

Jk;Iqj “Kgj Ds Gksvy M|Ksx Esa Dezpkfj;Ksa Dh Dk;Z {Kerk Dks Çhkkfor Djus Okys Dkjdksa Dk Fo'ys"K.Kkred V/;;U

yksds'k dqekj lkgw^{1]} MkW- nsok”kh’k eq[kthZ ^{2]} MkW- izse dqekj
panzkdj^{3]}

¹“kks/kkFkhZ ¼okf.kT;½ egar y {ehukjk;.k nkl d,yst] jk;iqj] NÜkhlx<+]

²izkpk;Z] egar y {ehukjk;.k nkl d,yst] jk;iqj] NÜkhlx<

3lgb- izk;/kid] egar y {ehukjk;.k nkl d,yst] jk;iqj] NÜkhlx<+

lkjka'k

çLrqr v/;;u dk eq[; mís'; jk;iqj 'kgj ds gksVy m|ksx esa dk;Zjr deZpkfj;ksa dh dk;Z {kerk dks ÇHkkfor djus okys fofHkUu dkjdxsa dh igpku ,oa fo'ys"k.k djuk gSA ;g vuqla/kku gksVy {ks= esa ekuo lalk/ku çca/ku dh pqukSfr;ksa vkSj voljksa dks le>us dk ç;kl djrk gSA ;g ,d o.kZukRed ,oa fo'ys"k.kkRed v/;;u gS tks çkFkfed vkadM+ksa ij vk/kkfjr gSA jk;iqj 'kgj ds fofHkUu gksVyksa ls ;k-fPNd uewuk fof/k }kjk 75 deZpkfj;ksa dk p;u fd;k x;kA vkadM+s lajfr ç'ukoyh ds ek;/e ls ,df=r fd, x, vkSj lkaf[dh; midj.kksa tSlS o.kZukRed lkaf[dh; lglaca/k fo'ys"k.k vkSj çfrxeu fo'ys"k.k dk mi;ksx djs fo'ys"k.k fd;k x;kA v/;;u ls irk pyrk gS fd dk;Z okrkj.k, osru larqf"V, çf'k{k.k ,oa fodkl ds volj, i;Zos{k.k dh xq.koÜkk, vkSj dk;Z-thou larqyu deZpkfj;ksa dh dk;Z {kerk dks egRoiw.kZ :i ls ÇHkkfor djrs gSaA lkekftd-vkfFkZd dkjd vkSj laxBukRed laL—fr Hkh deZpkfj;ksa dh mRikndrk esa egRoiw.kZ Hkwfedk fuHkkrs gSaA v/;;u esa ik;k x;k fd mfpr dk;Z okrkj.k vkSj deZpkjh dY;k.k ;kstuvksa dk lh/kk laca/k dk;Z {kerk esa o'f) ls gSA ;g vuqla/kku gksVy çca/kdksa dks deZpkjh çn'kZu lq/kkj gsrq j.kuhfr fuekZ.k esa lgk;d gksxkA fu"d"Z gksVy m|ksx esa ekuo lalk/ku uhfr;ksa ds fodkl vkSj dk;kZUo;u esa egRoiw.kZ ;ksxnku nsaxsA

eq[; 'kCn: dk;Z {kerk] gksVy m|ksx] ekuo lalk/ku] çca/ku deZpkjh çn'kZu] laxBukRed O;ogkj] dk;Z okrkj.k] jk;iqj] vkfrF; {ks=} deZpkjh larqf"V] mRikndrkA

1- çLrkouk

gksVy {ks= fdLH Hkh vFkZO;oLFkk esa i;ZVu m|ksx dk ,d egRoiw.kZ Hkkx gS vkSj deZpkjh] xzkgdksa ;k gksVy esa vkus okys i;ZVdksa dks lsok,a çnku djus esa egRoiw.kZ Hkwfedk fuHkkrs gSaA 'kks/k fo"k; dk laf{kIr voyksdu vkSj ,sls fo"k; dks pqus ds ihNs dk rdZ izLrqr gS& gksVy m|ksx dh i"BHkwfe vkSj lsokvksa dh xq.koÜkk esa lq/kkj ds fy, deZpkfj;ksa ds çn'kZu dks c<+kus esa ekuo lalk/ku çca/ku ds egRo dks bl “kks/ki= esa le>k;k x;k gSA 'kks/k ds fy, fo"k; ds eq[; eqn~nksa dks leL;k dFku esa n'kkZ;k x;k gSA ;g “kks/ki= jk;iqj] NÜkhlx<+ ds gksVy m|ksx esa lsokvksa ds ekud dks c<+kus ds fy, deZpkfj;ksa ds çn'kZu ds egRo dks le>us esa vuqla/kku ds mn~ns”;ksasa vkSj “kks/ki= dh çklafxdrk dks Hkh çLrqr djrk gSA bl çdkj vuqla/kku mu dkjdxsa dh igpku djus dk ç;kl djrk gS tks deZpkfj;ksa dks esgrj çn'kZu djus ds fy, çsfjr dj ldrs gSaA bUgha 'kks/k mn~ns”;ksasa ds vk/kkj ij 'kks/k ifjdYiuk dk fuekZ.k fd;k x;k gSA “kks/ki=ds ek;/e ls esjs }kjk ftu 'kks/k ç'uksa dks p;fur fd;k x;k gS] os bl “kks/ki= esa çLrqr fd, x, gSaA

