CHAPTER – II
LITERATURE REVIEW

The present chapter was discussed the review of literature which sets a basis and importance of the current study. It deals with the perspectives of the empirical contribution made by various authors from all round the globe of research papers, books, articles. This review analysis is presented here for the fulfillment of the objectives of the present study and the fulfillment of the hypothesis of study with reference to various variables of this study. The study of related review of literature is useful for the subject concern information and also implementation of effective approach to solve the unknown problems. The review of literature provides a basis for future investigations. The review was highly useful to design the present study.

The present chapter provides an exhaustive review of the existing literature on study relate to as follows:

1) Study Related to job satisfaction
2) Study related to Maharashtra State Road Transport Corporation (MSRTC)
3) Study related to transport.

Study related to Job Satisfaction:
Machewad Niranjana Uttamrao (2014)

In her study on “A study of job satisfaction among the employees in selected private banks in Nanded city”. The Researcher study the level of job satisfaction of bank employee the study examined that only small number of employees working in the selected banks were satisfied with their job and large number of employees is not happy with facilities provided to them by the banks and thus it can be concluded that
there is need to banks provide the employees the level of job satisfaction that they want.

Mr. Srinivasa and Rarkumar P. Malipatil (2014)²

“Job satisfaction among physical education teachers in Bijapur District.” In his research paper the researcher was to investigate specific factors associated with job satisfaction and dissatisfaction of male and female physical education. Teacher job satisfaction is multifaceted construct that is crucial to teacher commitment, teacher retention and school effectiveness physical education, teacher satisfaction is also an essential link in the chain of education reform, physical education teacher satisfaction influences job performance and eventually student performance.

The teacher job satisfaction is an important type of education reform, for involving the teacher in lifelong learning, for the quality of the teaching learning process and for satisfaction with life in general. In addition a profile of satisfied and dissatisfied physical education teachers was constructed. So in his paper researcher conclude that job satisfaction of physical education teachers has relatively little attention.

Renuka S. Nifadkar, Dr. Anil P Dengre (2014)³

The objective of the research paper was to investigate the influence of job satisfaction and demographic factors on organizational commitment among teachers of girl’s college, Pune. For this Research survey was conducted on a 52 sample of teaching staff of girl’s college, Pune. The study limited only girls College in Pune. The teacher working conditions should also be improved in order to ensure that highly qualified and very experienced teacher are retained in the schools.
Aarit Chahal, Seema Chahal, Bhawna Chowdhary, Jyoti Chahal (2013)⁴

This research paper investigates the level of job satisfaction of Canara Bank employees in Delhi and which factors influencing satisfaction of employees and to study the relationship between personal factors of employees. The paper attempts to gain insights into the satisfaction level from the perspective of the bank employees factors including salary of employees, performance appraisal system, promotional strategies, employees relationship with management, work load, working hours are to be important for improving job satisfaction of bank employees in Canara Bank.

Datta B Pawase, Dr N.S. Poonawala (2013)⁵

After globalization number of firms has entered in the pharmaceutical drug manufacturing and due to this drug supply of market increasing huge competition and medical representatives can get job opportunities and careers growth for marketing personnel. This study focuses on the role of person job satisfaction commitment and turnover intentions of the medical representative of pharmaceutical firms working in Pune district.

Priya (2013)⁶

This research study major objective is to study job satisfaction level among the public and private sector bank employees in Lucknow (Utter Pradesh). This research paper not only analyzes the level of satisfaction among bank employees but also tries to find out associations with different demographical variables. It was found that level of job satisfaction among both the bank employees more or less same.
Shruti Sureshrao Deshpande (2013)\(^7\)

This research paper aims at identifying and measuring the various factors of job satisfaction among the employees of various commercial and urban co-operative banks in Nanded and the researcher analyze and compare job satisfaction through selected parameters between commercial and urban co-operative banks.

Vijay Dhole, Jaimini Tipnis (2013)\(^8\)

The Researcher study the Job satisfaction level of employees with special reference to manufacturing industry, there are so many variable which may affect the satisfaction feeling at work place, such as social support immediate change in personal or vocational life, work culture, work-family conflict, stress and locus of control, from this variable stress and locus of control are more important and frequent predators of job satisfaction for this research, researcher study 150 population of employees.

