CHAPTER II

OBJECTIVES AND RESEARCH METHODOLOGY

The choice of methodology i.e. sampling procedure, tools and statistical techniques for analysis to be applied depends upon the nature of the study as well as the objectives underlying the study. The objectives of the present study are listed as follows:

2.1 Objectives of the study:

1. To examine the reservation policy in India.
2. Examine the implementation of existing reservation policy at State level, i.e., in Himachal Pradesh.
3. To find out the benefit availed by scheduled castes and scheduled tribes in the State in various services class categories, i.e., I, II and III at the entry level.
4. To find out the effect of reservation policy on morale and job-satisfaction on the reserved category.
5. To give effective suggestions.

2.2 Hypothesis

The following hypothesis were tested in the present research:

i) "Reservation policy has an adverse effect on the morale and job-satisfaction of the employees belonging to the reserved category".

ii) "There are many lacunas in implementing the reservation policy in Himachal Pradesh".
2.3 Methodology

The problem of reservation has been acknowledged to be a major problem. The study seeks to assess the impact of reservation policy on the morale and job-satisfaction of the reserved category.

Methodology describe as "what must be done, how it will be done, what data will be needed, what data gathering device will be employed, what sources of data will be selected and how the data will be analyzed and conclusion reached." The study is descriptive and analytical.

Strategy adopted for data collection

Data is generally collected by various methods, as i.e., through questionnaire, interviews and documentary sources etc. These have been used for the present study. Both primary and secondary data have been used to get information on the given problem.

Primary Data

Psychological dimension which forms part of the ecology of civil services has great influence on the working of administration. Attitudes and perceptions greatly influence the mind set and have a great bearing on the morale and job-satisfaction of the employees. To know the attitude and perception of the civil servants of Himachal Pradesh on the controversial issue of reservation policy among the reserved category of employees opinion survey was conducted so as to asses their morale and job satisfaction.

An opinion survey is a survey of public opinion from a particular sample. Opinion survey are usually designed to represent the opinion of a population by conducting a series of questions and then extra polating
Survey can be conveniently classified by the methods of obtaining information: informal interviews, questionnaires, panel, telephone and controlled observation. To know the viewpoint of the respondents primary data were collected through:

a) Questionnaire

b) Informal interviews

**Structuring of the Questionnaire**

*Questionnaire:* This method of data collection is quite popular. Structured questionnaire has been used in carrying out the opinion survey. Structured questionnaires are used in a wide range projects, pertains to studies of economic or social problems, measurement of public opinion, studies of administrative polices and change, child welfare, public health and numerous other issues.

In the study a close ended questionnaire (i.e., of the type 'yes' or 'no') was framed. The questionnaire was divided into three sections. Section-A pertains to socio-economic background. Section B-pertains to the views on the reservation policy and social interaction and Section C-is concerned with work environment having bearing on the morale and job satisfaction of the employees. The questionnaire has been appended as Annexure 2.1. The information collected with the help of questionnaire has been analyzed with the help of simple percentages.

**Selection of the Sample**

The survey was undertaken in the following government departments namely, Himachal Pradesh Secretariat Shimla, Education Department
Shimla, Department of Health and Family Welfare Shimla, Public Welfare Department Shimla and District Administration Office Shimla. The total number of employees were divided into three categories i.e., class I, II and class III. For class I, the total number of respondents chosen for the study were 70, i.e., 50 from SC and 20 from ST category respectively. For class II, 100 from SC category and 50 from ST category. Similarly for Class III employees, 280 respondents were taken. Out of 280, 200 from SC and 80 from ST category respectively were selected. This was done with the help of stratified random sampling method. Thus a total sample of 500 respondents from SCs/STs was selected for the study. Department wise details of the sample is presented in Table 2.1.

Table-2.1
Department wise Details of the Sample to Whom the Questionnaire was Administered

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Departments</th>
<th>Number of Class-I Employees category</th>
<th>Number of Class-II Employees category</th>
<th>Number of Class-III Employees category</th>
<th>Total</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>SC ST</td>
<td>SC ST</td>
<td>SC ST</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Education Department</td>
<td>10 4</td>
<td>30 16</td>
<td>55 20</td>
<td>95</td>
<td>40 135</td>
</tr>
<tr>
<td>2</td>
<td>Medical and Family Welfare</td>
<td>10 5</td>
<td>20 11</td>
<td>45 15</td>
<td>75</td>
<td>31 106</td>
</tr>
<tr>
<td>3</td>
<td>Himachal Pradesh Secretariat, Shimla</td>
<td>07 5</td>
<td>15 07</td>
<td>35 15</td>
<td>57</td>
<td>27 84</td>
</tr>
<tr>
<td>4</td>
<td>Deputy Commissioners' Office, District Shimla.</td>
<td>14 4</td>
<td>15 8</td>
<td>35 15</td>
<td>64</td>
<td>27 91</td>
</tr>
<tr>
<td>5</td>
<td>Public works Department</td>
<td>09 2</td>
<td>20 08</td>
<td>30 15</td>
<td>59</td>
<td>25 84</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>50 20</td>
<td>100 50</td>
<td>200 80</td>
<td>350</td>
<td>150 500</td>
</tr>
</tbody>
</table>
The State capital Shimla was deliberately chosen for collecting data keeping in view the availability of data and concentration of the main offices. Easy accessibility has also been a factor in choosing the State capital.

The Informal Interviews

In the informal interviews, the interviewer is allowed much greater freedom to ask, in case of need, supplementary questions or at times interviewer may omit certain questions if the situation so requires. In this, interviewer allowing the respondent a good deal of freedom aims to cover a given set of topics in a more or less systematic way. There is no set questionnaire and most of the questions are open ones, designed to encourage the respondent to talk freely around each topic.\(^5\)

Informal interviews greatly helped not only in understanding the controversial issue of reservation, but also the problems and related issues which greatly affects the working of the civil servants. Informal interviews were held with a wide cross section of employees of various departments from all classes i.e., class-I, II and III.

Secondary Source

Secondary sources data has a great bearing in the field of research especially for the collection of requisite information. The secondary source of data for these included official record, administrative reports of the Central and State Government, research reports, official documents, newspaper reports books and journals etc.
The relevant data were collected from the following institutions.

1. Himachal Pradesh University, Library Shimla.
2. Himachal Pradesh University Centre for Evening Studies Library, Shimla.
5. Himachal Pradesh State Library, Shimla.
8. Himachal Arts, Cultural and Language Academy Library, Shimla.

2.4 Analysis and Presentation of Data:

With the help of questionnaire the required information was collected from the employees of selected departments in Himachal Pradesh. The data collected with the help of documents, books, and questionnaires etc. The result were collect with the help of averages and percentages in order to assess the morale and job satisfaction of the reserved categories (SCs/STs) towards the reservation policy in the state of Himachal Pradesh.
1. Reference:


