CHAPTER IV

4. RESEARCH METHODOLOGY

Research methodology process includes a number of activities to be performed. These are arranged in proper sequence of timing for conducting research. One activity after another is performed to complete the research work.

Overview

This research was conducted in order to determine the status of the implementation of the CL(R&A) Act, 1970, the levels of awareness of the workers about the provisions of the act, the extent of the coverage of the contract workers under various applicable laws and finally the Perception of contract worker about the work, superiors and management. In order to answer these research goals, the researcher opted to obtain the views of contract worker in line with this topic. Specifically, a total of 582 respondents from 13 companies within Kolkata, West Bengal were selected by adopting stratified random sampling technique. Selected participants answered a structured questionnaire on Likert’s five point scales. Data gathered from this research instrument were then computed for interpretation. Along with primary data, the researcher also made use of secondary data available in the form of published articles and books to support the survey results.

4.1 Objectives of the study

a. To find out the status of the implementation of the CL(R&A) Act, 1970
b. To find the levels of awareness of the workers about certain important provisions of the Contract Labour (Regulation and Abolition) Act, 1970.

c. The coverage of the contract worker under social security's legislation.

d. The Perception of contract worker about the work, superiors and management

e. To suggest further steps to be taken to regulate the contract worker conditions of work, if necessary.

4.2 Hypothesis

Hypotheses is a tentative statement about the relationship between two or more variables or between an independent and dependent variable. It is a specific testable prediction about what you expect to happen in your study. It may be a question, a statement or an “if / or” statement. Proper care is to be taken in formulating hypotheses by forming right questions and wording the statement correctly. It is a powerful tool of advancement of knowledge, consistent with existing knowledge and conducive to further enquiry. It needs to be logical.

Types of hypotheses:

1. Null hypotheses, denoted by $H_0$ and

2. Alternative hypotheses denoted by $H_1$ and is opposite of null hypotheses.

Hypothesis helps to design the study. A single study may have one or many hypothesis.

The study has following assumptions in the research work:
H₀¹ There is no significant association of Age on Employee Perception, Working Conditions, Welfare/Safety Measures, Social Security Measures and Employment Related issues in the selected units of Kolkata.

H₁¹ There is significant association of Age on Employee Perception, Working Conditions, Welfare/Safety Measures, Social Security Measures and Employment Related issues in the selected units of Kolkata.

H₀² There is no significant association of Income on Employee Perception, Working Conditions, Welfare/Safety Measures, Social and Employment Related issues in the selected units of Kolkata.

H₁² There is significant association of Income on Employee Perception, Working Conditions, Welfare/Safety Measures, Social Security Measures and Employment Related issues in the selected units of Kolkata.

H₀³ There is no significant association of Industry Type on Employee Perception, Working Conditions, Welfare/Safety Measures, Social Security Measures and Employment Related issues in the selected units of Kolkata.

H₁³ There is significant association of Industry Type on Employee Perception, Working Conditions, Welfare/Safety Measures, Social Security Measures and Employment Related issues in the selected units of Kolkata.

4.3 Scope of Study

The CL (R&A) Act, 1970 was passed to safeguard the interest of the contract labour. There are two types of provisions. One is regulatory and the other is provisions with regard to abolition. The scope of the study is to find out the status of
enforcement of the regulatory provisions and the perception of contract labour on
the same.

4.4 Methodology Adopted

Descriptive research is a type of research that is mainly concerned with
describing the nature or condition and the degree in detail of the present situation.
This method is used to describe the nature of a situation, as it exists at the time of the
study and to explore the cause/s of particular a phenomenon. The aim of descriptive
research is to obtain an accurate profile of the people, events or situations. With this
research type, it is essential that the researcher already has a clear view or picture of
the phenomena being investigated before the data collection procedure is carried out.
The researcher used this kind of research to obtain first hand data from the
respondents so as to formulate rational and sound conclusions and recommendations
for the study.

In this study, the descriptive research method was employed so as to identify
the Work, Income and working condition of Contract worker and the role and
significance of Employee perception, Working Condition, Welfare/ Safety, Social
Security, employment related issues on the contract worker measures . The
researcher opted to use this research method considering the objective to obtain first
hand data from the respondents. The aim of the research is to find out the status of
the implementation of the CL(R&A) Act, 1970, to find the levels of awareness of
the workers about the Act, provisions of the Act, the coverage of the contract worker
under social security's legislation and the Perception of contract worker about the
work, superiors and management; the descriptive method is then appropriate for this
research since this method is used for gathering prevailing conditions.
4.5 Data Collection

The respondents were selected from thirteen companies (3 PSU, 5 MNC and 5 Private firms) in Kolkata in order to gather relevant data. For this research, two types of data were gathered. These included the primary and secondary data types.

