Chapter 03
METHODOLOGY

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3.0 Introduction:

In present chapter, research methodology related concepts and their brief description has been written. The variables used in present investigation and their operational definitions are given for better understanding. The hypothesis framed in the light of review of literature is written. The nature, type and method of sample collection are discussed in detailed. The type of primary and secondary data and its orientation is given. The brief description of pilot study is also given. The researcher has mentioned the statistical techniques used for the analysis of the data.

3.1 Statement of Problem:

The present research emphasizes the impact of training on NSS Programme Officers who are trained at Empanelled Training Institute, Ahmednagar. How training brings about changes in their values, attitudes and lead to their effective functioning as they manage NSS programme involving themselves with the student volunteers and community people are the areas of concern for the researcher.

3.2 Review of Literature:

The researcher has gone through the relevant literature on NSS programme, the NSS Manual, the earlier work done by the researchers on NSS related topics for their thesis, the reports of State Government, the annual reports of the universities about their NSS activities, the training literature of the Empanelled Training Institutes, annual reports and other experts who have written about training related aspects from value and attitude change as well as effectiveness of training point of view.

3.3 Objectives of the Study:

The following are the objectives of the research:

1. To study the level of values among NSS POs before attending the training at NSS-ETI.
2. To study the overall impression of the trainee NSS POs about training at NSS-ETI.

3. To study the change in values among NSS POs after attending the training at NSS-ETI.

4. To study the perceived effectiveness of activities after training at NSS-ETI.

5. To study the impact of re-orientation in attitude and values of Teachers to take up new roles and responsibilities.

6. To study the skills acquired for working with individuals groups and community.

7. To study the areas of training provided for planning, organization, supervision, survey, evaluation, administration, communication and resource building or capacity building for NSS.

3.4 Hypotheses:

The researcher has basically framed this research by formulation of following hypotheses:

1. Overall values of NSS Programme Officers before attending training at NSS-ETI will be similar to the matched normals.

2. The value system of the NSS Programme Officers change significantly after attending a training programme at NSS-ETI.

3. The perceived effectiveness of NSS Programme Officers changes significantly after attending the training at NSS-ETI.

4. Training brings about reorientation in attitude and values of teachers and prepares them for new roles and responsibilities.

5. Training provides them with skill of working with individuals, groups and community.

6. Training equips participants with improvement in planning, perception on new task, receiving positive feedback and enhancing energy level.

The basis of Hypotheses formation:

1. The very objectives, purpose, contents and vastness of the programme at the National level formed the basis framing of hypotheses.
2. The trainers at ETI, interaction with the resource persons at ETI and personal experience of the researcher formed the basis.
3. The NSS Manual and studies or research conducted by the research scholars on NSS activities also helped in framing the hypotheses for the present research.

3.5 Ethical Concerns in research:
The researcher has followed the ethics in Social Work Research as particularly listed and defined by the National Association of Social workers (NASW), 1999. The data has been appropriately collected with the consent of the respondents who were given introduction of researcher with the questionnaires and they were free to respond to or reject the questionnaire. The researcher maintained the confidentiality of the data collected. The research is in no way going to harm the respondents and all those who have cooperated in sharing the required information. The research is not going to cause damage to the system of training given at the training centre and on the other hand it is going to add to improvement of the system and programme. Important suggestions which are constructive and progressive in nature have come from the respondent Programme Officers who are actually the mainstay of the NSS. The data has been presented truthfully.

3.6 Scope of the study:
The study focuses on three main areas;

a) The study covers NSS Programme Officers appointed in their respective colleges in Maharashtra and Goa who undergo training and orientation at Empanelled Training Institute located in Ahmednagar College, Ahmednagar.

b) The study focuses on the measurement of effectiveness of training on aspects like values, attitudes and programme implementation.

c) The study also focuses on effectiveness of content and training methodology followed at ETI, Ahmednagar.

Beside these the study also focuses on other aspects like:
a) The demographic background of the Programme Officers (respondents) including their age, gender and experience as lectures in their respective colleges or institutes.

b) The faculty to which the respondents belong.

c) The earlier experience and training background of the respondents before reporting for training or orientation at ETI.

d) The perception of the respondents about the utility of training.

e) The modules of the orientation programme and methodology of training.

f) Achievers of NSS and other expert’s perception about NSS and Orientation at ETI.