Basraj Benni, Amardeep Jadhav (2012)\(^9\)

The objective behind this study is to evaluate performance of the depots and to prepare rank of depots on the basis of performance for such evaluation. Author has decided some indicators of performance like no. of buses, no. of schedules, profit margin per bus etc. and after analysis of data author gave a rank of 12 depots and also suggest for deliberate policy action.

Bhavna R Shetty, Dr. Rajashree Gujarathi (2012)\(^10\)

Today the young talented student prefer to pain salaried jobs and career options as teaching has also become an unattractive profession, thus objective of this research paper is two folded; firstly to indentify factors of faculty job satisfaction
and students overall satisfaction in this knowledge economy and secondly to examine the role of faculty job satisfaction in generating student satisfaction.

Dr. Manju Chutia, Nalbori, Assam (India) (2012)\textsuperscript{11}

In this research paper job satisfaction among the working women in greater Guwahati, the term job satisfaction refer to favorable or unfavorable feeling and emotion of the employees towards their own work. It refers to the satisfaction of the employee in his own profession. Job satisfaction is the result of various attitudes possessed by an employee towards his job. These attitudes may be related to job factors such as wage, job security, job environment, nature of work, opportunity for promotion, prompt removal of grievance, opportunity for participation in decision making and other fringe benefits. A person joins an organization with certain hopes, expectation, drives and need which affects his performance. Sometimes it seems to be difficult to ascertain. This varies from person to person. However it is highly useful to understand as to how the need create tension, which stimulates the effort to perform and how effectively performance brings satisfaction. The present study is an attempt to trace out the level of jab satisfaction of the working women engaged in different professions in greater Guwahati, an attempt was also made to compare the job satisfaction level of the working women in greater Guwahati working in different job environment.

Ms. Prabhjot Kaur Mahal (2012)\textsuperscript{12}

In this study researcher utilizes a modified instrument that fits into the call centre and has been used to measure the occupational stress among the call centre representatives. To understand the causes, symptoms and effects of occupational stress on employees satisfaction. The data used for the study was generated by
convenience random sampling of employees working in the call centre located in Chandigarh. The study based on the approximately 100 employees in the call centre representatives engage in front desk operation and back desk operation comprised of 5 different call centre companies from Chandigarh in India. The findings of the study shows that occupational stress effect employees in several ways and major source of employee turnover in many organizations.

**Namrata Mohite, Mahadeo Shinde and Apeksha Gulavani (2012)**

The Researcher main objective is to assess job satisfaction among nurse working at tertiary care hospital. The researcher find out majority of nurses was highly satisfied in their job with respect to all jobs reinforcing factor except independence and compensation where they have reported only average satisfaction.

**Dr. R. Anitha (2011)**

“A study on job satisfaction of paper mill employees with special reference to Udumalpet and Palani Taluk.” The main aim of this study is to analyze the satisfaction level of paper mill employees. With special reference to Udumalpet and Palani Taluk. The researchers study the job security, working conditions of employees. So employees satisfaction is very important, employees will be more satisfied. It they get what they expected, job satisfaction relates to inner feelings of workers. The organization may give importance to certain factors such as canteen, rest room facilities, and rewards recognition and promotion policy. So that satisfaction of the employees may be improved further. The study shows that only 44% of the employees are satisfied with the working conditions, 31% of them with the welfare frailties, 44% of them are satisfied with the rewards provided and 52% of them are satisfied with the grievance handling procedure.
Mosammod Mahamuda Parvin, M.M. Nurul Kabir (2011)\textsuperscript{15}

This study evaluates job satisfaction of employees in different pharmaceutical companies. In this study main focuses on factors affecting employees job satisfaction and it also investigates the impacts of pharmaceutical type, work experience, age and sex on the altitudes towards job satisfaction. In identifies unique issue of job satisfaction in the companies. Research selected pharmaceuticals companies because they are currently undergoing continued expansion. This paper presents a comprehensive diagnosis of satisfaction indices of pharmaceutical business. The factors causing the dissatisfaction and suggestions to improve them.

