



Perception of Corporators relating to the services rendered by the Mysuru City Corporation and Mangaluru City Corporation

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Abstract

Urbanisation in India began to accelerate after independence, due to the country's adoption of a mixed economy, which gave rise to the development of the private sector. However, in the present situation, the unplanned physical and industrial growth of towns and migration of people from rural to urban jurisdiction in search of better jobs, education, business, service, etc. have strained Municipal Councils. Therefore, the task of providing Civic Amenities like underground drainage, drinking water, road, transportation, market, power supply, solid waste management, storm water drainage, park, etc. is very difficult for Municipal councils. The main aim was analyze the perceptions of Corporators relating to the services rendered by Mysuru City Corporation and Mangaluru City Corporation. Primary data was collected from the Corporators of Mysuru City Corporation and Mangaluru City Corporation through a structured questionnaire. Independent-sample test was used to test the hypothesis and it was found that there exists a positive perception about services rendered by Mysuru and Mangaluru City Corporations.

Keywords: Corporators, Mysuru City Corporation, Mangaluru City Corporation and Services Rendered.

Introduction

Urbanization in India began to accelerate after independence, due to the country's adoption of a mixed economy, which gave rise to the development of the private sector. At present, urbanization will be the most significant issue all over the world and the largest agglomerations will be in the developing countries such as India. Several different reasons help explain this structural shift, especially since 1947 with India's independence. The rise of a more diversified economy, combined with a growing reliance on heavy industry,

is one major factor. Similarly, important are the 1991 economic reforms, helping to spread greater market activity and investment across country. With a focus on service industries, India has also experienced a notable transition from rural and semi-urban areas to urbanized growth centers. Better infrastructure facilities and economic opportunities are constantly attracting more people into urban areas. In the reverse, rural areas struggle with economic distress, agricultural stagnation, and limited infrastructure development. However, many areas are urbanizing in an unplanned manner, and a large number of unrecognized slum communities have developed around the peripheries of major towns and cities.

Urbanisation is taking place at quite a rapid rate in India. Population residing in urban areas in India, according to 1901 census, was 10.84%. This count increased to 28.53% according to 2001 census, and 31.16% (377 million people) in 2011 census. In 2019, the numbers increased to 34%, according to the World Bank. The survey was conducted by UN State of the World Population report in 2007, by 2030, 40.76% of country's population (Approximately 600 million people) is expected to reside in urban areas. UN world population report, 2007 says that in 2008, for the first time, more than half of the world's population lived in urban areas. When it comes to the rate of urbanization, India ranks far behind other emerging economies such as China (45 %), Brazil (87 %), and Mexico (78%), but is comparable to Burma (34 %) and Guinea (35 %).

The share of India's urban population has risen steadily during the past few decades. As per World Bank, India, along with China, Indonesia, Nigeria, and the United States, will lead the world's urban population by 2050. Mumbai witnessed as large-scale rural-urban migration in the 20th century. Mumbai, in 2018, accommodates 22.1 million people, and is the largest metropolis by population in India, followed by Delhi with 28 million inhabitants. Delhi witnessed the fastest rate of urbanisation in the world, with a 4.1% rise in population as per the 2011 census. Mumbai and Chennai were close behind over that same stretch, with increases in the population of 3.1% and 2% respectively. However, urban settings are relatively new phenomenon in human history. This transition has transformed the way people live, work, travel and build networks. Just under 1-in 3 people in urban areas globally live in a slum household. For most of human history, populations lived in very low-density rural settings. Urbanisation is a trend unique to the past few decades.

By 2050, its projected that two-third of the world population will live in urban areas, (more than 7 billion people) according to the World Bank. People tend to be migrated from rural to urban areas as they become richer and higher standard of living. Rapid urbanization has challenged the Urban Local Bodies (ULBs) or Municipal Councils (MCs) and are failing short of fulfilling expectations of citizens. Moreover, the unplanned physical and industrial growth of towns and migration of people from rural to urban jurisdiction in search of better jobs, education, business, service, etc. have strained Municipal Councils. Therefore, the task of providing Civic Amenities like underground drainage, drinking water, road, transportation, market, power supply, solid waste management, storm water drainage, park, etc. is very difficult for Municipal councils.

