A

MINI PROJECT REPORT

ON

"A STUDY ON OPINION OF CITIZENS TOWARDS FACILITIES PROVIDED BY SOLAPUR MUNICIPAL CORPORATION "

SUBMITTED BY

1) Sahil Bhupesh Sharma   _____

2) Omkar Mahesh Thakare   _____

3) Samarth Chandan Chinchore   _____

4) Rahul Rajkumar Kochar   _____

5) Darshan Chetan Bafna   _____

HIRACHAND NEMCHAND COLLEGE OF COMMERCE

SOLAPUR

(Autonomous College)

B.B.A II Sem III

2022-2023

A

STUDY

ON

" OPINION OF CITIZENS TOWARDS FACILITIES PROVIDED BY SOLAPUR MUNICIPAL CORPORATION "

PROJECT REPORT SUBMITTED TO

P.A.H. SOLAPUR UNIVERSITY, SOLAPUR

IN PARTIAL FULFILLMENT

OF

BACHELOR OF BUSINESS ADMINISTRATION

SEMESTER III

2022-2023

THROUGH

THE PRINCIPAL

HIRACHAND NEMCHAND COLLEGE OF COMMERCE

SOLAPUR

(Autonomous College)

B.B.A. PROGRAMME

DATE   PRINCIPAL

CERTIFICATE

This is to certify that work on the Mini Project Report entitled,

" _____

_____ "

Presented by –

1) Sahil Bhupesh Sharma
2) Omkar Mahesh Thakare
3) Samarth Chandan Chinchore
4) Rahul Rajkumar Kochar
5) Darshan Chetan Bafna

In partial fulfillment of Bachelor of Business Administration (Sem III) to the P.A.H. Solapur University Solapur; has been carried out under my guidance.

To the best of my knowledge and belief the matter presented in this report has not been submitted earlier.

Principal   Signature of Guide

HNCC, Solapur   Mrs. Priyanka.V.Kurle

Date

DECLARATION

To,

The Principal,

Hirachand Nemchand College of Commerce,

Solapur

Respected Sir,

       We, the undersigned, hereby declare that Mini Project Report entitled**"A Study On Opinion Of Citizens Satisfaction Towards Facilities Provided By SMC-Solapur Municipal Corporation."** written and submitted by us to P.A.H. Solapur University, Solapur, in the partial fulfillment of Bachelor of Business Administration (B.B.A. II Sem III) under the guidance of **Mrs.Priyanka.V.Kurle** is our original work. The information in this report is based on the data collected by us. While preparing this report, we have not copied from any other report.

       We understand that any such copying is liable to be punished in a way the University Authorities may deem fit.

Date: Signature of the Students

                1) Sahil Bhupesh Sharma   _____

                2) Omkar Mahesh Thakare   _____

                3) Samarth Chandan Chinchore   _____

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Chapter 1
Introduction

CHAPTER- 1

INTRODUCTION ON TO STUDY

1.1 General Introduction To Research Area

Customer: Customer can either be an individual or a business that buys goods or services from another business, customers are crucial because they are the major factor of revenue generation. The success of business depends on the satisfaction of customer. Every company or business fight to get customer. In the following project the civilians of the northern Solapur region are the customer like factors for the region administrator.

It is the measure of how the needs and responses are collaborated and delivered to excel customer expectation. It can only be attained if the customer has an overall good relationship with the supplier.

The solapur district was ruled by various dynasties such as Andrabhratyas, chalukyas yadawas etc. solapur is believed to be derived from the two words "SOLA" Means sixteen "PUR" means village. The present city of Solapur was consider to be spread over sixteen-villages:namely Adilpur, Ahmedpur, Chapaldev, Fathepur, Jamdauwdi, Kalajapur, Khandervkiwadi, s Muhammadpur, Ranapur, Sandalpur, Shaikpur, Sonalgi, Sonapur and Vaidakwadi.

North Solapur: is one of the talukas of Solapur District in the Indian state of Maharashtra. This tehsil is located in the eastern side of district and is bordered by Osmanabad district to the northeast; south Solapur to the south and east, Barshi taluka to the north and Mohol

taluka to the west the tehsil headquarters is located at Solapur which is also the district headquarters and its largest city.

"Without debate, without criticism, no administration and no country survive"

To know whether the Government Provided Services & Facilities satisfy the citizens of Solapur. To know whether the available Resources are enough to understand whether the tag 'SMART CITY' is really applicable to Solapur & to know are the public really getting the services for what they voted for?

1.2. Research Problem

A research problem is a statement about an area of concern, a condition to be improved, a difficulty to be eliminated , or a troubling question that exist in scholarly literature, in theory or in practice that points to the need for meaningful understanding and deliberate investigation. In some social science disciplines the research problem is typically posed in the form of a question. A research problem does not state how to do something, offer a vague or broad proposition, or present value question.

Some problems faced by civilians of Solapur are as follows:-

1. Corruption
2. Road and transport
3. Pollution
4. Infrastructure
5. Public Utilities
6. Violation of Government rules

1.3. Research Objective

1] To know whether the public enjoy the services for which they have voted for.

2] To understand whether the tag 'Smart City' currently suits to the present Solapur city.

3] To know whether the public wants to change its ruling party or it is satisfied by them.

1.4. Scope and Limitations of Research

Scope – The scope of studies explains that extent to which the research area will be explored in the study and which specifies the parameters within which the study will be operating. Thus, the scope of the study will define the purpose of the study, the population size and characteristics, geographical location, the time period within which the study will be focus on, etc.

    i.   The conceptual scope of the research is only up to the extent of customer satisfaction. It is limited up to the satiety of civilians from the government administration and services provided by them. The research aims to find out whether the public of Solapur are satisfied with its administration.

LIMITATIONs –

The area selected for the survey was north Solapur as it is densely populated than all talukas. The numbers of researcher in this project are 5. The minimum eligibility criteria of the respondents was above 18 as they are liable for voting and understanding the Municipal Corporation

Chapter 2
Research Methodology

CHAPTER 2

RESEARCH METHODOLOGY

"Research methodology is the specific procedure or technique used to identify, select, process and analyze information about a topic".

2.1 Primary Data

"The first-hand information/ fresh data collected by the researcher for the purpose of study are to known primary data".

1) Observation
2) Survey

In this research , the researchers used the survey method by interviewing the respondents by using questionnaire

2.2 Secondary Data

"Any data which have been gathered earlier for some other purpose is known as secondary data".

In the research, researchers have referred information from internet and G. C. Beri book of marketing research

2.3 Sampling Plan

2.3.1 Sampling Method

"It is a method or definite plan for obtaining the sample from the sample frame

-In this survey researchers have used convenience sampling, a type of Non-probability sampling, as they interviewed the people by standing near '*Rang bhavan*' Solapur

2.3.2 Sample Size

"Number of samples selected from the population for survey/ study is known as sample size".

-The sample size of this survey was 50 respondents

2.3.3 Research Area

"It is the area/ location where the research is to be conducted".

-The research area of this research was Solapur city

2.3.4 Research Instrument

-In this research researchers have used a structured undisguised method questionnaire for interviewing the respondents.

2.3.5 Sampling Units

"The individual whose characteristics are to be measured in analysis are called sampling units"

-The sampling units for this research are anyone who live in Solapur, who is above legal age and have legal rights both male and female of all age and income groups living in Solapur city.

2.3.6 Data collection period

"The amount of time required to collect the data/ Information from the customers is called data collection period".

-The data collection period of researcher's project is one week

Chapter 3
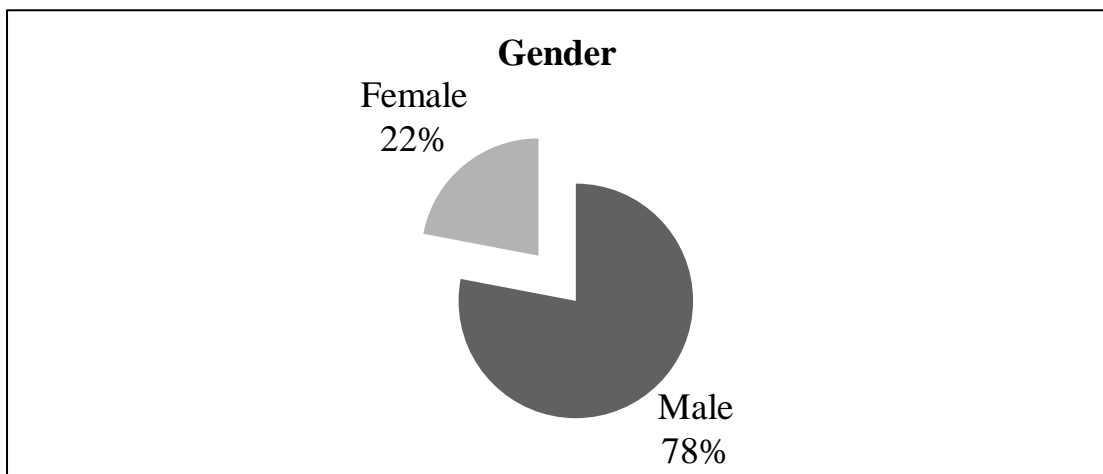
Data Analysis & Interpretation

Chapter - 3

Data Analysis and Interpretation

Table No. 3.1 showing Gender

| Sr no.	Gender	Frequency	Percentage (%)
1	Male	39	78 %
2	Female	11	22 %
	Total	**50**	**100%**

Graph no. 3.1 showing Gender

Interpretation

The above graph shows that 78 % of the respondents are the male section of the society and 22 % of the respondents are the female section of the society. A convenience sampling method is used , males were easily accessible for the survey on the streets and more comfortable to answer the questionnaire than the females.

Table no. 3.2 showing Age composition

Sr no.	Age	Frequency	Percentage (%)
1	18-30	30	60%
2	30-45	13	26%
3	45-60	4	8%
	60 and above	3	6%
	Total	**50**	**100%**

**Graph no. 3.2 showing Age Composition**
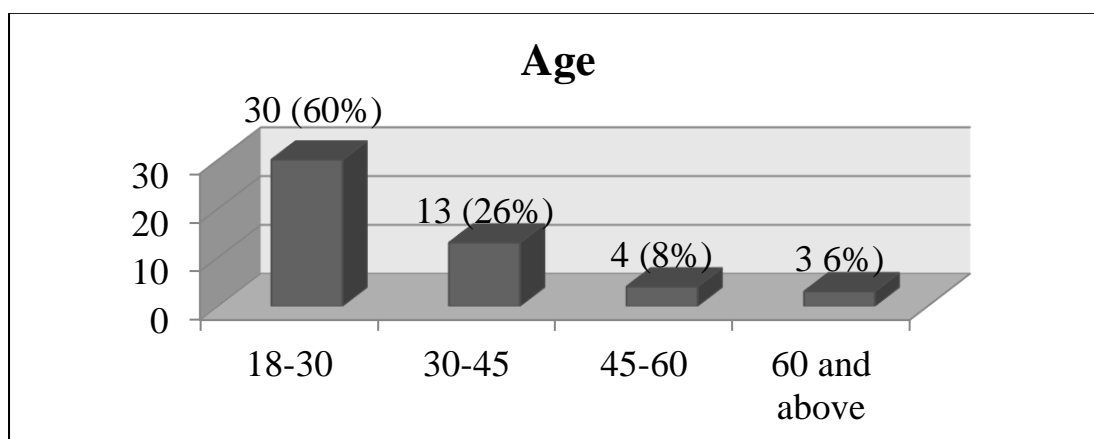
Interpretation

The above graph shows that 60% of the respondents were of the age group 18-30 , 26% were of the age group 30-45 , 8% of the age group 45-60 , and 6% were of the 60 and above age group. As the survey area was college prominent area and intersection of corporate connecting roads, the younger learning and working group were accessible easily.