The primary data is collected through a structured questionnaire and personal observation of the researcher.

The secondary data on the other hand, were obtained from published documents and literatures, text books and journals, official records of State/Central Labour department and records of the principal employer and immediate employer.

Quantitative data collection methods are centered on the quantification of relationships between variables. Quantitative data-gathering instruments establish relationship between measured variables. Measurement; numerical data and statistics are the main substance of quantitative instruments. With these instruments, an explicit description of data collection and analysis of procedures are necessary. An approach that is primarily deductive reasoning, it prefers the least complicated explanation and gives a statement of statistical probability. The quantitative approach is more on the detailed description of a phenomenon. It basically gives a generalization of the gathered data with tentative synthesized interpretations.

Quantitative approach is useful as it helps the researcher to prevent bias in gathering and presenting research data. The quantitative data gathering methods are useful especially when a study needs to measure the cause and effect relationships evident between pre-selected and discrete variables. The purpose of the quantitative
approach is to avoid subjectivity by means of collecting and exploring information which describes the experience being studied.

Quantitative methods establish very specific research problem and terms. The controlled observations, mass surveys, laboratory experiments and other means of research manipulation in qualitative method makes gathered data more reliable. In other words, subjectivity of judgment, which is not needed in a thesis discussion, can be avoided through quantitative methods. Thus, conclusions, discussion and experimentation involved in the process are more objective. Variables, both dependent and independent, that are needed in the study are clearly and precisely specified in a quantitative study. Fryer (1991) noted that qualitative researchers aim to decode, describe, analyze and interpret accurately the meaning of a certain phenomenon happening in their customary social contexts. The focus of the researchers utilizing the framework of the interpretative paradigm is on the investigation of authenticity, complexity, and contextualization, mutual subjectivity of the researcher and the respondent as well as the reduction of illusion.

Contrary to the quantitative method, qualitative approach generates verbal information rather than numerical values (Polgar & Thomas, 1995). Instead of using statistical analysis, the qualitative approach utilizes content or holistic analysis; to explain and comprehend the research findings, inductive and not deductive reasoning is used. The main point of the quantitative research method is that measurement is valid, reliable and can be generalized with its clear anticipation of cause and effect (Cassell & Symon, 1994). Being particularistic and deductive in nature, quantitative method is dependent on the formulation of a research hypothesis and confirming them empirically using a specific data set (Frankfort-Nachmias & Nachmias, 1992). The scientific hypothesis of a quantitative method holds no value.
This means that the researcher’s personal thoughts, subjective preferences and biases are not applicable to this type of research method.

The researcher opted to integrate the qualitative approach in this study due to its significant advantages. The use of qualitative data gathering method is advantageous as they are more open to changes and refinement of research ideas as the study progresses; this implies that qualitative data gathering tools are highly flexible. Moreover, no manipulation of the research setting is necessary with this method; rather than employ various research controls such as in experimental approaches, the qualitative data gathering methods are only centered on understanding the occurring phenomena in their naturally occurring states

4.6 Universe and Sampling

4.6.1 Universe

The universe is 5820 contract workers selected from 13 selected organizations’ (5 MNC’s, 5 Private Sector organization’s and 3 PSU’s)

4.6.2 Sampling

Stratified random sampling technique was adopted to select the sample from the population. From each organization selected for the study 10% of the population was selected as sample. First the population was stratified as highly skill, skilled, semi-skilled and unskilled. From each group 10% was selected randomly.

4.6.3 Structured Questionnaire

The survey questionnaire was used as the main data-gathering instrument for this study (See Appendix A). The questionnaire was divided into four main sections:
demographic details, Work, Income and working conditions, Employee Perception and Awareness about CL(R&A). The socio-demographic contains the characteristics of the respondents such as age, gender, family size, monthly income, education, industry type, the number of years they had served the company as well as their assigned job position. The second part deals with basic information on the facilities and benefits extended to contract worker such as type of employment, identity card, daily working hours, over time, weekly off, wages, bonus, P.F, ESI etc. The survey proper explored the perceptions of employees on work satisfaction, performance appraisal, reward, supervisor treatment. The questionnaire proper section also contains questions that identify the satisfaction of workers with working condition, welfare/safety measures, social security and employment related issues and finally to find the awareness level of CL(R&A) among contract workers. The questions were structured using the Likert’s format. In this survey type, five choices are provided for every question or statement. The choices represent the degree of satisfaction each respondent has on the given question. The responses of all the respondents are interpreted with the following weightage.

