CHAPTER IV

RESEARCH METHODOLOGY
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References.
RESEARCH METHODOLOGY

This chapter describes the method adopted to measure job satisfaction of librarians working in engineering institutions. It also includes the population selected, data collection methods and tools used for this study.

Research methods refer to the methods the researcher used in performing research activities. In other words, all the methods which are used by the researcher during the course of studying his problem are termed as research method. Research methodology is a way to solve the research problem systematically. Research is the activity of solving problem which adds new knowledge as well as gathering of evidence to test generalization. Satarkar (2000) says “Methodology in research is a way to solve the problem, to unfold the probable answer and to test the hypothesis stated”.

4.1 DEFINITIONS:

There are various definitions of research, one important definition given by the encyclopedia of social sciences that defines research as “The manipulation of things, concepts or symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practice of an art”. As there is no agreed definition of the term research, Webster’s New Collegiate Dictionary of English Language (1981) defines research as “Studious inquiry of examination, especially critical and exhaustive investigation or experimentation having for its aim the discovery of new facts, and their correct interpretation, the revision of accepted conclusions, theories and laws in the light of newly discovered facts, or practical applications of new or revised conclusions, theories or laws.”

There are various research methods in library and information science for carrying out research. Basically following are the various research methods according to Krishna Kumar (1999)

2. Experimental Research Method.
3. Historical Research Method.
According to Pichappan and Nagarajan (2006) the survey conducted in libraries are able to collect three broad categories of information.

a. Existing library conditions
b. Comparisons between current status and the optimum goals and
c. Suggestions for the improvement of existing conditions.

Harrison (1988) states that “a social survey is a process by which quantitative facts are collected about the social aspects of a community composition and activities”. Considering the above importance and nature of research problem the survey method is followed by the researcher to measure job satisfaction of librarians working in engineering institution.

Michael (1990) stated ‘surveys are the most widely used technique in education and the behavioral science for the collection of data’.

4.2 TOOLS FOR DATA COLLECTION:

A research tool plays an important role in research, as it is the sole factor in collecting the data. There are many tools of data collection. The task of data collection begins after a research problem has been defined. Kothari (2004a) defines various methods of data collection particularly in survey and descriptive researches are:

1. Observation method
2. Interview methods
3. Through questionnaire
4. Through schedule

Other methods include, warranty cards, distributor audit, pantry audit, consumer panels, using mechanical device, through projective techniques, depth interview and content analysis.

The method of collecting data by mailing the questionnaire to respondents is used in various surveys, Kothari (2004b) has pointed out following merit of questionnaire.

1. There is low cost even when the area is large and is widely spread geographically.
2. It is free from bias of the interviewer as answers are in respondents own words.

3. Respondents have adequate time to give well thought out answers.

4. Respondents, who are not easily approachable, can also be reached conveniently.

5. Large sample can be made use of and thus the results can be made more dependable and reliable.

Specter (1997) indicated that job satisfaction research is mostly done with the help of questionnaire. Considering the above merits, the researcher has decided to make use of questionnaire for collecting the data from respondents. According to Young (1984), there are two types of questionnaire:

1. Structured/standardized questionnaire
2. Unstructured/Non-structured questionnaire.

As there are several techniques of measuring satisfaction, interview and questionnaire and rating scales have been used in the present research. According to Ghanekar (1995) there are various scales used in survey which fall in two categories:

1. Tailor made scale which is constructed for a particular project or setting.
2. Standard scale developed to establish group norms on the scale and to ensure reliability and validity of measuring instruments.

There are many standard job satisfaction questionnaires e.g. the job satisfaction survey (JSS), The Minnesota satisfaction questionnaires (MSQ), The job descriptive Index (JSI), the need satisfaction questionnaire (NSQ) and the faces scale of job satisfaction.

However, researcher has developed a hybrid job satisfaction questionnaire on the basis of above standard questionnaires including Likert five point tailor made rating scales to measure the job satisfaction of librarians working in engineering intuitions in Maharashtra state. Researcher also visited various libraries and conducted interview of many librarians of technical institutes.
4.3 SCOPE OF LIMITATIONS:

Librarians with adequate job satisfaction will be able to fulfill the goals and objectives of the library. It indicates the inner fulfillment derived from being engaged in work and creativity. The AICTE has proposed the job description and job analysis for the librarians of engineering and polytechnic institutes. Each institute is having the post of librarian. Further there is remarkable growth in engineering institutions in Maharashtra State. Technical education specially higher education is becoming important for survival, as we are entering in the globalization and industrialization culture. This has resulted in fast growth of engineering institutions. There is a danger of standard of technical education going down due to the lack of quality and services provided by the library. Job satisfaction survey in this regard will find out some useful results which will be helpful for improving library services and attitude of librarians working in technical institutions. It has been proved that satisfied employees show positive attitude towards their work and dissatisfied employees show negative attitude and such attitude affects services of the organization they serve.

