

CHAPTER - III

METHODOLOGY

The methodology of research indicates the patterns of organizing procedure for gathering valid and reliable data for investigation.

PROBLEMS:

1. To study the effect of profession on emotional intelligence.
2. To study the effect of type of hospital (Government and Private) on emotional intelligence.
3. To study the effect of length of service on emotional intelligence.
4. To study the interaction effect between profession and type of hospital (Government and Private) on emotional intelligence.
5. To study the interaction effect between profession and length of service on emotional intelligence.
6. To study the interaction effect between type of hospital (Government and Private) and length of service on emotional intelligence.
7. To study the interaction effect among profession type of hospital (Government and Private) and length of service on emotional intelligence.
8. To study the effect of profession on job satisfaction.

9. To study the effect of type of hospital (Government and Private) on job satisfaction.
10. To study the effect of length of service on job satisfaction.
11. To study the interaction effect between profession and type of hospital (Government and Private) on job satisfaction.
12. To study the interaction effect between profession and length of service on job satisfaction.
13. To study the interaction effect between type of hospital (Government and Private) and length of service on job satisfaction.
14. To study the interaction effect among profession type of hospital (Government and Private) and length of service on job satisfaction.

HYPOTHESES:

The following hypotheses have been formed based on previous research findings and theoretical considerations:

1. There will be significant effect of profession on emotional intelligence.
2. There will be significant effect of type of hospital (Government and Private) on emotional intelligence.
3. There will be significant effect of length of service on emotional intelligence.

4. There will be significant interaction effect between profession and type of hospital (Government and Private) on emotional intelligence.
5. There will be significant interaction effect between profession and length of service on emotional intelligence.
6. There will be significant interaction effect between type of hospital (Government and Private) and length of service on emotional intelligence.
7. There will be significant interaction effect among profession, type of hospital (Government and Private) and length of service on emotional intelligence.
8. There will be significant effect of profession on job satisfaction.
9. There will be significant effect of type of hospital (Government and Private) on job satisfaction.
10. There will be significant effect of length of service on job satisfaction.
11. There will be significant interaction effect between profession and type of hospital (Government and Private) on job satisfaction.
12. There will be significant interaction effect between profession and length of service on job satisfaction.

13. There will be significant interaction effect between type of hospital (Government and Private) and length of service on job satisfaction.
14. There will be significant interaction effect among profession, type of hospital (Government and Private) and length of service on job satisfaction.

VARIABLES:

1. Independent Variables:

(A) Profession (A_1 = Doctors, A_2 = Nurses)

Profession: Occupation, practice or vocation requiring mastery of a complex set of knowledge and skills through formal education and or practical experience. Every organized profession for example medicine is governed by its respective professional body.

(B) Type of hospital (B_1 = Government, B_2 = Private)

Hospital: Hospital is defined as "an institution where sick or injured are given medical or surgical care".

(C) Length of Service (C_1 = 1-3 years, C_2 = 5-7 years, C_3 = Above 9 years)

Length of Service: The period, for which a person has been continuously employed in an organization, without breaks in the contract of employment, length of service may determine entitlement to employment right and fringe benefits.

2. Dependent Variables:

(a) Emotional Intelligence

(b) Job satisfaction

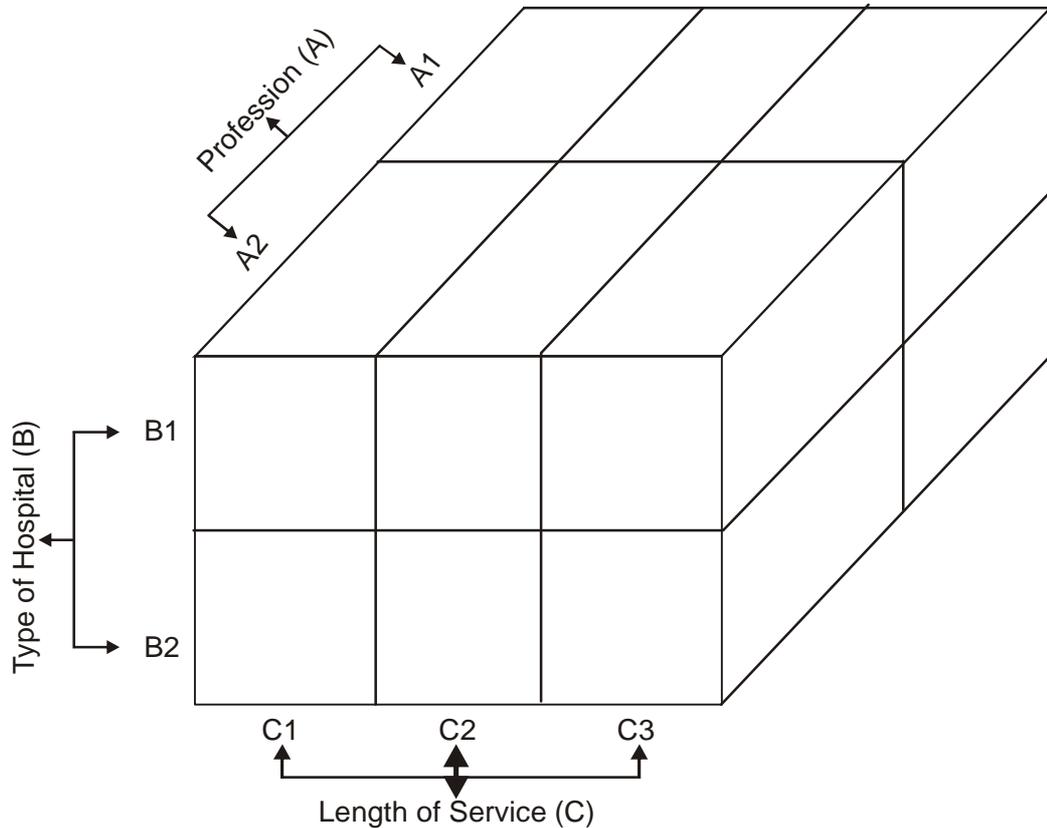
EXPERIMENTAL DESIGN:

