CHAPTER - 3

METHODOLOGY

A scientific research is bound up with its purpose where an investigator attempts to probe the influence of independent variables on dependent variables through the application of scientific procedures. The social science researchers must be careful in research planning by taking into consideration various important steps that are essentially required to make research investigation more objective to draw meaningful conclusions, so every researcher has to make all possible efforts in its procedure to utilize adequate sampling technique, selecting standardized tools, employing appropriate procedure for collecting data and analyzing the obtained data by means of most suitable statistical tests. The aforesaid necessary steps are to be followed while planning a scientific study of Psychology for the purpose of prediction and drawing more meaningful conclusions to add something new in the existing body of knowledge.

Selltiz et.al. (1962) pointed out that “research design is the arrangement of conditions for collecting and analyzing the data in a manner that aims to combine relevance to the research purpose with economy in procedure”. Edwards (1968) stated that “in research we do not haphazardly
make observation of any or all kinds, but rather our attention is directed towards those observations that we believe to be relevant to the question we have previously formulated. The objective of the research, as recognized by all sciences is to use observation as basis of assuring questions of interest”.

The present study aims to compare “the the two groups of employees chosen career with choice and without choice”. The present investigator took all the necessary steps of a scientific research to complete this small piece of the research work. The details of the methodological procedure are as under:

3.1. AIM OF THE STUDY

To study the level of Job Satisfaction, Occupational stress and Psychological well-being between the two groups employees who have chosen their career with choice and without choice.

3.2. OBJECTIVES:

1) To assess the difference in the level of job satisfaction between the bus drivers (public transport) who have chosen their career with and without choice.

2) To assess the difference in the occupational stress level between the Bus drivers (public transport) who have chosen their career with and without choice.
3) To assess the difference in the level of psychological well-being between the Bus drivers (public transport) who have chosen their career with and without choice.

4) To assess the difference in the level of job satisfaction between the Police Constables who have chosen their career with and without choice.

5) To assess the difference in the occupational stress level between the Police Constables who have chosen their career with and without choice.

6) To assess the difference in the level of psychological well-being between the Police Constables who have chosen their career with and without choice.

7) To assess the difference in the level of job satisfaction between the software engineers who have chosen their career with and without choice.

8) To assess the difference in the occupational stress level between the software engineers who have chosen their career with and without choice.
9) To assess the difference in the level of psychological well-being between the software engineers who have chosen their career with and without choice.

10) To assess the differences in the level of job satisfaction between the Teachers who have chosen their career with and without choice.

11) To assess the differences in the occupational stress level between the Teachers who have chosen their career with and without choice.

12) To assess the differences in the level of psychological well-being between the Teachers who have chosen their career with and without choice.

3.3. HYPOTHESES

When we plan a research it requires proper investigation to see the influence of independent variables on some dependent variables. It is not possible to arrive at a conclusive answer to the problem under investigation without formulating hypothesis because it is considered as most important instrument in research. As pointed out by Bachrach (1972) “a researcher observes an event, wonders about it, formulates tentative ideas about it, and sets out to test the accuracy of his ideas”.
CHAPTER 3 METHODOLOGY

1) There will be a significant difference in the level of job satisfaction between the two groups (i.e., with choice and without choice) of drivers working for Public transportation department.

2) There will be a significant difference in the level of Occupational stress between the two groups (i.e., with choice and without choice) of drivers working for Public transportation Department.

3) There will be a significant difference in the level of psychological well-being between the two groups (i.e., with choice and without choice) of drivers working for Public transportation department.

4) There will be a significant difference in the level of job satisfaction between the two groups (i.e., with choice and without choice) of Teachers.

5) There will be a significant difference in the level of Occupational stress between the two groups (i.e., with choice and without choice) of Teachers.

6) There will be a significant difference in the level of psychological well-being between the two groups (i.e., with choice and without choice) of Teachers.
7) There will be a significant difference in the level of job satisfaction between the two groups (i.e., with choice and without choice) of Police Constables.

8) There will be a significant difference in the level of Occupational stress between the two groups (i.e., with choice and without choice) of Police Constables.

