Problems and Methods:

In the previous chapter, the concept of role conflict, role ambiguity, job performance and adjustment were explained in detail. The present chapter is aimed to give a brief statement of the problem followed by the Hypothesis, experimental design and the technical details of the tools utilized in this investigation, selection of the sample, its size and characteristics have also been discussed in this chapter.

Statement of the Problems:

A significant production of human life is spent at work and his experiences during working days can influence his feelings, motions and other activities. Employees' role conflict and role ambiguity influence his performance and adjustment. However, this relationship is not directional; rather, it is reciprocal and this reciprocity is a very complex affair. Industrial organisms are the main endeavour of modern society. Previous researches have yielded inconsistent results on the
relationship of attitudinal and personality variables i.e. role conflict and role ambiguity with job performance and adjustment of Bank officers.

Attempts to interpret these variations led to theorelicul statement which postulate the influence of number of addisional variables on the relationship between role conflict, role ambiguity and performance & adjustment. Among these are motivations, expectations, aspirations, alienation attitudes, egostrength, inventives, morale, rewards, wages, promotional opportunities, drive, role conflicts, role ambiguity and need patterns through which various modes of behaviour are possible in work situations. Attempts made by industrial psychologist to predict and are explain the differences in the levels of performance and adjustment of bank officers on identical are similar task have been best on same what two difference assumptions the first of these emphasises that the role conflict and role ambiguity of a person is to be understood in terms of his abilities and there relevance to the task to be performed the second is they the role conflict and the role ambiguity of the person is to be understood interms of his adjustment in the work situation.
Investigators carried out by researches have firmly
stablised that productiviti is infuanced by several factors such
as a role conflict, role ambiguity adjustment, ability, motivation,
supervision, considertion, perticipation, wages and morale;
Mace (1935), Vateles (1953), Maier, (1955), Fleishman (1958),
Feldman (1937). Davis (1962), Wichnces (1942), Kaufman
(1962), Stogdill (1963), Seashore (1954), Khan, Wolfe, Quinn,
Shock and Rosentnal (1964), House and Rizzo (1972),
Pestonjee, Singh and Singh (1979).

Early resear
ches assumed that emplyoes who had
more role conflict and ambiguity would be less motivatied and
thus less performence and adjustment were found. However
this assumpition revise by Pandey (1986) they suggest that
performance and adjustment are closely posivitly related to of
assumption was furture likly to be supported by many others;
Cherrington, Reitz and Scott, (1971), Greene, (1973), Locke
(1970), Koppelman (1975), Siegel and Bowen (1971). However
a number of studies are not consistint with this assumption and
doubt has been created on this thinking. The latest trend
genrated by a number of stiudes delling with the effect of these
variables suggest that one should not bother as to with is the
cause and which is the effect, it is sufficient to know that there is an association between role conflict, role ambiguity and performance-roleconfict-role ambiguity relationships are correlational in nature and they can help only to find the association between variables under studied. As to the relationship between performance and role conflict and role ambiguity and adjustment and role conflict and ambiguity, some studies have been carried out by Weissenberg and Gruenfeld (1968) that role conflict is role conflict is related to job performance. Rabinowitz and Hall (1977) have indicated that: a) role conflict and role role ambiguity are related to three classes are working variables. Personal characteristic, sitwalnal characterstics and workout comes, b) role conflict and ambiguity are fairly stable, c) role conflict and role ambiguity appears to be both a cause an effect of job behaviour; Sharma and Kapoor (1978) have investigated that high job level, higher salary and longer length of service to high job invalment educational qualification is negatively related to the job invalment and workers with ruler and arben background do not differ in job invalement.
Most of the above mentioned studies have explored either single, two or three variables together. No situation has been undertaken till today in which all the above maintained factors have been studied together. Hence this study has been planned to find out the effects of role conflict, role ambiguity on performance and adjustment of bank officers. We have tried to find out the relationships of these variables with job performance as well as adjustment. Role conflict and role ambiguity variables are related among themselves.

Hypothesis:

The following specific hypothesis have been formulated for the present investigation on the basis of above discussion in this study we have mainly formulated following four hypothesis:

1. There is no significant difference between role conflict and performance.
2. There is no significant difference between role ambiguity and adjustment.
3. There is no significant difference between role ambiguity and performance.
4. There is no significant difference between role
ambiguity and adjustment.

