CHAPTER 4

STATEMENT OF THE PROBLEM, DESIGN AND RESEARCH METHODOLOGY
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In earlier chapter, we have dealt with the concept and related explanations concerning quality of work life, organizational climate and job satisfaction along with review of the studies related with the problem under study.

The present chapter is aimed presenting a brief statement of problem to follow by objectives, hypothesis, experimental design and technical details of tools utilized in the investigation. A brief description of sample, size and characteristics will also be discussed in the chapter.

Research methodology is a gateway to main research done by the investigator in any investigation. It involves planning of the research study for the solution of the problem under study. The quality of research not only depends upon the adequate research design but also on the appropriate measurement procedure employed as well as statistical treatment given .The present chapter elaborates hypotheses, sample, tools, variables as well as statistical treatment involved in the present investigation.

Statement of problem:

The problem of the present investigation is "ANALYSIS OF QUALITY OF WORK LIFE IN RELATION TO JOB SATISFACTION AND ORGANIZATIONAL CLIMATE OF PRIVATE AND PUBLIC BANKS"
Quasi-Experimental Design:

The approach of the present study is Quasi-experimental. "Quasi-experiments are research design that does not have randomly assigned treatment and comparison groups."

In a true experiment the investigator has the power to assign the subjects to experimental groups. Ideally we should have the power to select the subjects, at random if possible but unfortunately, the ideal situation is frequently denied. If the experimenter does not have the power either to assign experimental treatments to the group, then his study may be an experiment but not a true experiment. This type of experiment is called quasi-experiment. Thus an experiment is one where the investigator manipulates at least one active variable as an independent variable.

The present study is a quasi-experiment study because this study does not have randomly assigned treatments and comparison group. However like the experiment we start from the independent variable / variable to dependent variable, the experimenter has to verify hypotheses. If ‘x’ then ‘y’, it is verification of ‘x’ as it leads to ‘y’. In the present research work it is quality of work life. Which is an attribute variable, where direct manipulation is not possible. Their manipulation is through selection.

There are two types of variable and attribute variable. Manipulated variable are called attribute variable and measured variable are called attribute variable. Any variable that can be manipulated as the experimenter requires or desire, it is an active variable. Any variable that cannot be manipulated in this way is an attributes variable.

It is impossible, or at least difficult to manipulate many variables. All variables that are human characteristics are attribute variable. subject came to our study with this variable (attributes) readymade. They are, so to speak,
already manipulated. The word "attributes" moreover is accurate enough when used with inanimate objective.

The levels of the independent variable i.e. quality of work life in this study have been assigned through self- selection method of manipulation of independent variable. The subjects have been selected because they possess the attribute quality of work life.

**Hypothesis**

Hypothesis is a tentative assumption made in order to test its logical empirical consequences. A hypothesis is a suggested answer to a problem. In the words of Townsend (1935). In the words of Kerlinger, "A hypothesis is a conjectural statement, a tentative proposition, about the relation between two or more phenomenon of variables."

In view of above theoretical construct and research findings related to the problem of present study the following major hypotheses concerning analysis of quality of work life in job satisfaction, organizational climate of the managers have been formulated:

**The main hypotheses of the present study are:**

7. There will be difference in quality of work life of the managers of different organizations (public & private taken as a whole).
8. There will be a significant difference between workers of private and public banks. Workers of private sector perceived significantly higher quality of working life then the workers of public banks.
9. There will be significant positive relationship between quality of work life and organizational climate.
10. Private sectors are better than public sectors on job satisfaction level.
11. There will be significant positive relationship between Quality of work life and Job satisfaction.
12. There will be positive correlation between job satisfaction and organizational climate.

**METHODOLOGY**

**SAMPLE:** the sampling is purposive in the present study. The present has been conducted on a sample of 200 managers, working in different organizations. The sampling unit managers employed in various public and private sector organizations of U.P. The selected private organization were ICICI, HDFC and the public organization were PUNJAB NATIONAL BANK, STATE BANK OF INDIA. The sample includes both the sex. The different organizations under study (public and private) have been selected from Kanpur, Lucknow.

The age, experience, education and salary of the sample size were controlled and it may be seen in following table.

<table>
<thead>
<tr>
<th>Group</th>
<th>Age</th>
<th>Experience</th>
<th>Education</th>
<th>Salary</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>35-50</td>
<td>10-25 yr.</td>
<td>Graduate &amp; postgraduate</td>
<td>35000</td>
<td>100000</td>
</tr>
<tr>
<td>Female</td>
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<td>10-25 yr</td>
<td>Graduate &amp; postgraduate</td>
<td>35000</td>
<td>100000</td>
</tr>
</tbody>
</table>
The variate structure:

The present study aimed at examining the relation of quality of work life with job satisfaction and organizational climate of public and private sector banks. The variate study is as following:

"A variable generally is something that may assume different numerical values" McGuigan (1966). In a study there are three types of variables.

