CHAPTER-IV
METHODOLOGY

The purpose of the present study is to see the relationship of life events, happiness disposition, and personality with job performance of regular and contract based employees. The goal of this chapter is to clarify:

1) Design of the study
2) Sample selection
3) Tools used
4) Statistical techniques to analyze the data.

DESIGN:

The present investigation was designed to study the relationship of life events (psychosocial stress and stressful life events), happiness disposition, and big five personality dimensions viz. neuroticism, extraversion, and openness, agreeableness and conscientiousness with six dimensions of job performance i.e. Punctuality, Public dealing, Efficiency, Obedience, Interpersonal Communication and knowledge of office rules and regulations among regular and contract based employees with equal number of males and females. Hence correlational design was used to see the relationship between these variables and job performance. It was further subjected to stepwise regression analysis to find out the exact variance explained by the above mentioned factors in job performance.

Finally ANOVA (analysis of variance) was applied to verify if there were significant differences between regular males, regular females, contract based males, contract based females on the variable under study i.e two factors of life events (psychosocial stress and stressful life events), happiness and six dimensions of job performance i.e. Punctuality, Public dealing, Efficiency,
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Obedience, Interpersonal Communication and Knowledge of Office Rules and Regulations.

Sample:

A sample of 300 subjects i.e. an equal number of males and females and regular and contract based employees were selected from different government organizations viz. schools, colleges, university, hospitals, banks, I.T. department, forest department etc. in Kullu, Mandi and mainly from the Shimla district of Himachal Pradesh.

Total Sample

Public Sector Employees
(N=300)

Regular Employees
(N=150)

Contract based Employees
(N=150)

Males
(N=75)

Females
(N=75)

Males
(N=75)

Females
(N=75)

Research Tools Used

In the present study, following tools have been used:

1) Biographical questionnaire (self developed)
2) ICMR Psychosocial Stress Questionnaire (Srivastava, 1991-92)
3) Chinese Happiness Inventory (Lu & Shih, 1997).
5) Job Performance Questionnaire (Adapted) (Gandhi, & Malhotra, 2003).
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1) Biographical questionnaire:

A self developed questionnaire was used to obtain demographic information relevant to sample. Participants were asked to furnish information with regard to their age, gender, marital status, years of job employed, whether contract based or regular employee, designation and monthly salary.

2) ICMR Psychosocial stress questionnaire (Srivastava, 1991-92)

The scale was designed by "Indian council of medical research" "New Delhi" to assess the extent of the basic components of psychological stress resulting from perceived stress situations (such as hardship, adversities threats, affections, failures, constrains, excessive demands, conflicting roles etc.) in various spheres of social life. Section (A) consists of daily hassles and section (B) covers stressful life events.

The first section of this scale consists of 40 items which covers following areas:

<table>
<thead>
<tr>
<th>Psychosocial stressors</th>
<th>No. of items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strained interpersonal relationships</td>
<td>5</td>
</tr>
<tr>
<td>Excessive liabilities</td>
<td>5</td>
</tr>
<tr>
<td>Economic constraints</td>
<td>8</td>
</tr>
<tr>
<td>Marriage related problems</td>
<td>4</td>
</tr>
<tr>
<td>Health related problems</td>
<td>3</td>
</tr>
<tr>
<td>Adverse social situations</td>
<td>10</td>
</tr>
<tr>
<td>Perceived threat to social status</td>
<td>5</td>
</tr>
</tbody>
</table>

**Fig. 2.12: Psychosocial Stressors**

The second section i.e. stressful life events consist of 12 items.
Instructions:

After the distribution of questionnaire, following instructions were given:

"Please read each and every item in the questionnaire carefully. Tick whatever item suits you the best. Fill up all the items. Don't leave any item unanswered.

Scoring:

The subjects had to give either of four responses (ratings) to each of the items in two measures of stress questionnaire (psychosocial stress and stressful life events). The responses were scored as follows:

<table>
<thead>
<tr>
<th>Responses(Ratings)</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all</td>
<td>0</td>
</tr>
<tr>
<td>A little/mild/ sometimes</td>
<td>1</td>
</tr>
<tr>
<td>Moderate/many times</td>
<td>2</td>
</tr>
<tr>
<td>Severe/often</td>
<td>3</td>
</tr>
</tbody>
</table>

Fig 2.13: Numerical values of responses

The total score was obtained by summing up all the scores.

Reliability:

Reliability of measure of stress was estimated through Cronbach-alpha correlation, Split half (odd-even), Retest methods. Reliability of tool was also examined through Inter-rater consistency method. The obtained indices of reliability through different methods are presented in the following table:
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Fig. 2.14: Reliability indices of Stress Questionnaire

<table>
<thead>
<tr>
<th>Method of Reliability</th>
<th>Reliability Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cronbach- Alpha</td>
<td>.88</td>
</tr>
<tr>
<td>Split half (odd-even)</td>
<td>.81</td>
</tr>
<tr>
<td>Retest</td>
<td>.72</td>
</tr>
<tr>
<td>Inter-rater consistency</td>
<td>.65</td>
</tr>
</tbody>
</table>

Validity:

Validity of the Stress Questionnaire was extensively examined through different methods of validity exclamation "content" and "predictive", "concurrent" and "congruent" validity. All the methods yielded high validity.

3) Chinese Happiness Inventory (Lu & Shih, 1997).

Happiness was measured by Indian adapted version of Chinese Happiness Inventory (CHI). This is newly developed 48 items measurement tapping general subjective experience for Indian people. Three basic elements of happiness concept namely positive affect, absence of negative affect and overall satisfaction towards life were covered. Moreover, it also covers the distinctive sources of happiness of the Indian people based on extensive qualitative ground work.