Civic infrastructure and services in most cities and towns are in a poor state. They are inadequate even for the existing population; leave alone the need for planned urbanization and peripheral development to accommodate migrants and population growth. The floods in Mumbai, Chennai, Hyderabad and Bangalore in the recent past

have exposed the vulnerability of cities, their unbalanced ecology, weak infrastructure systems, faulty planning, long records of under-investment and fiscal imbalances. With rising expectations from the public, the financing of civic infrastructure and services has assumed critical importance socially, economically and politically. Urban poverty alleviation and slum development are regarded as legitimate functions of urban local bodies according to the 74th Amendment Act.

A fundamental component of infrastructure development is the financing of the project. Revenues of states from their own sources are insufficient. Considering the pace of urbanization and the infrastructure requirements, financing requirements appear to be tremendous in the near future and accordingly an important focus area is how to meet the financial requirements of the Urban Local Bodies. Therefore, it is desirable to discuss the meaning, importance and historical development of Local Self-Government in India in general and Karnataka Municipal Corporations in particular.

Review of Literature

The fourteenth Finance Commission (2015) The Fourteenth Finance Commission headed by the Y.V. Reddy recognized that one of the major difficulties local bodies need to deal with is insufficiency of finances. The Fourteenth Finance Commission commissioned a study on finances of municipalities through the Administrative Staff College of India Hyderabad (ASCI). The commission report mentions, that the study emphasized that governing cities is becoming a challenge due to insufficient finances, weak institutional framework and lack of capacity for service delivery. Commission recommended higher grants for local governments. The amount of grant for local government has increased to 53.5 per cent from 27.5 per cent as recommended by the 13th Finance commission and 17.5 per cent as recommended by the 12th Finance Commission. It has recommended distribution of grants to states using population data (Census 2011) with a weight of 90 per cent and area with a weight of 10 per cent, and has recommended grants in two parts: basic grants and performance grants. The ratio of basic to performance grant is 80:20 with reference to duly constituted municipalities. It observes that by taking steps as per recommendations of the State Finance Commissions (SFCs) and the Central Finance Commissions, there is considerable scope for the local bodies to improve revenues from own sources. To further add to the resources at the level of state and local bodies, the Fourteenth Finance Commission has suggested some measures in the following areas: Tax measures: property tax, use of land-based instruments, advertisement tax, entertainment tax, and tax on professions, trades, callings and employments. II. Non-Tax Measures: Income from cess or royalty on minor minerals, service charges on government property and issue of municipal bonds and has recommended a grant of Rs.87, 144 crores to the municipalities. The Commission suggested that part of land conversion charges can be shared by the state government with municipalities. The municipalities can also levy betterment tax on the residents in the urban areas. It also recommended that the states could consider empowering local bodies to impose advertisement tax on buses, cars, compound walls, etc. to raise resources. Further, the commission suggests that tax should also be imposed on new types of entertainments like boat ride, cable television and internet café, which should

benefit urban local bodies in raising resources and recommended that local bodies and states should explore the issuance of municipal bonds as a source of finance with suitable support from the Union Government.

Bhattacharyya, Anupam Dey and et al. (2017) are of the view that the major portion of grant is usually sent at the end of the year leaving a little scope for utilisation. Therefore, there is a need to use developed e-governance process for timely remittance of grant and related information. Political intervention in decisions making process of the elected body should be avoided to restrict fund diversion and making unfruitful revenue expenditure often found in engaging casual labours or undertaking illegitimate repairing work as these minimise the available amount for infrastructure development. Ideal urban infrastructure development process depends upon timely receipt of grants and subsequent release of grant depends on timely utilisation of earlier instalment. Therefore, ULSGs should adopt financial analysis and planning process to avoid such delays. Financial control at ULSG level is necessary to avoid fund diversion as well as for generating revenue surplus so that these governments also become a true contributor in the process of urban infrastructure development.

Dsouza and Arabi (2018) Research study have been conducted on “*The Effect of Fiscal Decentralisation on the Expenditure of Urban Local Bodies: An Econometric Evidence from Mangalore City Corporation-India*”, and investigated the effect of fiscal decentralisation on the expenditure (payments, capital payments and total expenditure) of Mangalore City Corporation from 1987-2015 using the OLS regression technique. The study found fiscal decentralisation to have statistically positive significant effect on payments, capital payments and total expenditure of Mangalore City Corporation. The factors that enhance fiscal decentralisation and economic growth need to be instituted by policy makers in India in order to boost expenditure towards curbing the various challenges that confront ULBs.

