

*Chapter - 1*

**INTRODUCTION AND  
RESEARCH METHODOLOGY**

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## CHAPTER – I

### INTRODUCTION & RESEARCH METHODOLOGY

#### 1.1 Introduction :

In self sufficient village economy the problem of transport is not very important. The need of transportation is increasingly felt with the replacement of independent village economy by national or international economy. Of all different types of transport motor transport has been acclaimed as the most important in the transport system. Today motor vehicle has become principle means of moving people both in rural and urban area. To the extent that transportation is inadequate ; insufficient and restricted, the economic and social growth get impeded, Contrariwise to maintain a vigorous and healthy society there must be transportation of the types and amount sufficient to supply and nourish every segment of it. Social, cultural and economic expansion and progress directly related to the ability to move goods and people from one place to another. Transport is now basic utility and is a parameter for determining the economic welfare of society. Urbanization and industrialization coupled with population expansion has resulted in vast development in transport and transportation system. Bus transport service is most convenient mode for transport within the city, and towns. City transport by nature required high frequency of service, adequate number of vehicle, small size of vehicle with facility of

frequent stoppage therefore city bus is most suitable form of providing transport to the people.

## **1.2 City Transport :-**

The nature and intensity of transport problem in the city depends upon various factor like, distance to be covered, nature and volume of trade nature of industries, size and nature of population, administrative offices, pilgrimage centers, colleges and university, court, nature of feeder service etc.

The movement of labour to factories businessmen to shop, employee to offices, student to college and various such group. Who have to go every morning and come back every evening is a stupendous task. Every day thousand of people visit to cities for marketing, attending colleges going to hospital, attending court or other offices. Tourist salesman and distributor and likewise move out through the buses. In cities therefore, the nature of passenger transport requirement is much more complex and hence speedy, frequent, flexible, cheap, convenient and punctual passenger transport is necessary.

### **1.3 Significance of City Bus Transport :-**

The transport is a basic necessity. This is more true in the following.

- i) The city is spread over a wide area. The housing problem is very acute and it is not possible to get residential accommodation in the crowded area. Only efficient transport system enables people to live at a distance place.
- ii) The city requires cheap transportation service for carriage and passenger otherwise large amount to be expended on transport cost.
- iii) City life is very busy and if frequent transport service is not provided at the convenience of the passenger it will cause innumerable hardship to the people. They have to reach the work place in time.

### **1.4 Kolhapur Municipal Transport :-**

Kolhapur Municipal Transport undertaking established on 1 April 1962 and its inception it has been playing a vital role in facilitating passenger service and creation of employment in Kolhapur city and its suburban areas. KMT daily carries thousands of people, factory workers, students, office workers, tourists within the city and from nearby villages. The KMT provides cheaper, frequent, flexible, safer, and convenient transport service as per requirement of passenger as well as concessional fare to the student, freedom fighter, widow of freedom fighter, handicapped

person and also monthly pass scheme to the workers. The KMT have 156 Buses and 813 efficient work staff to provide punctual bus service to the passenger of Kolhapur city and its suburban area.

### **1.5 Recruitment, Selection, Wage and Salary Administration :-**

The management of human resources has now assumed a strategic importance in achievement of organisational growth and excellence. In recent year the well being of people working in the organisation has assumed a great significance as it has been well realised that harmonious relation between the principle factors of production; namely capital and labour are the great assets of an organisation. Personnel management is one of the most important segment of management study. The organisation efficiency, profitability and the survival depend upon the people working in the organisation. The competent, co-operative, co-ordinated, organised and well directed team of people is prerequisite for getting the work done and achieve organisational objective. It is possible through the effective and systematic recruitment and selection of required employees to the organisation.

Management challenge is to create an environment which stimulates people in their job and foster organisational goal. Its dramatic impact is felt not only in the area of cost but also in the area of individual motivation. Motivation in turn is an essential pre-requisite to top corporate as well as individual performance. A company reward system and its application

indicate explicitly just how highly a person and his contributions are valued. Viewed from this perspective, compensation is more than pay, it is total reward system involving incentives and non-cash benefits. Compensation policy accurately reflects the organisation style and philosophy as well as attracts the type of people suited to that style and philosophy.

The present study seeks to make an in-depth study into important aspects of personnel management in KMT such as recruitment, selection, wage and salary administration, without which providing flexible, speedy, frequent and punctual passenger transport service will become complex task to KMT.

#### **1.6 Statement of Problem :-**

The present study focussed on the recruitment, selection, wage and salary administration, these are important aspects of personnel management nowadays being increasingly realised in industrial and non industrial organisation. This realisation has come about because of increasing complexity of a task of manager and administration. In most organisations the problem of getting the competent and relevant persons, retaining them, keeping up their motivation and morale are now viewed as the most critical problems. However organisations have realised that human resources and their sound wage and salary administration are more valuable than other and only proper management can tremendously help the organisation to

maximise the utilisation of other resources. Hence research is titled as “**A Critical Study Of Recruitment, Selection, Salary and Wage Administration in Kolhapur Municipal Transport, Ltd. (KMT)**”

### **1.7 Objective of the Study :-**

The main objectives of this study are as follows.