Instructions:

For the Chinese Happiness Inventory (CHI) following instructions were given to the subjects:

"There are 48 groups of statements, you are requested to read each of the statements carefully and then pick one statement in each group which best describes the way you have feeling in the past one year".

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**Scoring:**

The scoring is direct. The scores are given before the statement ranging from 0 to 3. If the subject had indicated his reaction for the first statement where the zero was written before the statement, the scores for that item was taken as 0. Likewise score of all the items were taken. The total happiness score was obtained by summing up all the scores of 48 items.

**Reliability:**

The Cronbach-alpha of Chinese Happiness Inventory (CHI) is 0.95, the one month test-retest with the sample of 40 undergraduate students was 0.66 and the 2.5 years test-retest with community adults was 0.40.

**Validity:**

Concurrent validity was evidenced by its correlation of 0.62 with the life satisfaction scale (Diener, Emmons, Larson & Griffin, 1985), .67 with composite means of domain satisfaction, .48 with a measure of positive affect and 0.52 with a lack of happiness scale (reversely scored in the emotional instability adjustment questionnaire (Eysenck and Eysenck, 1975).


NEO Five- Factor Inventory (NEO-FFI), is a 60-item version of form S of NEO PI-R that is scored for five domains only. Domain measured by NEO-FFI are as follows:

1. Neuroticism
2. Extraversion
3. Openness
4. Agreeableness
5. Conscientiousness.

The NEO Five-Factor Inventory (NEO-FFI) measures differences among normal individuals. It is not a test of intelligence or ability, and is not intended to diagnose problems of mental health or adjustment. It does, however, give some idea about what makes us unique in our way of thinking, feeling and interacting with others.

The description of these dimensions is as follows:

1) Neuroticism (N): Neuroticism is defined as a tendency to experience unpleasant emotions easily, such as anger, anxiety, depression, or vulnerability, sometimes called emotional instability.

2) Extraversion (E): Extraversion is defined as energy, positive emotions, and the tendency to seek stimulation and the company of others.

3) Openness (O): Openness is appreciation for art, emotion, adventure, unusual ideas, imagination, curiosity, and variety of experiences.

4) Agreeableness (A): Agreeableness is a tendency to be compassionate and cooperative rather than suspicious and antagonistic towards others.

5) Conscientiousness (C): Conscientiousness is a tendency to show self discipline, act dutifully, and aim for achievement, planned rather than spontaneous behavior.

Instructions:

In NEO-FFI, the subjects were told to indicate how much they agreed with each statement on a five point Likert scale from "strongly agree", "agree", "neutral", "disagree" and "strongly disagree", and mark the point in scale. They were instructed to
give their first and natural response to the statements and answer them truthfully and carefully.

Scoring:

Scoring was done with the help of the scoring key.

Reliability:

Retest reliability of NEO-FFI were found to be .79, .79, .80, .75, .83 for N, E, O, A, C respectively.

5) Job Performance Questionnaire (Adapted) (Gandhi & Malhotra, 2003)

The revised version of job performance questionnaire by Gandhi & Malhotra, (2003) judges the job performance of the employees working in different organizations. The questionnaire consists of 48 items covering six main factors viz. Punctuality, Public dealing, Efficiency, Obedience, Interpersonal Communication and Knowledge of Office Rules and Regulations. The questionnaire was given to the principles, doctors, managers and other officers and immediate seniors to evaluate the performance of their junior staff.

Instructions:

Following instructions were given in order to rate the performance of subordinates: “your task is to rate your immediate subordinates after reading each and every item in the questionnaire very carefully. Every item is followed by three responses i.e. “Yes”, “Sometimes”, “No”. Rate your immediate subordinate by crossing one of the items”.

Scoring:

The scale consists of 48 items and it is a 3 point scale (yes, sometimes, no). For every yes answer, score 3 was given. For Sometimes, score 2 and for No, 1 score was given. There are 6 factors, each consisting of 8 items. For each item scoring was
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done on 3 point scale and was then combined to get factor’s total score.

Moreover out of 48 items, item numbers 3, 6, 10, 12, 15, 19, 26, 28, 30, 33, 37 and 44 have been reversely scored as these items are the opposite of the item numbers 40, 23, 35, 42, 32, 27, 17, 18, 48, 14, 24 and 13 respectively.

Reliability:

The Cronbach- alpha of the scale is 0.74.

PROPOSED STATISTICAL ANALYSIS:

Appropriate statistical techniques were applied taking into consideration the objectives of the present study and the same are given below:

Correlation Analysis:

The present study has been designed to study the relationship of life events, happiness disposition, personality (big five personality traits) with the factors of job performance of regular and contract based employees. Where job performance is dependable variable and life events, happiness disposition and personality (big five personality traits) are independent variables. Hence, a correlational design has been used to see the relationship of these variables with job performance.

Stepwise Regression Analysis:

In the second step, it was subjected to regression analysis to find out the exact variance contributed by life events (psychosocial stressors and stressful life events), happiness and Big- Five personality dimensions on job performance.

ANOVA:

Finally ANOVA (analysis of variance) was applied to verify if there were significant differences between samples i.e. regular and contract based employees in both the genders on the
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variables under study i.e. life events, happiness disposition and six factor of job performance, hence 2×2 factorial design was employed.

Therefore, the present study was aimed at the relationship of life events, happiness disposition and personality (Big Five personality traits) with six factors of job performance of regular and contract based employees through regression analysis on all the four sub samples and then was subjected to ANOVA through 2×2 factorial design between two groups of employees and gender for life events, happiness disposition and job performance.