

CHAPTER - I

RESEARCH DESIGN AND METHODOLOGY

1. Statement of the Problem:

"ROLE OF TRADE UNIONS IN M.S.R.T.C. -
A CASE STUDY OF SHOLAPUR DIVISION".

Right from the nationalization, trade unions have been working in the Maharashtra State Road Transport Corporation (hereinafter 'MSRTC' for the sake of brevity). The services provided by the MSRTC are directly related to the passenger transport. Better services are expected to be provided to the public and it is possible only when the employees are happy and satisfied with amenities, facilities and the wages paid to them by the management. It is possible only when strong Union are available there. In short, it is the outcome of the Union efforts.

Trade Unions play a very significant role in increasing the efficiency and productivity of the workers. In this study, an attempt was made to critically examine the role played by the trade unions in pay fixation, welfare facilities and productivity and make necessary suggestions to improve their working.

2. Objectives of the Study:

The following were set out as the objectives of this study:

1. To understand the functioning of trade unions in the MSRTC, Sholapur Division;
2. To analyse the role of trade unions in pay fixation, welfare facilities and productivity;
3. To know the attitude of the workers towards unions and management;
4. To find out the welfare facilities provided by the MSRTC;
5. To understand the relationship between the management and the unions of workers; and
6. To suggest measures to improve the working of the trade unions and to further build up a good rapport with the management.

3. Methodology Followed:

For the purpose of achieving the above objectives, it is necessary to collect the required data from various sources. The primary data is collected through informal discussions with the workers and personal interviews with the officers. Observation and questionnaire methods were also administered. The secondary data was collected from published and unpublished works:

a) Primary Data:

The primary data is collected through the following ways:

i) Discussions and Interviews:

Detailed discussions were held with the presidents and general secretaries of the trade unions, Divisional Personnel

Officers, traffic superintendents, security officer, labour officer and depot managers of Barshi, Karmala, Kurduwadi; Divisional Stores Officers, supervisors, mechanical and civil engineers of the MSRTC, Sholapur Division, and interviews were conducted with 100 workers working in Sholapur Division. They provided useful information and other data for the report.

ii) Record:

The necessary data was collected from published records of the MSRTC. It includes administration of MSRTC, pamphlets showing the mode of recognition of unions in the MSRTC and other office records.

iii) Questionnaire:

Two questionnaires were prepared for the present study:

1. Questionnaire for workers, and
2. Questionnaire for management.

With the help of the above questionnaires, information was collected. These questionnaires are given in Appendices (I and II).

b) Secondary Data:

Regarding the theoretical background of trade union movement in India, the role of the trade unions, secondary sources are used. For this purpose, the Libraries of:

1. Chhatrapati Shahu Central Institute of Business Education and Research, Kolhapur;
2. Barr.Balasaheb Khardekar Library of Shivaji University, Kolhapur; and

3. Arts and Commerce College, Kurduwadi; have been used. For documentary information, the library of the MSRTC has been used.

4. **Sample Used:**

Normally, the data was collected from a sample size of 100 workers, 10 managerial persons and all the Union leaders by personally visiting them, by administering the questionnaires and also through observation and personal interviews.

The sample was selected on the basis of simple random sampling technique, representing the employees of various designations, such as assistant traffic superintendent, ticket checkers, drivers, conductors, clerks, cashiers, typists, helpers, peons, sweepers, etc.

5. **Scope and Limitations:**

The MSRTC provides transport services to passengers, which is having a great importance. Passengers expect prompt and efficient and better services from the MSRTC and it is possible only when the workers are happy with high wages, amenities and facilities provided to them. The efficiency of the worker also depends upon the protection provided to them by their Unions in certain critical circumstances. They are also happy if the trade unions play an effective role for high wages and welfare facilities.

Trade unions and management should maintain high moral for the growth and development of the MSRTC. This is

an important dimension of the study. The study is confined to the trade unions in the MSRTC, Sholapur Division, only.

There are some limitations for this study. First, by the area, it is restricted to Sholapur Division only; secondly, by time, cost and personal limitations, it had to be completed within one year. The researcher has tried to collect sufficient information about the productivity of labour. However, the interpretation is done based on the factual information collected during the study.

6. Outline of the Study:

Chapter Scheme of the Study is as follows:

Chapter-I : Research Design and Methodology:

The research design, in general, used the methodology adopted to collect the data and information is explained in this Chapter.

Chapter-II : Introduction to Trade Unions:

This Chapter deals with the history of trade unions and the role of trade unions in wage determination, labour welfare and productivity, in general.

Chapter-III: Trade Union Movement in India:

In this Chapter, Trade Union Movement in India, both from economic and social points is presented, very briefly, during the pre-Independence and post-Independence periods.

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Chapter-IV : Trade Unionism in MSRTC:

In this Chapter, the history, growth and development of MSRTC and the trade unionism in the MSRTC are presented in a nutshell.

Chapter-V : Trade Unions in Sholapur Division:

In this Chapter, opinions about the organization of the workers, features of Sholapur Division trade unions, their aims and objectives and the attitudes of the workers towards management are explained. A comparative study of the two main unions in Sholapur Division is also undertaken.

Chapter-VI : Role Played by Trade Unions in MSRTC, Sholapur Division:

The role of trade unions in the MSRTC, Sholapur Division in wage determination, labour welfare and productivity, has been critically examined in this Chapter.

Chapter-VII : Analysis and Interpretation of Data:

This Chapter presents the statistical tables, their analysis and interpretation covering the role of the trade unions in wage determination, negotiation, welfare facilities and productivity.

Chapter-VIII: Conclusions and Suggestions:

Conclusions are drawn on the basis of observations and findings and a number of suggestions have been made for efficient and smooth working of the trade unions as well as the management.