“kks/ki= dh lhek,; vkSj “kks/ki= dh lezx lajpuk ;k lkjka'k bl “kks/ki= ds vafre Hkkx esa çnku fd;k x;k gSA

gksVy deZpkjh

gksVy m|ksx esa deZpkfj;ksa dh çsj.kk ,d çeql[k eqn~nk gS D;ksafd ;g lh/ks rkSj ij deZpkfj;ksa ds VuZvksoj vkSj lacaf/kr gksVyksa dh lsok dh lezx xq.koÜkk ls esy [kkrh gSA gksVyksa dh lezx ykHkçnkrk gksVy }kjk xzkgdksa dks çnku dh tkus okyh lsokvksa dh xq.koÜkk ij fuHkZj djrh gSA blfy, gksVyksa dh eq[; fpark deZpkfj;ksa dks çsfjr djuk gS] rkfd gksVy O;olkf;ksa ds ,sls ç;kl dks lqfo/kktud cuk;k tk ldsA nwljs 'kCnksa esa] xzkgdksa dh lsok djus vkSj mUgsa csgrj lsok,a çnku djus ds fy, deZpkfj;ksa dks cuk, j[kus vkSj çksRlkfgr djus ds fy, ukSdjh ls larqf"V egRoiw.kZ gSA bl çdkj] 'kks/k i= jk;iqj] NÜkhlx<+ ds gksVy m|ksx ij mu dkjdxsa dk v/;;u djus ij tksj nsrk gS tks deZpkfj;ksa ds çn'kZu dks ldkjRed :i ls çHkkfor djrs gSa vkSj mUgsa yacs le; rd cuk, j[k ldrs gSa] ftlls gksVyksa ds VuZvksoj dh nj de gks tkrh gSA

deZpkfj;ksa dk çn'kZu

deZpkfj;ksa dk çn'kZu gksVyksa dh ykHkçnkrk fu/kkZfjr djus esa egRoiw.kZ Hkwfedk fuHkkrk gS] D;ksafd deZpkjh gksVyksa dh lcls egRoiw.kZ laifÜk;ksa esa ls ,d gSaA ,slk blfy, gS D;ksafd vkfrF; m|ksx tu'kfa&xgu m|ksx gSA ftlds fy, gksVyksa dks deZpkfj;ksa ds çn'kZu ij tksj nsus dh t:jr gS vkSj muds çn'kZu dks c<+kus ds fy, mfpr mik; djus pkfg,A blds vykok] gksVy m|ksx esa deZpkfj;ksa dk çn'kZu egRoiw.kZ gS D;ksafd esgekuksa dk deZpkfj;ksa ds lkFk lh/kk laidZ gksrk gS vkSj bl çdkj gksVy ds deZpkjh gh esgekuksa dks larq"V djus ds fy, ftEesnkj gksrs gSaA bl çdkj gksVy O;olkf;ksa vkSj çca/kdksa ds fy, ;g vko';d gS fd os gksVy dh lqfo/kkvksa vkSj lsokvksa ij /;ku dsafær djus ds vykok mu dkjdxsa dks c<+kus ds ckjs esa fpafr gksa tks deZpkfj;ksa ds çn'kZu dks c<+k ldrs gSaA

leL;k dk foaj.k

jk;iqj] NÜkhlx<+ gksVy m|ksx dh cktkj o`f) nj dkQh le; ls vuqdwY jgh gSA gkyk;fd] 2020&21 esa oSf'od vkfFkZd eanh ds lkFk fodkl nj lqlaxr jgh gS vkSj gky ds o"kksaZ rd dksbZ cM+k lq/kkj ugha gqvk gSA bl fcanq ij jk;iqj] NÜkhlx<+ esa gksVy vkSj vkokl lsokvksa ds cktkj dk fo'ys"k.k djuk mfpr gS] tks nqfu;k Hkj esa i;ZVdksa dks vkdf"kZr djus ds fy, ,d thoar ns'k gSA gksVy m|ksx dh ykHkçnkrk eq[; :i ls deZpkfj;ksa }kjk xzkgdksa dks çnku dh tkus okyh lsokvksa ij fuHkZj djrh gSA bldk rkRi;Z ;g gS fd gksVy çca/kdksa dks deZpkjh ds çn'kZu vkSj çsj.kk ij fopkj djuk pkfg, D;ksafd ;g gksVyksa }kjk çnku dh tkus okyh lsokvksa dh xq.koÜkk ;k ekud fu/kkZfjr djrk gSA mPp VuZ&vksoj njksa ds dkj.k gksVy dh ukSdfj;ksa esa deZpkfj;ksa dh larqf"V gksVy m|ksx ds ykHknk;d çn'kZu dks çHkkfor dj ldrh gSA dfj;j dh de laHkkouk ds dkj.k cgqr de yksx vkfrF; {ks= esa dfj;j pqurs gSa vkSj blfy, ;g vko';d gS fd gksVy O;olkf;ksa ;k çca/kdksa dks deZpkfj;ksa dks cuk, j[kus ds rjhds [kkstus pkfg,A bl çdkj fo'k; pqus ds ihNs rdZ mu dkjdxsa dk fo'ys"k.k djuk gS tks deZpkfj;ksa dks yacs le; rd jgus vkSj vius dk;ksaZ dks csgrj <ax ls djus ds fy, çsfjr dj ldrs gSa tks cnys esa gksVyksa esa lsok dh xq.koÜkk ds Lrj dks Hkh c<+k ldrs gSaA

vuqla/kku ds y{; vkSj mn~ns";

'kks/k i= dk mn~ns"; jk;iqj] NÜkhlx<+ ds gksVy m|ksx esa lsokvksa ij deZpkfj;ksa ds çn'kZu vkSj ckgjh çsj.kk ds çHkko dk ewY;kadu djuk gSA deZpkfj;ksa dks csgrj çn'kZu djus ds fy, çsj.kk dh deh ds dkj.k xzkgdksa dks lsokvksa dh xq.koÜkk de gks tk,xh tks vçR; {k :i ls m|ksx dh ykHkçnkrk dks çHkkfor dj ldrh gSA blfy, gksVy çca/kdksa ds fy, ;g egRoiw.kZ gS fd os xzkgdksa dh lsok djrs le; deZpkfj;ksa dh t:jrksa] /kkj.kkvksa] vkdkk{kkvksa vkSj vis{kkvksa dks le>dj mUgsa vkdf"kZr djsa] cuk, j[ksa vkSj çsfjr djsaA

“kks/ki= dk mís'; mu fofHkUu dkjdksa dk vkdyu djuk Hkh gS] ftudk deZpkfj;ksa ds çn'kZu ij lh/kk çHkko iM+rk gSA dkjdksa ds vk/kkj ij gksVyksa ds çca/kd fofHkUu çca/ku çFkkvksa vkSj midj.kksa dks viuk ldrs gSa tks deZpkfj;ksa dh larqf"V dks c<+k ldrs gSa tks cnys esa deZpkfj;ksa dks csgrj çn'kZu djus ds fy, çsfjr dj ldrs gSaA

leL;k dFku ij vk/kkfjr 'kks/k i= ds eq[; mís'; fuEufyf[kr gSa&

- mu dkjdksa dh igpku djuk tks jk;iqj] NÙkhlx<+ ds gksVy m|ksx esa deZpkfj;ksa ds çn'kZu ds Lrj dks c<+k ldrs gSaA
- gksVy deZpkfj;ksa ds çn'kZu ij dk;Z fLFkfr;ksa] çksRlkgu ;k iqjLdkj] dSfj;j dh laHkkouk ds çHkko dh tkap djukA
- gksVyksa esa çnku dh tkus okyh lsokvksa dh xq.koÙkk ij deZpkfj;ksa ds çn'kZu ds çHkko dk fu/kkZj.k djukA

vuqla/kku dk egRo

jk;iqj] NÙkhlx<+ ds i;ZVu m|ksx ds dqy jktLo esa gksVy ;k vkokl {ks= dk lcls egRoiw.kZ ;ksxnku gSA o"kkSaZ dh /kkeh vkfFkZd lq/kkj ds ckn] jk;iqj] NÙkhlx<+ ds gksVy m|ksx us 2023 esa jktLo o`f) esa ldkjRed #>ku ns[kk gS] tks vkus okys o"kkSaZ esa vkSj c<+sxkA ;g eq[; ;i ls vkfFkZd i`"BHkwfe esa lq/kkj ds dkj.k gS vkSj gksVy O;olkf;ksa dks vxarqdkSa dh vkSlr nSfud njksa ¼,Mhvkj½ vf/kHkksx vof/k vkSj çfr miyC/k dejsa ds jktLo ds Lrj esa o`f) dh mEehn gSA gkyk;fd] brus cM+s lq/kkjksa ds ckotwn] jk;iqj] NÙkhlx<+ ds gksVy {ks= dks dbZ pqukSfr;ksa dk lkeuk djuk iM+ jgk gS] ftuesa rhoz çfrLi/kkZ] vxarqdkSa dh cnryh tulkaf;dh] deZpkfj;ksa dk mPp VuZvksoj] deZpkfj;ksa dks vi;kZIr eqvkoth] csgrj çn'kZu djus ds fy, deZpkfj;ksa esa çksRlkgu dh deh 'kkfey gS] vkfnA bl “kks/ki= esa] deZpkfj;ksa ds çn'kZu dks c<+kus ij fo'ks"K /;ku fn;k x;k gS rkfd lsokvksa dh xq.koÙkk vkSj blfy, gksVyksa dh ykHkçnrk c<+kbZ tk ldsA bl çdkj 'kks/ki= jk;iqj] NÙkhlx<+ ds gksVy m|ksx esa deZpkfj;ksa ds çn'kZu dh çklafxdrk dk ewY;kadu djus esa enn djrk gS vkSj mu çeq[k dkjdksa dk vkdyu djrk gS tks gksVy ds deZpkfj;ksa dks yacs le; rd lsok ns ldrs gSa vkSj ukSdjh ds çfr muds leiZ.k dks c<+k ldrs gSaA

vuqla/kku ç'u

'kks/k ds mn~ns";ksa rd igqapus ds fy, “kks/ki= ds ek;/e ls fuEufyf[kr ç'uksa dk lek/kku fd;k tkuk gSA Hkfo"; ds losZ[k.k ;k ç'ukoyh ds lapkyu ds fy, 'kks/k ifjdYiuk, j vko";d gSaA vxks dh ç'ukoyh vkSj MsVk fo'ys"K.k ls 'kks/kdrkZ dks laiw.kZ ifjdYiukvksa dk ijh{k.k djs IHkh 'kks/k mís';ksa dks iwjk djus esa enn feysxhA “kks/k ifjdYiuk, j fuEukuqlkj gSa%