Geeta Kumari and K.M. Pandey (2011)\textsuperscript{16}

The researcher study, the job satisfaction in public sector and private sector: A comprise, this topic should be seems a never ending. The study provides scope in different ways.

Mane kiran Harish Chandra (2010)\textsuperscript{17}

In this study an author took opinion of 200 employees about “salary” and employees gave information that they are not able to meet their expenses with salary and that is why they are not satisfied.

Arunima Shrivastava and Pooja Purang (2009)\textsuperscript{18}

In his study entitled “Employee perceptions of job satisfaction: comparative study on Indian Banks.” The study examined the job satisfaction level of a public sector and private sector bank employees in India and study found that private sector bank employees greater satisfaction with pay, social and growth aspects of job as
compared to public sector bank employees and public sector bank employees have
greater satisfaction with job security as compare to private sector bank employees.

Gonzalves F. (1989)\(^{19}\)

In this research worked on a critical study of the job satisfaction of the
primary teachers found that

1) The percentage of teachers who were satisfied with their job was less
   than 50% with respect to all types of teachers.

2) The teachers were dissatisfied with their job because of their transfer of
   remote place.

3) The teachers were found to be genuinely interested in teaching but
   reference books, audio-visual aids etc. were not available in the school.

Dhotia N. C. (1990)\(^{20}\)

The researcher studied the factors affecting job satisfaction of commerce
teachers of Rajasthan and its impact on educational achievement of their pupils and
found that

1) Job security, pay awareness and academic freedom were positively
   related to job satisfaction.

2) Teaching experience was not related to job satisfaction.

3) Attitudes towards inter personal relationship were related to job
   satisfaction.

4) Principal leadership influenced job satisfaction of teachers.

5) Job satisfaction did not have any significant impact on the achievement
   of pupils.
Natraj and Hafeez (1965)\textsuperscript{21}

In their study on, “A study of job satisfaction among skilled workers” investigated the level of job level of job satisfaction and found that skilled workers were more highly satisfied than other categories of workers.

Sinha and Nair (1965)\textsuperscript{22}

In their study entitled, “A study of job satisfaction in factory workers”, have observed that a satisfied worker was usually more skilled and he was either fresh to the organization or had put up many years in it with a few dependents to support it.

Fried Lander (1964)\textsuperscript{23}

In his study, “Job characteristics and satisfiers and dissatisfies”, has stated that achievement, challenging work, recognition, and work itself was the four most important job characteristics both for satisfaction and dissatisfaction in any business.

Jayashri Desai (1964)\textsuperscript{24}

In her study, “Employees job satisfaction”, have found that job satisfaction is related to the satisfaction of physiological needs, status needs and the need to belongings, employee’s interest, work environment, interrelation and the employee’s personality.

Sinha and Sharma (1962)\textsuperscript{25}

In their study entitled “Union attitudes and job satisfaction in Indian workers”, have reported that there is a negative association between union and job satisfaction, and at the same time, age and marital status were significantly associated with job satisfaction. The study explored the relationship among various variable with job satisfaction.
Roy (1960)\textsuperscript{26}

In his study entitled “Job satisfaction is not a matter of single element but a result of several variables. But he stresses that among all other variables informal interaction with workers is the variable which offers a key sources of job satisfaction. Hence he suggested that every employer should give due importance to interaction.

Sinha (1958)\textsuperscript{27}

In his study on “Job satisfaction in office and manual workers” found that “Inadequate salary” and “Insufficient leave” were the most important contributors to dissatisfaction. The study stresses that salary and security were the two components with which workers are more dissatisfied than other components.

Studies related to Transport:

Mr. Kuldeep Shivprasad Anandi Sharma (2014)\textsuperscript{28}

The study revealed important aspects of public passenger transport in the study area Kalyan-Dombivali. In KDMT population is increasing day by day, due to this the demand of bus travelers are increasing in future. The future travel demand can fulfill, Kalyan-Dombivali Municipal Transport require more buses to be added to their fleet. Kalyan-Dombivali Municipal Transport covers huge area which includes many villages and bus is the only mode of transport which connects the people from one place to other, therefore the researcher concluded that the future of Kalyan-Dombivali Municipal Transport is bright as the important mode of public passenger transport in the study area.