9) There will be a significant difference in the level of psychological well-being between the two groups (i.e., with choice and without choice) of Police Constables.

10) There will be a significant difference in the level of job satisfaction between the two groups (i.e., with choice and without choice) of Software Engineers working in Multi-national Company.

11) There will be a significant difference in the level of Occupational stress between the two groups (i.e., with choice and without choice) of Software Engineers working in Multi-national Company.

12) There will be a significant difference in the level of psychological well-being between the two groups (i.e., with choice and without choice) of Software Engineers working in Multi-national Company.
3.4. SAMPLE

According to Kerlinger (1983), “a sample is a portion of population or universe as to be representative of that population or universe”. Fisher (1950) emphasized that a large sample to be preferred over the smaller one. The importance of sample size varies in accordance with nature of the problem and the purpose of the investigation. The demographic details were collected using the semi structured interview schedule which mainly included the choice of career question (with choice or without choice).

The sample consists of 640 employees drawn from four different professions by using Purposive Sampling Technique. The said sample includes 160 drivers(80+80), 160 teachers(80+80), 160 police constables(80+80) and 160 Software engineers(80+80), having eight to ten years of work experience.

- Police: The constables in the Bangalore division.
- Drivers: Bangalore city Public transport bus drivers.
- Teachers: Teachers in the middle school up to secondary education.
- Software Engineers: Employees from the IT sector of Multi-national companies.
3.5. RESEARCH DESIGN

The study was of a 2x3 factorial Design (with equal N).

The collected data was analyzed by using means, SD and t-test.

3.6. TOOLS

To measure and understand human behavior psychological tests are developed and used to gather information from the respondents. It is a matter of fact that there is not a single tool or psychological instrument which may tell about all aspects of behavior because of its complexity and varying psycho-emotional attributes of personality and human behavioral dimensions. Hence it is more often required to device psychological instrument for specific purpose and it should be continuously revalidated as per requirements with the changing time and situations.

Questionnaire since long have been most favored and convenient tool in psychological researches. In the present investigation questionnaire were used comprehensively and details of cash questionnaire used is as follows:
3.6.1 Job satisfaction scale by Dr. Amar Singh & Dr. T.R. Sharma Patiala.

Job satisfaction is a widely accepted psychological aspect of functioning in any profession. The credit of bringing this term into currency goes to Hoppock (1935). He reviewed a little over 30 contemporary studies and concluded that though there was much opinion about job satisfaction yet there was not much factual work done in the field. It results when there is a fit between job requirements and the wants and expectations of employees. In other words, it expresses the extent of match between worker's expectation (also aspirations) and the rewards the job provides and the values it creates and gets cherished.

SCORING:

The scale has both positive and negative statements items at Sl. No 4, 13,20,21,27 and 28 are negative others are all positive. The positive statement carries a weight age of 4,3,2,1 and 0 and the negative ones a weight age 0,1,2,3 and 4. The total scores give quick measures of satisfactions / dissatisfactions a worker towards his job. As indicated earlier by adding the score on statements, satisfaction / dissatisfaction can be found in particular financial or job inherent and so on.
3.6.2. Occupational Stress Index

The Occupational Stress Index developed by Srivastava and Singh (1981) was used in this study. The scale contains 46 items, each to be rated on 5-point scale ranging on the continuum of absolutely true, almost true, partially true, almost false and absolutely false. Out of 46 items 28 are ‘true keyed’ and the rest 18 are ‘false keyed’. The item related to almost all relevant components of the job life that cause stress in some way or the other. There are 12 dimensions of the Occupational Stress Index.

A. Role overload
B. Role ambiguity
C. Role conflict
D. Unreasonable group and political pressure
E. Responsibility for persons
F. Under participation
G. Powerlessness
H. Poor peer relations
I. Intrinsic impoverishment
J. Low status
K. Poor working condition
L. Unprofitability

The reliability of the test as determined by alpha coefficient was 0.90. The internal consistency of the test was 0.93 determined by odd-even method. Index of homogeneity and internal validity of individual item was
determined by computing point biserial coefficient of correlation. The value of coefficient of correlation ranged between 0.36 to 0.59.

