CHAPTER – 7

Research Methodology

- Meaning of research
- Research methodology
- Title of study
- Selection of the topic
- Research Design and Sampling plan
- Universe
- Sample Unit
- Sampling frame
- Data collection
- Survey technique
- Secondary data technique
Research in common parlance refers to a search for knowledge. One can also define research as a scientific and systematic search for pertinent information on specific topic. In fact, research is an art of scientific investigation.

The Advanced Learner's Dictionary of Current English lays down the meaning of research as "a careful investigation or inquiry specially through search for new facts in any branch of knowledge." Some people consider research as a movement, a movement from the known to the unknown. It is actually a voyage of discovery. We all possess the vital instinct of inquisitiveness for, when the unknown confronts us, we wonder and our inquisitiveness makes us pro be and attain full and fuller understanding of the unknown. This inquisitiveness is the mother of all knowledge and the method, which man employs for obtaining the knowledge of whatever is unknown, can be termed as research. Research is an academic activity and as such the term should be used in a technical sense.

According to Clifford Woody research comprises defining and redefining problems, formulating hypothesis of suggested solutions; collecting, organizing and evaluating data; making deducted and reaching conclusions; and at last carefully testing the conclusions to determine whether they fit the formulation hypothesis.

D. Slesinger and M. Stephensonn in the Encyclopedia of Social Sciences define research as "the manipulation of things, concepts or symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practice of an art."

Research is, thus, an original contribution to the existing stock of knowledge making for its advancement. It is the pursuit of truth with the help of study, observation, comparison and experiment. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research. The systematic approach conceding generalization and the formulation of a theory is also research. As such the term 'research' refers to the systematic method consisting of enunciating the problem formulating a hypothesis collecting the facts or data, analyzing the facts and reaching certain conclusions either in the form of solutions towards the conceded problem or in certain generalizations for some theoretical formulation. Hence in other words we can say that research is a systematic method of investigating and analyzing the facts. It aims at the solutions of human problems or to drive approaches for the solution. Research is the use of scientific method in the search of the knowledge including knowledge of
alternative practice and information techniques, which would be of direct use.

**PROBLEM STATEMENT**

The problem selected for investigation by the researcher is “Employees’ Motivation and Job Satisfaction in Indian Railway With Special Reference to Jhansi Division”.

There are many and varied reasons why managers are continually under distress in organization. Resources, human and material, technology are but a few issues confronting managers daily. More importantly the human aspect has questions that have perplexed and fascinated managers for a long time. These questions include:

- What makes some employees perform better than others?
- What makes some employees seem better satisfied & motivated in their jobs than others?
- How can we improve the motivation and overall job satisfaction of our employees?

There are no easy answers to these questions, yet they plague managers in their day today running of organizations.

The reality is that the level of employee motivation affects their morale, performance and overall job satisfaction.

**TITLE OF STUDY**

“‘Employees’ Motivation and Job Satisfaction in Indian Railway With Special Reference to Jhansi Division”

**SELECTION OF THE TOPIC**

The investigator selected this topic due to the reasons that in today’s dynamic and industrial world, the motivation and job satisfaction plays an important role in any industry or organization. The major problem in present scenario is to retain the efficient work force and to see that they contribute to the optimum level in that organization in which they are working and this is not an easy goal to achieve and attain.
This can only be possible when the employees of the organization are motivated and job satisfied. If an organization wants to progress, it becomes necessary for the organization to find out whether the employees are satisfied with their jobs, only then they will naturally contribute to the progress of organization and if not satisfied, the reverse will be the effect.

Thus the investigator selected the topic in order to contribute through findings the various factors responsible for job satisfaction and motivation, enable the employer to know the factors which help in improving the job satisfaction and motivation and also to find out the loop holes in their working conditions, financial incentives and welfare facilities which leads to lack of motivation and job dissatisfaction.

The research Process for conducting this research was started in the way that initially an extensive study of literature was done by the help of various studies published in various books and academic journals related to motivation and job satisfaction. In addition to this, insight was developed by the researcher in the operations, working conditions, policies etc. of employees of Jhansi division, The researcher also had informal discussions with employees at all levels of railways before proceeding with the research.

