METHODOLOGY

Research is a systematic activity directed towards discovery and development of an organized body of knowledge. A research can be called scientific if it is conducted in a planned and objective manner. The aim of research is to probe the influence of independent variables on dependent variables through the application of scientific procedure. In fact the social sciences researchers must be careful in planning to pursue a research which must be objective and systematic by taking into account various important steps that are essentially required to make an investigation more scientific to draw meaningful conclusions. Thus, the researchers should take utmost care in working out a neat experimental design and it is to be conducted in a planned and objective manner to discover the facts and interpret the findings logically to add something new in the existing body of knowledge. The research is an unending process therefore, it must involve scientific procedures. It is essentially required for every researcher to be careful in its procedure to utilize adequate sampling technique, choosing most appropriate and standardized tools and applying suitable statistical method for data analysis. These important steps are the necessity of conducting a scientific research in psychology for the purpose of predictions and drawing conclusions.

As stated by Seltiz et al. (1962) "a research design is the arrangements of conditions for collection and analysis of data in a manner
that aims to combine relevance to the research purpose with economy in procedure”. Thus, the research design can be considered as a blue print for the collection, analysis and interpretation of data (Kothari, 1985).

It is crystal clear from the above mentioned explanation regarding conducting a scientific research. The present investigator took maximum precaution to complete this small piece of research work by taking into consideration the requirements of a scientific research.

Sample

In social sciences research including psychology the researcher must be clear in research design and selection of sample according to the requirements of the study. Every researcher faces some difficulties while deciding the sample size and its selection procedure because it has greater importance in scientific investigation. It is not practically possible to include all the individuals of the population of interest because of the limitations of an investigator particularly in social sciences research hence, the sample from a population is required. The adequate sample size is essential for scientific investigation because it plays important role in statistical analysis and drawing inference about the population of which the sample is a part.

Fisher (1950) emphasized that a large sample to be preferred over the smaller one. The significance of sample size is determined by the kind of problem and the purpose of the investigation. Kerlinger (1983)

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stated that “the sample is a portion of population or universe as to be the representation of that population or universe”. According to Mohsin (1984) sample is a small part of the total existing events, objects or the information. Thus, sampling is a process of selecting a small part of a population assuming it as representing the characteristics of the population from which the sample was drawn. The researcher took all possible precautions to make the research scientific and objective.

The present research was conducted on employees working in various nationalized banks located in Patna district. Two levels of employees-managers and clerical staff were chosen for the present study. A sample of 300 employees (140 managers and 160 clerical staff) with a range of age and work experience 26-59 years and 1-38 years respectively selected randomly. Each respondent was personally contacted and they were told about purpose of the study. The investigator assured them that their informations will be kept confidential and will be used only for academic purpose.

Tools Used

Job Involvement Scale

Job Involvement Scale developed by Lodhal and Kejner (1965) was used in this study. The original scale that contain 20 items was preferred over the modified short version of this test because it was felt that there is need to gather more information in terms of the score from the
respondents from the point view of the requirements of the present
research. It is a 5 point scale and each item to be rated on a continuum of
strongly agree to strongly disagree. Strongly agree 5 point, agree 4 point,
undecided 3 point, disagree 2 and strongly disagree 1 point. The scores of a
subject will be ranging between 20 to 100. Higher the score will indicate
greater degree of job involvement and low scores will be the indicator of
lesser job involvement. The test is simple worded and the respondents will
give their responses as desired. The test and re-test reliability of the test is
ranging between 0.72 and 0.89.

Job Anxiety Scale

The Job Anxiety Scale developed by Srivastava and Sinha
(1974) was used to assess the level of job anxiety of the subjects. There are
80 items in this test with 'Yes' or 'No' response categories having seven
dimensions:

(i) Security: Job-security; safety;
(ii) Recognition: Fair evaluation, approval, participation;
(iii) Human Relation at work: Interpersonal relationship (intra-cadre and
inter-cadre), co-operation, communication;
(iv) Reward and Punishment: Monetary gains, treatment of superiors,
unjust-criticism, blame;
(v) Self-esteem: Self-image, opportunity to show proficiency, social
status of the job;
(vi) Future-prospects: opportunity of promotion and advancement, and to increase efficiency;

(vii) Capacity to work: Shoulder responsibilities, self-confidence, aptitude and interest for job activities.

This test was found suitable because it measures the degree of anxiety pertaining to various constituents of the job life of the individuals. Out of 60 statements 17 are falsely keyed and these statements the subject’s response assign a score of one. The range of total scores of a subject on job anxiety scale will be from 0-80 showing minimum to maximum in terms of increasing manifestation of job anxiety. The reliability of the test was established by split-half reliability coefficient \((r = 0.85)\) and test-retest reliability coefficient \((r = 0.81)\). The validity of the test was 0.56 against the standard test of general anxiety.

**Multivariable Personality Inventory**

The Multivariable Personality Inventory developed by Muthavyya (1973) was found precise and suitable as compared to other personality inventories was used to measure the personality traits of employee of banking service. It contains 50 items with three reverse statements, items numbers 8, 24 and 48. The subject has to response in terms of ‘Yes’ or ‘No’ categories where ‘Yes’ response to indicate the presence of the traits whereas the incorrect response indicates the absence of the traits. A score of ‘1’ to be assigned for ‘Yes’ responses and incase of
reverse items number for 'No' response. The personality characteristics are to be measured dimensionwise by counting the responses of the subjects on the term numbers concerning a particular personality trait. It measures 9 personality characteristics.