3.6.3 Psychological Well-being Questionnaire

Psychological Well-being questionnaire developed by Sudha Bhogle and Indira Jai Prakash (1995) was used to assess the psychological well-being levels of the subjects (Appendix-A). This questionnaire contains 28 items, for which the subjects have to put mark for either of two options YES or NO. Some of the items were designed to elicit YES responses and some of the items were designed to elicit No responses. The 28 items in the questionnaire was divided into 13 factors, which will contribute to the Psychological Well-being of the individuals. They are Meaninglessness, Somatic Symptoms, Self Esteem, Positive Effect, Daily Activities, Life Satisfaction, Suicidal Ideas, Personal Control, Social Support, Tension, Wellness, General Efficiency and Satisfaction. The total score of these thirteen factors gives total score for Psychological Well-being. The maximum and minimum score are 28 and 0 respectively. A high score indicates high level of Psychological Well-being and a low score indicates a low level of Psychological Well-being.
SCORING

Using the prescribed scoring key, Psychological Well-being scale was scored and numerical weights were ascribed to each of the responses. As stated in the manual, scoring key for all 28 items is given. The correct responses for each item as listed in the key, yields the score one or zero. The total score for all 28 items gives a total score for Psychological Well-being and high score indicates high level of Psychological Well-being.

**Scoring the Psychological Well-being questionnaire**

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Factor No</th>
<th>Factor Name</th>
<th>Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>13</td>
<td>Satisfaction</td>
<td>Yes</td>
</tr>
<tr>
<td>2.</td>
<td>13</td>
<td>Satisfaction</td>
<td>Yes</td>
</tr>
<tr>
<td>3.</td>
<td>9</td>
<td>Social Support</td>
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</tr>
<tr>
<td>4.</td>
<td>1</td>
<td>Meaninglessness</td>
<td>No</td>
</tr>
<tr>
<td>5.</td>
<td>2</td>
<td>Somatic Symptoms</td>
<td>No</td>
</tr>
<tr>
<td>6.</td>
<td>3</td>
<td>Self Esteem</td>
<td>No</td>
</tr>
<tr>
<td>7.</td>
<td>4</td>
<td>Positive Effect</td>
<td>Yes</td>
</tr>
<tr>
<td>8.</td>
<td>5</td>
<td>Daily Activities</td>
<td>Yes</td>
</tr>
<tr>
<td>9.</td>
<td>6</td>
<td>Life Satisfaction</td>
<td>Yes</td>
</tr>
<tr>
<td>10.</td>
<td>7</td>
<td>Suicidal Ideas</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>---</td>
<td>---</td>
<td>---------------------------</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>8</td>
<td>Personal Control</td>
<td>Yes</td>
</tr>
<tr>
<td>12</td>
<td>10</td>
<td>Tension</td>
<td>No</td>
</tr>
<tr>
<td>13</td>
<td>11</td>
<td>Wellness</td>
<td>Yes</td>
</tr>
<tr>
<td>14</td>
<td>12</td>
<td>General Efficiency</td>
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</tr>
<tr>
<td>15</td>
<td>1</td>
<td>Meaninglessness</td>
<td>No</td>
</tr>
<tr>
<td>16</td>
<td>2</td>
<td>Somatic Symptoms</td>
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</tr>
<tr>
<td>17</td>
<td>3</td>
<td>Self Esteem</td>
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</tr>
<tr>
<td>18</td>
<td>4</td>
<td>Positive Effect</td>
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</tr>
<tr>
<td>19</td>
<td>5</td>
<td>Daily Activities</td>
<td>Yes</td>
</tr>
<tr>
<td>20</td>
<td>6</td>
<td>Life Satisfaction</td>
<td>Yes</td>
</tr>
<tr>
<td>21</td>
<td>7</td>
<td>Suicidal Ideas</td>
<td>No</td>
</tr>
<tr>
<td>22</td>
<td>8</td>
<td>Personal Control</td>
<td>Yes</td>
</tr>
<tr>
<td>23</td>
<td>9</td>
<td>Social Support</td>
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</tr>
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<td>10</td>
<td>Tension</td>
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</tr>
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<td>11</td>
<td>Wellness</td>
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</tr>
<tr>
<td>26</td>
<td>12</td>
<td>General Efficiency</td>
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</tr>
<tr>
<td>27</td>
<td>13</td>
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</tr>
<tr>
<td>28</td>
<td>13</td>
<td>Satisfaction</td>
<td>Yes</td>
</tr>
</tbody>
</table>
3.6.4 **Semi-Structured interview schedule** which reflects the name, age, religion, occupation, qualification and the Choice of Career.

