

**Employee Job Morale And Job Satisfaction: A Study Of Public Transport System With  
Reference to Maharashtra State Road Transport Corporation (MSRTC), Nagpur  
Division**

Author 1 - Dr. Nitin Shrivastava

M.Sc (Electronics), MBA, Ph.D., SET Qualified

Author 2 - Dr. Neha Bhandari

B.Sc., M.Com., Ph.D., NET Qualified

Author 3 - Prof. Mahesh Naugware

B.Sc., MA, MBA, SET Qualified

Assistant Professor,

MBA & MCA Programme

Kamla Nehru Mahavidyalaya, Nagpur, Maharashtra - 440024

**Abstract**

Public Transport, as an essential service provider, is an integral component of infrastructure, which is a vital requirement for social and economic development. There is no substitute or an alternative for an affordable and efficient Public Transport System.

The Present Maharashtra State Road Transport Corporation(M.S.R.T.C.) represents the confluence of three streams for providing passenger road transport in the public sector. These related to the Pre-1956 Reorganisation states of Bombay, Madhya Pradesh and Hyderabad

Various departments of MSRTC work under various heads and authorities. Their nature of work, job responsibilities and authorities are defined and they are mostly responsible for doing their duties and governed by various acts as well as Government resolution from time to time.

The challenges which the Maharashtra State Road Transport Corporation (M.S.R.T.C.) had to face are related to Human Resource Management which pose a focus on functioning of various departments and thereby employees in concern leading to satisfaction of passenger under consideration.

The objective of this research is intended to study the employee job morale and job satisfaction of Maharashtra State Road Transport Corporation (M.S.R.T.C.) Nagpur Division.

**Keywords:** Job morale, Job satisfaction MSRTC, HR Policy