The study deals with variables like age, gender, length of service, pay, courses attended, conditions of service, intrapersonal relationship, working environment, treatment by management, work attitude, professionalism, use of IT and motivation etc.

It was found that, there were 214 engineering and 155 polytechnic institutions existing in Maharashtra state during the year 2008-09. All these institutions were included in the present study except the institutes having single discipline e.g. Dress designing, medical technology, leather technology, interior design and decoration, printing technology, travel and tourism, food technology, pharmacy. The reason being that nature of such institutions is different than engineering institutions. Table no. 4.1 shows the response rate of questionnaires.
Table 4.1

Distribution of Questionnaire

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Type of Institute</th>
<th>Questionnaire Distributed</th>
<th>Questionnaire Received</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Engineering</td>
<td>214</td>
<td>148</td>
<td>69.16</td>
</tr>
<tr>
<td>2</td>
<td>Polytechnic</td>
<td>155</td>
<td>53</td>
<td>34.19</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>369</td>
<td>201</td>
<td></td>
</tr>
</tbody>
</table>

All the responses received were found complete hence all were included in the analysis.

Table no. 4.2 shows the gender-wise analysis of the questionnaires received.

Table 4.2

Gender wise Distribution of Questionnaire

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Institute</th>
<th>Gender</th>
<th>Questionnaire Distributed</th>
<th>Questionnaire Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Engineering</td>
<td>Male</td>
<td>124</td>
<td>86</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Female</td>
<td>90</td>
<td>62</td>
</tr>
<tr>
<td></td>
<td>Polytechnic</td>
<td>Male</td>
<td>84</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Female</td>
<td>71</td>
<td>22</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>369</td>
<td>201</td>
</tr>
</tbody>
</table>

The questionnaire prepared for the survey was sent to above (369) colleges and after consistent persuasion only 201 questionnaires were received. The researcher considered 16482 responses for the analysis. The analysis of received responses is done with the help of computer with excel software. After analysis, sum and means were calculated.

4.4 HYPOTHESES:

A hypothesis is an assumption about relations between variables. It is a tentative explanation of the research problem or a guess about the research results. Hypothesis is usually considered as the principal instrument in research. Its main function is to suggest new experimentation and observations. Webster’s Dictionary of English language defines the term hypothesis as “proposition, condition or principle which is assumed perhaps without belief, in order to draw out its logical consequences.
and by this method to test its accord with facts which are known or may be determined".

According to Bhandarkar and Wilkingson (2009), “hypothesis help us to see and appreciate, the kind of data that need to be collected in order to answer, the research question and the way in which they should be organized most efficiently and meaningfully.

The researcher has designed following hypotheses to investigate the level of job satisfaction amongst the librarian.

1. The librarians of engineering institutions are lagging behind in providing better services to their users.
2. The library services in engineering institutes are not of desired level.
3. To find out reasons of dissatisfaction of librarians working in engineering institutions.

4.5 OBJECTIVES OF THE STUDY:

The aim of the present survey is to identify important factors which influence the job satisfaction of librarians working in engineering institutions in Maharashtra state, in relation to the variables like attitude towards job, working conditions, job content, work environment, motivation, use of information technology and personal factors like age, salary, gender, experience, education level etc. Hence the study is undertaken with the following six objectives:

1. To study nature of job of librarians in engineering Institutions.
2. To find out skills required for engineering college librarians
3. To identify professional potential of the librarians
4. To ascertain the infrastructural facilities at their disposal
5. To identity factors associated with job satisfaction in libraries
6. To analyze job satisfaction level of librarians.

4.6 DESCRIPTION OF THE QUESTIONNAIRE:

In order to collect the comprehensive and relevant data from the librarians of engineering institutes, questionnaire was designed keeping in view the objectives of the study. The questionnaire consisted of open ended and close ended questions as well as Yes/No types and rating scale questions.
The questionnaire was prepared in two different parts. Part first deals with respondent's personal variables, i.e. demographic information. It includes the name of the librarian, name of the institution, experience, age, gender, qualification, pay scales, quality improvement program courses completed and courses attended. Total 8 questions were included in this part of questionnaire. Part second was again divided into five different parts e.g.

1. Innovative practices and intrapersonal relationship.
2. Work environment, service condition & motivation
3. Nature of job and work attitude,
4. Professionalism and
5. Use of IT and job satisfaction.

In the above five sections, 15 open ended questions, 28 close ended questions and 31 rating scale questions were included. Questionnaire was having total 82 questions in the questionnaire. The questionnaire was sent to the librarians of engineering and polytechnic colleges of Maharashtra state. 369 questionnaires were sent in the month of April 2009. Self addressed envelope along with required postage was also sent for reply. Respondents were given one month time to fill up and return it back to the researcher. After a poor response, researcher again sent 20% questionnaires to the different respondents; researcher visited various institutions and collected questionnaires personally. Researcher also interacted with various librarians of polytechnic and engineering institutions during the collection of questionnaire.
References:


