

CITIZEN SATISFACTION TOWARDS WOMEN REPRESENTATIVES: A CASE STUDY OF PANCHKULA DISTRICT OF HARYANA

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ABSTRACT

The citizen and elected representatives are playing very important role in the development and in the growth of government. Without their involvement and effective participation, no plan of government can be successful. Women representatives are also important part of urban governance, but they are not effectively performing their duties and functions. The urban governance (urban local bodies) cannot be built up and strengthened without the active involvement and active participation of women representatives and citizens. So it is significant to study the citizens' perception regarding the women representatives. The present study was conducted on the sample of 100 citizens from the ward of Panchkula headed by women representatives. There are 10 wards of Panchkula which is headed by women representatives. 10 citizens from each ward which was headed by women representatives were selected. The objective of the paper is to study the citizen's satisfaction regarding the elected women representatives and regarding their leadership. The secondary data will be collected from the journals, magazines, articles, government reports etc.

Keywords: Citizens Participation, Urban Governance, Women Representatives.

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1.1 INTRODUCTION

Development of any society and nation depends upon on participation of citizens from all sections of the society. Citizen participation plays very important role in the development of the governance. For increasing and improving the participation of citizens in governance it is essential that citizens are also involved them in the development plan, programme and policies which are framed for their own development. The main purpose of the citizen's participation is to successfully implement the development programme. Citizens' participation is so important for urban development. The urban plans and programmes are not successfully implementing without the participation and involvement of the citizens. Further, the success of local bodies depends on the representatives and the citizens. Both representatives and citizens of the areas are the base of the local area.

1.1.1 Importance of citizen's participation

The success of any democratic country depends upon on people's participation. It helps in achieving the socioeconomic development of all sections of people.

- Active participation of the citizens in formulation and implementation of successful development plan.
- Helps in mobilizing resources for successful plan implementation.
- Mobilizing citizens support and co-operation for achieving objectives and goals.
- Enhance community participation in governance.
- Citizens perform acts as a "pressure group" in the process of development.
- To reduce the unequal distribution of power and the means of production among groups positive plan formulation and its implementations is required.

1.1.2 Citizen's participation in Development

In the development process, citizen's participation both serves as the means and the end. Active and willing participation of citizens in formulating and implementing the development programmes is also essential. Without the involvement of citizens, it is neither possible to formulate useful plans nor to implement them effectively because there will be no interest of the local people with the implementation of the plans which have not been formulated by them. Moreover, at the local level, people's participation in the formulation of plans and programmes become essential because it is they who know about their problems, needs, and priorities and how these problems can be solved in an economical manner. It is for this reason that powerful and effective women representatives institutions need to be established at the local level. The success of local bodies would depend upon the extent of citizen's participation in these bodies. Legislature and elections alone cannot institutionalize urban local bodies. Urban local bodies are citizen's institutions and they have to play an active role in their development. Urban local government is very close to the local people and community. Both are very important and involved in the decision-making process on urban local level for improving their living conditions.

Urban local bodies are the provider of services to the local community and also the mechanism of democratic self-government. At present people are aware of their rights and needs. Their needs and requirements are increasing day by day. Urban local bodies are helping to fulfill the needs and requirement of the local people. It also ensures citizen participation in the affairs of local government through devolution of powers at the grass root levels.¹ The present basic urban unit is a ward. The size of the ward is smaller than the bigger municipalities. A municipality having a population of three lakhs or more is to constitute the ward committee. The commissioner has been authorized to constitute a number of ward committees as may be determined by him. An urban area is divided into

the different wards. One ward has one representative. The Haryana Municipal Act, 1973, authorized the State government to constitute a ward committee constituting of one or more ward within the territory. These representatives are selected by direct elections. The representatives are responsible for overall development of the area. He/ She should be the head and president of the area. These representatives perform different functions for the development of urban areas such as: urban planning, regulation of land use and construction of buildings, roads and bridges, burial grounds, cremations, cremation grounds and electric crematoriums, regulation of slaughterhouses and tanneries etc. ⁱⁱ

1.1.3 Urban Local Bodies in Haryana

At present there are ten Municipal Corporation in Haryana. Faridabad was the first Municipal Corporation of Haryana. Now new making Municipal Corporations of Haryana are Gurgaon, Ambala, Hisar, Panipat, Karnal, Panchkula, Yamunanagar, Sonapat and Rohtak, 18 Municipal Councils and 53 Municipal Committee in Haryana. In total 81 urban local bodies in the state. ⁱⁱⁱ

Table 1.1 Municipal Corporation in Haryana

Sr. No	City	District	Population (2011)
1	Faridabad	Faridabad	1,054,981
2	Gurgaon	Gurgaon	1,514,085
3	Ambala	Ambala	1,136,784
4	Panchkula	Panchkula	558,890
5	Yamunanagar	Yamunanagar	532,000
6	Rohtak	Rohtak	373,133
7	Hissar	Hissar	301,249
8	Panipat	Panipat	294,150
9	Karnal	Karnal	286,974
10	Sonapat	Sonapat	4,01,366

Source: online.ulbharyana.gov.in

1.1.4 Women Representatives and citizen satisfaction

Women's role in urban governance is very important for the development of the status of women in local bodies and for the citizens of the society. Today educated women representatives were come in urban local bodies, but they are not aware or participate effectively and actively in the urban governance, except the only two or three women representatives (those are aware the whole working of urban governance). Without the effective participation of women's we are not achieving the development of the citizens and areas. Reservation of seats for women in local bodies only increasing the number of women elected in the elections, but it does not improve their active participation in the urban governance. Powers and functions of women representatives are mostly used by their male counterparts. So it is important that women representatives can utilize their change and doing the for the welfare of the citizens and also develop their leadership capacities to play their meaningful roles. For strengthening the urban local government it is important that women representatives play their meaningful role more effectively and participate actively in the municipal affairs.

Here is an attempt has been made to analyze the viewpoint of the citizens regarding the women representatives and related to their leadership. The analysis of the data is based on the interview of 100 citizen's respondents from the selected Panchkula District of Haryana.

1.2 OBJECTIVES OF THE STUDY

The main objective of the paper is

- To study the overview of citizens regarding the women leadership in urban local bodies
- To study the awareness level of citizens regarding the women representatives and urban local bodies.
- To study the citizen participation in municipal affairs
- To study the citizen satisfaction regarding the women representatives and their leadership.

1.3 RESEARCH METHODOLOGY

The present study was used both primary and secondary data. The study was conducted in the Panchkula District of Haryana. Panchkula District was divided into 20 wards and 10 wards are headed by elected women representatives. The total sample size of the study was 100 citizens. As our study were selected only citizens from the ward, headed by women representatives from Panchkula district. 10 citizens were selected from each ward of Panchkula district headed by women representatives. An interview schedule method was used to collect the primary data related to the research paper. Secondary data was collected from various government records and other sources.

1.4 WOMEN REPRESENTATIVES AND CITIZENS SATISFACTION

Women representatives and the citizens, both are the important part of the urban local bodies. Both are interrelated with each other and from the base of the urban governance. Without women and without citizens, the urban local body cannot run.

Table 1.1 Citizens awareness about their representatives (male or female)

Citizens awareness about their representatives (male or female)	No of Respondents	Percentage
Yes	55	55%
No	45	45%
Can't say/ No Reply	100	

Sources: Primary Data

The study revealed that the majority of the citizens were aware about the urban local bodies in Panchkula district. There is one Municipal Corporation in Panchkula.

Findings: Majority of the respondents were aware about the urban local bodies of Panchkula.

Table 1.2 Awareness about the name of the councillor of the area

Awareness about the name of the councillor	No of Respondents	Percentage
Yes	40	40%
No	50	50%
No reply/ can't say	10	10%
Total	100	

As per the above table mostly citizens were aware about the women representatives but they are not aware about the name of the women representatives. 10 percent of the respondents were not reply in this regard.