Table no. 3.3 showing Occupation composition

Sr no.	Occupation	Frequency	Percentage (%)
1	Businessman	12	24%
2	Employee	10	20%
3	Student	21	42%
4	Other	7	14%
	Total	**50**	**100%**

**Graph no. 3.3 showing Occupation composition**
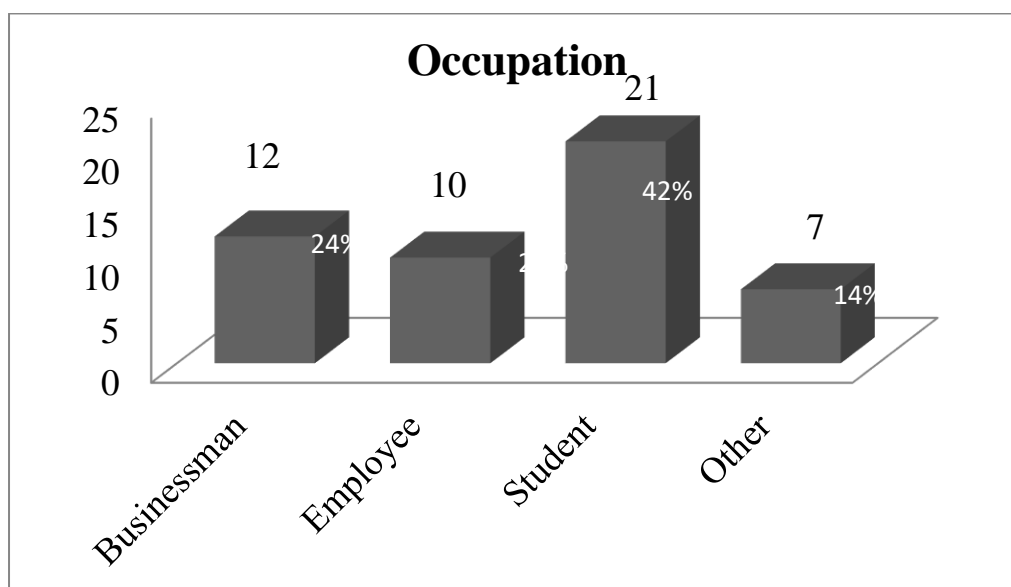
Interpretation

The above graph shows that 42% of the respondents are Student section of the society , 24% of the respondents were businessman , 20% of the respondents were employee section of the society and 14% of the respondents were other sections like (Traffic Police officer , Daily wage laborers , etc). As the survey time was of afternoon , it was lunch time for the colleges in the area. Majority of the respondents were on streets for getting their lunch, which included more of the students group.

Table no. 3.4 showing Residential Duration composition

Sr no.	Residential Duration	Frequency	Percentage (%)
1	Less than 5	3	6%
2	5-10 yrs	2	4%
3	10-20 yrs	17	34%
4	20 yrs and above	28	56%
	Total	**50**	**100%**

Graph no. 3.4 showing Residential Duration composition
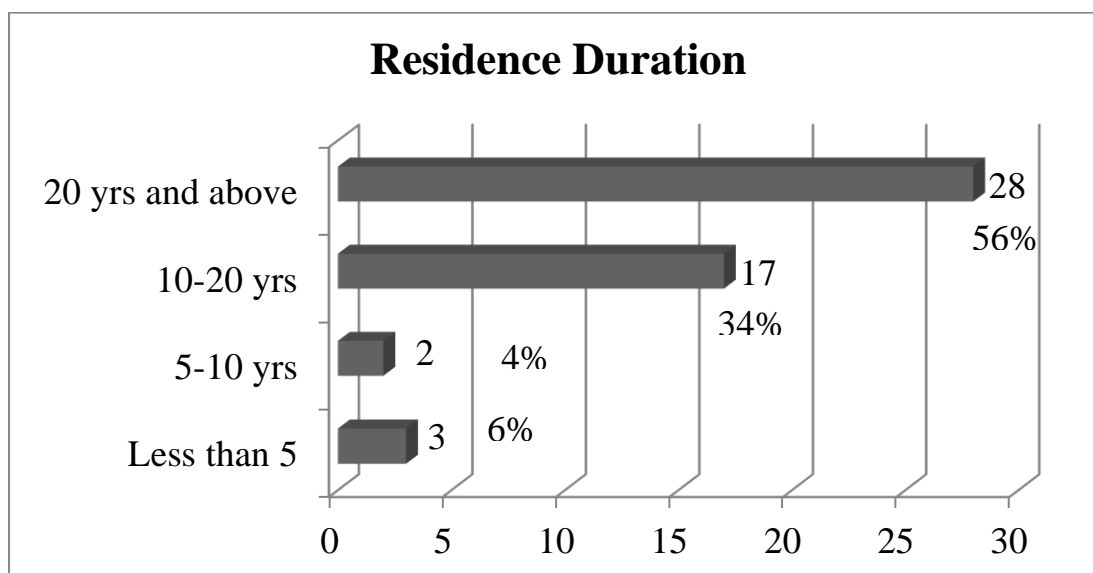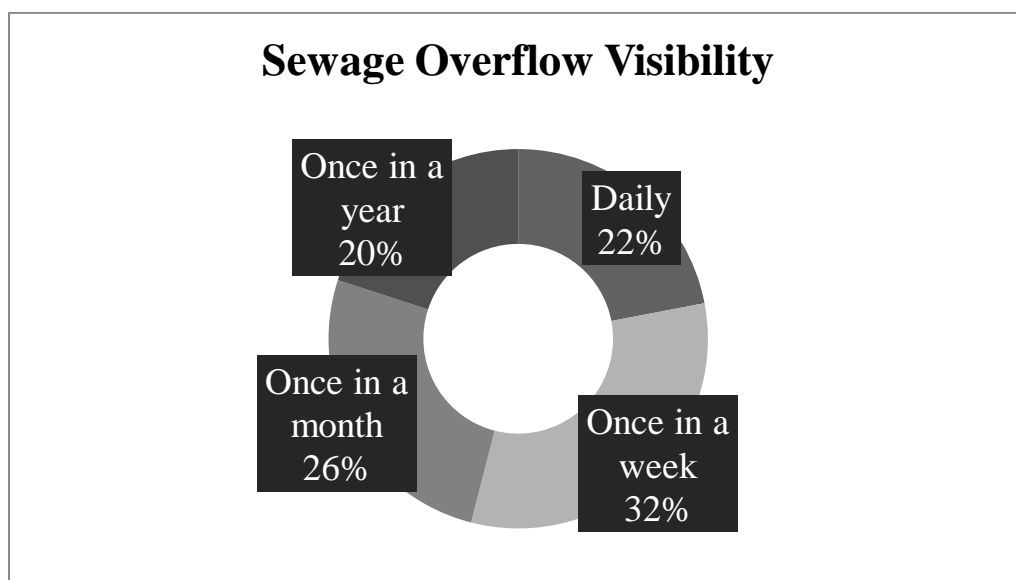

Interpretation

The above graph shows that 56% of the respondents were residence of Solapur for more than 20 years and above , 34% of the respondents were residence between 10-20 years, 6% of the respondents were residence of Solapur for less than 5 years and 4% of the respondents were residence between 5-10 years. Usually the interval of 20 years reaches more than 90% , but as the age group of survey was young age prominent , other residential duration intervals comprised nearly 40-45% of the respondents..

Table no. 3.5 showing Sewage Overflow Visibility composition

Sr no.	Sewage Overflow	Frequency	Percentage (%)
1	Daily	11	22%
2	Once in a week	16	32%
3	Once in a month	13	26%
4	Once in a year	10	20%
	Total	**50**	**100%**

Graph no. 3.5 showing Sewage Overflow Visibility composition

Sewage Overflow Visibility

Once in a year 20%
Daily 22%
Once in a month 26%
Once in a week 32%

Interpretation

The above graph shows that 32% of the respondents could see an overflow of sewage once in a week , 26% of the respondents could see an overflow of sewage once in a month, 22% of the respondents could see an overflow of sewage daily , 20% of the respondent could see an overflow of sewage once in a year. This clearly shows us that nearly half of the population found less sewer overflows on streets (46%) and other half (54%) of the respondents find more sewage in streets of Solapur.

Table no. 3.6 showing Garbage Collection Vehicle Regularity Quartile

Sr no.	Garbage Collection Vehicle Regularity	Frequency	Percentage (%)
1	Very Regular	16	32%
2	Sometimes both Regular and Irregular	17	34%
3	Always Irregular	10	20%
4	Regular but change time	7	14%
	Total	**50**	**100%**

Graph no. 3.6 showing Garbage Collection Vehicle Regularity Quartile
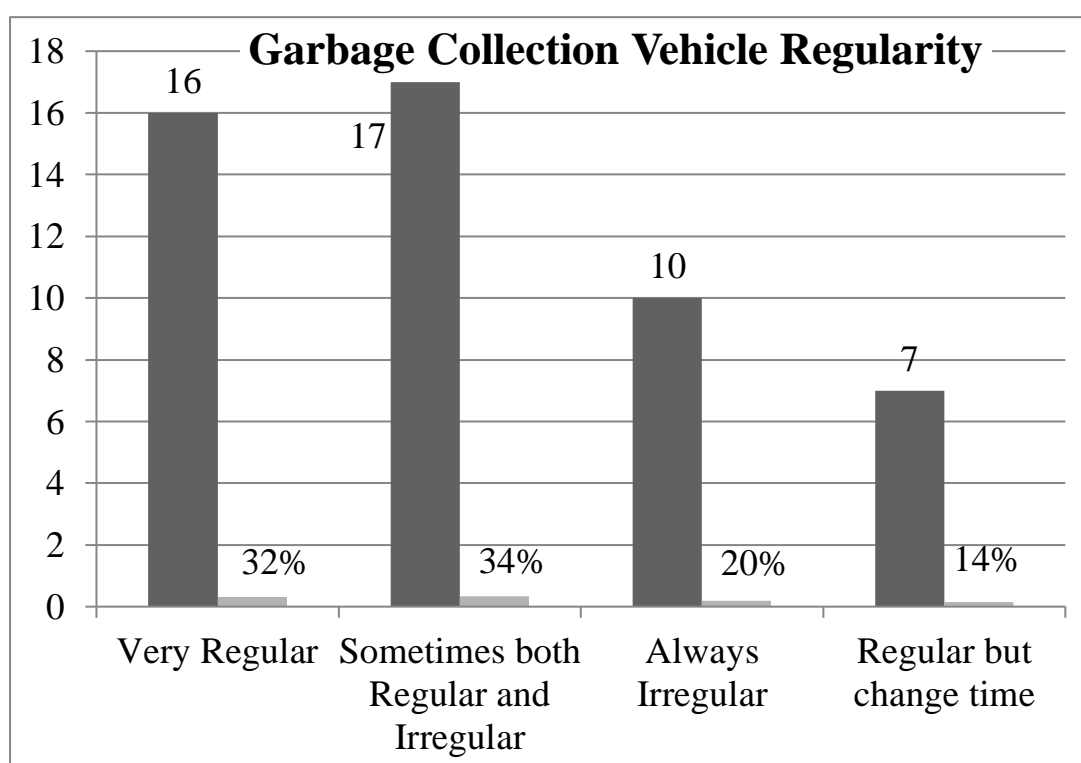
Interpretation