Bodkhe S.G., Tote B.S. Bhuinwed S.B. (2013)\textsuperscript{29}
The objective behind this study is that by using fuzzy multiple Goal Programming Model to Balanced transportation which unbalance transportation problem. Thus the method is suitable method for unbalanced transportation problem with fuzzy goals.

**Dr. Khillare S.K. (2013)**

In his research paper focused on the transportation in agriculture product marketing in India. The paper observed that maximum farmers belong to middle age group and they can’t use the modern knowledge of agriculture because the primary educated. They use bullock cards as mode of transportation for selling the agricultural produce. So they expend their more time and more money and the actual condition of roads in India or special study of research in Ahmedpur Tahsil is very bad and inconvenient to reach the market for selling the agricultural produce.

**Dr. Mehul G. Thakkar (2013)**

This paper discusses the present scenario of public transportation system in India with special emphasis on road transport in general and passenger road transport in particular. It also highlights its problematic issue and remedial measures to ensure its smooth and efficient functioning. Being viral to country’s economic development this sector needs to be backed by stringent regulatory framework along with progressive management practices leading to professionalism in its operations and creating congenial working climate. Then only this life lice of transportation” would have “long life” in India.

**Dr. S. Tarakeswara Rao (2013)**

In his research paper study on trade union operational functioning with reference to Road Transport Corporation Srikakulam Division in Andhra Pradesh.
He discusses about the uncertainty is equally characteristic of managerial strategies that, illogically enough, the exercise of the trade union function of representation of labor may prove to be particularly crucial in the management of the mast innovative organization like APSRTC.

Dr. T. B. Pankhania, V. K. Modi (2013)³³

This paper extracts the information about the job satisfaction influences of various attributes on industrial performance and industrial productivity. The work motivation works play vital role in improving industrial performance the result of the analysis suggest that the aspect considered have positive impacts on higher overall organizational performance.


The study revealed important aspects of consumer protection act and its usefulness to bus passengers. The consumer’s protection act is the mile stone in the history of social economic legislation and directed towards public welfare and public benefits. But bus passengers point of view it’s not more helpful, because in that act having a various error towards the protection of the bus passengers.

Prof. Pandurne J.S., Prof. Koturwar P.P. (2013)³⁵

In his research paper the author explain the different mode of transportation in Indian. These are Road, Rail, Air, and Water Transport and find out that India Railway provides the principal mode of transportation. India has largest road networks in world.
Prof. Thitte M.R. (2013)\textsuperscript{36}

The main object of this research paper is highlighting the Indian rail transport system and its importance in transporting the passengers and goods. It is the most useful and maintenance free transport. It is very helpful for the economic development of country. The author concludes that railway transport is helpful for the economic development of country.

Ali (2012)\textsuperscript{37}

Researcher explained the best practices adopted by Brihanmumbai Electric Supply and Transport (BEST) in the management of undertaking. The study discuss the use of intelligent transport technologies like replacement of conventional ticket issuing mechanism with e-tickets through Electric Ticket Issuing Machine (ETIM) and best road safety programmers adopted by BEST undertakings. It is found that e-ticket has increased the efficiency and productivity of bus personal as well as organization. The road safety programmer used by the undertakings has been successful in controlling and reducing the accident rate to same extent.

Dr. Shilp Trivede (2012)\textsuperscript{38}

“Operational Efficiency of Gujarat State Road Transport Corporation”. In his research paper the researcher way to study the operational efficiency of GSRTC. The main objective of this study is to identify and ascertain the relationship between the various parameters of operational efficiency an there by sustain the financial viability. Twenty years data stepwise regression analysis is used for the purpose. The study reveals that parameters seating capacity a loud factor having greatest impact on traffic revenue. The GSRTC improved operational efficiency and there by improved financial performance of GSRTC.