“kks/k ifjdYiuk

H₀ & deZpkfj;ksa ds fy, mPp iqjLdkj deZpkfj;ksa dks vius çn'kZu esa lq/kkj djus ds fy, çsfjr djrs gSaA
H₁ & deZpkfj;ksa ds fy, mPp iqjLdkj deZpkfj;ksa dks vius çn'kZu esa lq/kkj djus ds fy, çsfjr ugha djrs gSaA
H₀ & laxBuxsa ds Hkhrj csgrj dkedkth fLFkfr xzkgdkSa dks mPp xq.koÙkk okyh lsok çnku djus esa enn ugha djrh gSA
H₂ & ldkjRed dkedkth ifjLFkfr;kj deZpkfj;ksa ds thou Lrj dks csgrj cukus esa dSlS enn djrh gSA
H₀ & deZpkfj;ksa dh mPp dSfj;j laHkkouk,a deZpkfj;ksa dks çsfjr djus esa enn djrh gSa vkSj jk;iqj esa gksVy m|ksx ds dkjksckj dks c<+kus esa enn ugha djrh gSaA
H₃ & deZpkfj;ksa dh mPp dSfj;j laHkkouk,a deZpkfj;ksa dks çsfjr djus esa enn djrh gSa vkSj jk;iqj esa

gksVy m|ksx ds dkjksckj dks c<+kus esa enn djrh gSaA

lkfgR; iqujkoyksdu

'kks/k ds rhu eq[; {ks= ;kuh gksVy m|ksx] deZpkjh vkSj çn'kZu lkfgR; leh {kk esa 'kkfey gSaA igyk [kaM jk;iqj NÙkhlx<+ esa gksVy {ks= ls lacaf/kr lkfgR; çnku djrk gS vkSj nwljk [kaM gksVy m|ksx esa deZpkfj;ksa dh ppkZ çLrqr djrk gSA var esa] lkfgR; dk rhljk [kaM gksVy m|ksx esa deZpkfj;ksa ds çn'kZu ls lacaf/kr gS&

lkfgR; leh {kk dh miJs.kh	v/;;u esa ;ksxnku
vuqHkkx 1% jk;iqj NÙkhlx<+ gksVy m ksx	
jk;iqj NÙkhlx<+ ds gksVy m ksx dh i"BHkwfe	;g [kaM jk;iqj NÙkhlx<+ esa gksVy m ksx ds ckjs esa le>us esa enn djrk gSA
gksVy m ksx dk fodkl	bl [kaM ds ek;/e ls gksVy m ksx esa o`f) dks le>uk laHko gSA
/kkjk 2% gksVy m ksx ds deZpkjh	
gksVyksa esa ekuo lalk/ku çca/ku dk egRo	gksVyksa esa ekuo lalk/ku çca/ku ds egRo vkSj ;ksxnku ds ckjs esa tkudkj çnku djrk gSA
gksVyksa esa deZpkjh çca/ku vkSj dkS'ky fodkl	deZpkfj;ksa ds çca/ku vkSj deZpkfj;ksa ds dkS'ky dks fodflr djus ds ikap eq[; rjhdksa ij ppkZ dh xbZ gSA
gksVy m ksx esa deZpkjh l'kfädj.k ds çHkkoA	;g vuqHkkx ppkZ djrk gS fd dSls deZpkjh l'kfädj.k deZpkfj;ksa dks Lora= :i ls dke djus vkSj laxBu dh fu.kZ; ysus dh çfØ;k esa Hkkx ysus ds fy, çsfjr djus esa enn djrk gS
/kkjk 3% deZpkfj;ksa dk çn'kZu	
Isok xq.koÜkk ij deZpkfj;ksa ds çn'kZu dh çHkko'khyrk	bl vuqHkkx ds ek;/e ls] gksVy m ksx dh Isok xq.koÜkk esa deZpkjh çn'kZu ds çHkkoksa dh igpku djuk laHko gSA
vkfrF; çca/ku esa deZpkjh çsj.kk vkSj çn'kZu	gksVyksa ds çn'kZu vkSj ykHkçnrk dks c<+kus esa deZpkfj;ksa dh Hkwfedk ds ckjs esa tkudkj çnku djrk gSA
deZpkjh çsj.kk dk deZpkjh çn'kZu ij çHkko	ppkZ djrk gS vkSj fn[kkrk gS fd deZpkfj;ksa dh çsj.kk gksVyksa esa deZpkfj;ksa ds çn'kZu dks dSls çHkkfor dj ldrh gSA

vuqla/kku i)fr

'kks/ki= esa rhu vuqla/kku i)fr dk iz;ksx fd;k x;k gSA ftlesa vuqla/kku n'kZu] vuqla/kku –f"Vdks.k] j.kuhfr;ksa vkSj fof/k;ksa] vuqla/kku fMtkbu] MsVk laxzg vkSj fo'ys"k.k fof/k;ksa dks 'kkfey fd;k x;k gSA ftudk mi;ksx vuqla/kku ds mn~ns"; rd igqapus ds fy, fd;k x;k gSA nwljs 'kCnksa esa] vuqla/kku i)fr v/;k; dk mi;ksx esjs }kjk mu çfØ;kvksa dks la{ksi esa crkus ds fy, fd;k x;k gS ftudk mi;ksx vuqla/kku ds ek;/e ls i;kZIr MsVk bdëk djus vkSj vuqla/kku ds mn~ns";ksa rd igqapus ds fy, fd;k x;k gSA jk;iqj ds gksVy {ks= ij vdknfed lkfgR; vkSj vU; 'kks/k dk;ksaZ dh xaHkhj leh {kk ds ckn cukbZ xbZ ifjdYiukvksa dk 'kks/k ds Bksl fu"d"kZ rd igqapus ds fy, ijh{k.k fd;k tkuk gSA v/;k; ds MsVk laxzg vkSj fo'ys"k.k ds

