1.1 Background of the Study:

Road transportation plays a vital role in human life for achieving various goals. There is a good relationship with development of city and movement from one place to another place. The main purpose of this research is to study job satisfaction of employees in Maharashtra State Road Transport Corporation in Nanded division. The process of modern economic development road transportation plays important role and rapid growth of cities. The road transportation is most important such as movement is the feature of human nature. This simply means movement of person from one place to another for getting comfort journey availing day to day necessities and to earn bread and butter. Road transportation play important role in human life. It may be transport the human being or material from one place to another place, for this purpose Maharashtra State Road Transport Corporation has played important role for common people living in village or city. There is need of bus vehicles to reach their destination.

Road transport is required to enhance trade holds nations together and enables people to improve the quality of their living. The combination of various factors such as social and cultural, political and commercial strategic considerations, these factors are affected the development of road transport system. The passenger mobility system is a high priority form of developing economy like India; Road passenger transport deserves a high priority. Development process from one part of the country to another. The resources of communication between villages are roads...
and passenger road transportation thus forms the care of development plans along with freight movements. Since independence, passenger road transport in India has been growing fast and has acquired considerable importance as a discrete activity with huge growth potential. In metropolitan region or city or village are give very important for transportation. During the last few decades a steep growth in the population of Maharashtra has been observed due to the availability of job opportunities, education, tourist places, in the surrounding area. Due to rapid growth of population there is a huge pressure on the public transport for the mobility of people for their various aspirations. Today the urban transport has become a very big problem in the metro cities, for daily commuters transport is very crucial to enhance trade, maintain national relationship composed and enables people to advance the quality of their lives. The existing position of the world is mostly because of the developments that have takes place in the sphere of transport. In Maharashtra Road passenger transport has a great future developing at a rapid speed, which is very important in the mobilization of people from one part of the city to the other.

“Road are the veins and articles of a country through which channels every improvements circulates”.

--Jeremi Bethom

1.2 Origin of Transportation –

The today’s world is most development in place due to good services of transport. Effective transportation is indispensable to economic progress. Transport is very enhancing trade, maintain national relationship. Today the urban transport has become a very big problem for daily commuters. The Maharashtra state has their own transport service to fulfill the need of growing cities. The word transport
(British English) or Transportation (American English) is the movement of people and goods from one place to another. The origin of transport from the word ‘transport’ is Latin word ‘transporter’. The mean of ‘transporter’ are ‘Trans’ means ‘(across)’ and ‘porter’ means ‘(to carry)’. However the term ‘transport’ and ‘transportation’ have been used to denote the same meaning. The basic necessity of the society is to provision for continues and without interruption of mobility of persons and materials. The continue endeavor of the western countries was resulted into distinct stages of transport evolution. There are many stage of transportation, among these stage the fourth stage is started with motor age and the growth of transport and introducing the mobility of road transport world.

After that transport sector was fast growth in the world evolutionary to U.S.A. and other. In general sense the term transport means carrying men and material from one place to another. It was seen throughout the history of any nation that a proper extensive and efficient road transport has played a major role. ‘Transporters’ perform one of the most important activities at every stage of advanced civilization. Where roads are considered as veins and arteries of a nation, passenger and goods transported are likened to blood in circulation. Passenger road transport service is an essential connected to the economic development. Road transport occupies a primary place in today’s world as it provides a reach unparallel by any other contemporary mode of transport.

- Road Transport in India

The development and social integration of any country like India, road transport play important role. India’s road transportation is largest sector. India’s growing economic has rise demand for transport infrastructure and services is
increased day by day in current year. The current position of Indian roads contributes to high fuel consumption and high pollution. The most of the roads are of poor quality as compared to other modes of transport. The road transport is more easy accessibility, reliability, flexibility of operations and give door to door service to their passenger due to this the demand of road transport in India’s is increased. It is a key factor to social, regional and economic cohesion, including the development of rural areas. The passenger requirement of India is 85.2% in the data up to March, 2010 and remaining 14.8% are carried by railway at present. In India public transport through road is a cheap and convenient mode of transport. For short and medium distance the India’s passenger prefers to road transport through bus. In India number of buses is specifically designed for urban area. After the liberalization in India many state transport corporation was introduced various kinds of special buses like air-conditioned. The investment in Passenger Road Transport System (PRTS) is treated as a part of public provision of services because the main focus is on meeting the social obligation of an affordable, safe and reliable bus service to the country people.