Finding: Most of the citizens were not aware about the name of the women councillors.

Table 1.3 Awareness about the problems of the citizens

Awareness about the problems of the citizens	No of Respondents	Percentage
Yes	40	40%
No	45	45%
No reply/ can't say	5	5%
Total	100	

As per the above table 40 percent of the citizens were in favour that women representatives were aware about the problems and issues of the area and the people. While majority of that is 45 percent of the citizens were felt that women representatives were rarely aware about the problems and issues of the areas, and 5 percent were can't reply in this regard.

Finding: Majority of the respondents felt that women representatives were not aware or rarely aware about the problems and issues of the ward and the people

Table 1.4 Take initiatives for the welfare of the citizens

Take initiatives for the welfare of the citizens	No of Respondents	Percentage
Yes	15	15%
No	55	55%

No reply/ can't say	30	30%
Total	100	

The above table shows the viewpoint of the citizens related to the initiative quality of women representatives. The majority of the respondents were in favour that women representatives did not take initiatives for the welfare of the citizens. On the other hand 15 percent of the respondents were viewed that women representatives were taken initiatives for the welfare of the citizens and ward. 30 percent of the respondents were no opinion and can't reply in this regard.

Finding: majority of the respondents felt that women representatives do not take initiatives for the welfare of the citizens and ward.

Table 1.5 Visit of women representatives in their areas before and after elections

Visit of women representatives in their areas before and after elections	No of Respondents	Percentage
Always	15	15%
Sometimes	30	30%
Never	55	55%
Total	100	

As per the above table 15 percent of the citizens were opinion that women representatives were visiting the areas before and after the elections. 30 percent of the citizens were felt that women representatives were sometimes visited the areas before and after the elections. While the majority of the respondents viewed that women representatives were never visited the areas before and after the elections.

Finding: Majority of the citizens felt that women representatives have never visited the areas before and after the elections.

Table 1.6 Interaction with the residents of the area

Interaction with the residents of the area	No of Respondents	Percentage
Yes	30	30%
No	50	50%
No reply/ can't say	10	10%
Total	100	

The above table shows the viewpoint of the citizens about the interaction with the women representatives. 30 percent of citizens were viewed that women representatives interact with the citizens of the areas to discuss their problems. While 50 percent of the citizens were viewed that women representatives were never interacting with the citizens of the ward. 10 percent can't reply in this regard.

Finding: Majority of the women representatives were not interacted with the people of the ward. On the behalf of the women representatives their male family members were visiting the areas and interacted with the people of the areas.

Table 1.7 Easy availability of women representatives

Easy availability of women representatives	No of Respondents	Percentage
Yes	38	38%
No	51	51%
No reply/ can't say	11	11%
Total	100	

As per the above table 38 percent of the citizens were of the view that women representatives were easily available. 51 percent of the citizens were in favour of that, women representatives were not easily available in municipalities and at home.

Finding: Majority of the respondents were felt that women representatives were not easily available in MC or at home. Their husbands or male family members are dealing with the citizens.

Table 1.8 Meet the Women Representatives with their Problems

Meet the Women Representatives with their Problems	No of Respondents	Percentage
Yes	30	30%
No	50	50%
No reply/ can't say	10	10%
Total	100	

As per the above table majority of the citizens were not met with the women representatives. While 30 percent were met with the women representatives with their problems and they were personally known the women representatives.

Finding: Majority of the citizens did not meet with the women representatives with their problems

Table 1.9 Involved local people in urban development programmes

Involved local people in urban development programmes	No of Respondent	Percentage
Yes	30	30%
No	40	40%
No reply/ can't say	30	30%
Total	100	

The above table shows the opinion of citizens regarding the involvement of local people in urban development programmes. 30 percent respondents were viewed that women representatives were involved the local people in planning. While 40 percent of the citizens were disagreed that women representatives were never involved or consult the local people in urban development programmes

Finding: Women representatives were not involved the local people in urban development programmes and in urban planning.