- i) To study the recruitment process of employees and their selection.
- ii) To examine sources of recruitment and selection methods.
- iii) To Study the different pay scales of employees in KMT and other allowances such as bonus, financial and non financial incentives etc.
- iv) To analyse problems and difficulties while implementing policy of recruitment selection, wage and salary administration.
- v) To suggest possible remedial measures for improving and extending present system of recruitment, selection, wage and salary administration.

### **1.8 Research Methodology :-**

For achieving above objectives primary and secondary data were collected. This study is exploratory in nature and resorts to survey method.

The data is collected both from primary and secondary sources.

#### **1.8.1 Primary Data**

Primary data were collected through pre-tested questionnaire schedule to workers and staff, personal structured interview with personnel

manager and discussions with sectional head of different departments of KMT.

### **1.8.2 Secondary Data**

In building -up the present work extensive study of the books and journal on the subject was made as well as records kept by personnel department of organisation. It includes muster roll, payment chart, annual report etc. as a secondary source of data.

### **1.8.3 Sampling Design**

There were 813 workers and staff in organisation out of which 68 employees are in administration, 581 in traffic supervisory and traffic department and 164 workers in workshop. Approximately 10% of the total workers and staff were participated from each department as a respondent by stratified sampling method. Age range of respondent was 28 to 54 years with an average 46.5 The respondents had more than 8 years of work experience. The respondents were approached individually at their workplace. The survey questionnaire was administered during the working hours. The questionnaire includes detail instruction about how to fill the questionnaire. It was filled in one session. The average time taken to complete the questionnaire was 10 minute for each respondent.



### **1.9 Scope of the Study :-**

The scope of the research study is confined to the 'Kolhapur Municipal Transport, Kolhapur". The procedure followed for recruitment and selection and policy adopted for wage and salary administration by KMT to its entire workers and staff have been critically examined. The all permanent workers and staff have been brought under the purview of research study.

The particular organisation is selected for research study due to following reasons.

- i) People without transport would be people without intercourse with outside world, without the attributes of civilisation. The city Bus transport is the veins and arteries of the city. Providing cheap, flexible, convenient, frequent and punctual transport service on all route is not a simple task. This is possible only by selecting efficient and sincere staff at all level and their sound wage and salary administration therefore researcher was very eager to know the overall procedure and policy followed by KMT for recruitment selection, wage and salary administration.
- ii) A researcher has been familiar with the physical layout of the area of operation of KMT.

### **1.10 Limitations of the Study :-**

The researcher has found following limitations of this study

- i) The casual and daily wages workers are kept aside the scope of the study.
- ii) Some of the office staff have not expressed their clear view on promotion policy.
- iii) The study is based on available data.
- iv) For some years annual reports were not published by KMT so necessary information is compiled through discussion with administrative staff. The data might have been manipulated at source.
- v) The present study is undertaken for fulfillment of degree course of Master of Philosophy. It is limited to KMT only and it covers four years only (2000-01 - 2003-04)
- vi) Some of the workers were reluctant to give answers to the questions asked to them. They thought that the present investigation is not useful for them. It would not change the present condition.

## **1.11 CHAPTER SCHEME :**

The study has been divided in to well designed chapter scheme. It comprises five chapters analysing the various dimensions of recruitment, selection, wage and salary administration of management of personnel in the KMT.

### **CHAPTER 1 : Introduction and Research Design .**

The chapter traces the topic of research and explains methodology adopted for conducting the research study.

### **CHAPTER 2 : Profile of KMT.**

The chapter presents the profile of study organisation-Kolhapur Municipal Transport undertaking, Kolhapur.

### **CHAPTER 3 : Theoretical Review of Literature.**

The chapter traces the conceptual frame work of recruitment selection, wage and salary administration. It covers theoretical aspects and examines in details concept, significance, and evaluation of the research title.

### **CHAPTER 4 : Analysis and Interpretation of Data**

In the chapter an attempt is made to examine the policies and practices being adopted by KMT towards the recruitment, selection wage and salary administration. In order to support, data tabulation, graphical

presentation and simple statistical techniques are used wherever necessary and appropriate.

### **CHAPTER 5 : Conclusions and Suggestions**

The chapter is devoted to the summary of finding, conclusions with view to highlight various ideas discussed at various places so that study becomes useful and meaningful. To improve the present policies and practices followed by KMT for recruitment selection wage and salary administration possible suggestions are given.

#### **Appendices :-**

Include the questionnaire used for data collection and Bibliography from the concluding part of the Dissertation.

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