CHAPTER - IV

METHODOLOGY

Research methodology is a process of scientifically unravelling the research problem. To organize any research enquiry in a scientific manner, the researcher generally adopts several steps in a very logical way. The investigator has to be certain which procedures and techniques would be applicable to the research problem undertaken for the investigation. In the present study, likewise the above aspects have been taken care of by the investigator before deciding how to go about solving the research problem and in a very logical manner decided the method that has to be used.

The main aim of the present research was “to study the relationship of work related flow, burnout, coping strategies and subjective well being amongst bank managers”. The subsequent methodology was executed to accomplish the objectives of research and to verify the hypotheses formulated in the previous chapter. Therefore, the existing chapter deals in detail with the description of the design, sample, tools, procedure and statistical analysis of the present investigation.

DESIGN

Design of any investigation is considered as an indispensable part of a research project. It provides a clear depiction of what and how to do the work before actually starting it in the field. It is a clearly established fact that a suitable research design protects against the collection of extraneous information and offers more economy. So in any research, design provides a blue-print of research to the researcher.

First of all, a correlational design was adopted in the present research to study the relationship of work related flow, burnout, coping strategies and subjective well being amongst bank managers.

Later a two group design was used to compare the work related flow, burnout, coping strategies and subjective well being of Nationalized and Private sector bank managers. Group I comprised of Nationalized sector bank managers and Group II consisted of Private sector bank managers. Each group consisted of 150 bank managers.
SAMPLE

Sampling is the procedure by which “a small number of individuals, objects, or events is selected and analyzed in order to find out something about population from which it is selected.” By observing the characteristics of the sample, investigators can make certain inferences about the population from which it has been drawn. According to Goodman (1954) "A sample is a miniature population”. Therefore, a sample needs to be drawn from the population as its true representation of all the characteristics of population to be studied, as it would be impracticable to study the whole population. Thus, the investigator has to select a group of subjects who happen to be true representative of the population.

A purposive sample of 300 bank managers (150 from Nationalized and 150 from Private sector banks) having experience of 5 to 10 years was selected on the basis of their availability. The age range of the subjects was 35 to 55 years with a mean age of 43.18 years. The respondents were from a mixed gender group. Only those participants were taken who gave their consent and showed their cooperation and interest in the study. The Nationalized sector included the banks like State Bank of India, Punjab National Bank, Oriental Bank of Commerce, UCO Bank, Syndicate Bank and Union Bank. HDFC Bank, ICICI Bank and AXIS Bank were included in Private sector. The sample was selected from various districts of Haryana State.

TOOLS

The following tools were administered to the selected sample.

1. The Work Related Flow Inventory [WRFI; Bakker (2008)]:

The Work related flow inventory consists of 13 items and it measures the flow at work. The inventory also proposes three dimensions of work related flow i.e. absorption, work enjoyment and intrinsic work motivation. The statements are to be responded on a seven-point scale ranging from never to always. Higher the scores higher would be the work-related flow. The Cronbach’s alpha was high and acceptable for absorption (0.80), work enjoyment (0.90) and intrinsic work motivation (0.75). The test–retest reliability of coefficient correlation was 0.74,
0.77, and 0.71 for absorption, work enjoyment and intrinsic work motivation, respectively (Appendix- A).

2. Maslach Burnout Inventory [MBI; Maslach & Jackson (1986)]:

This measure consists of 22 items which evaluate the different aspects of burnout by three separate subscales viz. emotional exhaustion, depersonalization and personal accomplishment. Respondents are asked to use a seven-point scale to indicate the frequency with which they experience the feeling described by the statement, ranging from 0 (never) to 6 (every day). The three sub-scales provide separate scores for each respondent and these scores are not combined to yield total score on burnout.

Further, burnout has not been theorized as a dichotomous variable but rather as a continuous variable which describes experienced feelings that range from “low to moderate to high degrees”. Burnout is indicated by low scores on personal accomplishment subscale and elevated scores on emotional exhaustion and depersonalization subscales.