Table 1.10 Redress the grievances of local people

Redress the grievances of local	No of Respondents	Percentage
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people		
Yes	30	30%
No	55	55%
No reply/ can't say	15	15%
Total	100	

As per the above table majority of the citizens was viewed that women representatives were not able to redress the grievances of the people and they are not aware about the problems and issues of the citizens. They viewed that on the behalf of women representatives their male family members are performing their duties and functions. While 30 percent of the respondents felt that women representatives were able to redress the grievances of citizens. On the other hand 15 percent of citizens were not reply in this regard.

Table 1.11 Dependence on male counterparts of the family

Dependence on male counterparts of the family	No of Respondents	Percentage
Always	73	73%
Sometimes	22	22%
Never	5	5%
Total	100	

The study revealed that the majority of the citizens were view that power and functions of the women representatives were exercised by their male family members, while 22 percent of the respondents were in favour of sometimes and 5 percent were felt that powers and functions of women representatives were not done by their male family members.

Finding: Majority of the citizens were viewed that the powers and functions of the women representatives use by their male family members. Women representatives always depend on their male family members to do their MC work.

Table 1.12 Satisfied with the leadership of Women Representatives

Satisfied with the leadership of women representatives	No of Respondent	Percentage
Satisfied	30	30%
Dissatisfied	50	50%
No reply/ can't say	20	20%
Total	100	

As per the above table majority of the respondents were not satisfied with the leadership of women representatives. They viewed that few women representatives were doing the work for the welfare of the area and for the people. Otherwise in most of the cases, women representatives' husband or male family members are interacted or deal with the local people. 30 percent of the citizens were satisfied with the leadership of women representatives, and 20 percent of citizens were not reply in this regard.

Finding: Majority of the citizens are not satisfied with the leadership of women representatives.

1.5 SUGGESTIONS OF THE STUDY:

- There is need to change the mindset of the citizens regarding women leadership.
- Maintain coordination between women representatives and citizens
- There is need that citizens are faith in the efficiency of women representatives
- There is need to create or generate more and more awareness among citizen and women representatives about their political rights.

- Training should be provided time to time to women representatives that they perform their powers and functions effectively in MCs

1.6 CONCLUSION

Therefore, there is a need to take more steps for improving the effective participation of women representatives and citizens in urban local bodies. The government should also make review committees to evaluate the performance of women representatives from time to time. The review committee should guide and make recommendations to improve the work performance of the women representatives. All the representatives who are not performing their functions should get warnings and some strict action should be taken against them. However, as a long term measure, besides training and publicity the citizens too need education to be more active in the civic affairs so that good leaders are generated and the civic bodies could lift their standards.

INTERVIEW SCHEDULED FOR THE CITIZENS OF PANCHKULA

1. Are you aware about their representatives (male or female)?
 - a) Yes
 - b) No
 - c) Can't say/ No reply
2. Are you aware about the name of the councillor of the area?
 - a) Yes
 - b) No
 - c) Can't say/ No reply

3. Do you think that women representatives are aware about the problems of the citizens?
a) Yes b) No c) Can't say/ No reply
4. Do you think that women representatives take initiatives for the welfare of the citizens?
a) Yes b) No c) Can't say/ No reply
5. How far women representatives visit their areas before and after elections?
a) Always b) Sometimes c) Never
6. How far women representatives interacted with the residents of the area?
a) Yes b) No c) Can't say/ No reply
7. Do you think that women representatives are easily available in MCs or at Home?
a) Yes b) No c) Can't say/ No reply
8. Do you meet with the women representatives with their Problems?
a) Yes b) No c) Can't say/ No reply
9. How often women representatives involved local people in urban planning?
a) Yes b) No c) Can't say/ No reply
- 10 Do you agree that women representatives are able to redress the grievances of local people?
a) Yes b) No c) Can't say/ No reply
- 11 Do you agree that the powers and functions of women representatives exercised by their male family members?
a) Always b) Sometimes c) Never
- 12 Are you Satisfied with the leadership of women representatives?
a) Satisfied b) Dissatisfied c) No reply/ Don't reply

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