**OBJECTIVES OF THE STUDY**

For the purpose of this research the following objectives were set

- The major objective of this study was to measure the motivation & job satisfaction level of “Indian Railway Employees” including all the classes of employees i.e. Group “A”, “B”, “C”, “D”

For achieving the main objective it was necessary to frame the following objectives:

- To study the level of motivation and job satisfaction of railway employee towards the various facilities of Indian railways
- To find out the effect of performance evaluation on motivation and job satisfaction of railway employees
- To study the attitude of employees towards physical and other working conditions, supervisors, subordinates, peers, workload, job security, skin variety, task significance, task identity, antinomy; feedback, computerization and equity.
• To study the relationship between job satisfaction / motivation towards various factors like Gender, Age, productivity, absenteeism, turnover etc.

HYPOTHESIS

After surveying the literature and having informal discussions with the Indian Railway Employees, the researcher formulated a hypothesis for her research work: “Indian Railway Employees with special reference to Jhansi Division are motivated and satisfied to a great extent with their jobs”

Nature of Research

The proposed research work is designed to study the existing status of Job Satisfaction and motivation level of railway employees of Jhansi division. It aims at developing measures to improve the motivation and job satisfaction level after studying the factor critical to motivation and job satisfaction. The nature of research for this particular research work may be described as: EXPLORATORY, DESCRIPTIVE and DIAGNOSTIC

This research work has been divided into chapters which are as follows:

Chapter 1 - Indian Railway: An Overview
Chapter 2 - Management of Indian Railway
Chapter 3 - North Central Railway-Jhansi Division
Chapter 4 - Job Satisfaction
Chapter 5 - Motivation
Chapter 6 - Employee Motivation & Job Satisfaction in Railway
Chapter 7 - Research Methodology
Chapter 8 - Analysis & Findings
Chapter 9 - Conclusion & Suggestions

There is an exploratory and descriptive research work in the first seven chapters and descriptive and diagnostic research work in the eighth and ninth chapters, which deals with the original survey conducted by the researcher.

In the later part of research, mainly the last two chapters the nature of research changes from exploratory to descriptive and diagnostic. In this

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section the study heavily depends upon the data collected through the questionnaires together with other compiled material available to the researcher from offices and workshops in Jhansi Division, railway.

The last Chapter of the research is chiefly diagnostic in nature, since in this chapter various recommendations have been made by the researcher, on the basis of information which had previously been collected through various surveys, consisting of data collected through questionnaires filled by railway employees of Jhansi Division.

Thus we can say that we have not stuck to one form of research but we have changed it as and when the need was felt.

**RESEARCH METHODOLOGY**

Research methodology is a systematic approach or procedure in conducting research. Methodology acts as a guideline and the road to the completion of the research project through collection of data and observation. Research study is a formal, systematic, intensive and purposeful investigations of the collected facts, with the area of determining cause and effect relationships among such facts from research. It helps the researcher to reach up to some conclusion, which can be useful in this field.

Every research is based on certain methodologies without which no research work can be completed.

The primary data has been collected through questionnaires and personal interviews of railway employees. Secondary data has been also compiled from various reports and publications, newspapers, magazines, journals, books etc, the data so collected has been processed and tabulated.

**KEY CONCEPTS**

In this section, key concepts of the study, namely, motivation and job satisfaction has been briefly explored.

**SOURCES AND METHODS OF DATA COLLECTION**

For the collection of data researcher has required the use of both primary data and secondary date.
The sources of data is both primary as well as secondary data. The primary data has been collected by the researcher herself. Initially informal discussions were conducted with railway employees of different cadre. On the basis of these discussions and survey of research done by previous researchers, a questionnaire has been framed. Appropriate sample by the means of questionnaire. The questionnaire was framed keeping in view of the informational requirement of the research. The questionnaire is incorporated in the appendix. Comparative scale and rank order has been used for finding and analysing.

**DESIGN OF SAMPLE**

A sample design as we know is a definite plan for obtaining a sample from a given population. It refers to the technique or the procedure, which are adopted in selecting items for the sample.

1. Group “A”, D. R. M. office
2. Group “B” D. R. M. office
3. Group “C” D. R. M. office
4. Group “D” D. R. M. office

**Our Universe**

Our Universe consisted of all railway employees. Our survey population consisted of Divisional Railway Manager’s office and Railway workshop of Jhansi Division. Our observational units consisted of the employees of these belonging to following categories:

1. Group “A”
2. Group “B”
3. Group “C”
4. Group “D”

**Sample Size/ Sampling Frame**

A sampling frame is the list of elements from which the sample may be drawn). For this study, the sampling frame would be the 200 full time railway staff.
1. Group "A", = 50
2. Group "B" = 50
3. Group "C" = 50
4. Group "D" = 50

PERIOD OF RESEARCH

The research study was conducted between April 2005 to December 2007.