Research design is a blueprint of research study. In the words of Kerlinger (1973) "Research design is the plan, structure, strategy of the investigation conceived, so as to obtain the answers of the research questions and to control variance." Thus, the research design provides the structure and strategy that controls the investigation and extracts dependable answers to the questions raised by the research hypothesis.

For this study, $2 \times 2 \times 3$ factorial design has been used to complete the research work. The first independent variable was profession, varied at two levels i.e. doctors and nurses. The second independent variable was type of hospital, varied at two levels i.e. government and private. The third independent variable was length of service, varied at three levels i.e. 1-3 years, 5-7 years and above 9 years.

A factorial design has been depicted in figure 3.1.

Fig.3.1: Schematic Representation of Independent Variables (2×2×3) in Factorial Design



A – Profession

A₁ – Doctor, A₂ – Nurses

B – Type of hospital

B₁ – Government, B₂ – Private

C – Length of Service

C₁ –1-3 years, C₂ –5-7 years, C₃ –Above 9 years

DESCRIPTION OF THE SAMPLE:

Sample is a small portion of the population selected for the research. Thus, sampling is the process by which a relatively small number of individuals, objects or events is selected and analysed in order to find out something about the entire population.

300 subjects were selected for the study. There were 150 doctors and 150 nurses. 75 doctors and 75 nurses were selected from government hospitals and 75 doctors and 75 nurses were selected from private hospitals. Further, in each group there were three categories according to their length of service i.e. 1-3 years, 5-7 years and above 9 years. Thus, there were 25 subjects in each category.

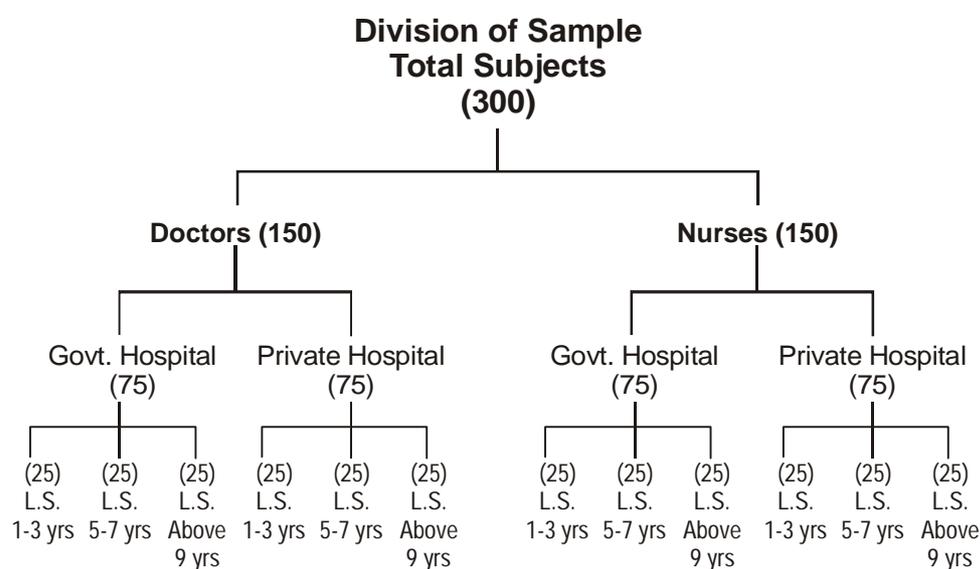


Figure 3.2: Distribution of subjects (N=300) according to Profession, Type of hospital and Length of Service

L.S. = Length of Service

SELECTION OF SUBJECTS:

The subjects were drawn at random from various hospitals such as 'L.L.R.M. Medical College, Meerut', 'P.L. Sharma District Hospital', 'Shivam Hospital', 'Bharat Hospital', 'Ajay Hospital', 'Sushila Jaswant Rai Specialty Hospital' and 'Heera Lal Hospital'.