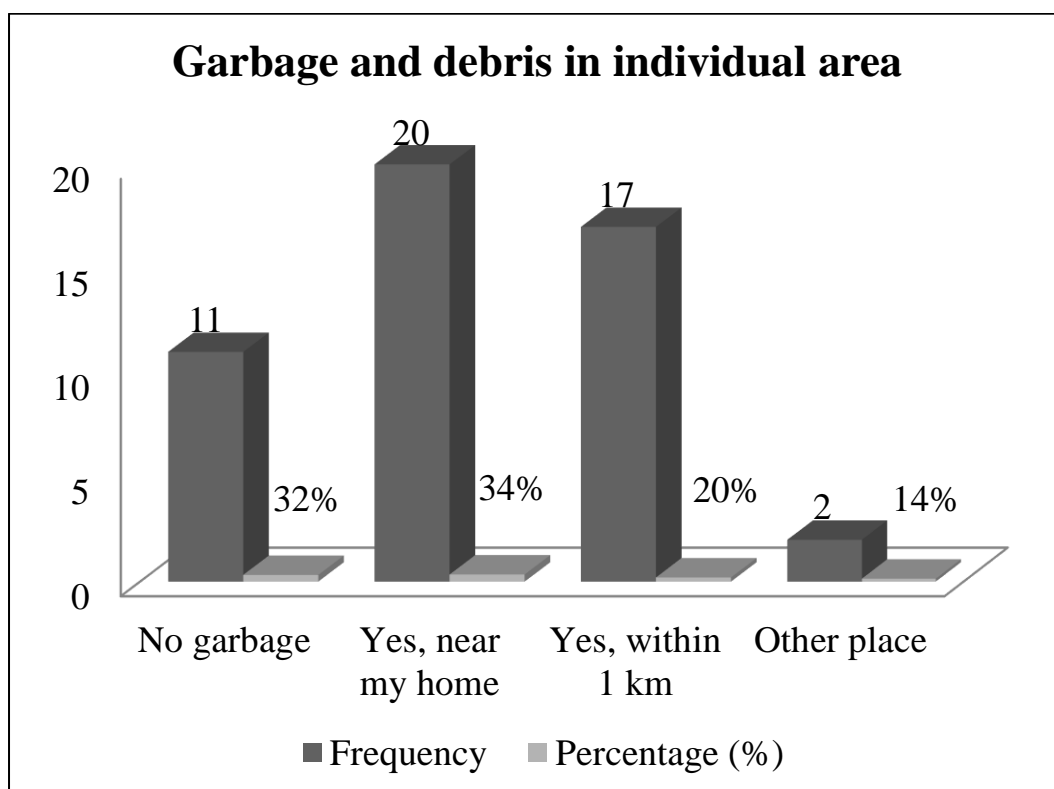   The above graph shows that 34% of the respondents state that the vehicle sometimes comes regular and sometimes irregular, 32% of the respondents stated that the vehicle was regular in their area while 34% of people had inconvenience of either irregularity or not punctual. Basically majority of people stated that the car visits their house to collect the garbage but had to face a little inconvenience.

Table no. 3.7 showing Garbage and Debris in Individual area)

Sr no.	Garbage and debris in individual area	Frequency	Percentage (%)
1	No garbage	11	32%
2	Yes, near my home	20	34%
3	Yes, within 1 km	17	20%
4	Other place	2	14%
	Total	**50**	**100%**

Graph no. 3.7 showing Garbage and Debris in Individual area)

Interpretation

The above graph shows that 34% of people have stated that they found their area, their surroundings littered from garbage and debris that is 20 respondents have faced. On the other side 32% of respondents have clearly gave no garbage response. As many people have also observed their nearby area i.e. within 1 km. is littered with garbage. It could be also a reason that due to irregularity of the garbage vehicle the streets get dirty and littered by the public itself

Table no. 3.8 showing cleanliness and sanitation status

Sr no.	Cleanliness and sanitation	Frequency	Percentage (%)
1	No, its very dirty	16	32%
2	Little dirty	13	26%
3	Average clean	15	30%
4	Very clean	6	12%
	Total	**50**	**100%**

**Graph no. 3.8 showing cleanliness and sanitation status**
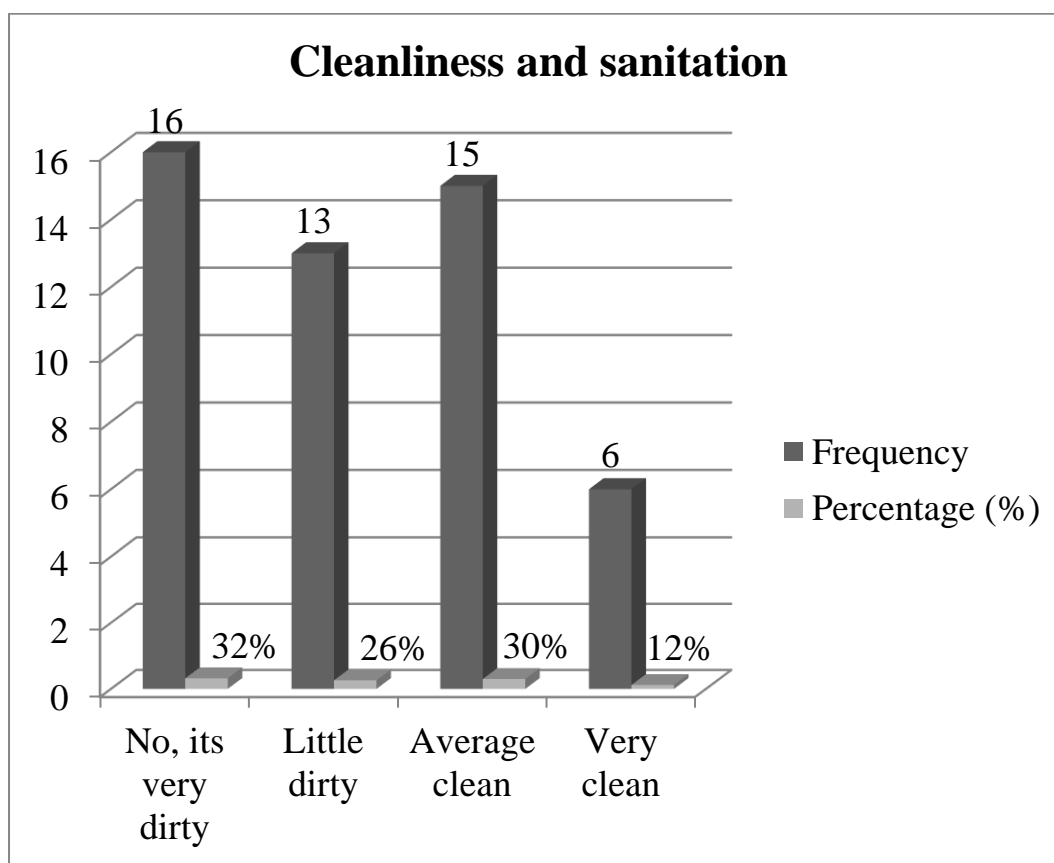
Interpretation

The above graph shows that 32% of the respondents stated that their area lags sanitation and cleanliness. While 26% of them stated that they have little problem for sanitation and cleanliness besides 30% of them stated average cleanliness and 12% of them gave a clean chit to cleanliness. The areas might also get dirty due to changing seasons

Table no. 3.9 showing Street light facility reviews

Sr no.	Street Light Facility	Frequency	Percentage (%)
1	No facility	4	8%
2	Needs repair	11	22%
3	Need more	10	20%
4	Yes	25	50%
	Total	**50**	**100%**

Graph no. 3.9 showing Street light facility reviews
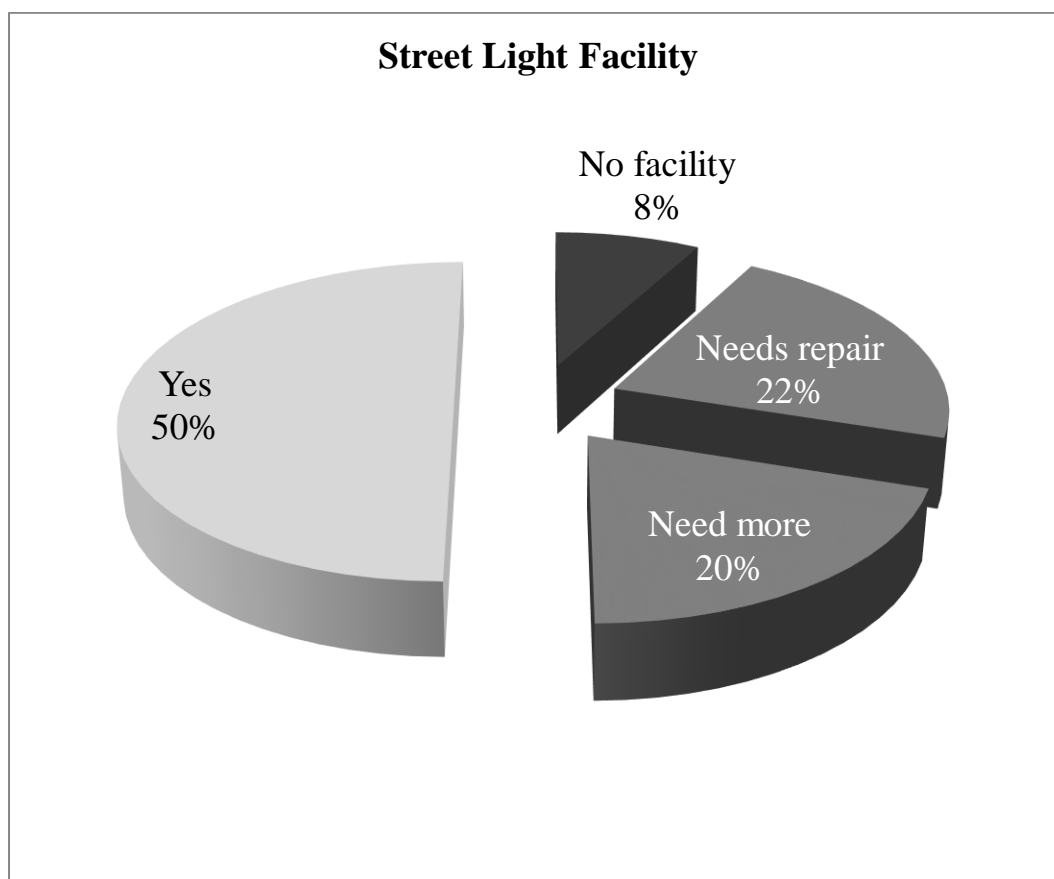
Interpretation

The above graph shows that 50% of respondents stated that they have suitable street light facilities. On the other side 22% of respondents stated they have the facility of street lights but it needs to be repaired. 20% of them have stated less amount of lights in their area, while 8% of them stated unavailability of street lights in their area. Basically street lights have been planted but they get fused or short circuited and the people face problems of low visibility of light on roads

Table no. 3.10 shoowing domestic electricity reviews

Sr no.	Electricity	Frequency	Percentage (%)
1	Regular or goes off once	16	32%
2	2 Times	10	20%
3	3-4 Times	4	8%
4	Rarely	20	40%
	Total	**50**	**100%**