India is a country of villages and it is only road which can connect villages. Due to this road the development of economic in rural areas is possible. India is an agriculture oriented country and it is an advantage to road transport, i.e. good roads help the farmers to move their produce like vegetables to the Mandis and towns. Due to good roads the former can be assured of a steady market for his products. So the better roads improve the overall productivity of the road transport sector.
1.3 Nature and Importance of Transport –

**Definition of Transport:** “Movement of non-living and living things from one place to another place is known as transport.” Transport involves movement of men and goods, services from place where their marginal utility is less to the place where their marginal utility is high. The economic resources, affects the productive and service sector of the economy and also influencing of customs habits, traditions and the social organizations. The demand for transport arises only after the raising of the demand for goods and services. The demand for an organized transport system opens up new avenues for capital investments and employment. At the same time the fiscal and monitory policies and government may accelerate or decelerate the demand for transport services. In modern economic development, transportation plays a vital role in achieving various goals of any country. Transport eliminates natural as well as artificial barriers between places, regions and countries for moving resources. Transport sector bears close relationship with other sectors in the development of economy. Due to various modes of transport the rapid growth of cities. The fast urbanization around the industrial centers. Due to transportation India is largely connected villages, rural, urban and hilly areas of the country.

From above paragraphs discussed that transport is close contact with different part of world and it reduces the time in converting the distance. So it is clear that growth of any country is being accomplished through the transport sector.

In India there are three major modes of transport, they are as:

1) Land Transport

2) Water Transport

3) Air Transport
1) Land Transport:

There are two types of Land Transport:

- Railway Transport
- Road Transport.

- Railway Transport:

The railway has more advantages as compared to other modes of transport. Railways are ideally suited for long distance travel and movement of bulk commodities. The Indian railway is second largest railway system in the world. It was introduce in 1853 the first train service started from Mumbai to thane. Broad-gauge, meter-gauge, narrow-gauge are the type of railway service. Government of India has been providing considerable amount for transport sector during various plan period in which railway share was about 50% to 66.87% of the transport sector.

- Road Transport:

The road transport is popular mode of transport because it’s easy available. It is a door to door service. It carries long distance in district, inter district, interstate and remote areas traffic. Road transport is vital to economic development and social integration of the country. A good road network is critical infrastructure requirement for rapid growth. Roads also play an important role in inter-modal transport development, establishing links with airports, railway stations and ports.

2. Water Transport:

A transport facility which is carried on the surface of the water is known as Water Transport. Water transport is the cheapest and the oldest from of transport for heavy goods and bulk cargoes. Waterways are the natural gifts, hence it does not
required large amount of capital expenditure for the construction of road and railway tracks, except canal transport, as in the case of land transport.

3. Air Transport:

The air transport is also important and time saving transport type. It is the most modern and fastest mode of transport. Air travel is a fastest means to reach in any port of the world. Air travel being the most modern and the quickest mode of transport has been gaining popularity. In India air transport began to operate in 1920 according to Air Corporation Act 1953, two state corporations were setup namely Air India for International transport and Indian Airlines for internal transport. There are 300 civil airports in India and it operated 36.4 million passengers. So there for these modes of transport are important for passenger.

1.4 Scope of the study –

This research has been carried out for job satisfaction of employees in MSRTC Nanded division. The questionnaire is developed on basis of study of job satisfaction of employees. The main purpose of this research is measure the level of job satisfaction of employees in MSRTC, Nanded division in Maharashtra. The study includes only employees in Nanded divisional office. The study also covers all those aspect, which are related to satisfaction of employees of MSRTC in Nanded divisional office consist of depot. In this study the scope covers only 321 operating employees of the division.

1.5 Significance of Study –

The economic development of any country is depending upon the level of its human resources. In fact human resources management is helpful for the
transformation and traditional economies managing human resources, was emerged as one of the fundamental task of any organization economically sound to manage its human resources successfully. There is also economic performance is also important for success of organization. To concentrate in towns cities and metros number of people use the bus services to used and enjoy the buses facilities in every case. Bus becomes a basic need to maintain the economic level as they provided the quality of service and to get satisfaction to the user.

1.6 Need of study –

A satisfied employee is a big asset of any service industry and to provide efficient service is the method to face the cut through competition and with globalization, privatization and every aspect which is coming into business point. Maharashtra State Road Transport Corporation has to improve its services to survive. The present study focuses on the job satisfaction of employees and to good services of MSRTC through increasing the level of satisfaction of employees. A road passenger’s transport is important service in rural area. This important service of transport is fulfilled by bus. Economic achievement if any services industry is important to face competition and with globalization and privatization coming into existence in every aspect of the business. MSRTC has to improve services to survive.