3.7. VARIABLES

As the study involves a number of variables, a brief description of the variables is discussed in this chapter.

The study involves three dependent variables viz. Psychological well-being and Job Satisfaction and Occupational Stress Index and two independent variables being choice of career. A brief description about each variable is given below.

3.7.1. INDEPENDENT VARIABLE

1. Career Chosen. i.e.

- With Choice
- Without Choice

3.7.2. DEPENDENT VARIABLES

1. The Levels of Job Satisfaction
Job satisfaction is a widely accepted psychological aspect of functioning in any profession. The credit of bringing this term into currency goes to Hoppock (1935).

Job satisfaction is in regard to one's feelings or state of mind regarding the nature of their work. Satisfied employees create a more positive working environment for organizations.

2. **Occupational Stress Index.**

Stress has been described as any influence which disturbs the natural equilibrium of the body and include within its reference physical injury, exposure, depression, all kinds of diseases and emotional disturbance.

3. **Psychological Well-being**

Psychological Well-being is aptly defined as the full and harmonious functioning of the total personality realizing one's full potential in the world of work, with satisfaction and contentment to oneself and benefit to the society. It denotes the psychological health, which involves optimal development and functioning of the individual. It is more than the mere absence of mental illness. It is a positive way that connotes the quality of life. It includes a feeling of emotional, physical and social well-being with satisfaction to the self and to the well-being of the society.
3.8 OPERATIONAL DEFINITIONS:

1. JOB SATISFACTION:

The contentment of an employee while at work. The collective of feelings that an individual holds towards his/her job. It is a result of employees’ perception of well their job provides those things that are viewed as important.

2. OCCUPATIONAL STRESS:

It is a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what he/she desires and for which the outcome is perceived to be both uncertain and important.

3. PSYCHOLOGICAL WELL-BEING:

It is the full and harmonious functioning of the total personality realizing one’s full potential in the world of work. It is an internal experience of the respondent and their own perspective of their life. Also refers to how people evaluate their life.
4. CAREER CHOSEN WITH CHOICE:

The career chosen by the employees willfully to pursue their interest and abilities for the job.

5. CAREER CHOSEN WITHOUT CHOICE:

Refers to the career chosen by the employees for their livelihood, without finding a job which suits the basic interest and abilities.

3.9 INCLUSION CRITERIA:

a) DRIVERS: Public Transport bus drivers with 8-10 years of work experience.

b) TEACHERS: Teachers from Private schools and colleges, having eight to ten years of work experience were included.

c) POLICE: Police constables restricted to Bangalore city, having eight to ten years of work experience.

d) SOFTWARE ENGINEERS: Software Engineers employed in Multi-National companies, having eight to ten years of work experience.
3.10 EXCLUSION CRITERIA:

a) Professionals from any other field apart from the ones mentioned above were excluded.

b) Professionals having less than eight years and more than ten years of work experience were excluded.

c) Drivers: Drivers from private bus transport were excluded.

d) Teachers: Teachers from public schools were excluded.

e) Software engineers with more than ten years’ experience and less than eight years of experience were excluded.

f) Police Constables from others cities apart from Bangalore city were excluded.

3.11. STATISTICAL ANALYSES

The present researcher took all possible precautions to use statistical method keeping the purpose of the study in mind it was decided to analyze data by means of t-test. It is parametric test that requires certain hypothetical assumptions that are to be fulfilling so it was preferred over other statistical test and it serves the purpose of the present investigation.