CHAPTER 2
RESEARCH METHODOLOGY
# CHAPTER 2

## RESEARCH METHODOLOGY

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CHAPTER 2
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2.1 Introduction

Municipal governance in India has been in existence since the year 1687 with the formation of Madras Municipal Corporation and then Calcutta and Bombay Municipal Corporations in 1726. In 1882 the Viceroy of India, Lord Ripon resolution of self-government laid the democratic forms of Municipal governance in India. After the 74th Amendment Act 1892 was enacted there are only three categories of urban local bodies, Nagar Nigam (Municipal Corporation), Nagarpalika (Municipality), and Nagar Panchayat (City Council). This article provides that there be a Nagar Panchayat for transitional areas i.e. an area in transition from rural to urban, a Municipality for a smaller area and a Municipal Corporation for larger urban area. Article 243Q of the 74th Amendment requires that municipal areas shall be declared having regard to the population of the area, the density of population therein, the revenue generated for local administration the percentage of employment in non-Agricultural activities, the economic importance or such other factors as may be specified by the state government by public notification for this purpose.
In India, a Municipal Corporation is a local government body that administers a city of population 2,00,000 or more. Mumbai, Delhi, Kolkata, Bangalore, Chennai, Hyderabad and Ahmadabad are largest Municipal Corporations in India. The members of Municipal Corporation elected as corporatore from the wards of the city. The Mayor and Deputy Mayor are elected by the members among themselves.¹

A Municipal Commissioner who is appointed by government from the Indian Administrative Service. The municipal bodies of India are vested with long list of functions delegated to them by the state government under the municipal legislation. These functions broadly related to public health, welfare, regulatory function, public safety, public infrastructure works, and development activities.

The main responsibility of management is to guide the employees and observe their work. Developing countries have a huge natural and human resources but due to improper management, economic progress is less. Management is a group of activity human strength and material things. Managers are not the Administrator but agents of changes. The work of management is to maintain good condition so that employees can work together to achieve common goal with efficiency. Nowadays, there is no sector in which services of employees are not taken. Where work is

¹ http://vvww.cmao.nic.in/ugov.html
important, their management and organization is also very important point to be considered. Therefore researcher wants to look inside the organization and management of Municipal Corporation. Municipal Corporation occupies a key place in the Indian economy in terms of employment and investment. Over the years, Municipal Corporation has growth both in number and size and spread to most of the vital sectors of the economy. They were conceived as powerful tools in the process of economic development. Municipal Corporations are expected to fulfill the social as well as economic obligation to ensure all round development of the economy. But unfortunately, due too many reasons most of the time many Municipal Corporations are not able to fulfill the promises for which Municipal Corporation have been established. Organization Structure of Municipal Corporation and Management of services play very important role for providing services to the citizens.²

2.2 Working Definitions of terms used

Municipal Corporation³

“A Municipal Corporation is a city, town, village, or borough that has governmental powers. A Municipality is a city, town, village, or in some states, a borough. A corporation is an entity capable of conducting

³ Legal-dictionary.thefreedictionary.com/Municipal+Corporation
Cities, towns, villages, and some boroughs are called municipal corporations because they have the power to conduct business with the private sector.”

**Work culture**

Work culture can be defined as the ‘way of life’ for those in a particular workplace.

“Process of performing work at workplace.”

**Mayor**

“The chairman and civic head of a municipal corporation.”

**Commissioner**

“Someone who manages a government agency or departments.”

**Metropolitan area**

“Means an area having a population of ten lakhs or more, comprised in one or more districts and consisting of two or more Municipalities or Panchayats or other contiguous areas, specified by the Governor by public notification to be a Metropolitan area for the purposes of this part.”

**Municipal area**

“Means the territorial area of Municipality as is notified by the Governor.”