MEASURING TOOLS:

For the purpose of investigation following tools have been used.

1. Emotional Intelligence Scale, Constructed by Anukool Hyde, Sanjyot Pethe and Upinder Dhar.
2. Job Satisfaction Scale, constructed by Dr. Amar Singh and Dr. T.R. Sharma.

Description of the Tools:

Emotional Intelligence Scale: This scale was constructed by Anukool Hyde, Sanjyot Pethe and Upinder Dhar. This scale can be used both for a group and individual assessment. It can be administered on members of all religions, culture and socio-economic status. It is self-administering and does not require the services of a highly trained tester. This scale can be used for research.

This scale consists of 34 items. Each item is to be related on five-point scale. This scale was administered on 200 executives and the scores obtained were subjected to factor analysis, and then ten relevant (important) factors were identified. The final form of the scale measures ten factors.

Table 3.1
Description of Factors of Emotional Intelligence scale

S. No.	Symbol	Factor of E.I.	Item	No. of Item	%age Variation	Total Factor Load
1.	A	Self-awareness	6,12,18,29	4	26.8	2.77
2.	B	Empathy	9,10,15,20,25	5	7.3	3.11
3.	C	Self-motivation	2,4,7,8,31,34	6	6.3	3.28
4.	D	Emotional Stability	14,19,26,28	4	6.0	2.51
5.	E	Managing Relations	1,5,11,17	4	5.3	2.38
6.	F	Integrity	16,27,32	3	4.6	1.88
7.	G	Self-development	30,33	2	4.1	1.38
8.	H	Value Orientation	21,22	2	4.4	1.29
9.	I	Commitment	23,24	2	3.6	1.39
10.	J	Altruistic Behaviour	3,13	2	3.0	1.30

These ten factors are self-awareness, empathy, self-motivation, emotional stability, managing relations, integrity, self-development, value orientation, commitment and altruistic behaviour.

Reliability: The reliability of the emotional intelligence scale was determined by calculating reliability coefficient on a sample of 200 subjects. The split-half reliability coefficient was found to be 0.88.

Validity: In order to find out the validity of the coefficient of reliability (Garett, 1981), the reliability index was calculated, which indicated high validity on account of being 0.93.

Scoring: Emotional Intelligence Scale consists of 34 items. It's a five-point scale and manual scoring is done conveniently. Each item was scored 5 for strongly agree, 4 for agree, 3 for neutral, 2 for disagree and 1 for strongly disagree.

Job Satisfaction Scale: This scale was constructed by Dr. Amar Singh and Dr. T.R. Sharma. In this scale, the level of Job satisfaction was measured in two type of areas – Job intrinsic (factors lying in the job) itself and job extrinsic (factors lying outside the job).

This scale consists of 30 statements. Each statement has five alternatives from which a respondent has to choose any one, which ever correctly expresses his response.

Table 3.2
Description of the Areas and their statements of
Job Satisfaction Scale

S. No.	Areas	Statements	Item	No. of Item
1.	Job intrinsic statements (factors inherent in the job)	(a) Job concrete statements, such as excursions, place of working conditions	6,11,13, 19,23 & 25	6
		(b) Job abstract statements, such as cooperation, democratic functioning etc.	8,15,16,17, 20,21,27	7
2.	Job-extrinsic statement (factor residing outside the job)	(a) Psycho-social, such as intelligence, social circle.	1,3,4,7,10, 12,26,30	8
		(b) Economic such as salary, allowances	2,5,9,18	4
		(c) Community/national growth, such as quality of life, national economy	14,22,24, 28,29	5

This scale was personally administered to each of the 320 professionals consisting of an equal number of doctors, advocates and college teachers selected as per stratified random technique from all over the state of Punjab.

Reliability: The reliability of the job-satisfaction scale was determined by test-retest method and was found to be 0.978 with N=52 and a gap of 25 days.

Validity: The scale compares favourably with Muthayya job satisfaction questionnaire giving a validity coefficient of .743. The coefficient of correlation was .812 (N=52).

Scoring: The scale had both positive and negative statements. Two different patterns of scoring had to be adopted for two types of items. The following table provides guideline to score the responses of the subjects.

Table 3.3
Scoring table of Job Satisfaction Scale

Item	Item Number	Scoring
Positive	1,2,3,5,6,7,8,9,10,11,12,14,15,16,17,18,19,22, 23,24,25,26,29,30	4 to 0
Negative	4,13,20,21,27,28,	0 to 4

PROCEDURE:

For the purpose of collection of data good rapport was established with the subjects. After creating healthy and good rapport, the emotional intelligence scale was distributed to the subjects. Half an hour later job satisfaction scale was distributed to all the subjects. All instructions, which were given on the scale, were made clear to the subjects and enough time was given for filling the scales. When it had been assured that subjects have completed both the scales, they were collected from them and thanks were paid to them.

After administering these two tests, the next step was to score the items. So the scoring procedure was adopted according to the procedure described in the earlier part of the present chapter. Each item of the scale was scored and checked by the researcher.