CHAPTER 4

RESEARCH METHODOLOGY
4.1 RESEARCH METHODOLOGY

a) MEANING OF RESEARCH

Research is a systematic and continues method of defining a problem, collecting the facts and analyzing them, reaching conclusion forming generalizations.

The systematic and objective identification, collection, analysis, dissemination, and use of information for the purpose of assisting management in decision making related to the identification related to solution to problems and opportunities.

The study of research methods provides manager knowledge and skill needed to solve the problems and meet the challenges of a fast-paced decision-making environment.

b) RESEARCH METHODOLOGY:

Research methodology is a way to systematically solve the problem. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them.

So we should consider the following steps in research methodology:

- Objective of study
- Research design
- Sample design
- Instrument design
- Data collection
- Limitation of study
4.1.1 OBJECTIVES OF THE STUDY

The purpose of the research is to discover answers to questions through the application of scientific procedures. The main aim of research is to find out the truth which is hidden and which has not been discovered as yet.

The main objectives of the present study conducted in banks are:

- To compare the level of job stress among the employees of selected banks.
- To compare the major factors causing job stress among the employees of selected banks.
- To identify the most preferable methods of reducing job stress.
4.1.2 SIGNIFICANCE OF THE STUDY:

1. The present research helps to identify the current level of job stress among employees of the selected banks.

2. It helps to find out the major factors causing job stress among the bank employees.

3. The study also helps to find out the various methods of reducing job stress.

4. This study helps the top management to adopt the appropriate technique of reducing job stress of the employees.

5. The study is helpful for personnel managers to retain the talented workforce and implement the retrenchment strategy in banks.

6. The research also helps to reduce the labor turnover and absenteeism of employees.

4.1.3 SCOPE OF THE STUDY:

The study is conducted in HDFC and SBI banks at Ambala Cantt, Haryana. The present scope of the study is limited to the HDFC and SBI banks at Ambala Cantt only. But the future scope of the study can be expanded to the other region of Haryana or other states also. Other banks can also be included for further research. A comparison between other banks in different regions can also be studied.
4.2 RESEARCH DESIGN

A research design is a map developed to guide the research. It is a part of planning stage of research, a blueprint for the collection, measurement and analysis of data. Research design as a master plan specifying the methods and procedures for collecting and analyzing the needed information. Research design is the conceptual structure within which research would be conducted. The function of research design is to provide for the collection of relevant information with minimal expenditure of effort, time and money. The preparation of research design, appropriate for a particular research problem, involves the consideration of the following

In this study, Descriptive research procedure is used for describing the present situation in organisation and analytical research to analyze the result by using research tools.

4.2.1 SAMPLE DESIGN

A sample design is a definite SAMPLE plan for obtaining a sample from a given population. It refers to the technique or the procedure and the researcher would adopt in selecting items of sample. Sample design may as well lay down the number of items to be included in the sample i.e. the size of the sample. Sample design is determined before data are collected. Before going through sampling design, let us learn some terms.
Sample size: A subgroup of the elements of the population selected for participation in the study. It describes how many people should be surveyed. The sample size of 85 respondents were taken from the two banks. 45 from SBI and 40 respondents from HDFC were taken.

Sampling Procedure – It describes how the respondents should be chosen. Sample was chosen by convenient sampling method.

4.2.2 DATA COLLECTION

The task of data collection is begins after a research problem has been defined. Data collection is to gather the data from the population. The source of data can be either primary or secondary.

- Primary data
  The Primary Data are those, which are collected a fresh and for the first time, and thus happened to be original in character.

In this research Primary method of data collection is used. Data source is primary, which include employees of the banks.

- Secondary data
  Secondary data is the information that has been gathered not for the immediate study but for some other purpose.
In this research, Books, journals, research papers, websites are used to collect the information about job stress, its causes and methods to reduce stress.

4.2.3 HYPOTHESIS

H(0)₁: There is no significance difference between the two banks regarding the job stress level.

H(1)₁: There is a significance difference between the two banks regarding the job stress level.

H(0)₂: There is no significance difference between the two banks regarding the factors that affect the job stress level.

H(1)₂: There is a significance difference between the two banks regarding the factors that affect the job stress level.

4.2.4 RESEARCH INSTRUMENT: Questionnaire based on 5 point scale method is used. Questionnaire consists of four parts. The first part consists of demographic profile of respondents. The second part consists of the 9 statements related to psychological and behavioral pattern of respondents to know the current level of work stress. The third part of the questionnaire consists of 8 statements related to factors causing job stress among the employees. And the fourth part of the questionnaire consists of 6 methods of reducing stress to know which method is most preferable by the employees. Each statement has a 5 options – strongly agree, agree, neither agree nor disagree, disagree and strongly disagree.
4.2.5 STATISTICAL TOOL FOR DATA ANALYSIS

Following are the tools used to analyze the data.

**Average or mean:** \( \frac{1}{n} \sum (x_i) \) where \( n \) is the sample size and \( x \) correspond to the observed value.

**Standard deviation:** Standard deviation shows how much variation or dispersion exists from the average, or expected value.

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\sigma = \sqrt{\frac{1}{N} \sum_{i=1}^{N} (x_i - \mu)^2}, \text{ where } \mu = \frac{1}{N} \sum_{i=1}^{N} x_i.
\]

**Ranking method:** In ranking method the weighted average score of each option by respondents are calculated and ranks are given to each option.

**Bar chart:** A bar graph is a chart that uses either horizontal or vertical bars to show comparisons among categories. One axis of the chart shows the specific categories being compared, and the other axis represents a discrete value.

**Independent two-sample t-test:** The independent samples \( t \)-test is used when two separate sets of independent and identically distributed samples are obtained, one from each of the two populations being compared.

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t = \frac{\bar{X}_1 - \bar{X}_2}{s_{\bar{X}_1-\bar{X}_2}} \quad \text{where} \quad s_{\bar{X}_1-\bar{X}_2} = \sqrt{\frac{s_1^2}{n_1} + \frac{s_2^2}{n_2}}.
\]
4.2.6 LIMITATIONS

1. Research work was carried out in one Distt of Haryana (Ambala) only the finding may not be applicable to the other parts of the country because of social and cultural differences.

2. The sample was collected using convenience-sampling techniques. As such result may not give an exact representation of the population.

3. Shortage of time is also reason for incomprehensiveness.

4. The views of the people are biased therefore it doesn’t reflect true picture.

5. Error of leniency or error of strictness may have entered at some points