Graph no. 3.10 showing domestic electricity reviews
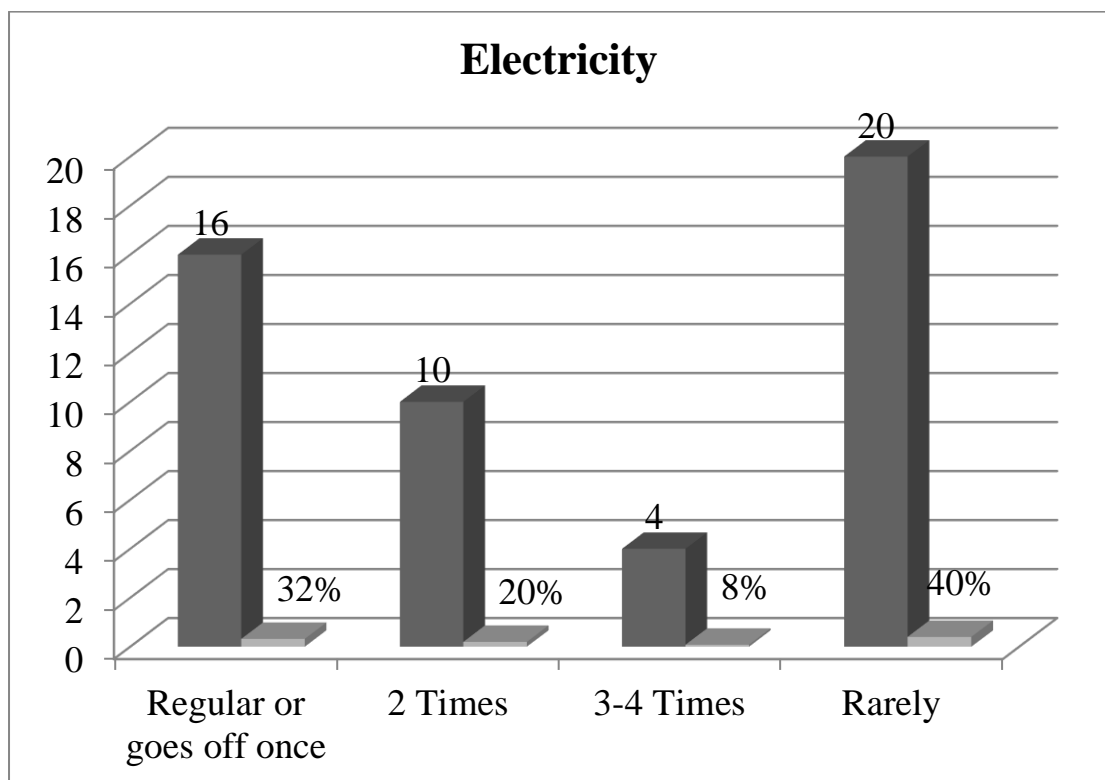
Interpretation

The above graph shows that 32% of them stated that connection of electricity is regular but goes off some times by once or twice. While 40% of them stated that the disconnectivity of electricity is rare in their area. 20% of them stated that they face issues by 2 times in week or day and 85 of them have faced the issues more than 3 times. As its known that weekly power cut on Wednesday is bit problematic and they power cuts due to any natural cause can be more time taking to resolve, especially in rainy seasons

Table no. 3.11 showing recreational facilities maintenance

Sr no.	Recreational Facilities Maintenance	Frequency	Percentage (%)
1	Poor	17	34%
2	Average	19	38%
3	Good	9	18%
4	Best	5	10%
	Total	**50**	**100%**

Graph no. 3.11 showing recreational facilities maintenance reviews

Recreational Facilities Maintenance

- Best 10%
- Good 18%
- Poor 34%
- Average 38%
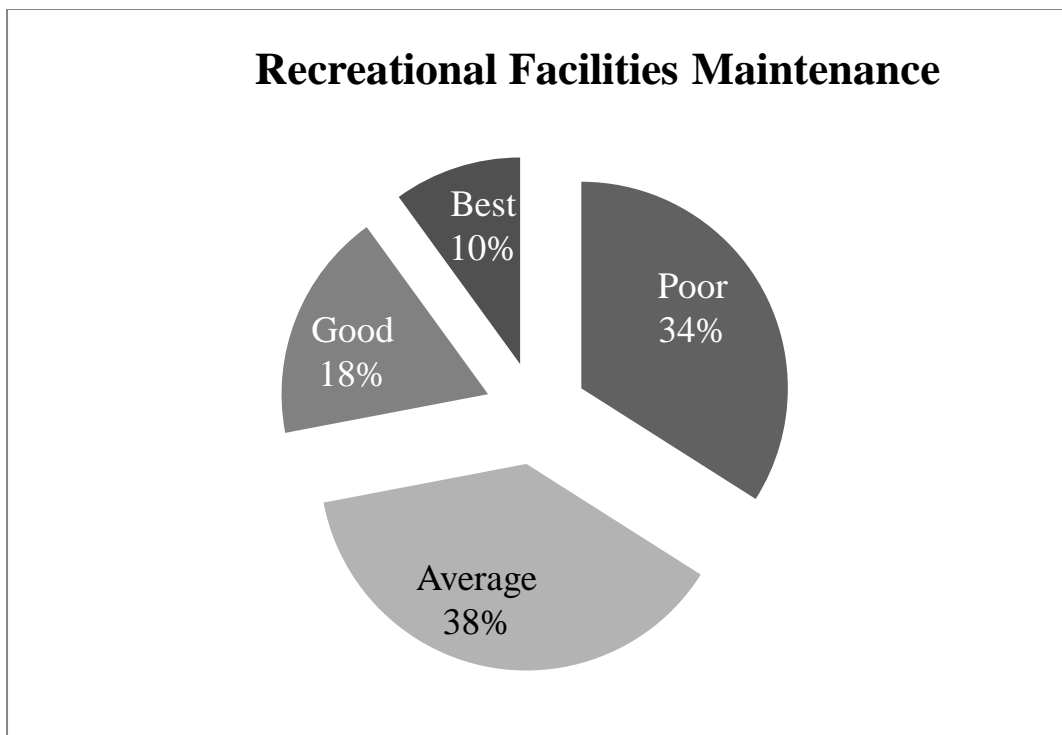
Interpretation

The above graph shows that 38% of the respondents stated average type of infrastructure and facilities. On the other hand 34% of them stated poor type of infrastructure. 18% of them thinks it good and 10% of them thinks its best. As the city is on the verge to becoming smart city the infrastructural sector is also on progression

Table no. 3.12 showing street and road review

Sr no.	Street and Road Facility	Frequency	Percentage (%)
1	Poor	20	40%
2	Average	20	40%
3	Good	9	18%
4	Best	1	2%
	Total	**50**	**100%**

Graph no. 3.12 showing street and road review composition

Street and Road Facility

Best 2%

Good 18%

Poor 40%
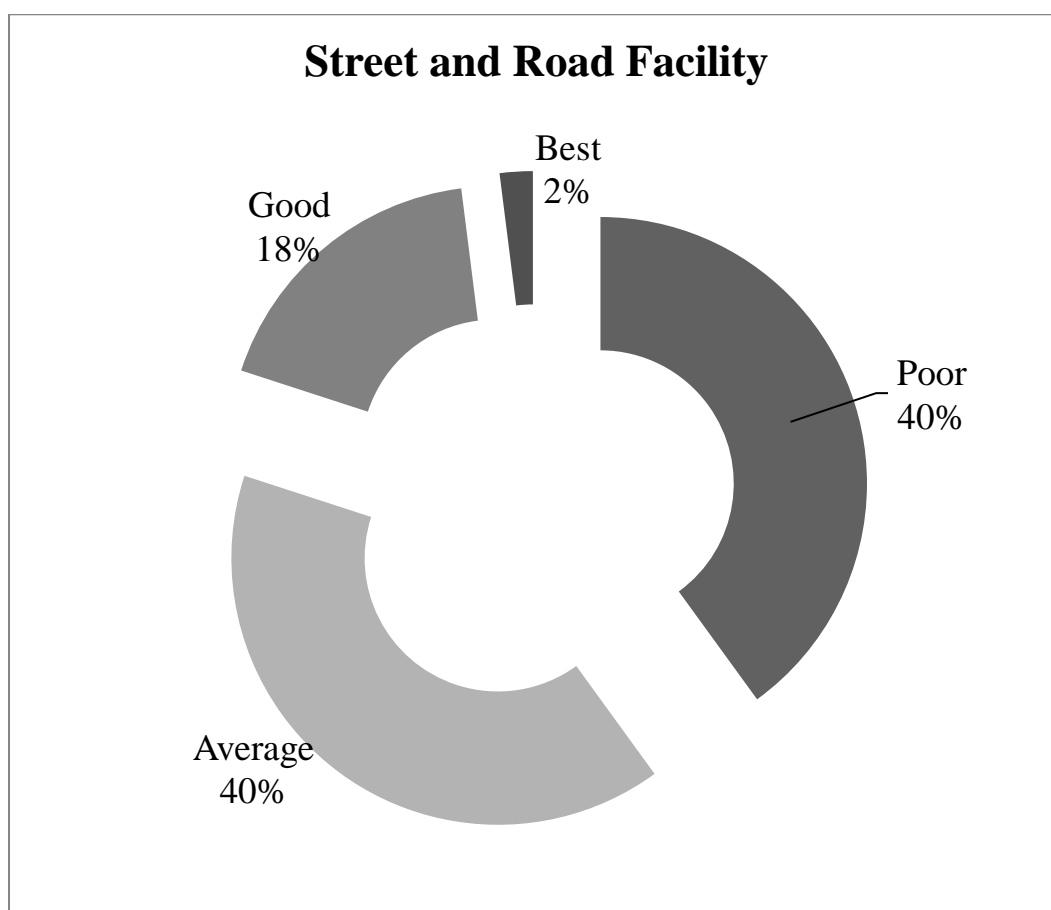
Average 40%

Interpretation

The above graph shows that 40% of the respondents stated it is in poor condition. On the other hand another 40% of the respondents felt almost same and stated average type. On the good hand 18% of them stated good, and only 2% of them stated best.

Table no. 3.13 showing municipal water supply regularity reviews

Sr no.	Municipal Water Supply Regularity	Frequency	Total
1	Regular	8	16%
2	Every 2 days	22	44%
3	Every 3-4 days	16	32%
4	None	4	8%
	Total	**50**	**100%**

Graph no. 3.13 showing municipal water supply regularity
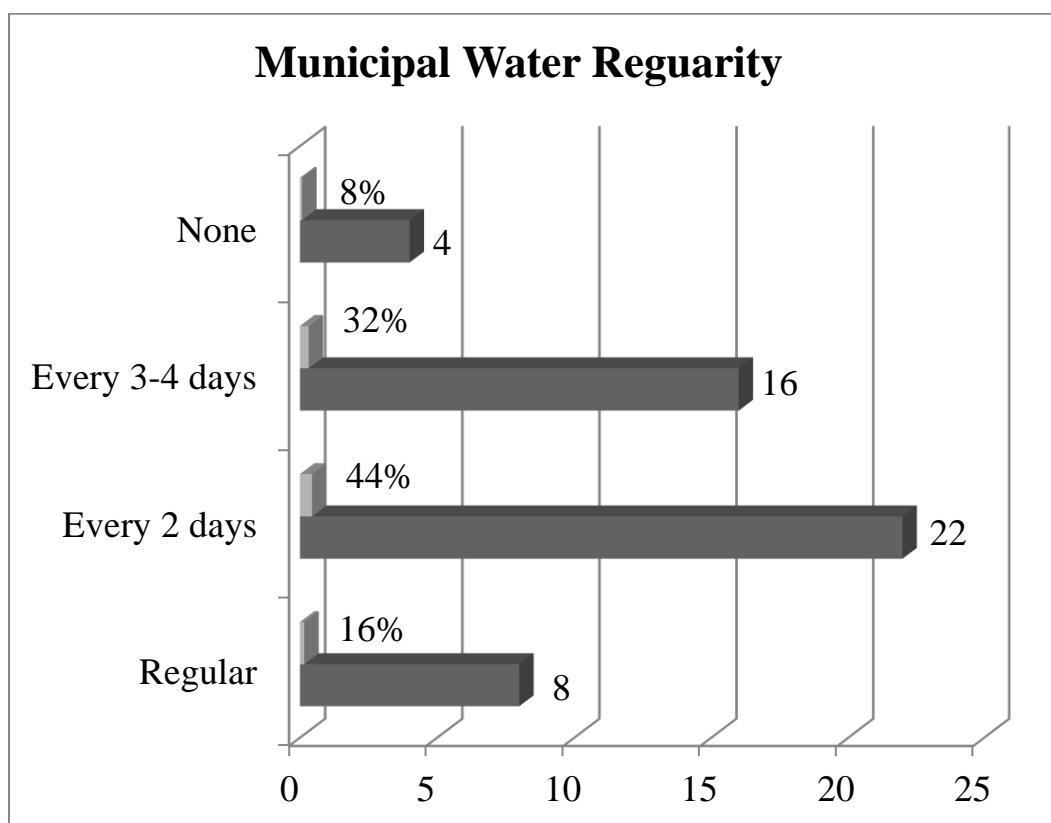
Interpretation