Objective of the Study

To analyze the perceptions of Corporators relating to the services rendered by Mysuru City Corporation and Mangaluru City Corporation.

Hypothesis of the Study

H₀₁: There exists a negative perception about services rendered by Mysuru and Mangaluru City Corporations.

H₁: There exists a positive perception about services rendered by Mysuru and Mangaluru City Corporations.

Research Methodology

In order to examine the perception about services rendered and execution of welfare schemes of the Mysuru and Mangaluru City Corporations, quantitative research method was used. To attain the above objective the elected members (Corporators) of the Mysuru and Mangaluru City Corporations were surveyed using a closed ended questionnaire and given to Municipal Corporators.

Population of the Study

For the purpose of the study, Mysuru and Mangaluru City Corporations are selected. The Mysuru City Corporation is divided into 65 wards. As per the population census 2011, there are 65 Corporators and 42 corporation executives working in MCC. The Mangaluru City Corporation is divided into 60 wards; there are 60 Corporators and 37 corporation executives working in Mangaluru City Corporation.

Sample size:

The study of perception about services rendered and execution of welfare schemes in Mysuru and Mangalore City corporations was based on simple random sampling method. 125 Corporators were administered using the questionnaire.

Data Analysis

In order to analyze the perception about services rendered and execution of welfare schemes in the Mysuru and Mangalore City Corporations, the data was collected and analyzed using SPSS. Mean, standard deviation, percentage and Levene's test and t- test were used.

Data Analysis and Interpretation

Awareness of Functions and Services of the Corporation

Table 1: Awareness of Functions and Services of the Corporation

Services Rendered	Yes	No
Urban Infrastructure Facilities	125 (100%)	-
Public Amenities	125 (100%)	-
Water Supply, UGD Connections and Solid Waste Management	125 (100%)	-
Urban Development Schemes Like HRIDAY, NAGAROTHANA PROJECT, JNNURM, AMRUT and SMART CITY MISSION	125 (100%)	-
SWACHH BHARAT MISSION	125 (100%)	-
Responsibility of garbage collection and keeping the streets & the market clean	125 (100%)	-

Source: Field Survey

The above table shows the responses of awareness of functions and services of Mysuru and Mangalore City Corporations. It was found that all Corporators were aware of the functions and services provided by the respective corporations.

Services rendered by City Corporation**Table 2: Services rendered by City Corporation**

Statements	SA	A	N	D	SD	Mean	SD
The city corporation is supplying sufficient drinking water for residents and industries.	35 (28%)	51 (40.8%)	32 (25.6%)	7 (5.6%)	-	3.98	0.747
An efficient smart garbage collection & disposal system is implemented in the city	41 (32.8%)	64 (51.2%)	20 (16%)	-	-	4.15	0.603
The city corporation is regularly maintaining clean streets and hygiene.	32 (25.6%)	49 (39.2%)	36 (28.8%)	8 (6.4%)	-	4.07	0.719
The scientific Solid Waste Management system is implemented in the city	32 (25.6%)	71 (56.8%)	22 (17.6%)	-	-	3.90	0.805
Well-connected Under Ground Drainage (UGD) systems are implemented in the city.	38 (30.4%)	60 (48%)	27 (21.6%)	-	-	4.02	0.684
The city corporation is providing a sufficient number of Public Toilets & Urinals.	27 (21.6%)	69 (55.2%)	29 (23.2%)	-	-	3.97	0.607
The city corporation provides a convenient parking facility.	38 (30.4%)	61 (48.8%)	26 (20.8%)	-	-	4.18	0.674
The city corporation is providing sufficient number of dust bins.	23 (18.4%)	47 (37.6%)	37 (29.6%)	18 (14.4%)	-	3.89	0.715
The city corporation provides burial/cremation grounds & electric crematoriums.	28 (22.4%)	56 (44.8%)	23 (18.4%)	18 (14.4%)	-	3.80	0.682
Steps are taken to control Stray Animal Menace in the city.	32 (25.6%)	59 (47.2%)	20 (16%)	14 (11.2%)	-	3.85	0.647
The city corporation provides fire services and safety measures for all residents and industries.	32 (25.6%)	54 (43.2%)	25 (20%)	14 (11.2%)	-	3.82	0.750
Effective implementation of urban forestry schemes and steps have been taken to protect the environment in the city area.	24 (19.2%)	60 (48%)	32 (25.6%)	9 (7.2%)	-	3.62	0.861
The city corporation has provided the sewerage water treatment system.	35 (28%)	54 (43.2%)	22 (17.6%)	14 (11.2%)	-	3.88	0.681