rjhds ,d= fd, tkus okys MsVk ds çdkj vkSj muds fo'ys"k.k ds fy, mi;ksx dh tkus okyh çfØ;kvksa dks crkrs gSa] rkfd 'kks/k ç'uksa ds laca/k esa rS;kj dh xbZ ifjYiukvksa dks lkfer ;k vLohdkj fd;k tk ldsA buds vykok] bl "kks/ki= esa vuqla/kku ds uSfrd fopkjksa vkSj vuqla/kku çfØ;k dh fofHkUu xfrfof/k;ksa ds fy, le; ds vkoaVu ds ckjs esa Hkh crk;k x;k gSA

vuqla/kku fMtkbu

vuqla/kku fMtkbu mu rjhdksa ij fopkj djrk gS tks jk;iqj NÙkhlx<+ ds gksVy {ks= esa deZpkfj;ksa ds çn'kZu vkSj çsj.kk ds çHkko dk ewY;kadu djus ds fy, vko';d gksaxsA

uewus dk vkdkj

ç'ukoyh losZ{k.k esa Hkkx ysus ds fy, ekuo lalk/ku çca/kd lfgr esjs }kjk jk;iqj ds Ng yDtjh gksVyksa ds 75 deZpkfj;ksa ls vuqjks/k fd;k x;k gSA

eki midj.k

'kks/k ds fy, mi;ksx fd, tkus okys lkekU; eki midj.k losZ{k.k] dsl LVMh] lk{kRdkj] ç;ksxkRed] fØ;kRed vuqla/kku vkfn gSaA bl 'kks/k ds fy, mi;ksx dh tkus okyh j.kuhfr ,df=r fd, x, MsVk ds çdkj ij fuHkZj djrh gS tks v;;u ds mn~ns"; ij fuHkZj djrh gSA

losZ{k.k çfrfØ;kvksa dk fo'ys"k.k

losZ{k.k ç'ukoyh gksVyksa ds deZpkfj;ksa vkSj ekuo lalk/ku çca/kdksa dks forfjr dh xbZ Fkh vkSj losZ{k.k iwjk djus ds fy, 10 ls 15 feuV dk le; fn;k x;k Fkka

ifjYiukvksa dk fo'ys"k.k

bl v;;u ds fy, jk;iqj NÙkhlx<+ ds gksVyksa esa deZpkjh uhfr;ksa ds ckjs esa ,d ç'ukoyh fodflr dh xbZ Fkh

rkfydk 2

f}pj lgla/k losZ{k.k ç'u 1 vkSj 2 ds fy, dksM

Question	Numeric Data	Respondent's answers
Survey question 1 (variable 1)	1	Stongery Disagree
	2	Disagree
	3	Uncertain
	4	Agree
	5	Strongly Agree
Survey question 2 (variable 2)	1	Strongly Disagree
	2	Disagree
	3	Uncertain
	4	Agree
	5	Strongly Agree

ifjYiuk 2- laxBuxsa ds Hkhrj csgrj dkedkth fLFkfr xzkgdksa dks mPp xq.koÜkk okyh lsok çnku djus esa enn djrh gSA

ç'u 1- ldkjRed dkedkth ifjLFkfr;kj deZpkfj;ksa ds thou Lrj dks csgrj cukus esa dSlS enn djrh gSa\

ç'u 2- fcuk fdllh LoPNrk laca/kh leL;k ds mPp dkedkth ifjLFkfr;kj deZpkfj;ksa dh dk;Zdq'kyrk dks c<+kus esa dSlS enn djrh gSa\

mijksä ifjdYiuk dk ewY;kadu djus ds fy, fuEufyf[kr losZ{k.k ç'uksa ij fopkj fd;k x;k vkSj ,d f}pj lglaa/k fd;k x;kA

losZ{k.k ç'u 1- vkids gksVy esa xzkgdksa dks vPNh lsok, nsus ds fy, ekfld ;k okf"kd iqjLdkj ;k çksRlkgu dh O;oLFkk gSA D;k vki lger gSA\

losZ{k.k ç'u 3- D;k vki lger gSA fd vkids gksVy dk ekgkSy vkSj dke dk ncko vPNk çn'kZu djus ds fy, mi;qä gS\

Vscy 3

f}pj lglaa/k losZ{k.k ç'u 1vkSj 3ds fy, dksM

Question	Numeric Data	Respondent's answers
Survey question (variable 3)	1	Strongly Disagree
	2	Disagree
	3	Uncertain
	4	Agree
	5	Strongly Agree
Survey question (variable 4)	1	Strongly Disagree
	2	Disagree
	3	Uncertain
	4	Agree
	5	Strongly Agree

ifjdYiuk

deZpkfj;ksa dh mPp dSfj;j laHkkouk,a deZpkfj;ksa dks çsfjr djus esa enn djrh gSA vkSj jk;iqj esa gksVy m|ksx ds dkjksckj dks c<+kus esa enn djrh gSA

ç'u 1- mPp dSfj;j laHkkouk,i deZpkfj;ksa dks dq'kyrkiwoZd dk;Z djus ds fy, dSls çsfjr djrh gSA\

