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A STUDY ON SATISFACTION OF CITIZENS TOWARDS SERVICES RENDERED BY SOLAPUR MUNICIPAL CORPORATION



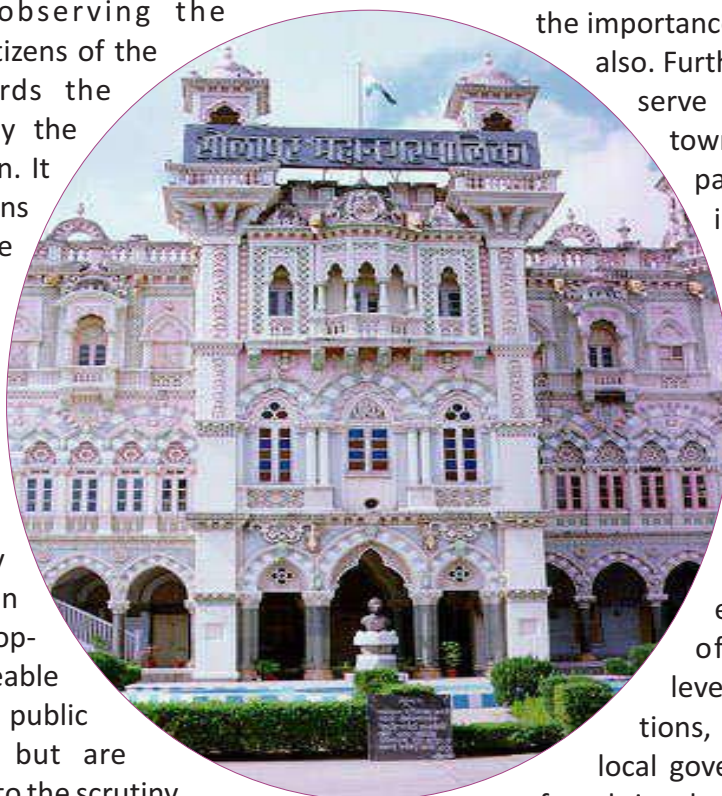
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ABSTRACT:

Local Self-Government Institutions or Local Bodies directly influence the welfare of the people by providing civic, social and economic infrastructure services and facilities in both urban and rural areas. Given their strategic position in delivering services in the hierarchy of Government set up, following the Constitutional (73rd & 74th) Amendment Acts, more functions, powers and resources have been provided to them. This study is undertaken for observing the satisfaction of the citizens of the Solapur city towards the services rendered by the municipal corporation. It consists of 450 citizens of the city who are availing the services of this municipal corporation. Municipal Corporations, as institutions of local government, are constituents of the third tier that play an important role in local economic development; they have a sizeable proportion of overall public financial resources but are nevertheless subject to the scrutiny in terms of physical and financial performance. Normally, an analysis of municipal finance begins with taking stock of their revenue and expenditure in terms of



composition, trends and balance.

KEY WORDS: services, satisfaction, economic development, municipal finance.

1.1 INTRODUCTION

Local problems are numerous and are of local character. Local governments can solve local problems in an efficient and speedy manner. Besides, it may become economical to manage local problems at the local level. It enhances the importance of local government also. Further local governments serve as agencies for the town citizenry to participate in decision – making and in implanting them. It provides an outlet for competent and public - spirited persons of the locality to render social service to the community. Local government, thus, ensures a regular flow of talent to higher levels. Municipal Corporations, the top most urban local governments, are usually found in the large cities with a population ranging between 2 to 5 lakhs. It is estimated that there are about 115 municipal corporations in the country. In Maharashtra there

are 26 municipal corporations excluding Solapur Municipal Corporation which was established on 1st May, 1964.

As an urban local body, A Municipal Corporation is defined as a body politic and corporate, established by public law or sovereign power, evidenced by a charter, and with defined limits and population, primarily to regulate the local affairs of the territory and secondarily to share in the civil government of the state in the particular locality. Thus, the Municipal Corporation refers to a unit of government which acts as an agent of the state and services the local community. Municipal Corporations, as institutions of local government, are constituents of the third tier that play an important role in local economic development; they have a sizeable proportion of overall public financial resources but are nevertheless subject to the scrutiny in terms of physical and financial performance. Normally, an analysis of municipal finance begins with taking stock of their revenue and expenditure in terms of composition, trends and balance.

This study has its own significance in the present Solapur city. Solapur district has many rural places. These people suffer from financial problems, many of the rural people are unemployed, they don't have the proper knowledge about financial institution, business etc. They are attracted towards Solapur city, due to migration of rural people of Solapur cities population is increasing rapidly. There is a big challenge before Solapur Municipal Corporation to fulfill the fundamental needs of growing population of Solapur. The Solapur Municipal Corporation is trying its best since its inception to satisfy the growing needs of the city.

Considering the above backdrop it can be said that this study is a timely effort to understand economic problems involved in the working of Solapur Municipal Corporation, appraisal of financial performance of SMC and the future scope for betterment of the services provided by SMC and satisfaction of citizens. The present study discusses the citizens (users) satisfaction towards services rendered by the Solapur Municipal Corporation.

1.2 STATEMENT OF PROBLEM

Municipal Corporation is a vital organization towards every city not only for having the regulating authority but also for the extending necessary benefits towards the public at large. In this context the study of financial aspects, specifically, receipts and expenditures are very crucial for recognizing the ability of better performance. In the present study of Solapur Municipal Corporation the similar approach is applied so that the financial position and the service providing ability can be verified in better manner.