The city corporation is adopting a suitable procedure for the issue of Birth and Death Certificates.	22 (17.6%)	59 (47.2%)	28 (22.4%)	16 (12.8%)	-	3.85	0.851
City roads, bridges, and flyovers are constructed and maintained efficiently.	28 (22.4%)	59 (47.2%)	23 (18.4%)	15 (12%)	-	3.90	0.827
The city corporation is providing a sufficient number of bus stops.	26 (20.8%)	66 (52.8%)	33 (26.4%)	-	-	3.83	0.919
Effective steps are taken for urban sanitization and prevention of COVID-19.	19 (15.2%)	63 (50.4%)	31 (24.8%)	12 (9.6%)	-	3.83	0.734
The city corporation effectively maintains public hospitals and dispensaries.	23 (18.4%)	72 (57.6%)	22 (17.6%)	8 (6.4%)	-	4.04	0.776
City public libraries are effectively maintained.	20 (16%)	55 (44%)	32 (25.6%)	18 (14.4%)	-	3.79	0.788
The city corporation effectively maintains heritage buildings.	29 (23.2%)	58 (46.4%)	27 (21.6%)	11 (8.8%)	-	3.78	0.791
The city corporation is efficiently implementing AMRUT scheme.	29 (23.2%)	65 (52.0%)	16 (12.8%)	15 (12%)	-	3.80	0.868
The city corporation has effectively implemented JNNURM scheme.	28 (22.4%)	54 (43.2%)	25 (20%)	18 (14.4%)	-	3.62	0.852
The city corporation is efficiently implementing SMART CITY MISSION.	34 (27.2%)	52 (41.6%)	21 (16.8%)	18 (14.4%)	-	3.57	0.744
Slum development schemes have been implemented successfully in the city.	24 (21.4%)	49 (43.8%)	26 (23.2%)	13 (11.6%)	-	3.72	0.750
SAKALA service has been implemented in the city.	32 (25.6%)	52 (41.6%)	26 (20.8%)	15 (12%)	-	3.67	0.821
The city corporation employees work very well and provide quality service to citizens.	33 (26.4%)	69 (55.2%)	23 (18.4%)	-	-	3.76	0.726
Swachh Bharath Mission is effectively implemented in the city.	33 (26.4%)	65 (52%)	15 (12%)	12 (9.6%)	-	3.69	0.783
Indira Canteen facility is effectively implemented in the city.	27 (21.6%)	54 (43.2%)	26 (20.8%)	18 (14.4%)	-	3.81	0.789

Source: Field Survey

The above table shows the perception of Corporators about the services rendered by the Mysuru and Mangaluru City Corporations. 51 respondents (40.8%) mentioned that city corporation is supplying sufficient drinking water for residents and industries. 64 respondents (51.2%) stated that an efficient smart garbage collection & disposal system is implemented in the city. 49 respondents (39.2%) highlighted that the city corporation is regularly maintaining clean streets and hygiene. 71 respondents (56.8%) opined that scientific Solid Waste Management system is implemented in the city. 60 respondents (48%) stated that well-connected Under Ground Drainage (UGD) systems are implemented in the city. 69 respondents (55.2%) mentioned that the city corporation is providing a sufficient number of Public Toilets & Urinals.

61 respondents (48.8%) mentioned that city corporation provides a convenient parking facility. 47 respondents (37.6%) highlighted that the city corporation is providing sufficient number of dust bins. 56 respondents (44.8%) stated that city corporation provides burial/cremation grounds & electric crematoriums. 59 respondents (47.2%) opined that steps are taken to control Stray Animal Menace in the city. 54 respondents (43.2%) stated that the city corporation provides fire services and safety measures for all residents and industries. 60 respondents (48%) highlighted that an effective implementation of urban forestry schemes and steps have been taken to protect the environment in the city area.