In his paper on “Illicit passenger road transport in Maharashtra issues & problems” has dealt with the problems & private operates facing by MSRTC. Entirely in the state, the study finds that the MSRTC has taken every effort to measures at all levels to check the clandestine operation in the state. The MSRTC revenue protection scheme is granted by state government the revolution in automobile production & motor vehicle act 1988 has permitted all India tourists permit the commutative results of these roads & are engaged in clandestine operations. There for he suggested in his study that there is need to aimed motor vehicles act 1988. The government & enforcing agencies should come together & exercise to eliminate the total clandestine operations in the state. State government should reimburse the amount of subsidy”.

G. Gunaseelan (1998)  

In his study on “Public Sector Road Corporation –A comparative study with private sector”. He measures the operational efficiency with few present indices of STU in India and in Tamilnadu State. The findings of the study with regard to the operational performance of all STU in India and in Tamilnadu state. It is satisfactory in terms of fleet utilization capital productivity, crew productivity, fuel efficiency and quality of service. Therefore he stated that these losses are not the sig of inefficiency of STU. But losses incurred due to the effect of external factors. Such as high rate of tax, depreciation and low rate of fare, which are not controllable by the STUs.
Mudgal V. S. (1996)\textsuperscript{41}

In his paper on “Important aspects of urban transport Management in India – A case of MSRTC urban transport management”. A study of urban transport operated by MSRTC in 27 cities during the period of 1989-90 to 1992-93. Study covers the analysis of performance appraisal using physical & financial parameters during study period. The author made various recommendation & suggestion, for the improvement in earning & reducing the cost of urban transport. There are various reasons for loss in urban transport. 35 percent passenger tax is too charged on passenger revenue of urban transport services of MSRTC, & the Government should avoid the passenger tax on urban transport sanction. Should be given for suitable for structure reduction in labor cost, improvement in fleet & vehicle utilization, maintenance of vehicles timely and in good condition etc.

Deshmukh A.R. (1991)\textsuperscript{42}

In his study on a new social cost benefit approach of road & balance sheet of STU-A case of MSRTC If STU may adapt new accounting policies they can remove environment. The study deals with some of the policies followed by MSRTC can be presented as MSRTC is clanging depreciation on original cost & current replacement cast of their assets & recommended to all STUs to follow the MSRTCs approach of charging additional depreciation. In the account of MSRTC the amounts of gratuity is also provided on accrual basis not on cash basis. The provision of insurance fund for property insurance of are the accounting policies followed by the MSRTC has been granting concession in fares to various categories of the society, the quantum of such concessions is contributing the loss figure of MSRTC. Another point is that MSRTC has been incurring losses by operating city services at 30 places in the state
of Maharashtra. The losses sustained due to operation of obligatory trips. The cumulative effect of such losses will be very large, it realized that the cumulative effect of all these factors has not concluded that if the account policies followed by the corporation are reverted the loss incurring position of corporation will turn around profit making stage”.

Kulkarni (1989)\textsuperscript{43}

Devoted his attention to the organizational and administrative aspects in road transport. The study discussed the personnel and administration system in road transport undertaking and after a detailed description, has given suggestions for bringing about improvement in the areas of recruitment, selection and training.

Study related to MSRTC:

Dr. D.K. More and T.M. Rabade (2014)\textsuperscript{44}

“Economic performance of Kolhapur division of MSRTC a case study of Malkapur Depot”. The important of the study is economic performance of the MSRTC of Kolhapur Division and Malkapur is the one of the depot in Kolhapur division, Malkapur depot is selected for the micro level study and the economic performance of this depot is measure during last thirteen years. The entire research paper is based on the secondary type of the data, economic performance is measured through CPKM (case per kilometer) and EPKM (Earning per kilometer) of the Malkapur depot. It is observed that Malkapur depot had deficit from the last thirteen year period.
Dinkar K. More (2014)\textsuperscript{45}

The researcher selected Kolhapur division for his research paper the study selected to problems of MSRTC with special reference to Kolhapur division. Kolhapur division of MSRTC has been facing various problems in its services to survive i.e. low load factor, high bus-staff ratio, and high rate of accident and breakdown and there are some other few problems like high tax burden. Increasing price of spare parts competition of private sector and lower satisfaction of passenger are under consideration. The physical and internal problems found affected on the economic performance of MSRTC in Kolhapur division.