The above graph shows that 16% of the respondents stated they have regular supply of water in their area while on the other hand 44% of the respondents faces irregularity of water by every 2 days and 32% of them stated more than 3 or 4 days. Roughly 4% of them have stated none option. Scarcity of water might arise in summer season or can be by irresponsibility

Table no. 3.14 showing local announcement facility reviews

Sr no.	Facility for announcements	Frequency	Total
1	Poor	27	54%
2	Average	18	36%
3	Good	2	4%
4	Best	3	6%
	Total	**50**	**100%**

Graph no.3.14 showing local announcement facility reviews
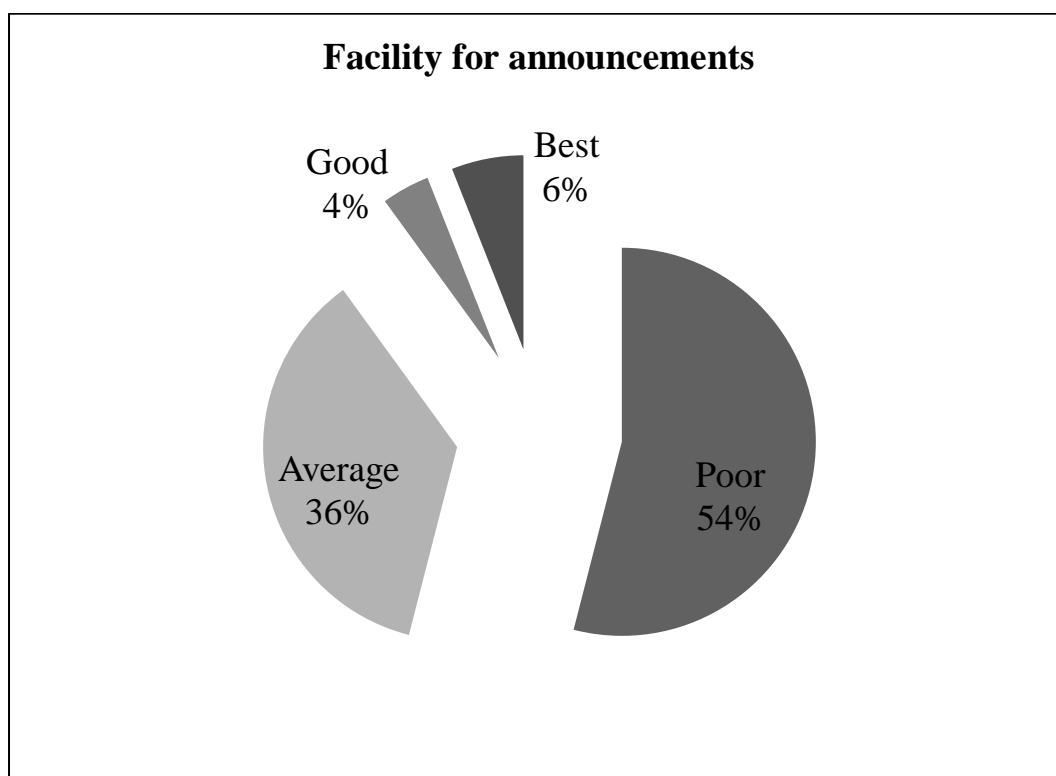
Interpretation

The above graph shows that 54% of them stated as poor service. 36 % of them stated as average, while 4% of them found good and 6% of them find it best. majority of them selected poor and average option due to low facility of resource and manpower

Table no. 3.15 showing corruption growth reviews

Sr no.	Corruption increased last 10 yrs ?	Frequency	Total
1	No	4	8%
2	Little	12	24%
3	Moderate	19	38%
4	High	15	30%
	Total	**50**	**100%**

Graph no. 3.15 showing corruption growth reviews
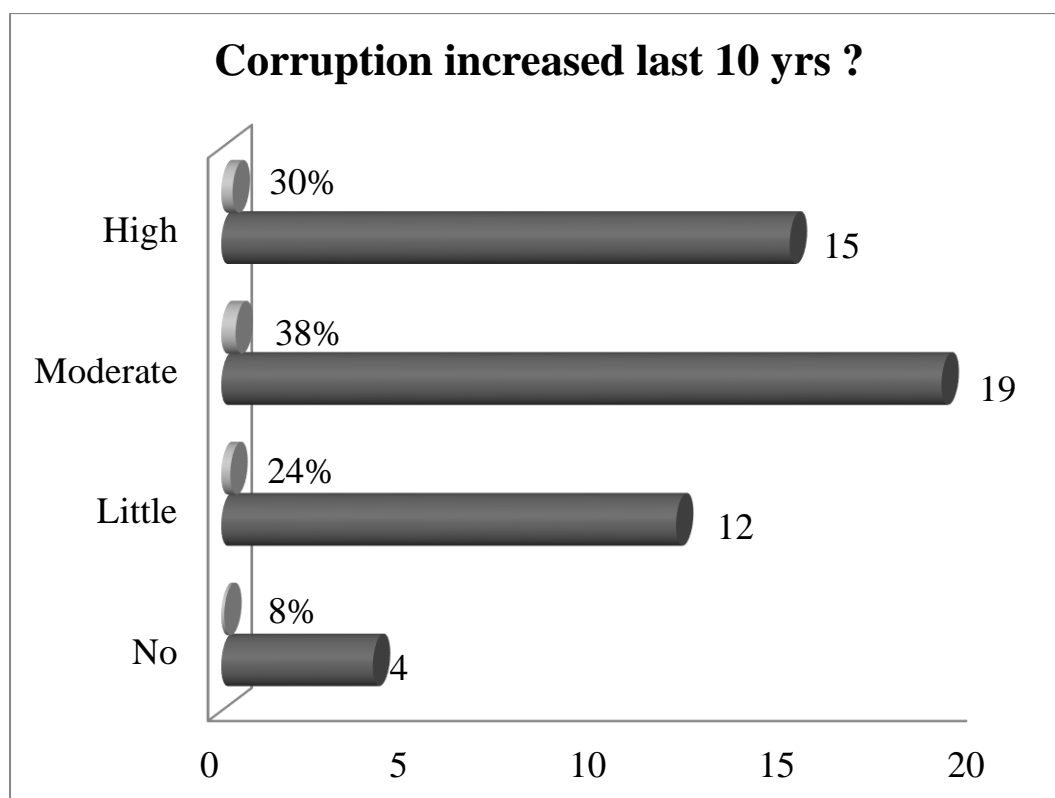
Interpretation

The above graph shows that 38% of the respondents felt moderate level of corruption in the city while 30% of them stated high level of corruption. 24% of them stated little amount and roughly 8% of them stated no corruption. The corruption in highly triggered in all over country as everybody want to get their things done

Table no. 3.16 showing employment growth reviews

Sr no.	Employment Increased ?	Frequency	Total
1	No	35	70%
2	Yes	15	30%
	Total	**50**	**100%**

Graph no. 3.16 showing employment growth reviews

Employment Increased ?

Yes 30%

No 70%
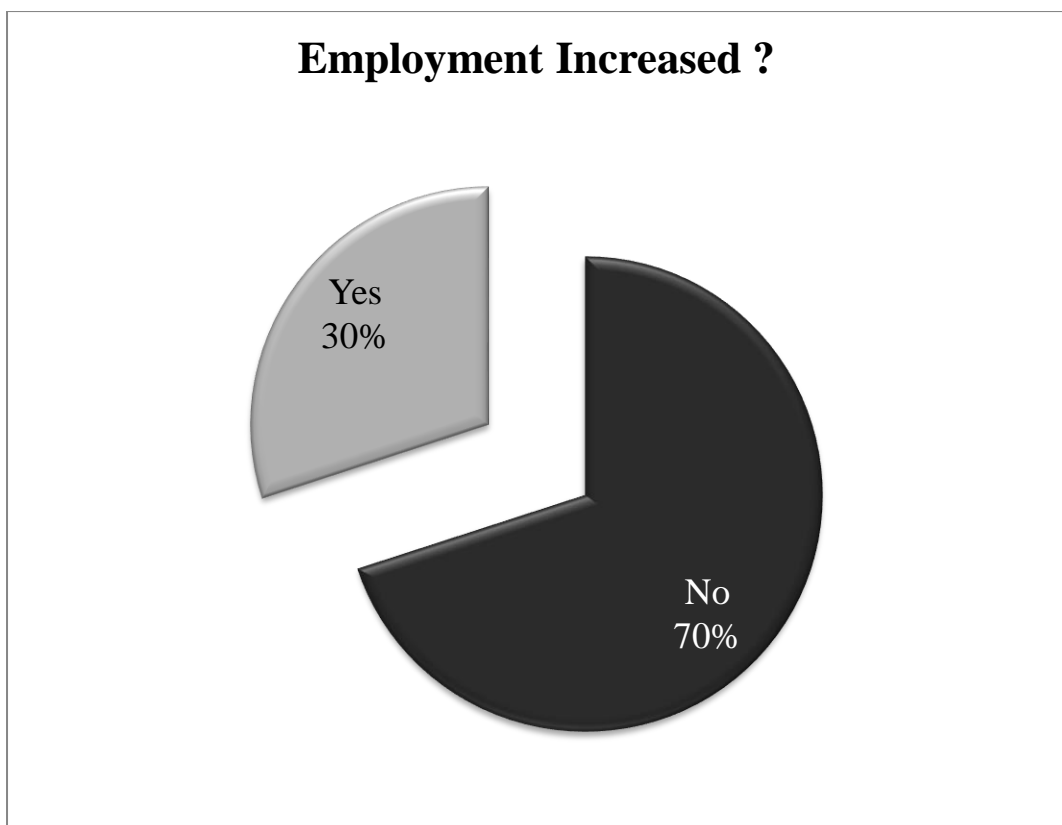
Interpretation

The above graph shows that 70% of the respondents stated that the employment is not enough to employ every single bachelor. 30% of them stated that employment is increasing. As the ongoing wars the inflation is on rise so as it pulls off the employment of the people

Table no. 3.17 showing employment growth reviews

Sr no.	Safety Level	Frequency (Business)	(%)	Frequency (Bank)	(%)	Frequency (Social Places)	(%)
1	Threat Prone	4	8%	5	10%	11	22%
2	Moderate	26	52%	14	28%	23	46%
3	Safe	20	40%	31	62%	16	32%
	Total	**50**	**100%**	**50**	**100%**	**50**	**100%**

Graph no. 3.17 showing employment growth reviews

Safety Level

Values shown in chart:

- Frequency (Buisiness): 4, 26, 20
- Percentage (%): 8%, 52%, 40%
- Frequency (Bank): 5, 14, 31
- Percentage (%): 10%, 28%, 62%
- Frequency (Social Places): 11, 23, 16
- Percentage (%): 22%, 46%, 32%