3.7 Significance of the Study;

The main purpose of NSS activity is to develop youth and cater for the development of capacities of youth in National building. Presently about 3.5 million students have registered as NSS volunteers throughout the country. They are helped and mentored by the trained programme officers in their respective units. Thus their orientation and deliverance becomes valuable in developing youth force. The intention of this research is to understand significance of training programme with respect to the effectiveness of trained NSS programme officers. As the NSS Programme Officers have to deal with student volunteers and people in the community set up, the knowledge and methods of Social Work intervention become significant to be effective. This is reflected by the fact that right since inception of NSS, the Institutes or Schools of Social Work were chosen as Training and Orientation Centres which are now known as Empanelled Training Institutes all over the country.

3.8 Research question:
The researcher has question in mind “whether training and orientation of NSS Programme Officers leads to change in their values, attitudes and effectiveness in programme implementation”.

3.9 Variables used in Present Study:

3.9.1. Values,

3.9.2. Perceived Effectiveness,

3.9.3. NSS Training

3.10 Operational Definition of Variables

3.10.1. Values: Value is an underlying motivation for most of the behaviour of the individuals includes human dignity, equity, democratic pluralism, people's participation, self reliance, honesty, integrity in public and personal life. It makes behaviour selective. These values are reflected in NSS motto, 'NOT ME BUT YOU'.

3.10.2. Perceived effectiveness: Perceived effectiveness refers to own understanding and belief of the person that he/she can work effectively in personal, organizational and social life.

3.10.3. NSS Training:

NSS Programme Officer are supposed to undergo training and orientation at the designated Training and Orientation Centre now known as Empanelled Training Institutes in the country as per the directive of the Ministry of Youth Affairs and Sports, New Delhi and according to NSS Manual. It’s mandatory for the programme officers to undergo this training duration of which is now seven days. The Regional NSS Centre and the State Liaison Officer (SLO) are responsible to send programme officers for training. They inform the respective university NSS coordinators to keep contact with college principals and senior programme officers to select and depute new programme officers for the training.
3.11 Methodology:

The researcher has used the following methodology to complete this research:

3.11.1 Research Design

The researcher has followed the Experimental Research Design for the present study. Those programme officers of NSS who had undergone the training at ETI, Ahmednagar have been considered as respondents. The changes experienced by them because of training have been studied.

The research design includes pre test and post test comparison between programme officers.

3.11.2 Selection of Study region:

The NSS programme officers from Maharashtra and Goa who undergo training at ETI Ahmednagar as assigned centre of training sponsored by the Ministry of Youth Affairs and Sports (MOYAS), Government of India, have been chosen as respondents. The study is thus confined to:

i. The region of Maharashtra and Goa.

ii. Their perception about impact of training and orientation on Performance of POs

iii. Their perception about impact of training and orientation on Effectiveness of POs etc.

3.11.3 Sampling:

Purposive sampling method was used for the present investigation. The data was collected into two pockets and two phases. Two pockets concerned are, first the programme officers from different colleges and institutes of Maharashtra and Goa, who came to NSS-ETI to attend NSS orientation course were considered as respondents. The respondents who were related to the NSS activity were considered in experimental group and second, demographically identical individuals were
considered from control group. However, fresher PO participants of orientation course were considered in first phase and participants, who had completed at least two years after the NSS orientation at Empanelled Training Institute, were considered in the second phase. The number of respondents and their tabular representation is given below the table.

<table>
<thead>
<tr>
<th>Particular</th>
<th>Before attending Training</th>
<th>Training</th>
<th>02 years after attending Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trained NSS PO</td>
<td>125</td>
<td>Given a Training as given in Appendix-</td>
<td>125</td>
</tr>
<tr>
<td>Matched Normals</td>
<td>125</td>
<td>No Training</td>
<td>--</td>
</tr>
</tbody>
</table>

*The number of respondents will be taken 25 percent of the total respondents attended training at NSS-ETI in academic year*

As about 500 NSS Programme Officers undergo training and orientation at ETI, Ahmednagar every year, a sample of 25 percent was decided for the present research.

**Universe** of the study is the number of programme officers trained per year (500) at ETI, Ahmednagar who belong to the senior and junior college units of NSS in Maharashtra and Goa States.

3.12 **Sources of Data Collection;**

Two types of data have been collected in present investigation: primary data and secondary data.

**Primary data** has been collected through use of questionnaire and face to face interaction. Two questionnaires, one asking demographic information and second standardized value questionnaire developed by Verma and Sherry were used.

**Secondary data** has been collected from the books, magazines, manuals and pamphlets time to time published by Ministry of Youth Affairs, GoI; Maharashtra
State and University authorities. Also the research articles, research projects and theses were referred.

3.13. Tools of Data Collection:

The researcher has used questionnaires as main tool to collect data from the respondents in the following way:

3.13.1. Self Developed Questionnaire: This questionnaire has two sections: demographic information sheet and questions related to the present investigation. The demographic information sheet includes ten numbers of items and most of the items are open ended. However, questions related to the present investigation include respondents’ perception about NSS activity, perception to see themselves, and self reported expressions on their performance. This section includes twenty one numbers of items. The items are finalized after confirming its homogeneity with the research objectives.