<table>
<thead>
<tr>
<th>Response</th>
<th>Weightage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied / Strongly Agree</td>
<td>5</td>
</tr>
<tr>
<td>Satisfied / Agreed</td>
<td>4</td>
</tr>
<tr>
<td>No Opinion</td>
<td>3</td>
</tr>
<tr>
<td>Dissatisfied / Disagree</td>
<td>2</td>
</tr>
<tr>
<td>Very Dissatisfied / Strongly Disagree</td>
<td>1</td>
</tr>
</tbody>
</table>
Research Design

Table 1.1

<table>
<thead>
<tr>
<th>Name</th>
<th>Industry</th>
<th>Industry Type</th>
<th>Population</th>
<th>Sample Drawn</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian Oil Corporation (Lubricant Division)</td>
<td>PSU</td>
<td>Manufacturing</td>
<td>620</td>
<td>62</td>
<td>10</td>
</tr>
<tr>
<td>Bharat Sanchar Nigam Ltd</td>
<td>PSU</td>
<td>Service</td>
<td>550</td>
<td>55</td>
<td>10</td>
</tr>
<tr>
<td>Garden Reach Shipbuilders &amp;Engg. Ltd</td>
<td>PSU</td>
<td>Manufacturing</td>
<td>520</td>
<td>52</td>
<td>10</td>
</tr>
<tr>
<td>Marathon Electric Motors India Ltd</td>
<td>MNC</td>
<td>Manufacturing</td>
<td>300</td>
<td>30</td>
<td>10</td>
</tr>
<tr>
<td>Diamond Beverages Pvt. Ltd, (Independent Franchisee of Coca-Cola, India)</td>
<td>MNC</td>
<td>Manufacturing</td>
<td>990</td>
<td>99</td>
<td>10</td>
</tr>
<tr>
<td>PepsiCo Inc. (Fritolay Div.)</td>
<td>MNC</td>
<td>Manufacturing</td>
<td>460</td>
<td>46</td>
<td>10</td>
</tr>
<tr>
<td>Parag Breweries Limited a subsidiary of Carlsberg Breweries A/S</td>
<td>MNC</td>
<td>Manufacturing</td>
<td>400</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>ITC, Khidderpore</td>
<td>MNC</td>
<td>Manufacturing</td>
<td>240</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>Royal Touch Fablon Pvt. Ltd</td>
<td>Pvt.</td>
<td>Manufacturing</td>
<td>600</td>
<td>60</td>
<td>10</td>
</tr>
<tr>
<td>Ltd</td>
<td>Sadana Agencies Pvt. Ltd (SAPL)</td>
<td>Pvt. Service</td>
<td>500</td>
<td>50</td>
<td>10</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td>The Calcutta Medical Research Institute (CMRI)</td>
<td>Pvt. Service</td>
<td>170</td>
<td>17</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>NIS Management Private Limited</td>
<td>Pvt.Ltd Service</td>
<td>190</td>
<td>19</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>5820</td>
<td>582</td>
<td>100</td>
</tr>
</tbody>
</table>

**Table 1.2 Sector wise Distribution of Industry**

<table>
<thead>
<tr>
<th>Sector</th>
<th>No of Unit</th>
<th>No. of Contract Workers(Respondent's)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Sector Undertaking(PSU)</td>
<td>3</td>
<td>169</td>
<td>29.04</td>
</tr>
<tr>
<td>Multinational Corporation(MNC)</td>
<td>5</td>
<td>239</td>
<td>41.06</td>
</tr>
<tr>
<td>Private Ltd Company</td>
<td>5</td>
<td>174</td>
<td>29.9</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
<td>582</td>
<td>100</td>
</tr>
</tbody>
</table>

Thus this study has surveyed 582 contract workers from 13 units of different types of industries. It will be evident from the above table that 29.04% of the units were from the Public Sector, 41.06% from the Multinational corporations and 29.9% from Private sector. As explained in the methodology, stress in this research was laid mainly on the contract workers from the industrial sector in Kolkata, West Bengal.
Table 1.3 Break-up According to Type of Industries

<table>
<thead>
<tr>
<th>Industry Type</th>
<th>Sample Drawn</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing</td>
<td>441</td>
<td>75.77</td>
</tr>
<tr>
<td>Service</td>
<td>141</td>
<td>24.23</td>
</tr>
<tr>
<td>Total</td>
<td>582</td>
<td>100</td>
</tr>
</tbody>
</table>

It will be evident from the above table that 75.77% of the units were from the manufacturing sector and 24.23% of the units were from service sector.