(i) Empathy: This variable, otherwise known as interpersonal sensitivity, has been considered important for people in leadership positions. This involves the realization and understanding of another person's feelings, needs and sufferings. It is a self-conscious effort to share and comprehended accurately the presumed consciousness of another person.

(ii) Ego-ideal: The ego-ideal is composed of all the fantasies which portray the person as a hero, accomplishing great deeds or achieving recognition. Taken together, at any stage of a person's life, they represent his highest hope, the dramatization of himself as a man of destiny. Failure to actualize his instituted fantasy depresses him. The ego-ideal usually consists of a composite of internalized examplars.

(iii) Pessimism: It is a tendency to look upon the future with uncertainty, disbelief or disdain accompanied, sometimes, by expectations of negative happenings regardless of the actualities of the situation.

(iv) Introversion: The introvert tends to be self-oriented and introspective. His interest run towards the intellectual and artistic, and he shows more concern for abstract ideas than for reality. His extreme concern for internal matters may result in insufficient attention to practical affairs, and his
values are more apt to be idealistic or sentimental than realistic. He tends to behave in a serious, quiet, constrained, even inhabited manner and avoids social gathering and personal involvements. The introvert tends to be highly ego-involved in achievements or in competitive situations and thus, vulnerable to the threat of failure. He is concerned with security than with adventure in high risk-situations. Resignation or withdrawal from the stress-situation is the natural response of the introvert.

(v) Neuroticism: This concept compiles a heightened sensitivity to stressful environmental situation; a low degree of stress-tolerance. Neuroticism has been summarized in terms of four major categories: excessive and conflicting motivations, emotionally and instability, inadequate copying procedures and low self-esteem.

(vi) Need-achievement: This implies a desire or tendency to complete with a standard of excellence where; wining or doing well is the primary concern, effective concern over one's goal attainment and there is no competition with others but involve meeting a self-composed requirement of a good response. Any performance, its outcome or the capacity to produce it, is viewed, experienced and judged within a frame of reference based on various standards of excellence. Therefore, the need to achieve in definite terms means striving to increase, or keep as high as possible one's own capabilities in all activities in which a standard of excellence is thought to apply and where the execution of such activities can, therefore, either succeed or fail.
(vii) **Self-Confidence:** To be a leader in any situation, an individual must appear to make positive contribution to the group. According to some, self-confidence has a positive relationship with leadership. Therefore, self-confidence is an important variable as it indicates the extent of assurance one possess about one’s capacities and abilities is not only confronting problem-situations but also in finding solution to them.

(viii) **Dogmatism:** It is a closed way of thinking which could be associated with any ideology regardless of contact: an authoritarian outlook on life, intolerance towards those with opposing beliefs, and a sufferance of those with similar beliefs. To say that a person is dogmatic or that his belief system is closed is to say something about the way he believes and the way he thinks not only about a single issue but also about networks of issue.

(ix) **Dominance:** Individuals whose personalities are characterized by dominance or ascendance will more frequently be found to occupy or emerge in leadership roles. The primary desires prevalent in such persons are for power, prestige and material gain. Some of the behavioural components of this variable are to control one’s by human environment, to influence or direct the behaviour of others by suggestion, reduction, persuasion, or command.

The reliability of the scale was established 0.52. The concurrent and construct validity of the test was also established.
Job Burnout Inventory

The Job Burnout Inventory developed by Maslach and Jackson (1981) was used to assess the degree of burnout of the subjects. The scale contains 22 items and each item to be rated on a 7 point rating scale, very mild 1, mild 2 point, somewhat moderate 3 point, moderate 4 point, somewhat strong 5 point, strong 6 point and very strong 7 point. The scale measures three dimensions of job burnout viz, emotional exhaustion, depersonalization and personal accomplishment. The items number 1,2,3,4,5,6,7,8,9 measures emotional exhaustion, the items number 10,11,12,13,14 measures depersonalization and items number 15, 16, 17, 18, 19, 20, 21, 22, measures personal accomplishment. Total scores on these items give total burnout of the subjects. The reliability of the scale was found 0.56 as a whole and on all three dimensions i.e. emotional exhaustion, depersonalization and personal accomplishment are 0.87, 0.77 and 0.77 respectively.

Scoring: Each statement to be rated on a continuum of very mild, mild, somewhat moderate, moderate, somewhat strong and very strong with a score of 1, 2, 3, 4, 5, 6 and 7 respectively. The range of the score varied from 22-154 as a whole and separately to each dimension varies from 9-63, 5-35 and 5-56 for emotional exhaustion, depersonalization and personal accomplishment respectively.
Biographical Information Blank (BIB)

The investigator prepared a biographical information blank to gather in background information of the respondents age, total work experience etc.

Statistical Analysis

Selection of appropriate statistical technique for data analysis depends upon the nature of data and the design of the study. The present researcher took all possible precaution keeping in view the basic purpose of this small piece of research work. It was decided to analyze data by means of Pearson product moments correlation and t-test, which are found most suitable because the coefficient correlation for which variable under investigation will give more meaningful results. The t-test is used in order to make the comparison between the means of various groups to see the impact of certain biographical variables including job status of various categories of employees working in banking sector on dependent variable. The findings obtained will be interpreted accordingly.