

Research Methodology

CHAPTER III

RESEARCH METHODOLOGY

3.1. INTRODUCTION

This chapter details on the research design and the methodology using for the study. It explains the conceptual framework, research questions, the hypotheses formulated for the study, the particulars of the questionnaires used, sources of the data, the details of the respondents for data collection, sampling technique adopted for the study and data tools used for analysis the collected data.

3.2. RESEARCH DESIGN

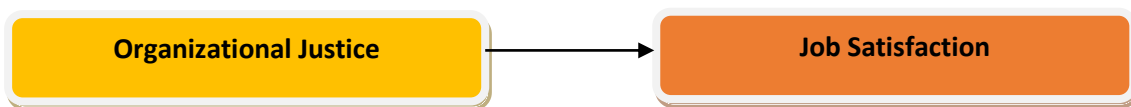
Descriptive research design was adopted in the present study due to the nature of the study. Any study that has specific research objectives followed by specific research questions to be answered then it is classified as descriptive research design. Descriptive research is also known as statistical research in which the problem to be studied is well defined. The descriptive research design answers questions on who, what, where, when and how. Thus, on the basis of the above, the research questions for the present study is formulated.

3.3. CONCEPTUAL FRAMEWORK

The study propounds to study the relationship between Organizational Justice and Job Satisfaction among the Information Technology (IT) workers in the present study.

Job Satisfaction (JS) is one of the most researched variables that has attracted the attention of the managers in organizations and academicians as well. It is one the major research variable that influences the productivity of the organization. Job Satisfaction is the mental feeling that an employee has over his job. It is a combination of both positive and negative feelings on the job. It is very important because an employee spends most of productive time of his lifetime in the workplace. Job Satisfaction is the key component that leads to recognition, income, promotion, achievement of the individual and organizational goals. Therefore, it is very important to measure the satisfaction level of an employee in his job.

Organizational Justice (OJ) refers to the employee's perception on the fairness of workplace. It means how the employees are fairly treated in the job and the ways in which the determinants affect other job-related issues. Organizational Justice is measured by three dimensions, namely, distributive justice, procedural justice and interactional justice. It is an important variable as it studies the mindset of the employees towards the organization. When an employee perceives that the organization is treating him well, his propensity to deliver high in the job increases. Therefore, the study proposes to research on the impact of organizational justice on job satisfaction.



3.4. RESEARCH QUESTIONS

1. What is the relationship between organizational justice and job satisfaction among the employees of Information Technology industry in Coimbatore?
2. What is the level of perception of organizational justice among the employees of Information Technology industry in Coimbatore?
3. What is the level of job satisfaction among the employees of Information Technology industry in Coimbatore?
4. What is the effect of various demographic variables such as gender, age, education, experience and income on Organizational Justice and job satisfaction among employees of Information Technology industry in Coimbatore?

3.5. FORMULATION OF HYPOTHESES

A. IMPACT OF OJ AND JS

Null Hypothesis: There is no impact of Organizational Justice and Job Satisfaction.

B. RELATIONSHIP BETWEEN OJ AND JS

Null Hypothesis: There is no significant relationship between Organizational Justice and Job Satisfaction.

C. ORGANIZATIONAL JUSTICE

To establish the empirical differences among the demographic variables such as gender, age, education, experience and income and the sub-scales of Organizational Justice, the following hypotheses were formulated for testing.

Null Hypotheses 1 (Gender * Org Justice)

1. Male and female respondents do not differ on their scores on the distributive justice.
2. Male and female respondents do not differ on their scores on the procedural justice.
3. Male and female respondents do not differ on their scores on the interactional justice.

Null Hypotheses 2 (Age * Org Justice)

1. Employees belonging to different age groups do not differ on their scores on distributive justice.
2. Employees belonging to different age groups do not differ on their scores on procedural justice.
3. Employees belonging to different age groups do not differ on their scores on interactional justice.

Null Hypotheses 3 (Education * Org Justice)

1. Employees belonging to different education qualification do not differ on their scores on distributive justice.
2. Employees belonging to different education qualification do not differ on their scores on procedural justice.
3. Employees belonging to different education qualification do not differ on their scores on interactional justice.