Legend: ■ Threat Prone ■ Moderate ■ Safe
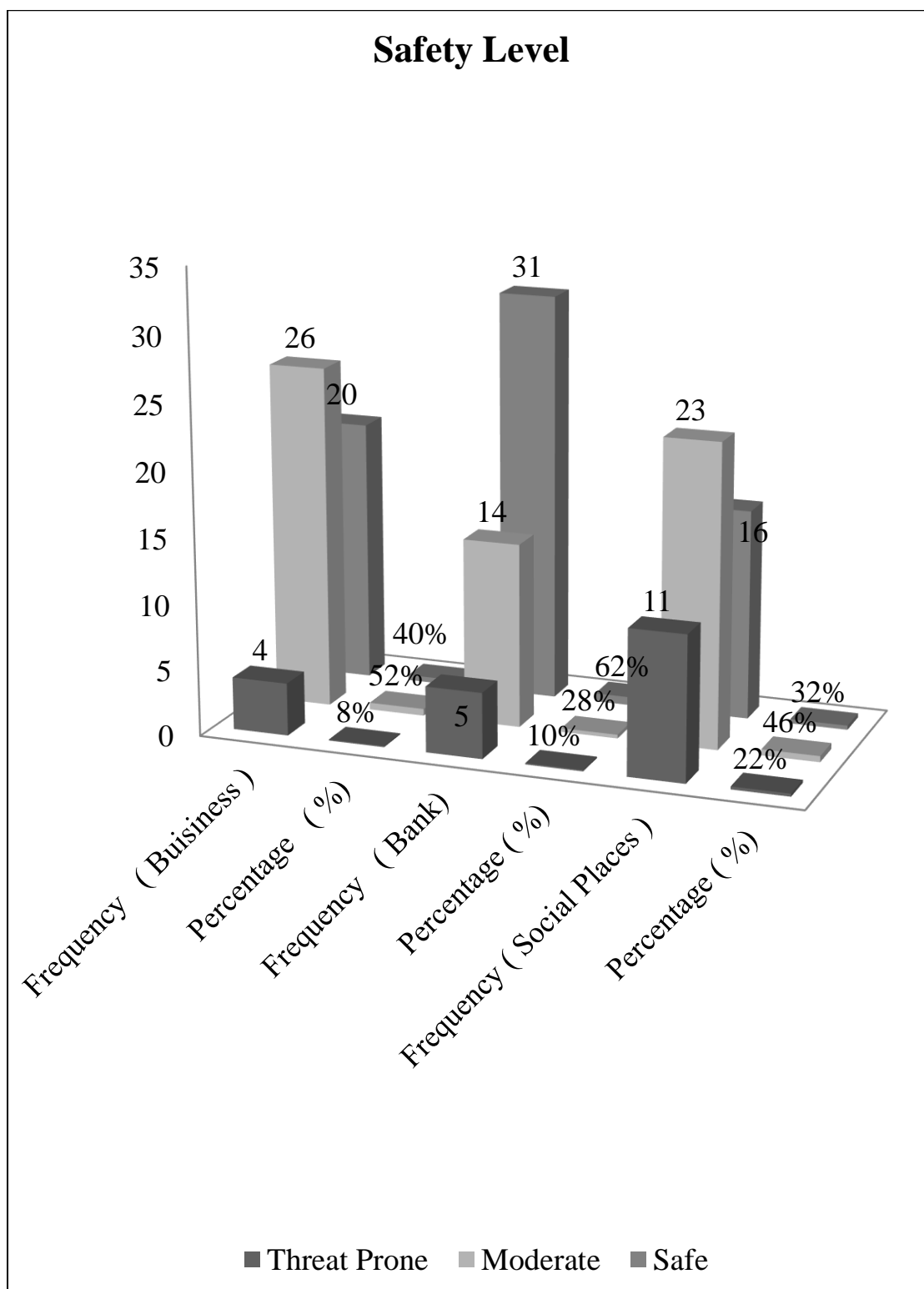
Interpretation

The above graph shows that 40% of the respondents feel safe to carry out business activities in Solapur, 52% moderately safe and 8% always feel some threat to continue their business here. Example – Threat from hooliganism. In terms of standing within a bank , 62% of the respondents feel safe to be within the premise, 10% feel that banks are not secure and 28% were in between of both of the parties. In terms of social places in gatherings , festivals , events in social areas, 32% of the respondents feel safe , 22% always feel some kind of insecurity and 46% were moderate on it. By analyzing the major parties, It can be concluded that , people in Solapur feel moderately safe in doing business , complete safe within banks , and moderately safe in social places.

Table no. 3.18 showing Problems faced by citizens while travelling within Solapur

Sr no.	Problems	Frequency	Percentage (%)
1	None	11	20%
2	Breaker	1	2%
3	Bridges	1	2%
4	Traffic Signals not working	1	2%
5	Traffic rules violation	4	7%
6	Bad road condition	24	44%
7	Crowded	2	4%
8	City Buses	2	4%
9	Half repaired works on street	1	2%
10	No street lights	1	2%
11	Noise Pollution	1	2%
12	Dust	3	5%
13	Accidents	2	4%
14	Water Collected	1	2%
	Total	**55**	**100%**

Graph no. 3.18 showing Problems faced by citizens while travelling within Solapur
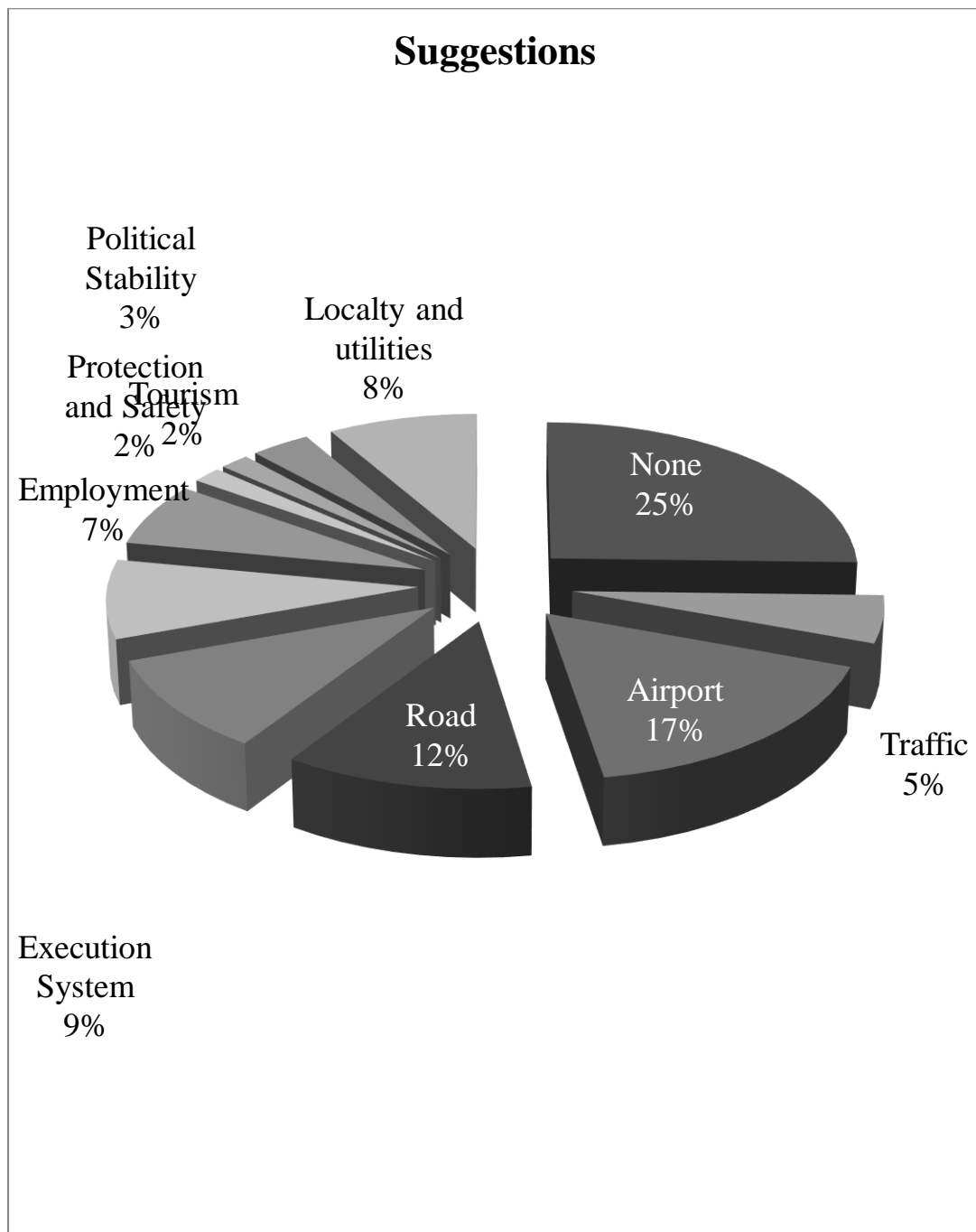

Problems in Local Travelling
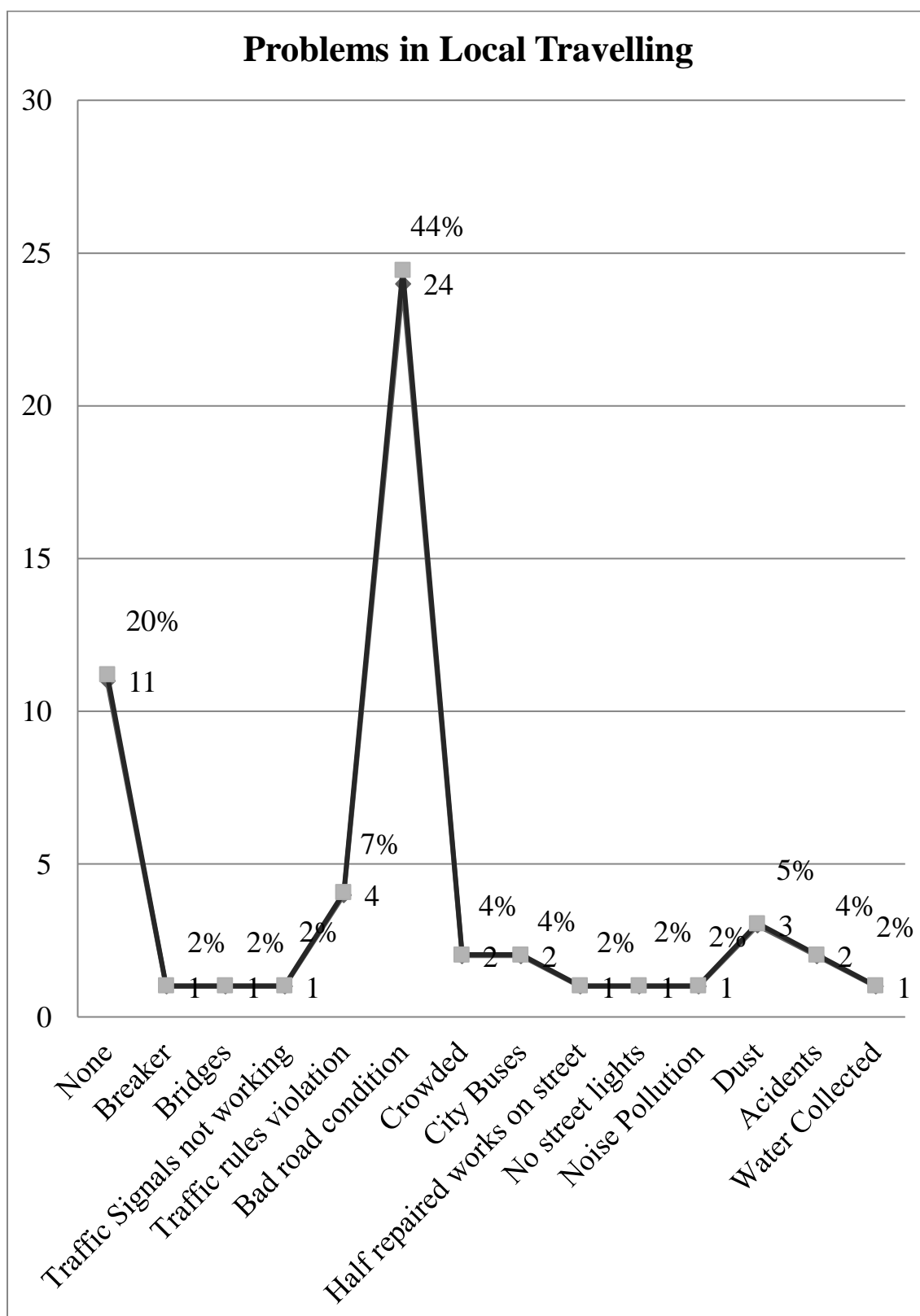
Interpretation