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4 [www.thefreedictionary.com/Mayor](http://www.thefreedictionary.com/Mayor)
5 [Indiankanoon.org/doc/586850](http://Indiankanoon.org/doc/586850).
6 [www.indiacode.nic.in/colweb/amend74.html](http://www.indiacode.nic.in/colweb/amend74.html).
Public Service

“Service provided by Pune Municipal Corporation.”

2.3 Statement of the Problem

Basically Municipal Corporations are formed for providing basic amenities to public like water, roads, education, birth and health record, waste management, public safety services like fire, ambulance service, public garden, maintaining building.

But people in the cities are not always happy with services which are provided by Municipal Corporations. Services provided by Municipal Corporations always criticized by the people.

Organizational Structure of Municipal Corporations help in making policies, providing finance at proper time and administrating for proper implementation of policies. Success of Municipal Corporations is depends upon efficient management system.

Municipal Corporations always criticized by common man for their indiscipline, inefficient management and delay in work procedure. So there is need of adequate Organization and Management of services which are provided by Municipal Corporation.

In this study an attempt has been made to find out the proper organizational structure and management of Municipal Corporations. How the efficiency of services like water supply, health, education will
be improved? What are the problems for providing these services to the citizens? Hence the title of the study is, “A study of Organization & Management of select public services in Municipal Corporations with special reference to Pune Municipal Corporation.”

2.4 Relevance of the Study

Municipal Corporation in India was formed to provide various necessary services like water, health, education along with the matters relation to property and housing taxes.

E-Governance in Municipal Corporations focuses on improving national elements of citizens’ services through defining services levels and outcomes.

Facilities interactive interaction between local government, citizens and others stakeholders by improving quality of internal operation of local government, enhancing transparency and accountability, enhancing citizens interface and improving service delivery to citizens.

But because of lack of proper delegation of authority, planning, proper understanding, specific guidelines, Municipal Corporations faces various problems, complaints from citizens regarding delay of work, indiscipline in providing services.
A Municipal Corporations are provided a good Organizational Structure, proper management of services. For this reasons there is a need of study of this problems of Municipal Corporations.

2.5 Objectives of the Study

1. To study the Organizational Structure of Pune Municipal Corporation.

2. To study the services provided by Pune Municipal Corporation.

3. To study the methods and tact of services provided by PMC.


5. To study the problems and difficulties in services provided by Pune Municipal Corporation.

6. To make the suggestions for improving efficiency of services provided by Pune Municipal Corporation.

2.6 Justification of the Objectives

Organizational Structure play key role in providing services to citizens at proper time.

The efficiency of Municipal Corporations is depends on efficient management. A good management can improve morale, boost, and productivity of employees.
The problem in providing services is mostly depending upon adequate organization and management of services by the Municipal Corporations. So, the objectives of the research are to study the organization and management of Municipal Corporations. The management of any organization depends upon many factors like work culture, discipline, delegation of authority and structure of organization so, there is needed to study all of these factors related to management of Municipal Corporations. The researcher also wants to study the problems of organization and management of Municipal Corporations. In shorts, the management of public services is very important to provide efficient services to the citizens.

An importance of Organizational Structure and Management is not neglected because it is not only affects services performance but also whole organization performance.

2.7 Statement of Hypothesis

The hypothesis of the study is based on the following premises:

1. There is adequate system of Organization Structure to provide services of education, health and water in PMC.

2. There is positive relationship between Organizational Structure and Management of PMC for providing services to citizens.
3. There is opportunity of improvement in present Organizational Structure & Management of PMC for providing services to the citizens.

2.8. Justification of Hypothesis

The billion people live in cities today Urbanization particularly in developing countries are growing rapidly. The role of urban system governance, organization and management of Municipal Corporation and service provision increasingly important for the well being of a large segment of the urban population.

In the present study the researcher focus on the system of organizational structure of health, education and water supply which are play very important role in development of Municipal Corporation.

The relationship between organizational structure and management is also very important for proper implementation of various services to the citizens so researcher also study the impact of organization and management on employees of Pune Municipal Corporation.