3.13.2. Differential Values Questionnaire: The test is developed by Agrawal, measures i. Material Vs Non-material incentives, ii. Immediate Vs Delayed Gratification, iii. Present Vs Future Orientation and iv. Money Mindedness Vs Prestige. The test is developed to measure the values of learners. The test-retest reliability value of the test is 0.87 all together and for every item it is 0.66, 0.57, 0.80 and 0.70 respectively. The validity is significant to administer. For the purpose of administered this 28 items test, there is no time limit to solve. Raw scores were taken for final analysis purpose.

3.13.3. Interview of Eminent Personalities: Eminent personalities such as NSS Coordinators, State Liaison Officers, Regional Centre Head of NSS, National and State Level NSS Awardees and the trainers from NSS-ETI were interviewed and quoted from their addresses at prominent programmes. They were interviewed
personally by asking questions such as: Their perception about impact of training and orientation on skills of programme officers.

3.14. Pilot Study: A questionnaire for collecting demographic information was prepared and pre tested at the National Service Scheme, Training and Orientation Centre now known as Empanelled Training Institute, Ahmednagar. The Programme Officers reporting for the Orientation were given questionnaire on the day one before the beginning and also on the last day of training just after valedictory function. They were also given a Personal Value Questionnaire. After satisfactory changes in the questionnaire on demographic aspects, it was finalized.

3.15 Data Processing/analysis;
Simple statistical techniques such as tallies and frequencies were used to organized data in a systematic manner and to eliminate the effect of missing values. The mean and standard deviation is calculated to study the central tendency and dispersion of the values in data. Standard error, skewness and kurtosis were also calculated to study the normality of the data. After confirmation of normality parametric statistical techniques of analysis were used. For the comparison between two groups’ test of mean comparison was used where as ANOVA was used to study comparison between more than two groups.

3.16 Period of Data collection:
The data was collected between January 2013 to March 2014 from the new pre-training respondents with the help of questionnaires and those who had completed their training between 2010 and 2011 were also covered for impact assessment study. Whereas the secondary data was collected right from the date of admission to the course till March 2014.
3.17 Presentation of Report:

The report has been presented in the following manner:

Chapter – 01 - Introduction:

This chapter deals with aspects like general scenario of the post independence India and development, contribution of youth in nation building, about history of NSS, hierarchy of NSS from top to bottom i.e. from National level to State, Universities and college level units. It also discussed about the programme of NSS and nature and scope of NSS in nation building and ends with the summary.

Chapter – 02.- The Literature Review

The chapter refers to background literature about the NSS programme, earlier work done and also about the training impact on values and attitudes of programme officers or trainees.

Chapter – 03 - Methodology

This chapter mainly deals with the research methodology followed by researcher. It starts with the introduction, statement of problem, review of literature, objectives of study, working hypotheses, scope of study, significance of study, ethical concerns, research question, research design, sampling, sources of data, tools of data collection, pilot study, period of data collection, presentation of report, limitations of study and the summary.

Chapter – 04 - Training of Programme Officers

This chapter mainly deals with the profile of NSS Training. It covers aspects like introduction, training and orientation in NSS for programme officers, objectives of training courses, methods of training, modules of training, training change agent, NSS Programme Officers training and Institutes and colleges of Social Work as training centres (Empanelled Training Institutes), and summary of the chapter.
Chapter- 05.- Data Analysis and Interpretation of Data

This chapter contains data analysis and interpretation of data. It separately deals with demographic analysis of data and variable wise analysis of data.

Chapter -06 - Discussion

This chapter discussed in detail about each hypotheses and interpretation of research data.

Chapter -07 - Findings, Conclusions, Suggestions and Limitations

This chapter finally discusses about the hypotheses wise findings, conclusions, suggestions and limitations faced by the researcher.

Chapter-8 - This last chapter is references, bibliography, and appendix which is about the questionnaires.

3.18 Limitations in research

The researcher had to work with some limitations like time constraints at the time of data collection when the respondent programme officers were just new arrivals at the training centre and were found to be confused initially. Other limitation in practical data collection was that some questionnaires were not fully filled up. The researcher made up with the additional data collected. Some of the important functionaries and achievers of NSS were not easily available to the researcher. However researcher could overcome the difficulties with the cooperation from the various stakeholders.

3.19 Summary:

The chapter discussed about the methodology of the research conducted. It has discussed about the steps in research including aspects like variable used, operational definition of variables, hypothesis, sample, data, pilot study and statistical analysis.