The transport of human being or material in everybody daily life need. So that MSRTC is first one of the important corporation which providing bus facilities to everyone and it can be said that it reached to all corners of the state and rendered its services right from rural to urban one. They do not only carry people but also take care of the postal mail distribution of medicine, newspapers in rural areas. The
ST is also playing most important role in the life of farmers because they can help farmers to transport their goods to the city place time to time. The MSRTC reached every village that is connected by road. In Nanded district 1611 village. The main approach is to increase the bus services for every village. These services increase through improving quality services in their job in Nanded district. Most of area captured by buses and them also attracting people to develop themselves in a quantitative way in MSRTC in Nanded district. All type of employee working under its like educated post graduates, technical graduate, young generation or 10th or 12th pass also with more dynamic professionalism. The development of MSRTC in Nanded district faces problem of effectiveness service and relations with management, other various problems. Maharashtra State Road Transport Corporation has made great stride in the sphere of passenger transport over a period of four decades when the process of nationalization of passenger transport started in Maharashtra from the angle of sheer magnitude of operation. It has emerged as the single largest passenger transport organization not only in India but also all over the World. Among the factors which have contributed to the extensive growth of the corporation within comparatively such a small period, the prominent is the one hundred percent nationalization of passenger transport achieved in the state and the service approach of the corporation expressed through its principal slogan “Where there is road there will be bus services”.

The MSRTC with the help of government contribution between bus stations, depots divisional offices, divisional workshops provide improved quality of services to passenger. It appeared majority route in rural areas to provide improved quality service utilizing service of MSRTC in Nanded District. So there is necessary to increase demand of bus services in new generation. There is need to proper
management of human resource and through that consumers and staff of MSRTC satisfaction is needed. From that point of view I have decided to do research and write on this subject.

1.7 Objectives of the study –

The main objectives of the study are as follows:

1) To study the Socio – economic aspect of Maharashtra State Road Transport Corporation employees in Nanded Division.

2) To study the job satisfaction of employees of Maharashtra State Road Transport Corporation employees in Nanded Division.

3) To study the personnel Management practices of Maharashtra State Road Transport Corporation employees in Nanded Division.

4) To evaluate the performance of employees in Maharashtra State Road Transport Corporation employees in Nanded Division.

5) To examine the problem of employees in Maharashtra State Road Transport Corporation employees in Nanded Division.

6) To suggest the remedies for improving the employee efficiency in Maharashtra State Road Transport Corporation employees in Nanded Division.
1.8 **Hypothesis of the Study –**

With the above mentioned objectives in mind hypothesis are as follows:

1) The socio-economic aspects are affected to growth the employees in MSRTC in Nanded division.

2) The employees are not satisfied with the different facility provided by MSRTC in Nanded division.

3) Employees are unknown about personnel management practices of MSRTC in Nanded division.

4) Employees job satisfaction level is very less.

1.9 **Research Methodology –**

An attempt is made to present the research methodology that has been adopted for conducting the study. Researcher studied job satisfaction of employees in Maharashtra State Road Transport Corporation, Nanded Division. For this study researcher has collected different type of data and also prepared questionnaires for employees and various information collected through external sources.

1.9.1 **Data collection –**

The research process consists of necessary steps to effectively carry out the research. In research process initially efforts has been made to develop a practical and the theoretical framework and data has been collected by following ways.

1.9.2 **Primary Data –**

Researcher was collected data through both primary and secondary sources. Therefore collection of primary data, researcher was prepared a structured questionnaire, which filling-up of questionnaires interviews in local languages with employees in MSRTC and that data was selected as a major primary data collection
The aim of the study was related to job satisfaction of employees is main focus of study. The individual’s gender, age, education and income these all characters was affect on employees satisfaction feeling are consider for this study.

1.9.3 Secondary Data –

The secondary data has been collected form Maharashtra State Road Transport Corporation published and unpublished sources and documents, magazine, MSRTC website, related book, STSR, GSO or other related book.

