

# A STUDY ON WOMEN BUS CONDUCTOR SATISFACTION IN MAHARASHTRA STATE ROAD TRANSPORT

Dr.Urmila vikas Patil

Assistant Professor,Nivrutti Babaji Navale college of commerce and Science,Kusgaon,Lonavala.

Tal:Maval,dist:Pune , Pin code 410401,Maharashtra.

Gat No.309/310,Kusgaon(Bk),off Mumbai,Pune expressway,lonavala

## **ABSTRACT:**

MSRTC is facing various problems due to increased competition from private sector. Maintaining satisfaction level among women Bus conductor through providing various facilities is very important. Proper utilization of available manpower is also challenging for MSRTC.

MSRTC is focused on improving productivity with proper utilization of manpower. MSRTC recruiting women employees in various department .In every field, working women are increased like educational sector, literature, legislation and public sector.This research paper is focusing on understanding the women bus conductor satisfaction in MSRTC and its effect on working environment. Sample size is 40 women bus conductors. Required data is collected through questionnaire.

## **KEYWORDS:**

***MSRTC,WOMEN BUS CONDUCTOR,UTILIZATION,SATISFACTION,ENVIRONMENT.***

## **INTRODUCTION:**

Maharashtra State Road Transport Corporation (MSRTC) provide network across the entire state of Maharashtra. MSRTC faces increased competition from the private sector buses and others. MSRTC is focusing on improving productivity with proper utilization of manpower.MSRTC recruiting women employees .In every field ,working women are increased like educational sector, literature, legislation and public sector. Most of time they focus on different achievement and pleasure in life. The paper is focused on women bus conductor satisfaction in MSRTC. Organizations in progress to introduce various schemes to attract and retain employees to improve productivity. Most of women are qualified and they always try to prove themselves for their careers development. MSRTC is recruiting women bus conductor. They can perform duties of bus conductor and other official work. The objective of research papers are focus on work satisfaction of women Bus Conductor in MSRTC.Sample size is 40 women bus conductors. Information is collected through questionnaire.

**OBJECTIVES OF THE STUDY:**

- 1 To understand the work satisfaction of women bus conductor towards the MSRTC
- 2 To study the positive approach of women bus conductor towards MSRTC.
- 3 To put some suggestion for improvement in job satisfaction of Women bus conductor.

**RESEARCH METHODOLOGY:-**

For the purpose of present study, the researcher used both primary as well as secondary data method .The sample size is 40 women bus conductors in Pune depot. The questionnaire method is used to collect information for the study. Survey is conducted to understand and collect the actual data.

**SCOPE OF THE STUDY**

In recent years, there has been a remarkable growth of woman in different field for perusing management , professional and technical careers. Women taking always initiative to do better work. Maharashtra State Road Transport Corporation, started recruitment women as bus conductor from 2005. They can perform their duties as a bus conductor and other work. This study is an attempt to identify the satisfaction of women employees employed in Maharashtra State Road Transport Corporation as bus conductor is the need of hour.

**DATA ANALYSIS AND INTERPRETATION:**

- 1) Are you satisfied with working hours of women Bus Conductor?

**Table No:1**

Sr. No	Working Hours	Respondents	Percentage
1	Satisfied	40	100
2	Not satisfied	0	0
	Total	40	100

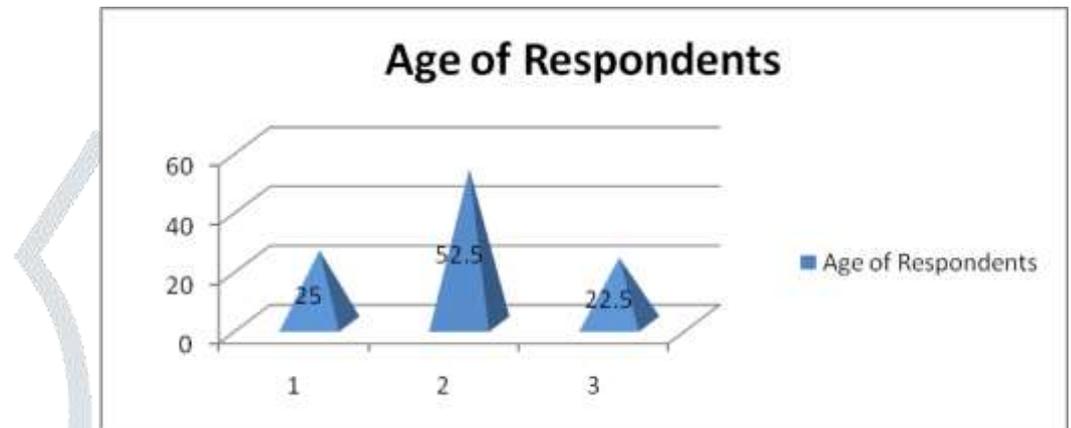


From the above table, it is cleared that 100% women bus conductor were happy with working hours of MSRTC. It proves that they are satisfied with working hours and their work.