ç'u 2- jk;iqj esa gksVy m|ksx dh lsok xq.koUkk ij mPp dSfj;j laHkkouk dk D;k egRo gS\

mijksä ifjdYiuk dks fl) djus ds fy, fuEufyf[kr losZ{k.k ç'uksa ij fopkj fd;k x;k vkSj f}pj lglaa/k fo'ys"k.k fd;k x;kA

losZ{k.k ç'u 1- jk;iqj dk gksVy {ks= vR;f/kd le`) gS ftlds deZpkfj;ksa ds fy, dSfj;j fodkl ds mPp volj gSA D;k vki lger gSA\

losZ{k.k ç'u 2- vki 5o"kkSaZ ls vf/kd le; rd vius gksVy esa lsok nsuk pkgrs gSA vkSj fQj vU; dfj;j fodYi pquuk pkgrs gSA D;k vki lger gSA\

Question	Numeric Data	Respondent's answers
Survey question (variable 5)	1	Strongly Disagree
	2	Disagree
	3	Uncertain
	4	Agree
	5	Strongly Agree
Survey question (variable 6)	1	Strongly Disagree
	2	Disagree
	3	Uncertain
	4	Agree

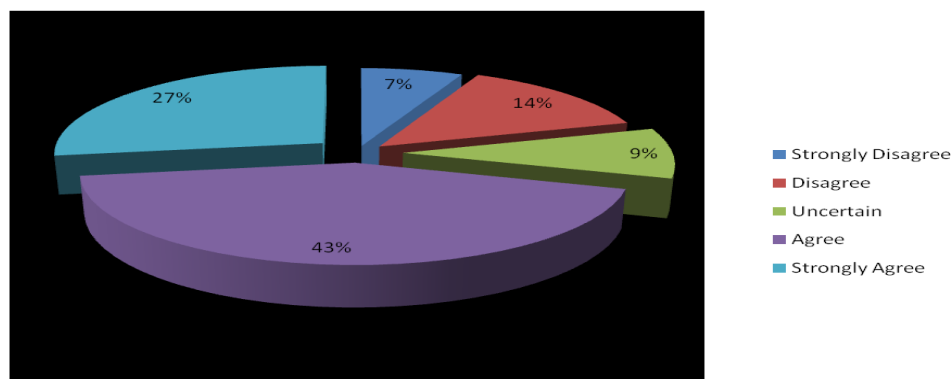
	5	Strongly Agree
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MsVk fo'ys"k.k

MsVk fo'ys"k.k Hkkx vuqla/kku dk lcls egRoiw.kZ fgLlk gS fllds fy, 'kks/kdrkZ ,d= fd, x, MsVk ds çdkj ds vk/kkj ij fofHkUu rjhdksa ;k rduhdksa dk mi;ksx djrk gSA pwaFd bl 'kks/k esa jk;iqj ds gksVyksa esa çfrHkkfx;ksa ¼deZpkfj;ksa vkSj ekuo lalk/ku çca/kdksa½ ls çkFkfed MsVk ,d= fd;k x;k gS] blfy, lkaf[;dh; fo'ys"k.k bl 'kks/k ds fy, mi;qä gSA blfy,] 'kks/kdrkZ us ekuo lalk/ku çca/kdksa vkSj deZpkfj;ksa dh çfrfØ;kvksa ds chp rquyk çLrqr djus ds fy, vko`fÜk fo'ys"k.k] o.kZukRed lkaf[;dh; fo'ys"k.k vkSj f}pj lglaca/k dks 'kkfey fd;k gSA

deZpkfj;ksa ds fy, losZ{k.k ç'uksa dk ifj.kke fo'ys"k.k losZ{k.k ç'u-1

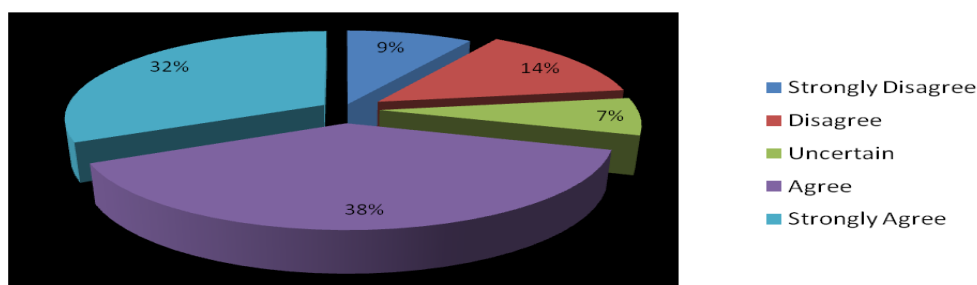
There is a system of monthly or annually rewards and incentives in your hotel for good services to the customers. Do you agree?



mijksä vkadM+k Ng yDtjh gksVyksa ds deZpkfj;ksa dh çfrfØ;kvksa dks n'kkZrk gS ftlesa gkmldhfiav LVkQ] osVj vkSj fjlsl'kfuLV] jlkSbZ deZpkjh] :e lfoZlj 'kkfey gSaA 43 izfr"kr deZpkjh lger gq, vkSj 27 izfr"kr bl dFku ls -<+rk ls lger gq, fd muds gksVyksa dk çca/ku xzkgdksa dks mPp xq.koÜkk okyh lsokvksa ds fy, iqjLdkj vkSj çksRlkgu çnku djus ij fopkj djrk gSA vU; egqr de ;kuh dsoy 9 izfr"kr bl rF; ds ckjs esa vfuf'pr Fks fd mPp çn'kZu ls iqjLdkj ;k çksRlkgu ds :i esa vfrfjä foÜkh; eqvkoth feysxkA bl dFku ls lger gksus okys deZpkfj;ksa ds vuqikr dh rquyk esa deZpkfj;ksa dk egqr de vuqikr bl dFku ls vlger gSA dsoy 14 izfr"kr vlger Fks vkSj 7 izfr"kr -<+rk ls vlger Fks] mUgksaus dgk fd ftu gksVyksa esa os dke djrs gSa] mUgksaus mUgsa csgrj çn'kZu djus ds fy, çsfjr djus ds fy, dksbZ çksRlkgu ;k iqjLdkj ugha fn;kA