1.9.4 Sample Size –

The study of personal aspect of management of Maharashtra State Road Transport Corporation has been used for research purpose, There are total 3211 employees working in MSRTC Nanded division, within different departments working under different scales out of this, researcher was selected 321(10%) employees of MSRTC by using Stratified Random Sampling method for the present study.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Designation</th>
<th>No. of Employees</th>
<th>10% of the total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Driver</td>
<td>1141</td>
<td>114.10</td>
</tr>
<tr>
<td>2</td>
<td>Conductor</td>
<td>1143</td>
<td>114.30</td>
</tr>
<tr>
<td>3</td>
<td>TC</td>
<td>98</td>
<td>9.80</td>
</tr>
<tr>
<td>4</td>
<td>ATI</td>
<td>16</td>
<td>1.60</td>
</tr>
<tr>
<td>5</td>
<td>TI</td>
<td>52</td>
<td>5.20</td>
</tr>
<tr>
<td>6</td>
<td>Clerk</td>
<td>155</td>
<td>15.50</td>
</tr>
<tr>
<td>7</td>
<td>Mechanic</td>
<td>590</td>
<td>59.00</td>
</tr>
<tr>
<td>8</td>
<td>Officer</td>
<td>16</td>
<td>1.60</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>3211</td>
<td>321.10</td>
</tr>
</tbody>
</table>

Source: Primary data
<table>
<thead>
<tr>
<th>Particulars</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Respondent</td>
<td>321</td>
<td>100%</td>
</tr>
<tr>
<td>Rejected Respondent</td>
<td>21</td>
<td>6.54%</td>
</tr>
<tr>
<td>Selected Respondent</td>
<td>300</td>
<td>93.46%</td>
</tr>
</tbody>
</table>

1.9.5 Research Strategy –

Research Strategy applied in this study as on the basis of survey. This is very popular and commonly used for research. Survey allows the collection of large amount of data from a sizable population. For the research the researcher collected different types of data from Nanded divisional office or depot. For this survey purpose questionnaire was designed.

1.9.6 Selection of Area –

Researcher was selected MSRTC department of the research purpose the department, Central office at Mumbai and six regional offices at Mumbai, Pune, Nashik, Aurangabad, Amravati and Nagpur. 30 divisional offices situated different districts and 247 depots are situated almost at every Teasel places. Among these researcher was selected Nanded divisional office for the study under this 9 depot are situated.

1.9.7 Statistical Tools –

To summarize and rearrange the data several interrelated procedures was performed during data analysis stage. Data was analyzed statistically to get result, the statistical results was presented by graphical from with details description and analyzed in combination with qualitative data. Various statistical tools and techniques was applied, such as percentages, averages, chi-square test, was applied by using different application software like SPSS etc.
1.10 Limitations of the study –

The present study was limited with the job satisfaction level of employees in MSRTC Nanded division. So the data collected from the employees may be based on their own way. Following are the limitation of the present study:

1) The present study was limited only for the Nanded division.

2) The study was limited only to personnel aspect in MSRTC Nanded division.

3) The present study was maintaining a good harmonic relation between employees and management.

4) Researcher was not involved the financial performance of MSRTC Nanded division in the study.

5) Time and money was one of the limitations of the study.

6) Representation can be increased if adequate time and money resources are made available.

1.11 Chapter plan of the study:

Chapter I: Introduction

This chapter deals with introduces the subject matter and explains related concepts. Background of the study, Origin of transportation, Road transport in India, Nature and Importance of transport, Scope of the study, Design of the study, Significance of study, Need of study, Objective, Hypothesis, Research methodology, Data collection, Primary data, Secondary data, Statistical data, Research design, Research strategy, Selection of area, Sampling size, Data analysis, Statistical tool, Problem under study, Limitations.
Chapter II: Review of Literature

Review of Literature: this chapter devoted to a review of the literature earlier studies. Articles written by the experts published in various magazines. The views expressed by research scholars in their M. Phil dissertation and the PhD thesis are also noted. The reviews are divided in to three levels, transport, MSRTC, job satisfaction.

Chapter III: Profile of Maharashtra State Road Transport Corporation & Nanded District

This chapter includes, History of MSRTC, Road Transport prior to formation of Maharashtra state, About MSRTC, Objectives of MSRTC, Bus services of MSRTC, Introduction of Nanded Division, Organizational structure of Nanded Depot, Problems of MSRTC employees, Introduction about Nanded City, Geographical location and importance Nanded District etc.

Chapter IV: Theoretical Framework of Employees’ Job Satisfaction

This chapter provides valuable information about job satisfaction, Job satisfaction definitions, Job satisfaction and work behavior, Motivational theory’s, Benefits of studying job satisfaction, Factors influence job satisfaction, Effects of job satisfaction, Sources of job satisfaction, Determinants of job satisfaction.

Chapter V: Data analyses and interpretation

Data is collected & then after it is analyzed for analyzing it different procedures are adopted graphical, Table row, columns & Formal processes are preferred.

Chapter-VI: Conclusions & Suggestion

Present the interpretations of hypothesis. It contains with a Conclusions, & Suggestion research. Bibliography and Appendix include various researches abstracts and the tools used in present study represented at the end of the thesis.