The above graph shows that 44% of the respondent faced the problem of bad road condition in Solapur , 20% of them didn't face any problem , 7% of them argue that traffic rules are been violated many a times, 5% of them say that dust is a major problem in Solapur,4% of them say, road system is accident prone, 4% of them state that there are less buses in Solapur for many places,4% of them argued crowd as one of the problems, and all other groups forming 2% o the sample argues other problems like , sharp, improper place and tall breakers, bad condition of over and under bridges, no working of traffic signals, half repaired works on street , no street lights, noise pollution , water pools on road. As Solapur is in its developing stage, these problems of road, dust , noise pollution are common. Other problems need more strict administrative rules and regulations

Table no. 3.19 showing different suggestions

Sr no.	Problems	Frequency	Percentage (%)
1	None	15	25%
2	Traffic	3	5%
3	Airport	10	17%
4	Road	7	12%
5	Cleanliness	6	10%
6	Execution System	5	8%
7	Employment	4	7%
8	Protection and Safety	1	2%
9	Tourism	1	2%
10	Political Stability	2	3%
11	Locality and utilities	5	8%
	Total	**59**	**100%**

Graph no. 3.19 showing different suggestions

Suggestions

Political
Stability
3%

Protection
and Safety
2%

Tourism
2%

Locality and
utilities
8%

Employment
7%

None
25%

Airport
17%

Traffic
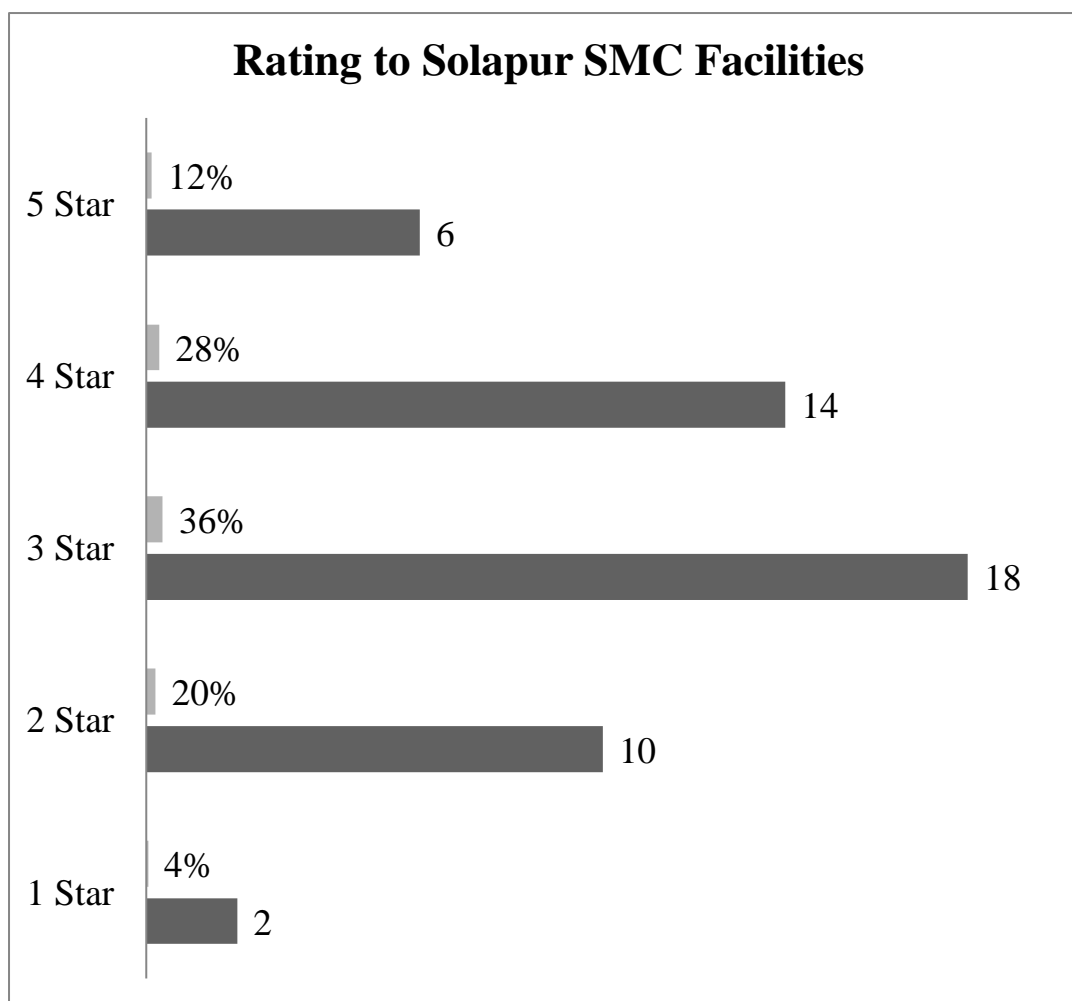5%

Road
12%

Execution
System
9%

Interpretation

The above graph shows that 25% of the respondents didn't prefer to give any suggestion to the Municipal Corporation, 17% of them were in favor of initiating the airport officially as soon as possible, 12% of them suggested to better the road conditions , 10% of them suggested to increase cleanliness efforts in Solapur, 8% of two groups suggested to improve execution measures and utilities services, 7% of them suggested to increase employment in Solapur by inviting more corporate companies in Solapur , 5% of them suggested to improve traffic system of the city, 3% of them suggested to stabilize the political activities and two groups of 2% suggested to improve law and order for social protection and tourism industry respectively. It can be concluded that majority of them suggested to build an airport and improve the road conditions of Solapur

Table no. 3.20 showing Ratings to Solapur Facilities by SMC

Sr no.	Rating to Solapur	Frequency	Percentage (%)
1	1 Star	2	4%
2	2 Star	10	20%
3	3 Star	18	36%
4	4 Star	14	28%
5	5 Star	6	12%
	Total	**50**	**100%**

Graph no. 3.20 showing Ratings to Solapur Facilities by SMC

Graph: Rating to Solapur SMC Facilities

- 5 Star: 12%, 6
- 4 Star: 28%, 14
- 3 Star: 36%, 18
- 2 Star: 20%, 10
- 1 Star: 4%, 2

Interpretation

The above graph shows that 36% o the respondents gave a 3 star for Solapur, 28% of them gave 4stars, 20% of them gave 2 stars , 12% of them gave 5 stars and 4% of the respondents gave 1 star. It can be understood here that even though the respondents have given problems , but at the end , many of them couldn't give the city 1 or 2 stars. The emotional and patriotic factor also played an important role in answering this question.

Table no. 3.21 showing whether if the respondents would like to stay or leave Solapur

Sr no.	In future , would you stay in Solapur ?	Frequency	Percentage (%)
1	No	21	42%
2	Yes	29	58%
	Total	**50**	**100%**

Graph no. 3.21 Graph showing whether if the respondents would like to stay or leave Solapur

In future , would you stay in solapur ?

No 42%

Yes 58%
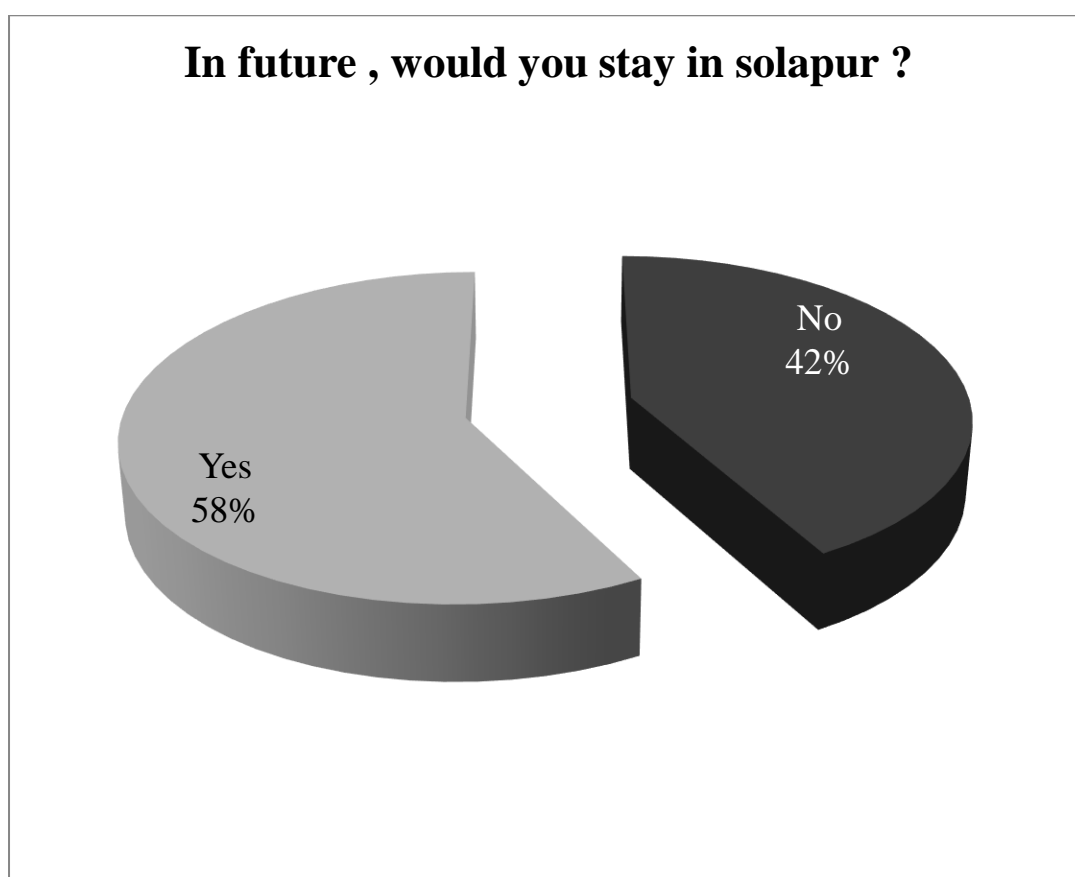
Interpretation

The above graph shows us that 58% of the respondents would prefer to stay in Solapur for future years and 42% of the respondents prefer to go out of the city. As majority of our respondents were students , they are more enthusiastic on going out of the city for further studies or job etc.