There is lack of proper delegation of authority, proper planning, specific guidelines, and unavailability of required human resource. Municipal Corporation faces many problems, complaints from citizens regarding management and organizational structure of Municipal Corporation. The hypotheses of this study are giving proper direction to present research.
2.9 Variable

An expression that can be assigned any of the set of the value is known as variable. The present study was the survey type of research that involved various variables as following:

2.9.1 Independent Variable

It is the factor which is measured or selected by the researcher to determine its relationship to an observed phenomenon. The independent variable in the present study were Carder of Job, Gender, Age, Length of service, Educational Qualification, Educational Stream, Annual Income, Work Environment.

2.9.2 Dependent Variable

It is that factor which is observed and measured to determine the independent variable. In the present study dependent variable was considered Organization and Management of Municipal Corporation.

2.9.3 Presentation of the Variables of the Study

In Table No. 2.1 presented the dependent and independent variables included in the study.
Table 2.1 Variables of the Present Study

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Variable</th>
<th>Type of Variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Gender</td>
<td>Independent</td>
</tr>
<tr>
<td>2</td>
<td>Material Status</td>
<td>Independent</td>
</tr>
<tr>
<td>3</td>
<td>Carder of Job</td>
<td>Independent</td>
</tr>
<tr>
<td>4</td>
<td>Age</td>
<td>Independent</td>
</tr>
<tr>
<td>5</td>
<td>Length of Service</td>
<td>Independent</td>
</tr>
<tr>
<td>6</td>
<td>Educational Qualification</td>
<td>Independent</td>
</tr>
<tr>
<td>7</td>
<td>Educational Stream</td>
<td>Independent</td>
</tr>
<tr>
<td>8</td>
<td>Annual Income</td>
<td>Independent</td>
</tr>
<tr>
<td>9</td>
<td>Social Economic Status</td>
<td>Independent</td>
</tr>
<tr>
<td>10</td>
<td>Work Environment</td>
<td>Independent</td>
</tr>
<tr>
<td>11</td>
<td>Organization and Management of Municipal Corporation</td>
<td>Dependent</td>
</tr>
</tbody>
</table>

2.10. Classes of Respondent to be contacted

This research is related to the organization and management of services which are provided by Pune Municipal Corporation, specially Education, Health and Water Supply. The information related to this research is collected from Municipal Commissioner, departmental head of Water supply, Health and Education Department. The researcher collected information from class I, II & III officers and employees in Municipal Corporations.

2.11. Universe and Sample Size

Total number of employees in Water supply Dept., Health Dept. and Education Dept in PMC is 1705 out of which Following samples have taken for study.
The total number of employees only class I, II & III will be selected as respondent for this study. The sample size of this respondent is as follows:

<table>
<thead>
<tr>
<th>Class</th>
<th>No. of Employees</th>
<th>Sample</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>30</td>
<td>10</td>
<td>33.33</td>
</tr>
<tr>
<td>II</td>
<td>275</td>
<td>30</td>
<td>10.00</td>
</tr>
<tr>
<td>III</td>
<td>1400</td>
<td>140</td>
<td>10.00</td>
</tr>
<tr>
<td>Total</td>
<td>1705</td>
<td>180</td>
<td>10.38</td>
</tr>
</tbody>
</table>

Source: Labour Office of PMC.

### 2.12 Justification of Sampling Method

Out of the total employees and officers working in Municipal Corporation only class I and class II officers take part in management and policy decisions of the corporations. So, the researcher has selected more number of officers from the universe. There is total 4583 number of employees in PMC out of this only 1705 officers are related to three select services i.e. Health, Education and Water services. The researcher has also selected 180 employees among 1705 employees working in these selected three departments. The percentage of sample to universe is more than 10%. So, the sample size is adequate. The researcher has selected 10 class I officers out of 30 and 30 class II officers among the 275. The percentage of sample and universe is more than 10%. This is appropriate size of sample for the study.
2.13 Sources of Data Collection

For this research data is collected by Questionnaire, Observation, and personal interviews of related employees. Three questionnaires were prepared for class I employees, class II employees and class III employees.