**Independent variable:** In general independent variable is any variable manipulated by E (experimenter), either directly or through selection in order to determine its effect on a behavioural measures (dependent variables).

An independent variable may be stimulus variable, response variables, organismic variables, demographic and the like. In present study there is one independent variable Quality of work life.

**Dependent variables:** any measured behavioural variable of interest in a psychological investigation is called a dependent variable. In the present study the variables job satisfaction and organizational climate are the dependent variables. The test used in the study included:

1. Quality of work life questionnaire (sangeeta jaine)
2. Job satisfaction scale
3. Organizational climate scale

**Controlled Variable:** The variables that can exert influence on the dependent variable are called relevant and the variable whose effect are unwanted are known as extraneous variables, which need to be controlled.

These variables may be classified in to three groups.
(A) Subject relevant variable

(B) Situational relevant variable

(C) Sequence relevant variable.

**Subject Relevant Variable:** these are the variables those arising from subjects that are manipulated by means of selection procedures.

The most important of these variables are Age, Education and Experience.

Measures: The following psychometrically standardized and widely used tools of measurement were implied in the present investigation.

**TOOLS:**

1. Quality of work life scale by (Sangeeta jainee)
2. Job satisfaction scale by (Dr. Amar singh & Dr. T.R.Sharma)
3. Organizational climate scale by (Sanjyot pethe & Sushma chaudhari & Upinder dhar)

**Test 1:**

**Quality of work life scale: reliability of the test is through test retest method ans validity is**

The scale of Sangeeta jainee was used for the collection of data. They also described the various ways in which evolved in this research was the quality of work scale. Such a variety of usage of the theory and the scale also mean that the theory as well as the scale have been revised and refined many times.
Depending on the requirements of a study, the items are added or deleted, workings are changed and / or scoring system is altered.

**TEST 2:**

**JOB SATISFACTION:** reliability of the test is through test retest method ans validity is

The questionnaire of Dr. Amar singh was used for the collection of data. The test consists of 30 items, which represent all important aspects of job satisfaction. the test was found to be highly reliable.

Job satisfaction is a widely studied aspect of industrial psychology. It has been defined in different ways. But industrial psychology is agreed in general that job satisfaction is a pleasant and positive attitude possessed by an employee toward his job.

**TEST 3:**

**ORGANIZATIONAL CLIMATE:** reliability of the test is through split half method ans validity is

The scale of Sanjyot pethe, Sushma Chaudhari, Upinder dhar was used for the collection of data. The test consists of 40 items, which represent all important aspects of organizational climate. The test was found to be reliable.

**Test 1:**

**QWALITY OF WORK LIFE SCALE:**

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Plan of Statistical Analysis: Data obtained by using different tests were given statistical treatment. Following statistical device were used for analysis of data i.e. mean, SD, Analysis of Variance and Critical Ratio and Correlation.
**Mean:** the mean rather than mode or median was used as a measure of central tendency of distribution of scores of job satisfaction, organizational climate.

The formula of Mean is:

$$M = \frac{\sum x}{N}$$

Where:

- $M =$ Mean
- $X =$ Scores
- $N =$ number of score

**Standard Deviation:**

Standard deviation as a measure of variability was used because it goes mean as a measure of central tendency. The mean and S.D. were suitable for this kind of data obtained in present study. The formula is as follows:

$$s = \frac{\sum(x - \bar{x})^2}{N}$$

- $s =$ standard deviation
- $\sum(x - \bar{x})^2 =$ sum of square of score and division
- $N =$ Number of scores

**Critical Ratio:** Significance of difference between two means

$$Cr = M1 - M2$$

Where:

- $M 1 =$ Mean of first sample
- $M 2 =$ Mean of second sample
SED  = Standard error of derived difference

**ANOVA:**

In order to study a significant difference between two groups one-way ANOVA has been done.

**CORRELATION:**

The formula of correlation is as follows:

\[ r = \frac{\sum xy}{\sqrt{\sum x^2 \times \sum y^2}} \]

Where

\[ r \quad = \quad \text{Correlation} \]
\[ \sum xy \quad = \quad \text{Sum} \]
\[ \sum x^2 \quad = \quad \text{Sum of Square of score (I)} \]
\[ \sum y^2 \quad = \quad \text{Sum of Square of score (II)} \]