The study is an attempt to undertake the financial structure and position of Solapur Municipal Corporation in order to suggest the suitable strategies to have better approach towards providing services so as to improve their financial position.

1.3 OBJECTIVES OF THE STUDY

The present research study has been undertaken to study the following broad

OBJECTIVES

- 1) To study the services rendered by Solapur Municipal Corporation
- 2) To evaluate the level of satisfaction about the services rendered by Solapur Municipal Corporation based on personal factors of citizens. (gender, age, education and income)
- 3) To analyze the level of satisfaction about the services rendered by Solapur Municipal Corporation based on zones of Solapur city.

1.4 HYPOTHESIS

In the present study, the hypotheses are as follows:

- 1) The level of satisfaction of services rendered by Solapur Municipal Corporation is independent of personal factors of the citizens.
- 2) The levels of satisfaction about the services rendered by Solapur Municipal Corporation are equal across the zones of Solapur city.

1.5 RESEARCH METHODOLOGY:

Data Collection:

Primary data is collected through questionnaire, based on certain parameters i.e. personal information, income, education and satisfaction about services of SMC. A sample of 450 citizens is selected for this study.

Statistical Tools and Techniques:

Statistical tools and techniques such as mean, percentage, regression and testing of hypothesis t- test and Chi-Square test is used to analyze the data.

1.6 LIMITATIONS OF THE STUDY:

- 1.This Study is limited to Solapur city.
- 2.Research findings are based on the data analysis collected from the selected citizens of Solapur.

1.7 THE EMPIRICAL ANALYSIS:

The study reveals the overall level of satisfaction of citizens about the services of SMC. It is observed that there are different levels of satisfaction. The level of satisfactions is categorized into three heads i.e. good, average and poor.

- 1.H0= Level of satisfaction is independent of income

Contingency Table:

Income Level	Satisfied	Unsatisfied	Total
Up to 01 Lakh	186	1104	1290
01 to 02 Lakh	288	942	1230
02 to 05 Lakh	246	1254	1500
Above 05 Lakh	81	399	480
Total	801	3699	4500

Expected Frequency:

Income Level	Satisfied	Unsatisfied
Up to 01 Lakh	229.62	1060.38
01 to 02 Lakh	218.94	1011.06
02 to 05 Lakh	267	1233
Above 05 Lakh	85.44	394.56

Observed Frequency	Expected Frequency	(O - E) ²	(O - E) ² /E
186	229.62	1902.7044	8.29
288	218.94	4769.2836	21.78
246	267	441	1.65
81	85.44	19.7136	0.23
1104	1060.38	1902.7044	1.79
942	1011.06	4769.2836	4.72
1254	1233	441	0.36
399	394.56	19.7136	0.05

Actual Value of $\chi^2 = 38.87$

Level of Significance = 0.05

Degree of Freedom = 3

Table Value = 7.81

As actual value of χ^2 (38.87) is greater than table value (7.81), null hypothesis can be accepted. So we can conclude that level of satisfaction depends on level of income.

2. H₀ = Level of satisfaction is independent of educational qualification

Contingency Table:

Education level	Satisfied	Unsatisfied	Total
SSC	195	735	930
HSC	90	480	570
Graduate	219	1071	1290
Post Graduate	297	1413	1710
Total	801	3699	4500

Expected Frequency:

Education level	Satisfied	Unsatisfied
SSC	165.54	764.46
HSC	101.46	468.54
Graduate	229.62	1060.38
Post Graduate	304.38	1405.62

Observed Frequency	Expected Frequency	(O - E) ²	(O - E) ² /E
195	165.54	867.8916	5.24
90	101.46	131.3316	1.29
219	229.62	112.7844	0.49
297	304.38	54.4644	0.18
735	764.46	867.8916	1.14
480	468.54	131.3316	0.28
1071	1060.38	112.7844	0.11
1413	1405.62	54.4644	0.04

Actual Value of $\chi^2 = 8.77$

Level of Significance = 0.05

Degree of Freedom = 3

Table Value = 7.81

As actual value of χ^2 (8.77) is greater than table value (7.81), null hypothesis can be accepted. So we can conclude that level of satisfaction depends on educational qualification.

1.8 FINDINGS:

- 1.This study reveals that, educated and high income group people say that Public Health Department doesn't work satisfactorily.
- 2.As per the opinion of the citizens the position of the water management needs to be improved considerably.
- 3.The Solapur Municipal Corporation has failed to make provision for more parks and gardens in the city. Moreover, because of the poor maintenance, they are disappearing constantly.
- 4.This study also observed that, Encroachment department is not working well. It is one of the good source of revenue as well as it helps to clean the city.
- 5.According to this survey the education provisions are critical since out of the total schools only three are working in appropriate manner in the city.
- 6.Apart from the selective areas the road conditions in this city are not in proper position and needs to be improved for the convenience of the people
- 6.At present, the citizen of the Solapur city is highly critical of the performance of the corporation and hence he seldom takes any active and sustained interest in its activities. Perhaps, this is mainly due to the fact that large sections of the people are ignorant about the methods of operation of the corporation and no systematic effort has been made to stimulate and sustain the interests of citizens in Corporation affairs. The Corporation should encourage citizens of the city to take interests in municipal affairs.

1.9 CONCLUSION:

The obligatory and discretionary functions are the important functions of Solapur Municipal Corporation. Apart from that ten major services have been taken, it is observed that, the level of satisfaction of services is average or poor. The city inhabitants are accepting better services from SMC but it has failed to render these services. The performance of garden, public health and secondary education is poor, while most of the people think overall administration of Solapur Municipal Corporation is average.

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