E-SUMMARY

PROCESS AND PERFORMANCE OF CONTRACTING OUT LOCAL PUBLIC SERVICES: A CASE STUDY OF MUNICIPAL CORPORATION CHANDIGARH

The study on topic ‘Process and Performance of Contracting Out Local Public Services: A Case Study of Municipal Corporation Chandigarh has been divided into seven chapters. The first chapter has dealt with the introduction, comprising review of literature, inferences of literature review, objectives and hypothesis of study, research methodology and chapter scheme. Second chapter deals with theoretical framework of contracting out which has been propounded by analyzing studies across the globe. Chapter three examines the conduciveness of the organization and working of Municipal Corporation Chandigarh. Chapter four has dealt with process of contracting out adopted by Municipal Corporation. On basis of administering questionnaire, chapter five assesses the job satisfaction level of 100 contracted out workers of five select services. Chapter six examines the satisfaction level of 600 citizens from different sectors, villages and colonies. The final chapter deals with the summary, hypothesis testing and policy prescriptions.

The findings have reflected that although the process of contracting out is cost effective but there is compromise on part of quality. There are lacunas in different phases of contracting out process leading to poor services delivery. Except for electrical services the citizen satisfaction is low. The study brings forth that due to profit motives, contracted out workers are exploited by contractor leading to job dissatisfaction and poor outcomes. It is significant to mention that the lacunas of contracting out should be addressed on immediate basis to yield the desired outcomes. The study recommended that there is need to have a separate and specialized independent department for contracting out at Municipal Corporation Chandigarh.