CHAPTER-4

METHODOLOGY

This chapter describes the research methodology and the process of data collection and its analysis to empirically test the proposed conceptual model discussed in the previous chapter. The study is proposed to explore the association between stress, work-life balance, and coping strategies and how they predict job satisfaction among the Delhi and UP Police Personnel.

4.1 RESEARCH DESIGN

The aim of a research design is to provide an intended and prepared way of achieving the research objectives and to augment validity and reliability of the variables used. The present study adopts a descriptive co-relational survey research design that seeks to explore the relationship between the job satisfaction and its predictors. A questionnaire was administered to collect data from the respondents of police departments.

Tools

Keeping in mind the objectives of the study the following tools were employed for the collection of data. Hindi versions of the tools were prepared by the researcher.
I: Personal information sheet
II: Police Stress Questionnaire
III: Work-Life Balance Scale
IV: Coping Strategies
V: Abridge Job Descriptive Index

The details are as under:

I: Personal Information Sheet

It provides the demographic details of the respondents and information pertaining to - gender, age, designation, work experience, and background.

II: Police Stress Questionnaire (McCreary & Thompson, 2006)

The Operational Police Stress Questionnaire (PSQ-Op) and the Organizational Police Stress Questionnaire (PSQ-Org) have been used by researchers to explore police stress. The short length of each PSQ helps to reduce to burden placed on officers completing them and allows researchers greater flexibility (in terms of focusing on either operational or organizational stress, if they so desire). Each PSQ is scored by summing or averaging the 20 items from each to create separate PSQ-OP and PSQ-Org scale scores.

III: Work-life balance Scale

The present questionnaire has been designed to understand the importance of balance between an individual’s professional and personal life. The important sources of inspiration are the
work life questionnaire designed by Bohen, Viveros Long (1981); Kopelman, Greenhaus and Connelly (1983) along with a website: www.od_online.com. The questions have been adapted from the aforesaid sources. The questions have been clubbed under two main categories.1. life (10 items) a. person (5 items)b. environment (5 items) 2. work (10 items)

IV: Coping Strategies (McCarty, Zhao & Garland, 2007)

This study uses two measures of coping mechanisms including constructive and destructive coping mechanisms. Constructive coping is a measure of direct, positive, and active responses to work related stress (e.g. talk of spouse, relative and friends about the problem, make a plan of action and follow it, pray for guidance and strength, etc). Destructive coping measures the negative and avoidance technique used to deal with work related stress (e.g. stay away from everyone, yell or shout at spouses/ significant others or family members, smash or break things, increased smoking, drinking, and /or gambling, or pretend that nothing is wrong).

V: Abridge Job descriptive index (Stanton et.al. 2001)

The Abridge Job Descriptive Index (AJDI) is a specific questionnaire of job satisfaction that has been widely used. It measures one’s satisfaction in five facets: pay, promotions and promotion opportunities, coworkers, supervision, and the work itself. The scale is simple, participants answer either yes, no, or can’t decide (indicated by ‘?’) in response to whether given statements accurately describe one’s job. Scores for each job
aspect were obtained by summing the assigned weight for each item across all items covering the particular aspect. The weights for the responses were:

"True" = 3, "Not True" = 0, "Unsure" = 1

For the traditional method, the scores for each job aspect were obtained by summing the assigned weights for each item across all items covering the particular job aspect. The overall job satisfaction score was obtained by adding up all the 5 dimensions of job satisfaction. The alpha reliability of the scale is presented below:

<table>
<thead>
<tr>
<th>SCALES</th>
<th>NUMBER OF ITEMS</th>
<th>CRONBACH ALPHA COEFFICIENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Stress Scale</td>
<td>20</td>
<td>.81</td>
</tr>
<tr>
<td>Organizational Stress Scale</td>
<td>20</td>
<td>.75</td>
</tr>
<tr>
<td>Work-life Balance Scale</td>
<td>20</td>
<td>.74</td>
</tr>
<tr>
<td>Constructive Coping Scale</td>
<td>5</td>
<td>.51</td>
</tr>
<tr>
<td>Destructive Coping Scale</td>
<td>7</td>
<td>.59</td>
</tr>
<tr>
<td>Abridge Job Descriptive I.</td>
<td>25</td>
<td>.67</td>
</tr>
</tbody>
</table>

### 4.2 PROCEDURE FOR DATA COLLECTION

Primary data was collected through a structured questionnaire personally administered to the police personnel among the 2 states. Data collection could begin only after seeking the permission to conduct the study from the respective department heads. The respondents were pre-informed by their departments about the study and were requested to extend their cooperation. The respondents were contacted during the office hours and were personally requested to answer all the
statements of the questionnaire honestly and completely as far as possible.

At the very outset the respondents were assured of the confidentiality of their responses as their names was not required on the questionnaire. They were also assured that the study has not been commissioned by their management and their participation is entirely on voluntary basis.

4.3 SAMPLE

A non-probability convenience sampling technique was adopted in the study. A total of 350 respondents drawn from Delhi and Uttar Pradesh police constituted our sample size. This included both the head office and the branches.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>335</td>
</tr>
<tr>
<td>Female</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIMENSIONS</th>
<th>CATEGORY</th>
<th>RESPONDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background</td>
<td>Rural</td>
<td>270</td>
</tr>
<tr>
<td></td>
<td>Urban</td>
<td>80</td>
</tr>
<tr>
<td>Designation</td>
<td>Constables</td>
<td>240</td>
</tr>
<tr>
<td></td>
<td>Head Constables</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>Sub inspectors</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>Officers</td>
<td>8</td>
</tr>
<tr>
<td>Age category</td>
<td>20 – 30 years</td>
<td>125</td>
</tr>
<tr>
<td></td>
<td>31 – 40 years</td>
<td>70</td>
</tr>
</tbody>
</table>
The detailed demographic composition of the sample in the all the two states police is discussed in the following chapter. No known bias was involved in sampling. Those who could be conveniently approached and were willing to be interacted and fill up the questionnaire were included in our sample.

4.4 ANALYSIS OF DATA

A Statistical Package for Social Sciences (SPSS) version 20.0 was used to analyze the questionnaire data. This included processing, scoring, coding, tabulation and analysis of the collected data. The analysis was done in the following steps

1. Demographic Analysis
2. Descriptive Analysis
3. Inferential Analysis
4. Regression Analysis
1. Demographic Analysis

It involved studying the composition of the sample on the various identified dimensions and also to draw a comparative analysis of these dimensions for the police personnel of all 3 states.

2. Descriptive Analysis

Descriptive statistics describes the characteristics and the attitudes towards the variables. For this purpose mean scores and standard deviation scores of the two respondents was computed.

3. Inferential Analysis

   Inferential statistics concerns with drawing inferences and to identify significant differences among the groups. Three -way Analysis of Variance (ANOVA) technique was used to compare the differences among the demographic variables and job characteristics. Further post-hoc test was also applied to identify which groups were more significant.

4. Regression Analysis

   Regression is a statistical technique for determining the predictor variables. Step-wise multiple regression analysis was conducted among the variables.

4.5 SUMMARY

   This chapter presented the research methodology used in this study and it’s Justification. It discusses the research design of the study, the details of the framed questionnaire, pilot
testing, the respondent sample, procedure for data collection and the statistical techniques used for analysis of data.

The next chapter presents results of the empirical research, results related to the research hypothesis and a summary of the results.