54 respondents (43.2%) stated that city corporation has provided the sewerage water treatment system. 59 respondents (47.2%) opined that city corporation is adopting a suitable procedure for the issue of Birth and Death Certificates. 59 respondents (47.2%) mentioned that city roads, bridges, and flyovers are constructed and maintained efficiently. 66 respondents (52.8%) stated that city corporation is providing a sufficient number of bus stops. 63 respondents (50.4%) highlighted that effective steps are taken for urban sanitization and prevention of COVID-19. 72 respondents (57.6%) stated that city corporation effectively maintains public hospitals and dispensaries.

55 respondents (44%) opined that city public libraries are effectively maintained. 58 respondents (46.4%) stated that city corporation effectively maintains heritage buildings. 65 respondents (52.0%) mentioned that city corporation is efficiently implementing AMRUT scheme. 54 respondents (43.2%) opined that city corporation has effectively implemented JNNURM scheme. 52 respondents (41.6%) stated that city corporation is efficiently implementing SMART CITY MISSION. 49 respondents (43.8%) highlighted that slum development schemes have been implemented successfully in the city. 52 respondents (41.6%) opined that SAKALA service has been implemented in the city. 69 respondents (55.2%) mentioned that city corporation employees work very well and provide quality service to citizens. 65 respondents (52%) stated that Swachh Bharath Mission is effectively implemented in the city. 54 respondents (43.2%) opined that Indira Canteen facility is effectively implemented in the city. It was found that the services provided by the Mysuru and Mangaluru City Corporations were implemented adequately which assured ease of access to the public. The corporators indicated scope for improvement in the civic amenities and infrastructure to make Mysore and Mangaluru a part of the smart city project where parameters such as mobilization of resources, internal resources gathering, service capabilities management, number of individual toilets per household, public

participation in the development of the city, audited account details, use of government funds and self-financing capacity are considered.

Testing of Hypothesis:

H₀₁: There exists a negative perception about services rendered by Mysuru and Mangaluru City Corporations.

H₁: There exists a positive perception about services rendered by Mysuru and Mangaluru City Corporations.

Table 3: Analysis of Independent Sample t-test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Services Rendered	Equal variances assumed	26.29	.000	-2.56	1609	.011	-.061	.024	-.108	-.014
	Equal variances not assumed			-2.56	1590.73	.010	-.061	.024	-.108	-.014

Source: Output from SPSS

The *p*-value of Levene's test for the services rendered by Mysuru and Mangaluru City Corporations was 0.000 ($p < 0.001$), so the null of Levene's test was rejected and it was concluded that the variance in services rendered is significantly different. **This shows that the "Equal variances not assumed" row for the *t*-test (and corresponding confidence interval) results should be checked.**

For the *t*-test, the two-tail *p*-value is $p=0.010$ and $t=-2.56$

A paired *t*-test was performed to check the perception about services rendered by Mysuru and Mangaluru City Corporations.

The mean ($M = -0.061$, Standard Error Difference = 0.024, $N = 1611$) was significantly lesser than zero, $t = -2.56$, two-tail $p = 0.010$, facilitating evidence that there existed a positive perception about services rendered by Mysuru and Mangaluru City Corporations. Since the set alpha value is 0.05, the *p*-value is less than 0.05, it indicates that there exists a positive perception about services rendered by Mysuru and Mangaluru City Corporations. **Hence, the null hypothesis is rejected and the alternative hypothesis is accepted.**

Conclusion

Considering the pace of urbanization and the infrastructure requirements, financing requirements appear to be tremendous in the near future and accordingly an important focus area is how to meet the financial requirements

of the Urban Local Bodies. Municipal Councils have been stretched by the unplanned physical and industrial growth of towns, as well as migration of people from rural to urban jurisdiction in quest of better jobs, education, business, service, and so on. As a result, municipal councils face a challenging burden in providing civic amenities such as subsurface drainage, drinking water, roads, transportation, markets, power, solid waste management, storm water drainage, parks, and so on. It was found from the study that the services provided by the Mysuru and Mangaluru City Corporations were implemented adequately which assured ease of access to the public. The Corporators indicated scope for improvement in the civic amenities and infrastructure to make Mysore and Mangaluru a part of the smart city project where parameters such as mobilization of resources, resources gathering and service capabilities management are considered.

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