Class I Officers

The questionnaire was prepared for class I officers who are working in select department. The class I officers play important role in deciding policy of Municipal Corporation. So, the researcher was collected more information from these officers.

Class II Officers

The questionnaire will be prepared for class II Officers by face to face interview. These officers plays important role in implementation of policies of Municipal Corporations. The information like important schemes, their rules and problems in implementation will be collected from them.

Class III employees

The questionnaire was prepared for class III employees. It includes age, income group, and experience of work, their role in management and organization and their problems in implementations of policy of Municipal Corporations.
2.14 Methods of Data Collection

The objective of this research is to study the organization and management of Municipal Corporations. The researcher was collected required information through oral interviews, Questionnaires.

The required data were collected as follows:

**Primary Data**

The required primary data is collected by Interviews, questionnaires of related officers i.e. Commissioner of Pune Municipal Corporation, Head of Department of Water Supply, Health, Education

![Fig. No. 2.1 Sources of Primary Data](image)

**Secondary Data**

The secondary data is collected through various Newspapers, Bulletins, PMC Annual Reports, Journals, Ph.D. Thesis, Books, and Websites and Rules and Regulations of State Government.
2.15 Types of Data Collection

Data about organization and management of Health, Water Supply and Education Departments regarding Class I, Class II and Class III employees are collected through sample survey. Questionnaires are prepared for the purpose of gathering information from respondents. Observations are also made of behavior of employees at workplace.

2.16 Methods of Data Presentation

Tables, Graphs, Charts are use for presentation of data.

2.17 Techniques of Data Analysis

The data collected for this research analyzed by using Chi-Square Test and R-Software.

Collected data would be classified, coded and tabulated by using various statistical tools like correlation. The researcher were use tools like tabulation, average for analysis of data. The data were analyzed by qualitative as well as quantitative techniques.
2.18 Statistical Tools & Techniques to be used

Technique like average and relationship between the two factors were use in this research. The researcher will find out the relationship between quality of management and quality of service provided by Municipal Corporations. The satisfactions of citizen were considered and graded for drawing conclusions. The data presentation is made by Tables, Graphs, Diagrams, Charts, etc.

2.19 Limitations of the Study

1. The present study is limited to the Pune Municipal Corporation area only.

2. The present study included the employees of the Pune Municipal Corporation.

3. The present study is limited to the class-I, class-II and class-III employees of Health, Education and Water Supply departments.

4. This study is depends upon the information given by the Respondents.

5. The study is only for the year 2011-2012 to 2013 - 2014.
2.20 Social Contribution of the Study

This study will be helpful in many ways:

1. This study will be helpful to the researcher scholars to know the Management and Organization of Pune Municipal Corporation.

2. The study will helpful to the Municipal Commissioner for identify the views of employees and their expectations and also for determination of policies.

3. The study will be helpful to the Pune Municipal Corporation for improvement of their efficiency of employees.

4. The study will be helpful to the Organization like Local Self Government to implement the policy of Water supply, Health and Education.

5. This study also helps to State Government to decide policies regarding Health, Water Supply and Education.

6. In the age of Globalization, Privatization and Liberalization, the study would help to improve the efficiency and working skills of employees and Organization and Management of Pune Municipal Corporation.

7. The study will be helpful to increase the knowledge and will give proper guideline to the researcher who is interested to make addition to the subject of Organization and Management of Municipal Corporation.
8. The finding of the study will be helpful the Municipal Commissioner for efficient Organization and Management of Pune Municipal Corporation.

References

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3. Legal-dictionary.thefreedictionary.com/Municipal+Corporation

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5. Indiankanoon.org/doc/586850.
