CHAPTER THREE

METHODOLOGY

3.0 Method
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3.0 Method

The present chapter deals with the nature of study, sample size, sample distribution, tools used for data collection and data analysis.

3.1 The study

The present research is basically exploratory in nature and focus on the advantages of hiring so mature and intelligent employees who will not only highly successful but also in tackling conflict to give a win win solution. In this study conflict is only dependent variable, no other variable is involved. Independent variable has two levels.

Conflict

Conflict resolution

The study was undertaken by administering standardized measures for collecting data from the working population in manufacturing sector and in service sector.
3.2 The sample

The sample of universe comprised of middle level and operative level employees in service sector and top level in manufacturing sector. The initial sample was of 400 respondents drawn from the total sample of 500 respondents that is 200 from service sector and 200 from manufacturing sector as we doing comparative analysis. The respondents were selected on convenient basis from the manufacturing as well as service sector located at Meerut, Ghaziabad and Modipuram. A set of two measures was given to each respondent and sufficient time was given to them for filling their responses.

3.3 Tools used

3.3.1 Data collection

Standardized tools were administered on each subject of the sample. The decisions of the tools are as follows:-
3.3.1.1 Conflict scale

Profile:
Author: Dr Jyoti Sharma
Dr. Sapna Premchandani
Nature: Verbal
Structure: 49 items
Duration: no time limit
Reliability: .77
Validity .88

Scoring
A) Scoring is done manually
B) With high scores indicating greater influence of that particular trigger. The respondents had to rate the statement from Likert 5 point scale 5- strongly agree, 4- agree, 3- neutral, 2- disagree, 1- strongly disagree.

3.3.1.2 Conflict Resolution Scale

Profile
Author – Marcus Henning
Nature Verbal
Structure Forty Sets of Items
The respondent was expected to fill any one of the five responses on almost never 2 – occasionally

1. Half the time, 4 – usually
2. Almost always

The dimensions of conflict scales are:

1. Communication
2. Leadership
3. Favorable working environment
4. Performance
5. Potential

The dimensions of conflict resolution scales are:

1. Team Spirit
2. Communication
3. Favorable working environment
4. Reward System
Data Analysis

The tabulated scores were statistically treated to derive the significant results. ANNOVA and Regression were used to calculate the results. Following objectives and hypotheses were formulated for the research:

1. To study the effect of sector (manufacturing and service) on conflict management.

H$_{01}$: There is no significant effect of sector (manufacturing and service) on conflict management.

2. To study the effect of sector (manufacturing and service) on "view of conflict" dimension of conflict management.

H$_{02}$: There is no significant effect of sector (manufacturing and service) on "view of conflict" dimension of conflict management.

3. To study the effect of sector (manufacturing and service) on "atmosphere" dimension of conflict management.

H$_{03}$: There is no significant effect of sector (manufacturing and service) on "atmosphere" dimension of conflict management.
4. To study the effect of sector (manufacturing and service) on “clarifying perception” dimension of conflict management.

H₀₄: There is no significant effect of sector (manufacturing and service) on “clarifying perception” dimension of conflict management.

5. To study the effect of sector (manufacturing and service) on “needs” dimension of conflict management.

H₀₅: There is no significant effect of sector (manufacturing and service) on “needs” dimension of conflict management.

6. To study the effect of sector (manufacturing and service) on “power” dimension of conflict management.

H₀₆: There is no significant effect of sector (manufacturing and service) on “power” dimension of conflict management.

7. To study the effect of sector (manufacturing and service) on “future orientation” dimension of conflict management.

H₀₇: There is no significant effect of sector (manufacturing and service) on “future orientation” dimension of conflict management.
8. To study the effect of sector (manufacturing and service) on "options" dimension of conflict management.

$H_{08}$: There is no significant effect of sector (manufacturing and service) on "options" dimension of conflict management.

9. To study the effect of sector (manufacturing and service) on "doables" dimension of conflict management.

$H_{09}$: There is no significant effect of sector (manufacturing and service) on "doables" dimension of conflict management.

10. To study the effect of sector (manufacturing and service) on "mutual benefit agreement" dimension of conflict management.

$H_{010}$: There is no significant effect of sector (manufacturing and service) on "mutual benefit agreement" dimension of conflict management.

11. To study the effect of sector (manufacturing and service) on "extra consideration" dimension of conflict management.

$H_{011}$: There is no significant effect of sector (manufacturing and service) on "extra consideration" dimension of conflict management.
12. To study the effect of sector (manufacturing and service) on “communication and relationship”, a cause of conflict.

H$_{012}$: There is no significant effect of sector (manufacturing and service) on “communication and relationship”, a cause of conflict.

13. To study the effect of sector (manufacturing and service) on “inadequate organizational structure”, a cause of conflict.

H$_{013}$: There is no significant effect of sector (manufacturing and service) on “inadequate organizational structure”, a cause of conflict.

14. To study the effect of sector (manufacturing and service) on “poor work environment”, a cause of conflict.

H$_{014}$: There is no significant effect of sector (manufacturing and service) on “poor work environment”, a cause of conflict.

15. To predict the value of dependent variable conflict management from independent variable sector.

H$_{015}$: The regression model has no predictive power.