CHAPTER VI

Conclusion and Suggestions

In this chapter Researcher has given conclusion & suggestions on the basis of whole Research work on Job Satisfaction of Maharashtra State Road Transport Corporation Employees in Nanded Division.

1) Major Conclusion:

a) It is concluded that 31% respondents are from the age group of 41 to 50 and 63 i.e. 21% respondents belongs to the age group of 20 to 30, 74 respondents i.e. 24.7% belongs to the age group of 31 to 40 and 70 i.e. 23% respondents belongs to the age group of 51 to 60.

b) It is concluded that 225 (75%) respondents are male & remaining 75 (25%) are female

c) It is concluded that 257 respondents are married i.e. 85.7% and 43 respondents are unmarried i.e. 14.3%.

d) It is concluded that 239 (79.7%) respondents belongs to the Hindu Religion, these respondents are in majority, 30 (10%) respondents belongs to the Muslim Religion, 27 (9.0%) respondents belongs to the Buddha Religion and 04 (1.3%) respondents belongs to other religion.

e) It is concluded that 07 (2.3%) respondents have the Smoking habit, 36 (12%) respondents have the habit of chewing Tobacco, 06 (2%) respondents have other habits and 245 (81.7%) respondents don’t have any habit which is danger for their health.

f) It is concluded that the Educational level of the employees. The total number of samples is 300 out of which 102 i.e. 34% respondents are graduates, 50 i.e. 16.7% respondents are Post graduates, 45 i.e. 15%
respondents have Technical education, 66 i.e. 22% respondents are SSC and
37 i.e. 12.3% respondents are SSC holders

**g)** It is concluded that the monthly salary of the respondents, 146 (48.7%) respondents have the salary between Rs. 10,000 to 20,000, 107 (35.7%) respondents have the salary between Rs. 20,001 to 30,000, 39 (13%) respondents have the salary between Rs. 30,001 to 40,000, 05 (1.7%) respondents have the salary between Rs. 40,001 to 50,000 and only 03 (1%) respondents have the salary between Rs. 50,001 to 60,000.

**h)** It is concluded that 67%. Respondents have their Own house, 81 i.e. 27% respondents living on Rental basis, only 11 (3.7%) respondents living in Quarters.

**i)** It is concluded that 47 (15.66%) respondents belongs to the Clerical staff, 62 (20.66%) respondents are Driver, 58 (19.33%) respondents are Conductor, 45 (15%) respondents belongs to the Technical staff, 45 (15%) respondents belongs to the Administrative & Accounts staff, 25 (8.33%) respondents belongs to the Traffic Control Staff and 18 (6%) respondents belongs to the Peon & Watchman Category.

**j)** It is concluded that 55 (18.33%) respondents are not satisfied with their job and 245 i.e. 81.7% respondents are satisfied with their job.

**k)** It is concluded that 70 i.e. 23.3% respondents are not satisfied with the working time and 230 i.e. 76.7% respondents are satisfied.

**l)** It is concluded that 105respondents i.e. 35% are satisfied with salary structure of their department& 195 i.e. 65% respondents are not satisfied with their current salary.
m) It is concluded that 2 (0.67%) respondents highly satisfied with the bonus and incentives & 230 (76.67%) respondents said its need improvement and 68 i.e. 22.66% satisfied with the current bonus & incentives Policy.

n) It is concluded that61 i.e. 20.3% are not satisfied and 239 i.e. 79.7% are satisfied with the working conditions.

o) It is concluded that 238 i.e. 79.33% respondent satisfied with the promotion policy and 62 i.e. 20.67% respondent are not satisfied with the promotion policy.

p) It is concluded that 141(47%) respondents said that the attitude of union is good, 97 (32.3%) respondents said that the attitude of Union is bad & only 2 (0.7%) respondents said the attitude of Union is Excellent.

q) It is concluded that 262 i.e. 87.33% respondents said that Unions are helping to their job problems with their authorityand remaining 38 i.e. 12.67% respondents said that Unions are not helping to their job problems with their authority.

r) It is concluded that 39 i.e. 13% respondents said that they are satisfy and remaining 261 i.e. 87.0% respondents said that they are not satisfy. So, majority of respondents are not satisfied with the Promotion policy of the Management.
2) **Suggestions:**

On the basis of responses taken from the employees of Maharashtra State Road Transport Corporation in Nanded Division on the basis of whole research work, researcher has given suggestions for the Job satisfaction of MSRTC Nanded Division employees.

1) As per the present Research Study, The employees of MSRTC Nanded Division are not satisfied with the present salary structure, Bonus & incentive policy of the Management, So, it is suggested that the Management should review their Salary, bonus & incentive policy to motivate the employees because these factors are very important for motivation.

2) As per the present Research Study, I found that the employees are not satisfied with the Management of employees, So, it is suggested that eh Management properly Manage the employees and Motivate them towards their work.

3) It is suggested that the Management should adopt employee recognition and appreciation policy under which they should annually distribute the best employee awards, Best Attendance awards, and may adopt lot of thing which motivate the employees toward their work. It will be helpful to increase the performance of the employees.

4) It is suggested that the Management should provide different facilities like, Purified drinking Water, Lunch room, Rest room, Reading room, Medical allowance, Well Canteen, Loan, festival advance etc. to improve the satisfaction level of employees.

5) It is found that employees are not satisfied with the present performance appraisal policy of Management, so, it is suggested that the Management should review their Performance appraisal policy.
6) It is suggested that, the Management should provide Technical and soft skill training to the employees for the better performance of the employees.

7) The MSRTC Nanded division should take necessary steps to increase the incentives to the operating staff.

8) Now a day’s competition increase day by day. So, MSRTC should improve its quality of services in comparison to private services.

9) The MSRTC Nanded division office must have to improve the condition of old office by maintaining cleanliness, comfort seats and table to office staff and also provide computer system to each employee.

10) The division controller of MSRTC Nanded division should adopt friendly approach with their staff members and trust in all the categories. So, that moral of employees will be increased and they may work satisfactorily.

11) In corporation whenever an employee is found a defaulter that time he has to be penalized immediately without any inquiry and the employee are mentally harassed. So, it is suggested the MSRTC before taking any action, should probe a detail inquiry about the default. Then it should be penal action.

12) To interact between line and staff agencies for the improvement in the work and to stand in the market competition, the MSRTC Nanded division should take a at least monthly meeting at divisional level and fortnightly meeting at depot level. It is necessary for the both the employees coordinate each other.

13) The MSRTC Nanded division should develop effective human resources at depot level for increasing productivity.

14) The MSRTC Nanded division should take feedback of employees about their work experience regularly and consistently.
15) The MSRTC Nanded divisional employees should be allowed to take part in decision making related to division.

16) In this study researcher found that MSRTC employees need to improve their work and performance. So, it is suggested that MSRTC employee in Nanded division should provide more independence and freedom to the employees in their work.