4.7 Pilot study

The Likert's 5 point scale questionnaire was selected for study to enable the respondents to answer easily. In order to test the validity of the questionnaire the researcher tested the questionnaire to 30 respondents. These respondents as well as their answers were not part of the actual study process and were only used for testing purposes. After the questions have been answered, the respondents were asked for any suggestions or any necessary corrections to ensure further improvement and validity of the instrument. Finally the questionnaire was revised based on the suggestions of the respondents and excluded irrelevant questions and changed vague or difficult terminologies into simpler ones in order to ensure comprehension. The questions were also translated into Bengali language for those workers who do not understand English.

These contract workers were contacted at the following places to administer the final questionnaire:
Actual places of work, during lunch break or after completing the shift hours, at the offices of the trade unions. The work of contacting these workers and eliciting information from them was the most difficult task. These workers were afraid that if they provide the information asked for, they may lose their jobs. They were afraid of the intimidation by the contractors. Hence they were required to be contacted in a number of ways.

In addition, to get relevant information discussions were held with the officials of the Central and state Government officials who are responsible for enforcement of the C.L(R&A) Act, 1970.

As a part of this several seminars, symposia, and workshops pertaining to the topic were attended to get various views on the subject matter.

4.8 Ethical Consideration

As this study required the participation of human respondents, specifically contract workers, certain ethical issues were addressed. The consideration of these ethical issues was necessary for the purpose of ensuring the privacy as well as the safety of the participants. Among the significant ethical issues that were considered in the research process include consent and confidentiality. In order to secure the consent of the selected participants, the researcher relayed all important details of the study, including its aim and purpose. By explaining these important details, the respondents were able to understand the importance of their role in the completion of the research. The respondents were also advised that they could withdraw from the study even during the process. With this, the participants were not forced to participate in the research.
4.9 Data Processing and Analysis

After gathering all the completed questionnaires from the respondents, total responses for each item were obtained and tabulated. In order to use the Likert-scale for interpretation, weighted mean to represent each question was computed. Weighted mean is the average wherein every quantity to be averages has a corresponding weight. These weights represent the significance of each quantity to the average. To compute for the weighted mean, each value must be multiplied by its weight. Products should then be added to obtain the total value. The total weight should also be computed by adding all the weights. The total value is then divided by the total weight.

4.10 Statistical tools

4.10.1 Percentages and Averages

The present study had widely made use of the percentage and the averages in the analysis of the socio-economic conditions of the workers and the managerial persons, in the respondents’ perception of the trade unions, and as regards welfare facilities and the working environment.

4.10.2 Correlation

The Correlation matrix analysis has been applied to know the relationship between the selected socio-economic variables and employee perception, working condition, Welfare/Safety Measures, Social Security and employment related issues.

4.10.3 SPSS 17
The SPSS 17 was used for Factor Analysis of Employee Perception (EP1-EP14), Working Condition (WC1-WC5), Welfare/Safety Measure (WSM1-WSM7), Social Security Measure (SSM1-SSM2); Employment Related Issues (ER1-ER2) were done.

Factor analysis is done for data reduction where we sealed down the number of factors that will have significant impact on various output parameters. Factor analysis output tables are broadly classified in different categories such as KMO and Bartlett's test of Sphericity. The Communalities matrix that provides the principal components that are extracted followed by the total variance matrix which provides the Eigen values of those factor that is greater than one which is then followed by Scree plot that show that Eigen value for the factors that is greater than one. The next output table is the Rotated Component Matrix the number of component that is extracted from the given sample.

4.11 Limitations

The following are the limitations of the study

1. Regulatory provisions, a part of the C.L (R&A) Act, 1970, are taken for study

2. The study is confined to 13 selected industries in Kolkata, West Bengal

3. The sample is restricted to 582 (10% of the population)

4. The cooperation of the contract labour to respond to the study

5. Time and financial constraints
4.12 Presentation of the Study

The study was divided into six chapters:

Chapter I : Introduction

Chapter II : Literature Review

Chapter III : Profile of the Companies Selected for Study

Chapter IV : Research Methodology

Chapter V : Data Analysis

Chapter VI : Findings, Suggestions and Conclusions

Bibliography

Annexure