CHAPTER III

METHODOLOGY

In every scientific research, methodology plays a leading role. Edward (1971) believed that "in research we do not haphazardly make observation of any or all kinds but rather our attention is directed towards those observation that we believe to be relevant to the question we have previously formulated. Hence, the objective of research, as recognized by all sciences, is to use observation as a basis for answering questions of interest", which is contingent upon research methodology. Therefore, scientific precision and reliability of results in any study largely depends upon the efficacy and suitability of the strategy adopted for investigation.

In carrying out any research, it is necessary to carefully adopt appropriate research design, selecting standardized tools, choosing appropriate sample through appropriate sampling technique, undertaking sound procedures for collecting data, tabulating them and analyzing the data by running suitable statistics.
The present endeavour is aimed at studying work satisfaction and absenteeism in relation to perceived fairness, work culture and locus of control. Therefore, following steps are undertaken.

SAMPLE

It has always been quite a difficult task for any researcher to cover the whole population for the purpose of study, hence sample from a given population is used. Thus, a sample is a small portion of a specific population or universe as representative of that particular population or universe. For selecting appropriate sample, random sampling technique is adopted in conducting present investigation. In this sampling technique every individual has equal probability of being selected. It is an appropriate sampling technique that is warranted to be adopted in the very context of present research problem.

The clerical staff of banks were chosen as sample of the study. Sample was randomly drawn from the various Nationalised Banks of District Aligarh (U.P) and Ratlam (M.P). From the above banks three hundred clerks were selected and questionnaires were distributed to them. Out of N=300, two hundred forty five questionnaires were
received back and scanning alongwith tabulation was done thereafter.

**TOOLS USED**

To measure and understand human behaviour, psychological tests are developed and used. Behaviour could be measured through either projective technique or questionnaire or survey or interview method and / or appropriate combination of these. Questionnaires since long have been the most favoured and convenient tool in psychological researches. Since human being is a composite of numerous behaviour, so for testing each behavioural aspect an independent psychological tool is used. Moreover, developing a questionnaire or any other psychological tool, is a painstaking process as standardization of a psychological test must conform it’s various aspects like reliability, validity which determine the efficiency and proficiency of a psychological test.

**WORK-SATISFACTION SCALE**

To measure employee’s work-satisfaction, Porter’s (1961) Need Satisfaction scale was used. This scale consisted of fifteen items based on five dimensions, viz. Security needs, Social needs, Esteem needs, Need for
Autonomy, and Self-Actualisation need. The scale has a 5-point response category ranging from "strongly agree" (i.e. 5) to "strongly disagree" (i.e. 1). It is a widely accepted and commonly used scale, which is reported to be highly standardized as its reliability and validity are significantly quite high.

**ABSENTEEISM**

In order to measure employees’ absenteeism rate, ‘Absenteeism questionnaire’ has been developed by the researcher. This questionnaire consists of 3 items. The items measure employees’ absenteeism rate. In this Likert type scale, responses were measured from Highly Disagreement ‘1’ to highly Agreement ‘5’.

**PERCEIVED FAIRNESS SCALE**

In order to check employees’ perceived fairness, Perceived Fairness Scale has been developed by researcher. This questionnaire consists of 20 items based on 7 dimensions viz. Training, organizational objectivity, promotion, employees participation, reward and incentive system, task/work responsibility and superior subordinate relations.

The items measure employees’ perception about fairness in the policies of management. In this Likert
type scale, responses were measured from Highly Disagreement '1' to Highly Agreement '5'. Higher the score, more the employees' perception about the fairness in the organization.

**WORK-CULTURE SCALE**

To measure the effects of work-culture, Organization Culture Scale was developed and used by Dr. Nasheed Imtiaz (1999). The scale is based on twelve dimensions namely: fairness, mutual trust, openness, organizational climate, synergy, organizational environment, autonomy, work values, organizational belongingness, confrontation, pro-action and organizational loyalty. The scale was reported to be highly standardized as its reliability and validity is significantly quite high as reliability coefficient is $r=.89$ which conforms high reliability and validity coefficient is $r=.76$ which also indicates that the test is highly valid.

**INTERNAL-EXTERNAL CONTROL SCALE (I-E SCALE)**

Hindi version of I.E. scale, developed by Rotter (1960) was employed to determine internally oriented and externally oriented subjects. This scale has 29 items, forced choice test including six filler items intended to make somewhat more ambiguous the purpose of the test.
A careful reading of the items makes it clear that the items deal exclusively with the subject's belief about the nature of the world, i.e. they are concerned with the subject's expectations about how reinforcement is controlled. Consequently, the test is considered to be a measure of a generalized expectancy.

The I.E. scale was administered with the following instructions:

"This is a questionnaire to find out the way in which certain important events in our society affect different people. Each item consists of a pair of alternatives letter 'a' or 'b'. "Please select the one statement of each pair which you believe more strongly to be the case as far as you are concerned. Be sure to select the one you actually believe to be more true rather than the one you think you should choose or the one you would like to be true". This is a measure of personal belief, obviously there are no right or wrong answers.

"Your answer to the items on this inventory are to be recorded on the same answersheet within the given brackets". The respondents were requested to go through the given statements thoroughly and to find the most
appropriate answer to that statement without wasting much time. In some instances "you may discover that you believe both the statements or neither of them. In such cases, be sure to select the one you more strongly believe to be the case as far as you are concerned". The score is the total number of external choice made by the respondents.

**BIOGRAPHICAL INFORMATION BLANK**

Apart from the above questionnaire Biographical Information Blank (BIB) was also prepared by the researcher to record various demographic information of the respondents such as age, religion, sex, qualification, rural / urban, State and city, work experience in present organization, work experience in the present position, total work experience, number of promotions earned, designation, marital status, number of dependants, family type and health condition which help a lot in drawing inference from the findings.

**STATISTICAL ANALYSIS**

Once the data is collected the researcher summarises and analyses the data so that results could be interpreted and communicated in a comprehensive manner. Statistical methods are instrumental in the above
purpose. Selection of appropriate statistics is a very important objective for the study, which helps in fulfilling the objectives and drawing precise and accurate inferences. Hence, the statistical treatment to the data obtained is inevitably necessary to be sure about the reliability and the patterns of results as well.

In the present investigation, the researcher has analysed the data through "Stepwise Multiple Regression Analysis" (SMRA). In step-wise multiple regression, the investigator adds the individual contributors of each explanatory variable into the prediction equation one by one on the basis of correlation. The process of developing a subset of IVs which are useful in predicting DV and to eliminate those IVs that do not provide additional prediction given to this basic set. This process continues until no more useful informations are gleaned from further addition of variables. In the present analysis, F-value of ANOVA for regression predicted overall influence of all independent variables on the dependent variables whereas, significant predictions were confirmed by significant t-values.