S.N. Gawali, Yuvraj M. Waghere (2013)\textsuperscript{46}

In this research paper is study of the Maharashtra State Road Transport Corporation (MSRTC). The paper is the evaluation of the various services provided by the state transport to Maharashtra people. In Indian rural areas people travelled through state transport and MSRTC also trying to provide good service to their passengers. If this transport service will be disconnect, its affects on regular routine of the people and this purpose research taken some important data from the ST depot and through internet and also discussion with the people about the state transport service and trying to achieve the objectives of research paper.

Dr. S. Tarakeswara Rao (2013)\textsuperscript{47}

This paper examines working of trade unions and representation of labor may prove to be particularly crucial in the management of the most innovative organizations like APSRTC and also trade unions needs to also reinvent themselves as e-organizations to survive and prosper.
The main objective of this research paper is to study of fund utilized on labor welfare measure in Maharashtra State Road Transport Corporation throws light on welfare measures followed in Maharashtra State Road Transport Corporation. Welfare is an important aspect of human relations and it is beneficial to corporations as well as employees. MSRTC is providing adequate welfare facilities to employees. This paper is focusing on how fund utilized by MSRTC on welfare facilities, capital and liabilities of MSRTC. This study analysis the various labor welfare measures that are received to the labor.

In his study on work life balance of women bus conductor, the work life balance is a joint responsibility of employers and employees. The main objective of this study is to know the general opinion of the women bus conductor towards their personal and work life of modern society for this purpose researcher selected Maharashtra state Transport 20 percent of the women bus conductors structured questionnaire is used for survey of women bus conductors.

In this research paper author focus on job satisfaction level of employees in MSRTC. The study concludes that the majority of employees are not satisfied with their job, except job security in the public sector undertaking, overall 82% of the operating staff of MSRTC are not satisfied with their job. It indicates that the management of MSRTC is not undertaking the various HR practices effectively. It can be concluded that an unsatisfied employee may not be productive in a long run.
Mr. Mane Kiran Harish Chandra (2010 b) 51

This research papers the author study the commuters’ satisfaction with reference to services provided by MSRTC. A satisfied commuter is a biggest asset of any service industry. MSRTC to look into the work culture of the employees and the efficiency in performing their duty. During the course of the study, it was also found that the employees working in this section, themselves were not satisfied with the salaries, allowances and amenities provided to them as well as the long working hours and stress level etc., which the tap management of the MSRTC should look into, in order to combat the competition from the private section.

Manisha Karne, Anand Venkatesh (2003) 52

In this study the author analyze the productivity and efficiency of efficiency in MSRTC. The authors examine the issue of splitting MSRTC into smaller regions to find out whether it would actually help in its financial recovery. Also we examine the possibility of improvement in financial profitability by means of enhanced input productivity.

Bagade M. V. (1980) 53

In his study “Management Information System for passenger Bus Transport Industry (A special study of MSRTC) has designed MIS for transport industries. Taking into consideration the three management levels top or corporate management middle or executive management and he operating management level with focus on MSRTC as a case.
Kulkarni S. D. (1978)\textsuperscript{54}

In his study entitled “working and problems of passenger Road Transport in Maharashtra”, has studied the working of public passenger. Road transportation in Maharashtra State and discussed the problems in the light of future growth of MSRTC.

Dr. Rajendrasingh Pardeshi\textsuperscript{55}

The researcher studies the “use of information and computer technology to improve the performance of MSRTC in Ahmednagar district”. In this paper researcher had tried to analyze the performance of MSRTC in Ahmednagar district of Maharashtra (India) researcher should indicates in primary research tions conducted to indentify the gap between customers expectations from MSRTC and customers perceptions about MSRTC and customers perceptions about MSRC in Ahamednagar district. These papers analyzed the performance of MSRTC in Ahamednagar district and try to suggest the use of ICT for improvement of performance of MSRTC in Ahamednagar district. For this study researcher collected data from the year 2010-11 to 2012-13.
Bibliography:


