CHAPTER – 3

RESEARCH METHODOLOGY

Before deciding which paradigm to use, it is necessary to first critique the chosen paradigm in order to justify its appropriateness. The research is done in corporate bodies, financial institutions, hospitality sectors, banks, firms, hospitals and educational institutions. The researcher will study the effects of harassment and bullying at workplace and as to what can be done to prevent it. The researcher has adopted the survey research design.

The research methodology consists of:-

REVIEW OF LITERATURE: A systematic literature search and realist review is done to understand the basic concept of harassment and bullying at workplace. This implies that the procedures adopted to undertake an investigation follows certain logical sequence.

SAMPLE METHOD: Random sampling method is used so that every item in the population defined in the research has an equal chance of being selected.

SAMPLE SIZE: The study population is from various workplaces such as; Multinational Companies, Proprietorship Firms, Banks, Educational Institutions, Hospitality sectors, Government offices and Financial Institutions. To study the exact nature of workplace harassment and bullying and its consequences, questionnaires were administered in a field survey. Total 1000 questionnaires are distributed. The targeted population consists of junior, middle as well as higher level employees of private, public and Government sectors.

SOURCES OF DATA: The researcher has used primary as well as secondary sources of data. The study is consistent with:-

- Quantitative & Qualitative paradigm: Both the quantitative and qualitative paradigms offer a tool for understanding the words and the phenomena which
exist in it. The researcher has tried to highlight the dimension of workplace harassment and bullying through the quantitative analysis of work environment factors, like perceptions of organizational politics, work overload and internal competition and the qualitative analysis of accounts of respondents to a questionnaire. The research will be explorative in nature, where the phenomenon of the prevention of harassment and bullying at workplace is studied.

- Case Studies: The researcher has taken secondary source of literature such as case studies to apply and analyze the factors being responsible for workplace harassment and bullying. Apart from this internet, newspapers, textbooks, internet etc. have also been used.

PILOT SURVEY: The researcher has first conducted a pilot survey, i.e. a survey on a small scale. This helped the researcher in determining the range of possible answers.

MAIN SURVEY: A data base was thus generated on the basis of the questionnaires and direct interviews.

AREA OF RESEARCH WORK: The area covered is western Mumbai only i.e. between Worli to Kandivali, comprising of approximately 5000 Corporate/Registered offices and approx. 1/3rd of the Corporate/Registered offices were surveyed due to time and budget constraints.

ACTORS: The researcher will interact with employees from various offices/establishments to understand the phenomenon.

SAMPLE SIZE: The sample size will be 978 respondents, as out of 1000 questionnaires only 978 employees responded.

DATA ANALYSIS: Along with the data collection, the analysis of the data happened simultaneously. The various steps included collection of data through questionnaires and direct interviews and then sorting out the information into various categories so as to get the final consolidated report. The process of analyzing the data was based on
computation of various percentages, coefficients etc., by applying various well defined statistical formulae and interpretation of data.

The study is a cross sectional survey design, in which the employees will be approached only once, at a single point of time. This will help in investigating the prevalence of workplace harassment and bullying i.e. the negative acts and associated occupational health outcomes.

Various Laws, Guidelines, Notifications etc as embodied in/through our Constitution are taken as the basis of this study. A critical analysis of the legislative measures is undertaken, which means that the process of investigation is free from any drawbacks and the process so adopted and the procedures so used are able to withstand critical scrutiny.

TOOLS OF ANALYSIS: The data will be presented with the help of pie-charts, bar graph, flow charts etc.