Executive Summary

(ABSTRACT)

Transport is a vital infrastructure of any economy. It comprises of several modes such as road, rail, water and air ways, etc. Indian transport sector is very large and diverse in nature. It caters to the needs of around 1.5 billion people.

There has been trend towards urbanisation. It is nothing short than urban explosion. There are many reasons for this such as natural reasons, migration, boundary changes, increasing population, etc. The number of urban areas or towns have gone up sharply. Particularly after liberalisation and globalisation the employment opportunities have substantially increased. Thereby the need for transport has also increased.

Pune is at the cross roads in urban development journey. It is not only growing into metropolis but might even turn into megapolis. Pune is considered as a cultural, industrial, and also Information Technology and Bio-Technology centre. Thus the requirement for transport facilities are also growing at a very faster rate.

Pune Mahanagar Parivahan Mahamandal Ltd. is a public transport organisation, rendering commuting solutions to citizen of Pune.

Therefore the researcher has selected this Topic: “The Study of Human Resource Management Policies and Practices Adopted By Pune Mahanagar Parivahan Mahamandal Ltd.(PMPML)”.

The present study research topic has been selected by the researcher due to following reasons:

a. Public transport sector is highly labour intensive hence require proper, clearly written human resource policies and practices.

b. PMPML is the main public transport provider of Pune.

c. The human resource policies and practices adopted by PMPML have impact on the stakeholders.
Human resource is the most crucial aspect of all other factors. It involves all intricacies and have dynamic nature. Apart from compensation and working conditions there are various other core aspects, such as competencies needs improvement and skill enhancement with suitable training and development facilities.

It is observed that the human resource policies and practices are adhoc in nature at PMPML. The root cause of many problems such as accidents, losses, overcrowding, inefficiency, etc. are due to non availability of systematic and scientific human resource policies. Current study may create base for the subject so that more research in this area can be done by other research scholars. Some of the objectives of the study are:

i. To study the human resource policies and practices used in PMPML.

ii. To assess the impact of human resource policies and practices on the performance of the employees of PMPML.

iii. To study the significance of training and motivational programmes conducted by PMPML.

iv. To study the job satisfaction levels of the employees of PMPML.

v. To offer suggestions and recommendations to enhance the effectiveness of human resource practices.

The current study is based on primary and secondary data. The researcher has collected primary data in the form of Questionnaire, Observation and Interview method. The researcher has collected primary data in the form of questionnaires duly filled in from the staff and commuters of PMPML. Apart from the same, the scholar has visited number of PMPML locations such as Depots, Workshops, Administrative offices etc., in order to observe the actual functioning and to take first hand information about the study related areas.

After compiling the primary and secondary data, the primary data was processed with the help of tables, graphs, and charts. Suitable analysis, interpretation and explanation has been provided for tables and graphs. In order to increase the accuracy and quality of research, the researcher has done analysis of data with statistical techniques such as Chi-square test and Z-test.
The findings, interpretation and explanation of the data suggests that PMPML should have explicit, clearly written human resource policies and also strengthen the implementation system. In turn it will help to enhance productivity and performance of the human resources.

Thus it can be concluded that the objectives set by the researcher have been achieved.