2)In which year of Age you working in MSRTC?

**Table No:2**

Sr.No	Age	Respondents	Percentage
1	Less than 25	10	25
2	26-35	21	52.5
3	36-45	9	22.5
4	46 and above	0	0
	Total	40	100

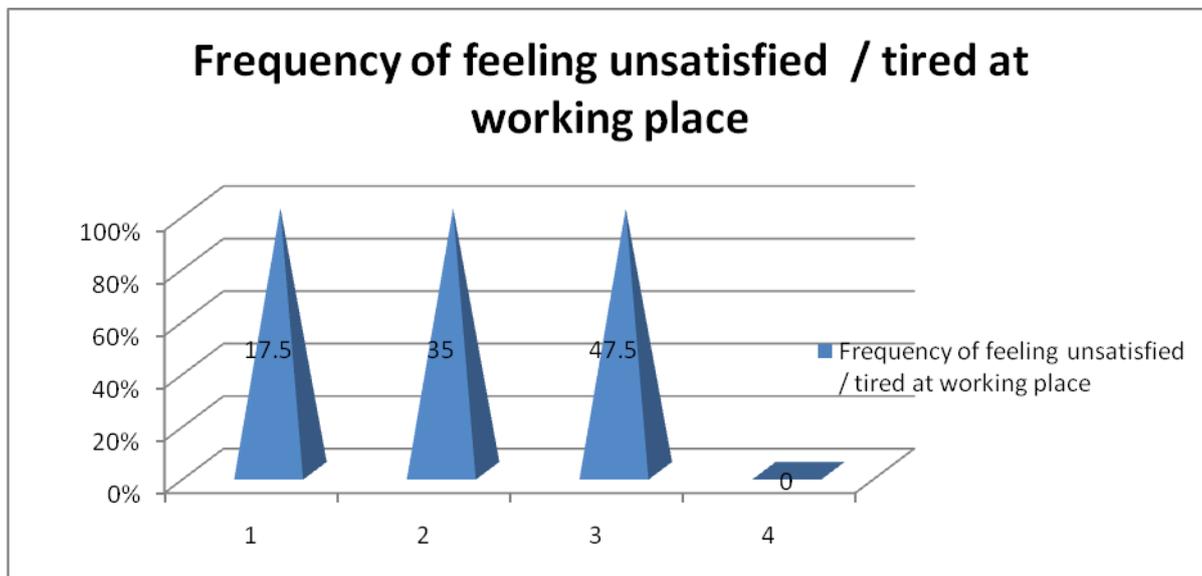


From the above graph ,it is found by the researcher that more than 50% i.e 52.5% respondents are in age group of 26-35.Young and newly appointed women are 25% and their age group is less than 25 years.22.5% women are working in age group 36-45.

3)Employee feeling unhappy / tired at working place?

**Table No:3**

Sr.No	Particulars	Respondents	Percentage
1	Every day	7	17.5
2	weekly	14	35
3	Monthly	19	47.5
4	Never	00	00
	Total	40	100



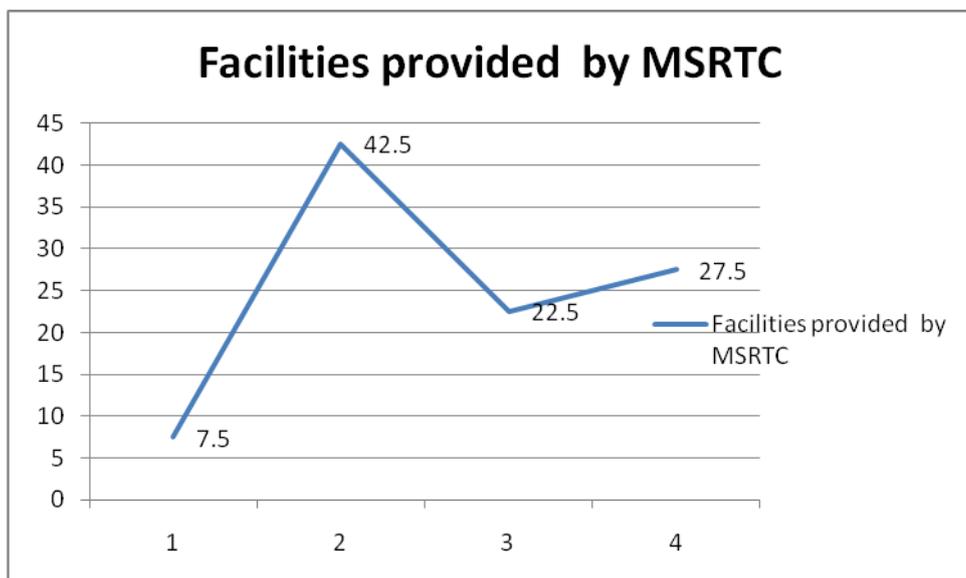
It is found from above graph, Women were working in different department of MSRTC .Women bus conductors duties are very difficult. But Women performing duties very well. Few women bus conductors are tired and unhappy every day.47.5% women bus conductor say that they feeling tired once in a month due to our duty work and other responsibilities of family.