losZ{k.k iz"u 2

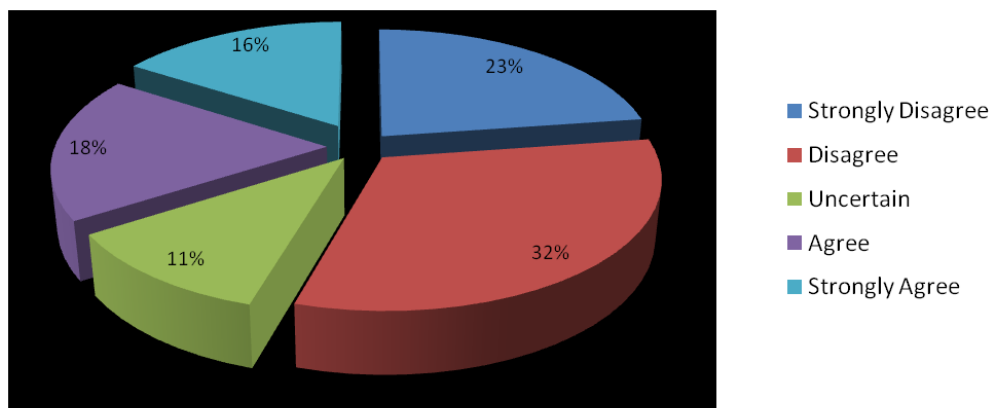
There are recognition schemes such as 'Employee of the month' in your hotel. Do you agree?



fp= 2 bl rF; ds laca/k esa deZpkfj;ksa dh çfrfØ;kvksa dh tkap djrk gS fd D;k ekfld çn'kZu ds fy, çca/ku }kjk mudh ljkguk dh xbZ vkSj mUgSa ekU;rk nh xbZA deZpkfj;ksa dk ,d egRoiw.kZ vuqikr ¼438 izfr"kr½ vkSj -<+rk ls lger ¼432 izfr"kr½ Fkk fd ftu gksVyksa esa os dke djrs gSa] ogka ^eghus ds loZJs"B deZpkjh^ ;k ^LVkj dykdj^ ;k ^'kh"kZ dykdj^ dh ?kks"k.kk djus dh ,d ç.kkyh ;k uhfr ekStwn FkhA çfrfØ;kvksa dk ;g mPp çfr'kr blfy, Fkk D;ksafd deZpkjh cM+s vdkj ds yDtjh gksVyksa ls Fks] ftuds ikl gj {ks= esa loZJs"B çn'kZu djus okyksa dh ç'kalk djus ds fy, gj eghus ds fy, vfuok;Z çek.ku ;kstuk,a gksrh gSaA ,sls deZpkfj;ksa dh la[k; ux.; Fkh tks viuh jk; crkus esa rVLfK jgs D;ksafd os gkmldhfiak] lQkbZ ;k diM+s /kksus dh lsokvksa esa 'kkfey fuEu Js.kh ds deZpkjh Fks vkSj bl çdkj] ,slh ;kstukvksa ls ifjfr ugha FksA deZpkfj;ksa dh vis{kk—r de la[k; ;kuh 14 izfr"kr deZpkjh bl dFku ls vlger Fks vkSj 9 izfr"kr -<+rk ls vlger Fks D;ksafd ftu gksVyksa esa os dke djrs gSa muesa loZJs"B çn'kZu djus okys ds ewY;kadu ds fy, ,slh dksbZ fof'k"V vkf/kdkfj ekfld ;kstuk ;k çek.ku ugha FkkA dHkh&dHkh] vPNs çn'kZu ds fy, muds çca/kdksa }kjk mudh eksf[kd :i ls ljkguk dh tkrh FkhA çfrfØ;kvksa dk ;s de çfr'kr iqjkus ikjaifd gksVyksa ;k gsFjVst gksVyksa ls Fkk ftuesa ekuo lalk/ku çca/ku dh vk/kqfud çFkk; ugha gSaA

losZ{k.k ç'u 3

Do you agree that the hotel atmosphere and work pressure in your hotel is appropriate for you to deliver good performance?



mijksä vkadM+s dk MsVk gksVy ds ekgkSy vkSj muds çn'kZu ij dke ds ncko ds çHkko ds ckjs esa deZpkfj;ksa dh /kkj.kk ds ckjs esa mudh çfrfØ;kvksa dk lkjka'k çLrqr djrk gSA tc losZ{k.k.kdrkZ us iwNk fd D;k gksVyksa dk ekgkSy vkSj dke dk cks> mUgSa xq.koÜkkiw.kZ çn'kZu djus esa l{ke cukrk gS ;k ugha] rks muesa ls vf/kdka'k us udkjRed çfrfØ;k O;ä dhA 32 izfr"kr vlger Fks vkSj 23 izfr"kr bl rF; ls iwjh rjg vlger Fks fd gksVy dk ekgkSy vkSj dke dk ncko deZpkfj;ksa ds çn'kZu dks çsfjr djus ds fy, mi;qä gSA dke djus dh fLFkfr;kj vkSj çca/kdksa ;k i;Zos{kdkksa ds lkFk laca/k Hkh deZpkfj;ksa dh mudh ukSdjh ds çfr larqf"V fu/kkZfjr djus esa egRoiw.kZ Hkwfedk fuHkkrS gSaA vf/kdka'k i;Zos{kdk vkSj gksVy çca/kd ykHkksUeq[k vkSj xzkgd dsfUær FksA os xzkgdksa dh larqf"V ds ckjs esa vf/kd fpafr Fks vkSj mPp xq.koÜkk okyh xzkgd lsok; çnku djuk pkgrs FksA blfy, os vf/kdka'k le; vius deZpkfj;ksa ij xzkgdksa dh çR;sd ekax dks iwjk djus ds fy, ncko Mkyrs gSa vkSj deZpkfj;ksa ij muds fy, cuk, x, dke ds cks> ds ckjs esa de fopkj djrs gSaA dqN deZpkfj;ksa us dgk fd gksVy ds okrkj.k ds çfr mudk vlarks"k eq[; :i ls ihd lhtu ds nkSjku c<+ tkrk gS] tc fofHkUu ns'kksa ls i;ZVu ds mís'; ls fofHkUu Hkk"kkvksa] vknrksa vkSj [kk] inkFkksaZ ds Lokn okys vkxarqdksa ¼4fo'ks"k :i ls ifjokjksa½ dh HkhM+ gksrh gS] ftls Lohdkj djuk muds fy, dfBu gksrk gSA

ifj.kkeksa dk lkjka'k

MsVk ds fo'ys" k.k ls irk pyrk gS fd gksVyksa esa deZpkfj;ksa dk çn'kZu dbZ dkjdxsa ls çHkkfor Fkk] tSls fd iqjLdkj vkSj çksRlkgu] dke dk ncko vkSj gksVy dk ekgkSy vkSj gksVy {ks= esa dSfj;j ds fodkl dh laHkkouk] deZpkfj;ksa vkSj çca/kdksa lfgr çfrHkkfx;ksa dk dkQh vuqir bl ckr ij lgefz O;ä dh xbZ fd iqjLdkj vkSj çksRlkgu deZpkfj;ksa ds çn'kZu ds ihNs dkjd Fks D;ksafd os gksVy deZpkfj;ksa ds fy, çsjd 'kfä ds :i esa dk;Z djrs gSaA nwljh vksj] dbZ deZpkjh ,sls Hkh Fks tks bl ckr ls lger Fks fd gksVy çca/kdksa us mudh esgur vkSj ç;kl dks igpkukA mUgksaus eghus ds LVkj ijQ,eZj ;k deZpkjh ds :i esa çekf.kr djds deZpkfj;ksa ds ç;klksa dh ljkgu dh] filds fy, dqN foÜkh; ;k xSj&foÜkh; eqvkots tSls migkj okmpj] QwM dwiu] 'k,fiar okmpj bR;kfn fn, x,A

fu"d"kZ

;g "kks/ki= laiw.kZ 'kks/k v/;;u dk lkjka'k çLrqr djrk gS vkSj losZ{k.k ls ,d= fd, x, MsVk dks lkfgR; ls tksM+rk gS rkfd ifjdYiuk vkSj ç'uksa ds lkFk 'kks/k fu"d"kZ dh vuq;irk crkbZ tk ldsA lkFk gh] 'kks/k fu"d"ksaZ dh lkekU;rk dks lhfzr djds NksVs uewuk vkdkj dk mi;ksx vkSj vkfrF; ;k gksVy çca/ku ds bl {ks= ij Hkfo"; ds 'kks/k ds lapkyu ds fy, 'kks/kdrkZ }kjk dqN flQkfj'ksa Hkh çnku dh xbZ gSaA

lanHkZ

1. https://www.researchgate.net/publication/368866682_Green_HRM_and_hospitality_industry_challenges_and_barriers_in_adopting_environmentally_friendly_practices
2. eksfyuk&vtsfju] ts-,Q-] rkfj] ts-ts-] ijsjk&eksfyuj] ts-] yksist&xkesjks] ,e-Mh- vkSj iVqZlk&vksVsZxk] bZ-,e- ¼2015½A çfrLi/kkZRed ykHk ij xq.koÜkk vkSj i;kZoj.k çca/ku dk çHkko% gksVy m|ksx esa ,d fefjr rjhdksa dk v/;;uA i;ZVu çca/ku] 50] 41&54-
3. 'ysxy] Mh- ¼2015½A çca/kdh; foÜk esa iwath dh ykxr% teZu okLrfod vFkZO;oLFkk {ks= esa çFkkvksa dh ,d ijh{kkA cfyZu% fLçaxj-
4. <https://tourism.gov.in/sites/default/files/2020-04/MOT%20Skill%20Gap%20Final%20Report%2015122019.pdf>
5. <https://efaidnbmnribpcajpcglclefindmkaj/https://static.pib.gov.in/WriteReadData/userfiles/file/EconomicSurvey2023Q44O.pdf>
6. <https://efaidnbmnribpcajpcglclefindmkaj/https://www.indiabudget.gov.in/budget2023-24/economicsurvey/doc/echapter.pdf>
7. fyap] lh- ¼2013½A varjjk"V^ah; jktuhfr dh O;k[k; yanu% :Vyst-
8. <https://www.mdpi.com/2071-1050/14/24/17050>