Chapter Four

Methodology

This chapter deals about methodology of the study. The methodology includes sample, tools, procedure, and data analysis. The topic of present investigation is “A study of Job-Burnout and Job-Involvement as related to Perceived Organizational Culture and Social Support among Nurses of Private and Government hospitals”

Sample

The sample of the present study consisted of 300 nurses. The sample was randomly drawn from different hospitals of Aligarh district. The sample was further classified into two categories: i.e., 150 nurses were drawn from private hospitals and 150 nurses were recruited from government hospitals (JNMC and Malkhan Singh hospital) of Aligarh city.

Tools

The following tools were used in the present study:

*Maslach Burnout Inventory* The Job Burnout Inventory developed by Maslach and Jackson (1981) was used to assess the degree of burnout of the subject. The scale contains 22 items and each item to be rated on a 7-point scale, very mild, mild, and somewhat moderate, moderate, somewhat strong, strong, and very strong. The scale measures three dimensions of job burnout viz. emotional exhaustion (item numbers 1, 2, 3, 4, 5, 6, 7), depersonalization (item numbers 10, 11, 12, 13, 14) and
personal accomplishment (item numbers 15, 16, 17, 18, 19, 20) The reliability of the scale was found to be 0.56 as a whole and on the dimension wise depersonalization and personal accomplishment are 0.87, 0.77 and 0.77 respectively.

Each statement to be rated on a continuum of very mild, mild, somewhat moderate, somewhat strong, and very strong with a scale of 1, 2, 3, 4, 5, 6, 7. The range of the score varied from 22 to 154 on the scale (see Appendix I).

**Job Involvement Scale** Job Involvement Scale developed by Lodahl and Kejner (1965) was used in this study. The original scale that contains 20 items was preferred over the modified short version of this test because it was felt that there is a need to gather more information in terms of the score from the respondents from the point of view of the requirement of the present research. It is a 5-point scale and each items was rated on a continuum of strongly agree to strongly disagree. The score of a subject ranges from 20 to 100. High score indicate greater job involvement and low score indicate lesser job involvement. The test and re-test reliability lies between 0.72 and 0.89 (see Appendix II).

**Organizational Culture Scale** The organizational scale developed by (Imtiaz, 2000) was used in the present study. It has 44 items with twelve dimensions namely, fairness, mutual trust, openness, organizational climate, synergy, organizational environment, autonomy, work values, organizational belongingness, confrontation, proaction, and organizational loyalty. To determine the reliability of scale, split-half
reliability was calculated and reliability coefficient of the scale was found to be $r = 0.89$. Further congruent validity was calculated to determine the validity of the scale and validity coefficient was found to be $r = 0.76$ which also indicate that test is highly valid (See Appendix III).

**Interpersonal Support Evaluation Test** In order the measure different level of social-support a modified version of the Interpersonal Support Evaluation Test (ISET) was used. The support scale was developed by Cohen, Mermeleten, Karmarkar and Holarman (1985). This scale consisted of 18 items with two possible responses probably true or probably false (see Appendix IV).

**Biographical Information Schedule (BIS)** The investigator prepared a biographical information schedule to gather background information of the respondent. It contains information about age, work experience, name of the hospital etc.

**Procedure**

First of all, the investigator obtained permission from the Superintendent, J M Medical College, Civil surgeon, Malkhan Singh Hospital and the respective doctors who are running their private hospitals which helped for in getting necessary cooperation for the purpose of data collection. The investigator established rapport with the respondents (i.e. nurses) and assured them that their responses would be kept strictly confidential and would be utilized for the research purpose only. After establishing rapport with the respondents, the data were collected individually according to their convenience.
Statistical Analysis

After obtaining data from the nurses of private and government hospitals it was analysed by means of t-test and stepwise multiple regression analysis. t-test was used to find out the differences between the mean scores of nurses working in private and government hospitals on different variables, namely, job burnout, job-involvement, social support and organizational culture.

Stepwise multiple regression analysis was used to determine the relationship between the independent variables (social support and organizational culture) and two dependent variables (job-burnout and job involvement), and to identify different predictors of job burnout and job involvement. This method is used through Computer SPSS Package.