4)What is your opinion about facilities provided by MSRTC for women bus conductor?

**Table No:4**

Sr.No	Facilities provided by MSRTC	Respondents	Percentage
1	Satisfied	3	7.5
2	Good	17	42.5
3	Neutral	09	22.5
4	Poor	11	27.5
	Total	40	100

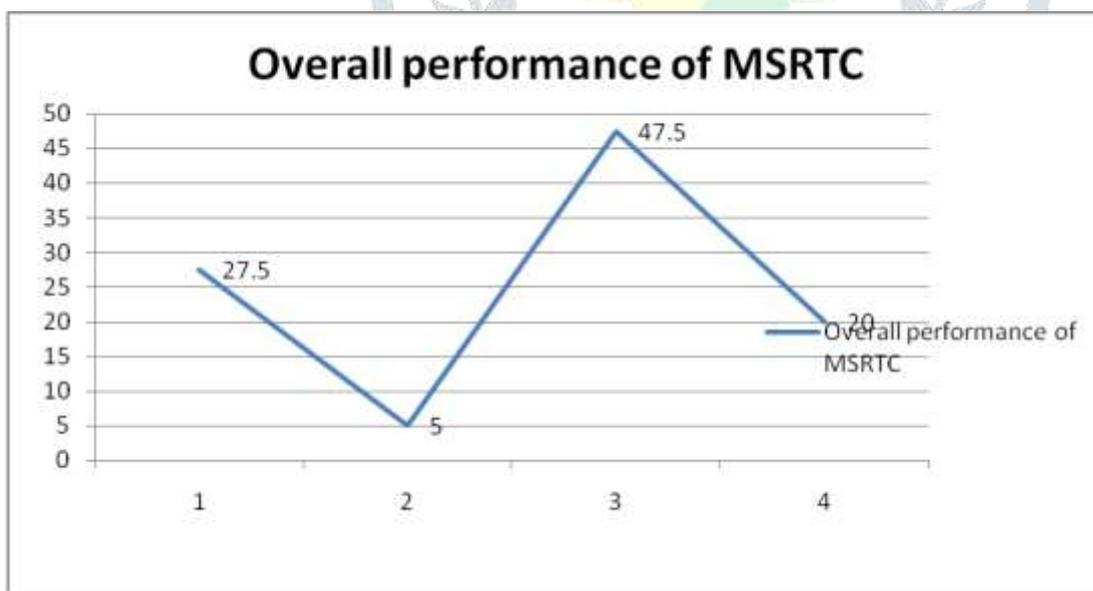
It is understand that, MSRTC provides various facilities for men and women. Some facilities are provided to women employees only .Maximum i.e 42.5% women bus conductors were happy with facilities provided by MSRTC are good. 27.5 % women said that facilities are poor.



5)According to your opinion ,what is reason to decreased the performance of MSRTC?

Table No:5

Sr.No	Overall performance of MSRTC	Respondents	Percentage
1	Poor management	11	27.5
2	Lack of resources	2	5
3	Competition by Private buses	19	47.5
4	Dissatisfaction of employees	08	20
	Total	40	100



It is understand that, MSRTC performance is decreased .There are various reasons of decreased performances. Most of Women’s i. e. 47.5% said that performance of MSRTC is decreased due to increased competition by private buses.27.5% women said that MSRTC performance is decreased because of poor management .Some women are dissatisfied i.e 20%.

**CONCLUSIONS:**

In this research paper it is found that women bus conductors are 100% women bus conductors were happy with working hours of MSRTC. It proves that they are satisfied with working hours and their work. Maximum women bus conductor working in MSRTC i.e 52.5% are in age group of 26-35. Women were working in different department of MSRTC .Women bus conductors duties are very difficult. Few women bus conductors are tired and unhappy every day.47.5% women bus conductor feeling tired once in a month due to our duty work and other responsibilities of family. It is understand that, MSRTC provides various facilities for men and women. Some facilities are provided to women employees only .Maximum i.e 42.5% women are happy with facilities provided by MSRTC and facilities are good. MSRTC performance is decreased .There are various reasons of decreased performances. Most of Women's i. e. 47.5% said that performance of MSRTC is decreased due to increased competition by private buses. MSRTC Working environment has positive as well as negative impact on work performance . It is very difficult to work in the organization because maximum respondents i.e 47.5 said that performance of MSRTC is decreased due to increased competition of private buses. The MSRTC provides good facilities for women and maximum women are happy.

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