Null Hypotheses 4 (Experience * Org Justice)

1. Employees belonging to different years of experience do not differ on their scores on distributive justice.
2. Employees belonging to different years of experience do not differ on their scores on procedural justice.
3. Employees belonging to different years of experience do not differ on their scores on interactional justice.

Null Hypotheses 5 (Income * Org Justice)

1. Employees belonging to different income groups do not differ on their scores on distributive justice.
2. Employees belonging to different income groups do not differ on their scores on procedural justice.
3. Employees belonging to different income groups do not differ on their scores on interactional justice.

D. JOB SATISFACTION

To study the empirical differences among the demographic variables such as gender, age, education, experience and income and the sub-scales of Job Satisfaction, the following hypotheses were formulated for testing.

Null Hypotheses 1 (Gender * Job Satisfaction)

Male and female respondents do not differ on their scores on the Job Satisfaction.

Null Hypotheses 2 (Age * Org Justice)

Employees belonging to different age groups do not differ on their scores on Job Satisfaction.

Null Hypotheses 3 (Education * Org Justice)

Employees belonging to different education qualification do not differ on their scores on Job Satisfaction.

Null Hypotheses 4 (Experience * Org Justice)

Employees belonging to different years of experience do not differ on their scores on Job Satisfaction.

Null Hypotheses 5 (Income * Org Justice)

Employees belonging to different income groups do not differ on their scores on Job Satisfaction.

3.6. SOURCES OF DATA

There are two forms of data, which is the primary data and secondary data. The survey method also called as the questionnaire method is used to collect the primary data for the present study. Attention and care were paid to the simplicity of the language used in the questionnaire. Satisfactory care has been taken for the questionnaire so that it gives consistent results in the data collection process.

3.7. INSTRUMENTATION

In order to collect data for the above framed research questions, the following scales/ instruments were used.

- i. Job Satisfaction Scale (JS) – 20 items
- ii. Organizational Justice Scale (OJ) – 20 items

The details regarding the number of items in the scale, the testing of its psychometric properties (reliability and validity), its scoring pattern are all explained below.

Job Satisfaction Scale (JS Scale)

For the present study, the Minnesota Satisfaction Questionnaire (MSQ) of Weiss, D.J., Dawis., R.V., England, G.W., & Lofquist, L.H (1967) Minneapolis: University of Minnesota, Industrial Relations Center was used. The short form MSQ scale contains 20 items. This is a uni-dimensional scale comprising three major aspects of satisfaction viz., intrinsic satisfaction, extrinsic satisfaction and general satisfaction. Compared to the other instruments on job satisfaction, the MSQ contains more specific information on the various key aspects of the job that individuals find more rewarding. The questionnaire takes a maximum of 10-15 minutes for completion. The MSQ questionnaire also helps in generating ideas and discussions on the reinforcements to be introduced in the job.

Scoring

Response choices for the MSQ are weighted in the following manner:

<i>Response Choice</i>	<i>Scoring Weight</i>
<i>Very Dissatisfied (VDS)</i>	<i>1</i>
<i>Dissatisfied (DS)</i>	<i>2</i>
<i>Neither (N)</i>	<i>3</i>
<i>Satisfied (S)</i>	<i>4</i>
<i>Very Satisfied (VS)</i>	<i>5</i>

Thus, the opinion of the respondents is scored from 1 through 5 proceeding from left to right in the answer spaces. The scale scores are determined by summing up the weights of the responses chosen for the items in each scale.