Design and Methodology:

The present investigation has been undertaken with the view to investigate the relationship of role conflict & role ambiguity with performance and adjustment of bank officers. The performance and adjustment have been treated as dependent variables and role conflict and role ambiguity are the independent variables. All the independent variables have been classified into two groups i.e., high and low on the basis of their median scores and their corresponding job performance scores were assessed. Thus, we have adapted 2x2x2 factorial design in this investigation for the analysis.

Sample:

This study was conducted on 300 bank officers of State Bank, Central Bank, Union Bank and Gramin Bank as their availability.

The following four psychometric devices have been used for measuring above mentioned variable:

1. Role Conflict Scale
2. Role Ambiguity Scale
3. Performance Scale
4. Adjustment Projective-Inventory

Role conflict of bank officers was measured with the help of role conflict scale. It was developed to as certain the level of role conflict of Bank officer. This scale was developed and standardized by Pandey (1986). This test consists 37 items both direction positive and negative. 5 type response criteria was use in this scale test retest and split-help reliabily were found and .80 and .79 respectively criterion validity were determine for this scale and it was found satisfactory .77.

Role ambigutiy Scale :

In this study, role ambiguity was measured with the help of role ambiguity scale. This scale was develop and standerized by Pandey (1986) in Hindi Version on the basis of Rizzo and House, house scale which was in english version. This test also consist both response criterian positive and negative and negative.

There are 35 items in this scale five points response catagory was use in this scale test retest and split of
reliability were also determine and it was found .85 and .77 respectively. Critarian validity were also determine and it was found .79 which is satisfactory.

Performance Scale:

Performance of Bank officers were measured with the help of rating scale which was originally develop by Pestonzee (1973) in English version.

This rating scale was constructed and revised by Pandey (1990) in Hindi version on the basis of pestonzee scale. There are forty items in this scale with 5 alternative namley very poor, poor, normal, good and very good.

The performance mean the performance during the month in with the employee was observe the supervisor are a uthorths of Bank officer rated there sub-ordinate on the .5 scale, self rating procers was also be used.

Projective - Inventory:

Adjustment projective inventory (Pandey, 1986) was used in the investigation. This adjustment projective-inventory was constructed by Pandey (1986) in three stages by a newly developed projective-inventory (P-1) approach; Puhan (1982) to personality assessement which
clamis to combin the best of projective and self report techniques are less effected by social desirability factor; Puhan & Roy (1985), Puhan & Dass, (1985), Pandey (1986).

In the first stage, following the for make of P-1 approach eight stories, with 257 related statment (items) were written to measure health, home, social and emotional adjustment with a purpose to develop a composite test battery for the trait of adjustment.

There stories and statment along with a criterion measure (i.e. Vyaktiva-Parakh Prashhawalia, V.P.P. Sexena, 1962) were then administered to 200 post graduate students of Gorakhpur University in two consecutive sessions.

The statement with bi-serial correlation bis of .15 or more with the corresponding criterian acrosss were retained for the final adjustment projective inventory (Adp-1)

Sample :

The above psychological test were adminstered on a total of 300 bank officeres as their avaliability at the mentioned Bank to measure role conflict, role ambiguity,
performance and their adjustment. The details are given is below next paragraphs.

Before starting the study, first of all. It was decided that how many bank officer are available an which branch and which bank from their residential offices. After obtaining the information about number of officers and places. It was found that of Union bank, State Bank, Gramin Bank of Ballia District. Investigator went to all branches and contact the head of concerning branch and told the purpose of the study in detail. After getting the permission of head of concerning branches, investigation were started. First of all, Role conflict, Role ambiguity and adjustment projective inventory were given to all the available officers. Instructions which were printed on each tests were also outline and explain the concerning officers. After completing the test, A tests were also returned from him and thanks were given after getting the tests from Bank officer, performance scale were given to head of branch of evaluate the performance of their subordinates (officer). After completing the performance scale by the head of Branch, also taken and thanks are also given to the heads for their nice help. This study’s data collection was completed.