CHAPTER 3
RESEARCH METHODOLOGY

Research methodology entails the methods used by the researcher to study a particular research problem and the logic behind the methods in the context of the particular research study. This chapter deals with methodology used for present study. The chapter is organized as follows.

3.1 Research Method

The study is descriptive in nature and based on primary and secondary sources of data. The data were collected from seven State University Libraries in Kerala through survey method, mainly through questionnaire. Data collection was done through personal interviews also. The researcher directly visited these seven Universities and collected data. A comprehensive literature survey was also carried out on topic of research and other related fields. Census method was the sampling technique used for collection of data. The collected data were processed, codified, analysed and tabulated. The statistical results were derived using Statistical Package for Social Sciences (SPSS). For managing bibliography and references, reference management software ‘Mendeley’ was used.

3.2 Need for Study

A study on organizational climate among the library community will help the authority to know the strength and weakness of the climate factors’ application among the staff. If there is no difference in executing these factors among the staff, they will be happy and execute their job with great zeal so that the utilization of resources and
services will be more effective by the users. In order to find out various climate factors and its impact on the commitment level among the library professionals, this study will be more useful. Though, there have been several studies on organizational climate, few have focussed on organizational climate of University Libraries. Earlier studies revealed that none of the researchers had concentrated on the impact of organizational climate on the commitment of library professionals and hence this study tries to fill this gap. This study is important as it emphasizes the climate factors that increase the commitment of employees. The University Libraries may find this study helpful in taking active measures to improve the prevailing organizational climate and bring about a highly committed work team.

3.3 Statement of Research Problem

The root cause for any personnel management problems can be traced to organizational climate factors. University Librarians are therefore expected to study the existing climate and identify appropriate climate factors which will help them to manage their staff and run the library effectively. Besides, it will help to assess the strength and weakness of employees, their performance and the productivity of organization. So the researcher has tried to find out the existing climate and its influence on employees’ satisfaction and commitment levels in the University Libraries of Kerala. Hence the statement of present study is entitled as “Impact of Organizational Climate on Library Professionals' Commitment towards development of University Libraries in Kerala”
3.3.1 Operational definition of Key terms

i. **Impact**: *(The Oxford English Dictionary, 1989)* defines impact as “the effective action of one thing or person upon another”; “the effect of such an action; influence; impression”.*(The new Lexicon Webster’s dictionary of the English language, 1989)* defines it as “impression made by a person, thing or idea”.

ii. **Organizational climate**: *(Payne, 1971)* defines organizational climate as “a moral concept, reflecting the content and strength of the prevalent values, norms, attitudes, behaviour and feelings of the members of a social system which can be operationally measured through the perception of system members or observational and other objective means”.

iii. **Commitment**: *(Neale, 1996)* defines “commitment is an attitude reflecting an employee's loyalty to the organization, and an on-going process through which organization members express their concern for the organization and its continued success and well being”.

iv. **Library professional** refers to all those individuals who acquired undergraduate or postgraduate qualification from a formal education programme of Library and information science.

v. **University Library**: *(Encyclopaedic dictionary of computer and library science, n.d.)* defines University Library as “a library or library system established, administered, and funded by a university, to meet the information, research, and curriculum needs of its students, faculty, and staff”. In the present study, University Library refers to the Central library, Departmental Libraries and Study centres under the University to which the library staff get transferred for fixed period
vi. Kerala

The southernmost State in India

3.4 Objectives of Study

The major objectives of the study are given below:

- To find out the respondents’ opinion on the existing organizational climate in the surveyed University Libraries.
- To find out the respondents’ opinion with the commitment level of library professionals in their work.
- To study the library professionals’ perception on infrastructure, IT facilities and information sources.
- To study the library professionals’ opinion about organizational climate factors.
- To find out the association between socio-demographic variables and respondents satisfaction on library profession.
- To present suitable suggestions based on the findings of the study.

3.5 Hypotheses

To test the above objectives, following hypotheses were formulated and tested with suitable statistical tools.

- H0: There is no significant difference among the respondents’ opinion with existing organizational climate in University Libraries
- H0: There is no significant difference between the respondents’ socio-demographic factors and commitment on their professional work
- H0: There is no significant difference between respondents’ gender and infrastructure facilities, IT facilities and Information sources
H0: There is no significant difference between the respondents’ gender and organizational climate factors.

H0: There is no association between respondents’ demographic variables and job satisfaction

3.6 Population of Study

There are 12 State Universities, one Central University and two deemed Universities in Kerala. Of these only a few have well developed University Libraries and the rest are in the initial stages of development. Hence only seven well established State University Libraries have been chosen for the study. These are listed below.

1. Kerala University Library, Thiruvananthapuram (1942)
2. C.H Mohammed Koya Library, Malappuram (1971)
3. Cochin University of Science and Technology Library, Kochi (1977)
5. Sree Sankaracharya University of Sanskrit Central Library, Kalady (1993)

These libraries follow a decentralized pattern with a Central library, Department Libraries attached to the Teaching Departments of Universities and Study Centre libraries. All library professionals are transferable among Central, Departmental Libraries and Study Centres as per norms.

The location of these seven University Libraries are shown in Figure 3.6: Map of Kerala showing location of Surveyed University Libraries.
Figure 3.6 Map of Kerala showing location of Surveyed University Libraries
3.6.1 Response rate

The total population of the study was 323 and limited to permanent library professionals. The total library professionals’ strength in these seven University Libraries was 369. The researcher could distribute questionnaires to 323 professionals only since the rest of the posts were lying vacant. The population consisted of Deputy Librarians to the Library Assistants. The data collection was done during October to December, 2015. The response rate is shown in table 3.6.1.

<table>
<thead>
<tr>
<th>Name of University</th>
<th>Questionnaires distributed</th>
<th>Questionnaires returned</th>
<th>Response rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerala University Library</td>
<td>98</td>
<td>93</td>
<td>94.9%</td>
</tr>
<tr>
<td>C.H Mohammed Koya Library</td>
<td>56</td>
<td>45</td>
<td>80.3%</td>
</tr>
<tr>
<td>Cochin University of Science and Technology Library</td>
<td>48</td>
<td>43</td>
<td>89.6%</td>
</tr>
<tr>
<td>Mahatma Gandhi University Library</td>
<td>62</td>
<td>59</td>
<td>95%</td>
</tr>
<tr>
<td>Sree Sankaracharya University of Sanskrit Central Library</td>
<td>17</td>
<td>17</td>
<td>100%</td>
</tr>
<tr>
<td>Kerala Agricultural University Library and Information System</td>
<td>16</td>
<td>14</td>
<td>87.5%</td>
</tr>
<tr>
<td>Kannur University Central Library</td>
<td>26</td>
<td>24</td>
<td>92.3%</td>
</tr>
</tbody>
</table>

Table 3.6.1 gives the response rate of the library professionals in the seven universities. The Questionnaires were distributed to 323 Library Professionals. Two
hundred and ninety five (87.5%) professionals responded to the survey. From Kerala University Library (KUL) 94.9% responded, C.H Mohammed Koya Library (CHMKL) (80.3%), Cochin University of science and Technology Library (CUSATL) (89.6%), Mahatma Gandhi University Library (95%), all the professionals responded from Sree Sankaracharya University of Sanskrit Library, while in Kerala Agricultural University Library and Information System and Kannur University Central Library the response rate was 87.5% and 92.3% respectively.

3.7 Tools adopted for data collection

Two sets of structured questionnaires were prepared, one for the University Librarian and the other for library professionals. The questionnaire to University Librarian was intended to collect data about facts related to each University Library such as general information, details regarding physical environment, telecommunication and networking facilities, status of digitization, staff strength etc. The questionnaire for library professionals consisted of six parts. Part I Socio demographic information, Part II, III and IV included questions to assess the satisfaction level of professionals regarding Physical & Infra Structure facilities, IT facilities and Information sources in the libraries. Part V consisted of statements given on Likert’s scale (Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree) regarding various factors of organizational climate. Part VI consisted of open ended questions for getting suggestions from library professionals.

3.8 Data Analysis Techniques

The collected data were classified and processed using Microsoft excel, analysed and tabulated. The analysis was done using Statistical Package for Social
Sciences (SPSS). It is a statistical package that is originally designed for handling data generated in the process of Social science studies. The opinion of employees regarding organizational climate factors were analysed using percentage analysis, T test, ANOVA and Chi-square tests. T-test is used to verify whether there is any significant difference in the gender with organizational climate factors. ANOVA is an inferential statistical test used to find out whether the differences among three or more sample means are statistically significant. Chi-square test shows the association between two variables using nominal or ordinal data. It shows the direction and magnitude of relationship. It is used for testing hypothesis.

3.9 Limitations of Study

The following are the major limitations experienced while collecting and interpreting data for the present study

i. The study is confined to State University Libraries in Kerala.

ii. Central Universities and Deemed Universities are not included in the study

iii. Only seven well established University Libraries have been taken for study.

   Newly formed Universities have not been included in the study since their Libraries are in the initial stages of development and have only minimum staff strength.

iv. Though the total staff strength is 369 in these University Libraries, the researcher could distribute only 323 questionnaires since the rest of the posts are lying vacant.

3.10 Chapters of the study

The study report is presented in five chapters.
Chapter 1

Introduction: the introductory chapter deals with preamble of the study, concept of organizational climate (OC), need for a sound OC, University Libraries in Kerala a profile, OC of University Libraries, OC factors, impact of OC and conclusion.

Chapter 2

Review of related literature: deals with review of related literature. The researcher has traced out the studies conducted on organizational climate and commitment and other organizational climate factors. The reviews are arranged chronologically under the different climatic factors. The knowledge gap is also identified.

Chapter 3

Methodology of the study: deals with research method, need for study, statement of research problem, objective of the study, hypotheses, population, tools adopted for data collection, data analysis techniques and limitation of the study.

Chapter 4

Data Analysis and Interpretation: Collected data were systematically processed, classified, analysed and tabulated. The analysis was done using Statistical Package for Social Sciences (SPSS). The data were analysed using percentage analysis, T test, ANOVA and Chi-square tests. The analysis results were presented in tables, interpretations and figures. Pie diagrams and various forms of Bar diagrams were also used to interpret data. The framed hypotheses have been tested in this chapter.
Chapter 5

**Findings, Suggestions and Conclusion:** from the analysis findings have been made, and based on these findings, the strengths and weakness have been identified and some suggestions put forth for effective development of University Libraries. The chapter ends with conclusion.

**REFERENCES**


