CHAPTER 7
FINDINGS,
SUGGESTIONS,
AREA OF FURTHER
RESEARCH
& CONCLUSION


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CHAPTER 7
FINDINGS, SUGGESTIONS, AREA OF FURTHER RESEARCH & CONCLUSION

7.1 Findings of the study

1. More than 52% women are working in Pune Municipal Corporation so contribution of women in doing work in PMC is more than men.
   (As per Paragraph No. 6.3 and Table No. 6.2 Page No. 198)

2. The percentage of married respondent is more than the unmarried respondent.
   (As per Paragraph No. 6.4 and Table No. 6.3 Page No. 199)

3. That there is well mixture of young and senior officers which work in the organization structure of the PMC.
   (As per Paragraph No. 6.5 and Table No. 6.4 Page No. 200)

4. Out of the total respondent studied 143 respondents Length of Service is between the ranges of 5 to 15 years. 27 are above 15 years remaining are below 5 years. There is well mixture of experienced and comparatively less experienced officers.
   (As per Paragraph No. 6.6 and Table No. 6.5 Page No. 202)
5. The management and the organization structure of the PMC have the well educated officers who can take the various decisions and implement for the citizens.

(As per Paragraph No. 6.7 and Table No. 6.6 Page No 204)

6. The maximum percentage from the Arts stream i.e. 40% followed by the Science stream of 33 percentages.

(As per Paragraph No. 6.8 and Table No. 6.7 Page No. 206)

7. Annual Income is also the important thing in the Management and Organization structure. 44% respondents have the annual income in between the 3 lack to 5 lacks, 41% have the income below 3 lack and 15% have the income above 5 lacks.

(As per Paragraph No. 6.9 and Table No. 6.8 Page No. 208)

8. The 90% of the respondent belongs to the middle class. Generally class II and class III officers of the PMC belongs to the middle class and class I officers belongs to the higher class.

(As per Paragraph No. 6.10 and Table No. 6.9 Page No.209)

9. That most of the respondent feels pleasure and are satisfied in their works. Some of the respondent says that their work fulfill their hobby however very few get bored frequently.
10. 76% of the respondent plays major role in the decision making i.e. “greater than 50%”. Whereas remaining respondent have less contribution in decision making.

11. There are 69 respondents attained more than four training programs, 30 attained three, 42 attained two, 28 attained one and remaining respondent yet to attend the any training program.

12. That middle level management has major contribution as compare to top and lower level management.

13. Every department has different types of functions in PMC. Respondent studied by researcher are mainly from health, water supply and education department of organization structure.

14. PMC try to provide maximum good quality services to the citizens. The citizen’s complaints registered also maintained at place of every department of PMC. The complaints of citizens are solving in time.
15. While providing services, many difficulties arise like lack of human resource, political interferer, unavailability of resources, proper management, lack of motivation, lack of cooperation between all departments, etc.

(As per Paragraph No. 6.17 and Table No. 6.16 Page No. 223)
7.2. Suggestions

1. Management of Municipal Corporation of Pune should try to understand the problems in providing services to citizens as well as try to know the expectations of employees from the management.

2. The delegation of authority and responsibility of work should be made properly so employees can understand their role in doing a Particular work.

3. Work environment is also important part of workplace so Municipal Corporation of Pune should provide healthy work environment to employee for enhancement of their performance.

4. Management of Municipal Corporation of Pune should provide training and other professional growth opportunities to employee for development in quality of work.

5. For better work up-to-date technology is needed; therefore management should accept new and advanced technology for solving the complaints of citizens.

6. Municipal Corporation consists of political and administrative wing. Both should try to work together for best result, more over political wing should not give the interference in administrative activity, as well as try to remove political environment.
7. Municipal Corporation depends on how the interactions between various stakeholders are managed to plan the desired goals of providing civil infrastructure and services to citizens in transparent and accountable manner. So Municipal Corporation should raise employees and citizens participation in decision making process.

8. The recruitment of employees should be made in proper time so that Municipal Corporation of Pune will be able to provide effective services to citizens in time.

9. Municipal Corporation of Pune should arrange workshops on quality enhancement of employees.

10. Municipal Corporation should take necessary action against the migration of people in Corporation area because of which Municipal Corporation faces lot of problems in providing services.

11. Feedback system of providing services should be improved to understand the lacunas in service system of Municipal Corporation.

12. Time limit should be fixed for solving the complaints of citizens and time period should be fixed for rendering particular type of services to citizens.
13. A separate training department should be established for providing appropriate training programmes to employees of various departments.

14. The Municipal Corporation of Pune should offer a measurement tool for measuring employee’s performance so it helps to enhance the performance of employee.

15. There should be proper control on adding of additional villages in municipal area because it being stress on infrastructure, services and other facilities which are provided by Municipal Corporation.

7.3. Area of Further Research

1. A further research can be held with all the Municipal Corporations of Maharashtra State to know the management of Municipal Corporation and also know the management and organization of various departments of Municipal Corporation.

2. A future researcher can undertake with comparison of Organization and Management of one State Municipal Corporation to other State.

3. A further research can be held to know the contribution of employees in management of Municipal Corporation of a particular area.
4. A research can be assumed with the employees of government and non-government organization to measure contribution in providing services to citizens.

5. A further research can be held on comparative study of Municipal Corporation of Pune with Pimpri-Chinchwad Municipal Corporation.
7.4 Conclusion

As per the findings and suggestion of the study, researcher could derive the following conclusion:

Much of the employees of Pune Municipal Corporation were suggested improvement in present structure of organization and management. For enhance the public services of municipal corporation delegation of authority and responsibility should be made in proper way. The recruitment of employees made in proper way and in time. Training programme should provide to each class of employee regularly and modern technology should also adopt to provide efficient public services to citizens. There is need to give proper attention on implementation of public services which are provided by Municipal Corporation. Development of Municipal Corporation helps in development of nation.