Table no. 3.22 Table showing municipal complaint filing rate and resolAvement rate

Sr no.	In future , would you stay in Solapur ?	Frequency	Percentage (%)
1	Yes , resolved	12	24%
2	Yes , but not resolved	11	22%
3	No	27	54%
	Total	**50**	**100%**

Graph no. 3.22 Graph showing municipal complaint filing rate and resolvement rate

Have you ever filed a municipal Complaint , if yes , did it get resolved ?
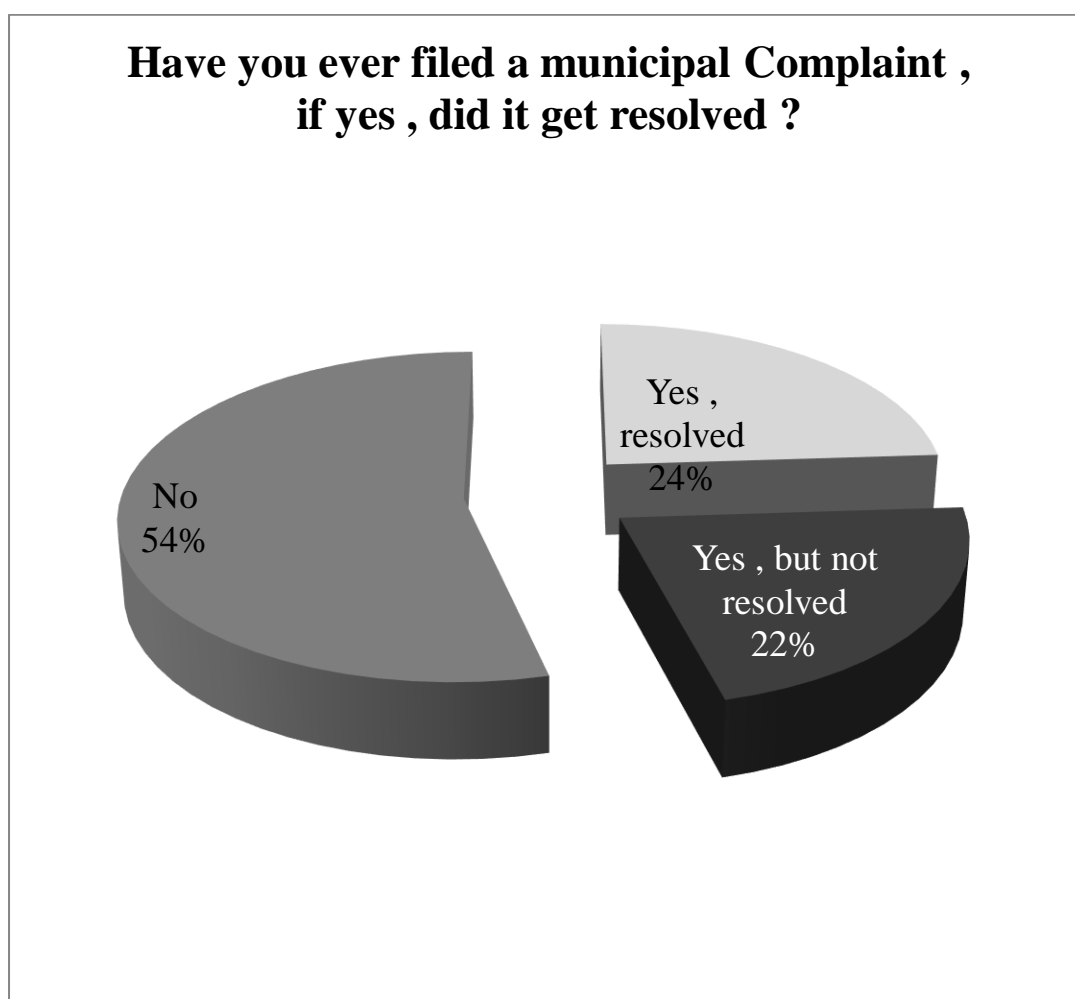
Interpretation

The above graph shows us that 54% of the respondents never filed a SMC complaint, 24% of them filed the complaint and got it resolved but 22% of the respondents filed the complaint but didn't got it resolved. It can concluded that 50% of the filed complaints are been resolved and other half are not solved .

Chapter 4
Findings

CHAPTER 4 – FINDINGS

4.1 Research Findings

1. It was found that 78% of the respondents were male and 22% were female.

2.It was found that 60% of the respondents were of the age group 18-30 making the majority and 6% of them were of 60 years and above.

3. It was found that 42% of the respondents were students and 14% of the respondents were other section like, government officers , etc

4. It was found that 56% of respondents were residing in Solapur from more than 20 years and 4% of the respondents were residents between 5-10 years.

5.It was found that 32% of the respondents find a sewer overflow once in a week and 20% of them once in a year.

6. It was found that 34% of the respondents claim that the garbage collector vehicle is usually regular but sometimes irregular and 14% of them claimed that the vehicle is regular but they desire to change the time of it.

7.It was found that 34% of the respondents claimed garbage and debris around their home and 14% of them found it far from their home in other locality.

8. It was found that 32% of the respondents claimed that the overall area is not maintained clean and sanitized and 12% of them claimed that its very clean and sanitized.

9.It was found that 50% of the respondents claimed that the street lights are great , but 8% of them claimed that they have no street lights in their area.

10. It was found that within the house of 40% respondents , the domestic electricity rarely cuts off and 8% of them claimed that they experience house without electricity 3-4 times a week.

11. It was found that 38% of the respondents claim that the recreational facilities are maintained in average condition and 18% of them claimed that they are in good condition.

12. It was found that one 40% of the respondents claimed the condition of Solapur roads and streets to be of Poor and other 40% claimed it to be average.2% of them claimed it to be best.

13. It was found that 44% of the respondents claim that the municipal corporation water is supplied in every 2 days and 8% of them claimed that they have no connection of it.

14. It was found that 54% of the respondents claimed that there is poor system for announcements of local measures or plans, government schemes and yojanas etc.6% of them claimed that Solapur has best announcement system.

15.It was found that 38% of the respondents claimed the corruption has increased moderately and 8% of them claimed that they have not find any increase in corruption rate in last 10 years.

16. It was found that 70% of the respondents claimed that there is no increase in employment and rest claimed that there is increase in employment rate and new companies have arrived since 5 years.

17.It was found that 52% of the respondents claim that business activities are moderately unsafe in Solapur , 62% of them feel that the banks are secure in terms of robbery chances and 46% of them feel that the social places and crowd areas are moderately unsafe.

18.It was found that , while travelling within the city ,44% of the respondents claim that they find bad roads as major problem and minority of respondents claimed various problems like tall breakers, bad condition bridges, traffic signals not working ,half repaired works on streets, no street lights, noise pollution, water pools on roads etc

19. It was found that one fourth of the sample units didn't prefer to give any suggestions and 4% of them suggested improvement of law and order, protection of citizens and grow tourism sector of the city.

20.It was found that 36% of the respondents rate three stars to the city maintained by the SMC and 4% of them rated it with 1 star.

21.It was found that 58% of the respondents prefer to move out of Solapur in future years and rest of them would like to stay in the city.

22. It was found that 54% never filed a municipal complaint and 24% of them filed the complaint and got it resolved but 22% of the respondents filed the complaint but didn't got it resolved.

4.2 Scope of research

1.The sample size can be increased to get more accurate results regarding the reviews of the citizens

2. The survey can be taken on different time duration as afternoon is mostly a stressful time for the citizens

3. The gender ratio can be brought closer to equivalency for unbiased results in terms of perspective variance due to gender.

4. The diversity of questions can be increased to get opportunity of deeper analysis of the subject matter.

Chapter 5

Suggestions

CHAPTER 5 – SUGGESTIONS

5.1 Researcher's suggestion

The roads can be increased in inner colonies or the rocky roads must be smoothen which are within the small colonies. The pipes must be planted before the road construction and re-drilling of built roads must be avoided to possible extent. The education within the government schools must also be improved along with ethical and moral teachings. The airport issue must be solved as soon as possible so that new corporate can enter the city easily. The traffic rules implementation must become more strict. The city needs more big malls. The council can start city buses for long travelling routes as private players charge very high fare.

5.2 Respondent's suggestion

Sr no.	Problems	Frequency	Percentage (%)
1	None	15	25%
2	Traffic	3	5%
3	Airport	10	17%
4	Road	7	12%
5	Cleanliness	6	10%
6	Execution System	5	8%
7	Employment	4	7%
8	Protection and Safety	1	2%
9	Tourism	1	2%
10	Political Stability	2	3%
11	Locality and utilities	5	8%
	Total	**59**	**100%**

The above table and graph shows that 25% of the respondents didn't prefer to give any suggestion to the Municipal Corporation, 17% of them were in favor of initiating the airport officially as soon as possible, 12% of them suggested to better the road conditions , 10% of them suggested to increase cleanliness efforts in Solapur, 8% of two groups suggested to improve execution measures and utilities services, 7% of them suggested to increase employment in Solapur by inviting more corporate companies in Solapur , 5% of them suggested to improve traffic system of the city, 3% of them suggested to stabilize the political activities and two groups of 2% suggested to improve law and order for social protection and tourism industry respectively. We can conclude that majority of them suggested to build an airport and improve the road conditions of Solapur

Chapter 6

Conclusion

CHAPTER 6 – CONCLUSION

The survey results can be concluded that the citizens of the Solapur City are quite satisfied by the utility services but they seek advancement of many other aspects of the city too. The citizens gave good feedback on Swachh Bharat vehicle initiative, domestic electricity, recreational places maintenance like religious sites, parks, lakes , etc. Other aspects on which the citizens didn't gave a good feedback include Road building and maintenance, sewer overflows , non residential area garbage , local announcements facility , unemployment . The majority of respondents gave Three star rating to the city facilities provided by Solapur Municipal Corporation. It was analyzed that half of the population never filed a complaint themselves or by their relatives. Half of the complainants have got their problems resolved by the SMC. It can be concluded that citizens sare not satisfied with 70% of the facilities but satisfied with the rest 30% of the facilities.

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Appendix

Questionnaire

A Study on Opinion of Citizen's Satisfaction towards

Facilities Provided by

SMC

Solapur Municipal Corporation – North Solapur

We are BBA students of Hirachand Nemchand College of Commerce conducting survey for Project Purpose.

1.Personal Details

Name _____

Occupation _____

| Businessmen | Employee | Student | Other |

Contact no. _____

2.Since How many years, you are living in Solapur?

Less than 5   (   )   5-10 (   )

10-20 (   )   More than 20 (   )

3 How often you see sewer blockages and overflow of dirty water?

Daily (   )   Once in week (   )

Once in a month (   )   Once in a year (   )

4 How will you rate the municipal garbage collection vehicle ?

Often regular   ( )   Sometime Regular ( )

Regular ( )   Regular but change Time ( )

5. Since how often do you find garbage and debris in your area?

No   ( )   Yes, near my home ( )

Within 1 km ( )   Any other place ( )

6. Is cleanliness and sanitation maintained in your vicinity? (Public toilet, street dust, Vegetable waste on roads, Sanitation sprays etc)?

No, it's very dirty   ( )   Little dirty ( )

Average Clean ( )   Very Clean ( )

7. Is there proper street light facility in your area ?

No   ( )   Needs Repair ( )

Need More ( )   Yes ( )

8 Is the electricity supply to your home regular or it does get interrupted often, if yes, how many times?

Regular   ( )   2 times ( )

3-4 times ( )   Near a week ( )

9 How is the proper maintenance of recreational infra (Parks , Bridges , lakes ,Religious and cultural sites) ?

Poor   ( )   Average ( )

Good ( )   Best ( )

10 Are the streets and roads in well condition ?

                      Poor   ( )   Average ( )

                      Good ( )   Best ( )

11 Is Municipal Water supply regular to your home ?

                      Regular   ( )   Every 2-5 Days ( )

                      Every Week ( )   None ( )

13 Is there adequate facility regarding public notice of important local announcements like govt. schemes etc?

                      Poor   ( )   Average ( )

                      Good ( )   Best ( )

14 In last 10 years, has corruption increased in Solapur?

                  Often regular   ( )   Sometime Regular ( )

                      Regular ( )   Regular but change Time ( )

15. Has Employment Rate increased since 5 years ?

                      Yes   ( )   No ( )

15 Do you feel secure in Solapur terms of

	Threat Prone	Moderate	Safe
Business			
Banking			
Social Places			

16 What problems you face while driving from one place to another?

_____

_____

17 What improvements would you suggest to SMC for Solapur?

_____

_____

18 How much would you rate Solapur?

☆☆☆☆☆

19 In future would you stay in Solapur?

Yes ( )   No ( )

20 Have you ever filed a municipal complaint, if yes, did it get resolved?

      Yes, resolved   ( )   Yes, but not resolved ( )

               No( )

Thank you for your cooperation

_____

Signature