INTRODUCTION

A Non-Governmental Organisation (NGO) is any association having a definite cultural, economic, educational, religious or social cause or any non-profit voluntary citizens group which is organised around specific issues, such as education, environmental conservation, social welfare, rural development sanitation, healthcare or human rights, on a local, national or international level. The World Bank defines NGOs as "private organisations that pursue activities to relieve suffering, promote the interests of the poor, protect the environment, provides basic social services, or undertake community development. NGOs include an array of groups and institutions that are entirely or largely independent of government and characterised primarily by humanitarian or cooperative, rather than commercial objectives". According to a World Bank key document, the term NGO can be applied to any non-profit organisation, which is entirely or largely independent from government and exists to serve humanitarian social or cultural interests either of their memberships or of social as a whole. NGOs are typically value-based organizations, which depend, wholly or in part, on charitable donations and voluntary service. Although, the NGO sector has become increasingly professionalised over the last two decades, principles of altruism and voluntarism remain key defining characteristics (Muthupandian, 2006).

Volunteerism, defined as a voluntary spirit of individuals and communities to make interventions for community good, has played significant role in shaping the human civilization at each stage of its growth. Voluntary organisations have been generally defined as voluntary, autonomous, Non-Profit Organisations or groups of citizens established to address various issues/problems and disadvantages in the society. The term 'Volunteer' in normally used to denote someone who others unpaid service to a good cases. Voluntary organisation ensures collective action with division of responsibilities and relieving the members from the unlimited financial responsibilities. Voluntary organisations, thus, can be said as an organisation which is initiated spontaneously at least at the level of persons who fom1 it and governed by members without any external control and compulsion (Fadia et. al, 2008).
A sustainable organization is one, which is able to remain in existence for long, delivering the same or better level and quality of service, enduring and withstanding hardships, moving along its declared mission and striving towards the vision set (Mathew, 2008).

Privatization has not worked to rural India's benefit. Telecom, for instance, has been a big success in urban areas where phones are easily available and calls cost very little. But in rural areas teledensity is just about 2 percent. In health, housing, education, and transport, privatization has not led to similar benefits.

Reforms have not brought about necessary measures of justice or equality. The infant mortality rate is 67 per 1000 births and marked by regional disparities. HIV, Malaria and Tuberculosis are rampant and require big doses of investment in public health. The courts are clogged. 500 million Indians do not have bank accounts. The unorganized sector in villages and cities does not get the recognition and institutional support it deserves. Agriculture, the mainstay of two-thirds of India's rural population, is declining. Farmers face a host of problems including soil degradation, lack of irrigation, poor seed quality, and the inconsistencies of world markets.

Statement of the Problem

NGO is the most important serving sector in India. It is the prime mover of Indian society. Funding problem, political interference political problem, interference from other NGOs, lack of devoted manpower, co-option of NGOs by Government is very bad for the sector. Keeping constant updates from micro to macro is very difficult being in the field. It is not providing only food, shelter and clothes for needy persons of the nation with a population of 102.7 crore in 2001 and employment for million but it is also a source of providing justice for the weaker section of the country. It is the main source of transferring services from rich to poor healthy to needy and publicly enforcement of efforts in the favour of those who are not able to put their efforts for moving in the country. NGOs are also provided their services in the field of water arrangements, tree plantation, sanitary/sanitation, sports and also do awareness among people. But, the question arises that the NGOs are satisfying themselves through these services and what types of problems they are facing actually? To answer these questions, a study entitled
“Role of Non-Governmental Organization in India-An Evaluation of District Sirsa” has been conducted to evaluate the performance of Non-Governmental Organizations in India.

**Limitations of the study:**

The main limitations of the present study are as follows:

1. The sample of study is restricted to 30 NGOs of Sirsa city.
2. Primary data collected through the sample survey is not free from biases.
3. The data here used for analysis are also subject to errors especially as the respondents may have lacked conceptual clarity about the key issues involved, and also these due to natural inhibitions to impart correct information.
4. In some cases, inferences have been drawn without statistical testing of the statistics.

**Scope of the Study:**

The scope of the study will remain Sirsa only. The present study encompasses the problems faced by NGOs to ‘serve for better’ to society and lack of awareness among public. Finance creates hurdles on the way to provide maximum services. Further, most of the NGOs hold same activities in the same localities. And the NGOs faces a problem of priority due lack of coordination among members, proper utilization of funds, lack of time etc. In this context, the present study plays a significant role to know the status of NGOs satisfaction towards needy persons. Further, it looked into determinants of NGOs satisfaction towards helping one.

**Significance of the study**

The study will be beneficial for students, scholars, academician and social workers and NGO-promoters. The research will guide where to work hard for achieving the top slot or at least reaching at par with its global counterparts. The research will suggest how to provide the best services to the society for betterment and welfare by NGOs.