The reported reliability coefficients (Cronbach’s coefficient alpha) for the three subscales were 0.90 for emotional exhaustion, 0.79 for depersonalization, and 0.71 for personal accomplishment. Additionally, the test-retest reliability over an interval of two to four weeks was 0.82, 0.60 and 0.80 for emotional exhaustion, depersonalization and personal accomplishment respectively (Appendix- B).

3. Coping Responses Inventory-Adult Form [CRI-Adult; Moos (1993)]:

The inventory consists of two parts; Part-1 having 10 items provides the information on how the individual evaluates the focal stressor and its outcome. Part-2 consists of 48 items related with the behaviours a person often engages to deal with problems or stressful life situations. These 48 items assess eight varieties of coping responses of the individual through eight scales. The scales are - “logical analysis (LA), positive reappraisal (PR), seeking guidance and support (SG), problem solving (PS), cognitive avoidance (CA), acceptance or resignation (AR), seeking alternative rewards (SR), and emotional discharge (ED)”.

The first set of four scales measures approach coping responses. The
second set of four scales measures avoidance coping responses. In each set, the first two scales establish the cognitive coping strategies whereas the third and fourth scales determine behavioral coping strategies.

The responses on CRI are obtained on a four-point scale which varies from ‘not at all’ to ‘fairly often’ Greater use of that coping strategy is indicated by higher scores on that coping scale. The reliability coefficient (Cronbach’s α) is 0.61 to 0.74 for subscales of approach coping responses and for subscales of avoidance coping responses it ranges from 0.62 to 0.72 for male sample. For women sample, the reliability coefficient (Cronbach’s α) is 0.60 to 0.71 for subscales of approach coping responses and for avoidance coping responses subscales it ranges from 0.58 to 0.71. The CRI-Adult is considered to be valid and has been used extensively by researchers (Finney & Moos, 1995) (Appendix- C).

4. **Subjective Well Being Inventory [SUBI; Sell & Nagpal (1992)]:**

   It is designed to measure feelings of well-being or ill-being as experienced by an individual or a group of individuals in various day to day life concerns. The inventory contains closed ended 40 items having three alternative choices. The inventory has 11 dimensions. These are - “(1) General well being- positive affect; (2) Expectation-achievement congruence; (3) Confidence in coping; (4) Transcendence; (5) Family group support; (6) Social support; (7) Primary group concern; (8) Inadequate mental mastery; (9) Perceived ill health; (10) Deficiency in social contacts; and (11) General well being- negative affect”. It also provides a total score of subjective well being. Higher score indicates higher level of subjective well being and vice versa. The factor analyses over the different samples in different languages, and from different parts of India showed not only an extraordinary degree of stability in content of factors, but also stability over time of 18 months when re-tested (Sell & Nagpal, 1992). This scale has high inter-rater reliability, inter-scores reliability, and test-retest reliability. The scale has been found to be highly significant and satisfactory in validity. According to Patil and Halyal (1999), the test re-test reliability of the inventory is 0.79 and the validity is 0.86 (Appendix- D).
PROCEDURE

A sample of 300 bank managers was selected for the present study. First of all, the purpose of the study was made clear to the participants in order to establish a proper rapport. An individual contact was made with each participant and a written consent was taken from them. They were assured that their responses would be kept confidential. After rapport establishment, information regarding demographic variables was gathered. Then appropriate instructions were given individually for all the inventories used in study. After giving the instructions it was ensured that subjects had understood the method of responding the scales. The inventories were administered one by one individually and it was also ensured that each participant had responded to each of the items of all scales. Every effort was made to complete the administration of scales in a single session. After collecting the data, the scoring was done according to procedures mentioned in their respective manuals.

STATISTICAL ANALYSIS

After the scoring, the collected data was subjected to statistical analyses. Primarily, descriptive statistics was calculated which includes mean scores, standard deviations and range. Further, keeping in view the major objectives of the present investigation and to test the hypotheses laid down in Chapter III correlation coefficients were computed by using Pearson’s product moment method of correlation followed by stepwise multiple regression analysis. Finally, sample of bank managers was classified into two groups i.e. of nationalized and private sector bank managers and to compare these two groups t-test was employed.

The obtained results have been discussed thoroughly in the next chapter dealing with results and discussion.