Organizational Justice Scale (OJS)

Organizational Justice was measured by the scale developed by Neihoff and Moorman (1993). The scale primarily consists of three sub-dimensions mainly, distributive justice, procedural justice and interactional justice. The scale consists of 20 items which are divided on the dimensions in the following way,

Questions from 1 – 5 are related to Distributive Justice

Questions from 6 – 11 are related to Procedural Justice

Questions from 12 – 20 are related to Interactional Justice

3.8. QUESTIONNAIRE DESCRIPTION

The questionnaire used for the final data collection consists of the questions measuring two variables, Organizational Justice (OJ) and Job Satisfaction (JS). Along with these variables, the questionnaire also contained the six questions measuring the demographic profile of the respondents. Therefore,

Part 1 – Job Satisfaction (JS) (20 questions)

Part 2 - Organizational Justice (OJ) (20 questions)

Part 3- Demographic Profile of the respondents (6 questions)

Five-Point Likert scale items are used for Part 2 and 3. Part 1 contains the nominal and ratio scale items.

3.9. PILOT STUDY

Before proceeding on to the final data collection of the present study, a pilot study was conducted with the following purpose. It was done as a preparation for the major study. When we carry out a scientific research study, it is always advised to proceed on with the pilot study before carrying the final study as I may leave in unforeseen difficulties with regard to the usage of the variable, understanding of the language used in the questionnaire, to identify the grey areas on the research project, to know whether the research methodology adopted is appropriate and adequate for the current study and also to find out the potential problems in the execution of the final study.

The questionnaire was circulated among 64 IT employees belonging to Coimbatore. Those employees were selected by the human resource managers of the IT companies. The respondents belong to the age group of 20-45 years.

3.10. RESULTS OF THE PILOT STUDY

During the pilot study, the questionnaire was explained to the respondents. It was informed to the respondents that the data is collected for the research purpose and they are randomly chosen to take part in the study. The respondents were informed that the researcher seek their opinion to the question's places in the questionnaire. Most importantly, there were told that there is no right or wrong answers and no details of their name and other details will be disclosed outside. Hence, it will not have any negative effect in the working atmosphere.

The minimum time required to fill the questionnaire was about 15-20 minutes. However, the major research objective and the research design was not disclosed to the respondents. The results of the pilot study showed that the respondents were able to understand the language of the questionnaire. The questions used were practicable. The following table gives the details of the reliability values obtained from the pilot study.

Table 3.10.1 Reliability details of Pilot study

S. No.	Instruments	Spearman-Brown Split – Half reliability values
1.	Organizational Justice <i>Sub Scales</i> Distributive Justice Procedural Justice Interactional Justice	0.845 0.789 0.826
2.	Job Satisfaction – Uni Dimensional Scale	0.866

3.11. POPULATION

The area selected for the present study in Coimbatore. This city is the second most developing city in the state of Tamil Nadu. This city was primarily known for the textile mills, pumps and grinders. The city was predominantly known for its family owned business units and the culture followed by it. The emergence of service industries such as Information Technology business organizations has gained momentum in the recent years. The young working population of the city has increased. Hence, it was decided to explore the variables Organizational Justice and Job Satisfaction among the information technology employees working in the Coimbatore City.

3.12. SAMPLING TECHNIQUE

Data were collected from the Information Technology employees working in Coimbatore city. The sampling adopted for the present study was multistage sampling. In stage one, seven companies listed in NASSCOM (National Association of Software and Service Companies) who had their origin in Coimbatore were selected. In stage two, organizations who had a minimum headcount of 150 employees were selected. This was done to obtain a equal sample size. Thus, 6 companies were chosen. The HR heads of the companies were approached regarding the data collection process. Five companied permitted for the collection of data. The total population size of the five companies were 2600 respondents. Based on the Krejice and Morgan (1970) sample size table, 335

respondents were considered to be adequate sample size. Considering the non-response error, non-filling of the questionnaire, almost 600 questionnaires were distributed to the employees. 558 questionnaires were returned back of the data collection out of which few were incomplete and unfilled. Those were not considered for the final study.

Thus, there were totally 534 respondents considered for the further process.

3.13. DATA CLEANING

The final data has to be cleaned before proceeding for the final data analysis. The data cleaning or the data screening is the process of inspecting data for any errors and rectifying them prior to data analysis. In the data collected, there were few missing data. Missing data refers to the unavailable values of one or more variables (Pallant, 2010). Few missing observations may shrink the sample size. In checking for missing data, there were 12 places at the per item level were missed. However, it was attempted to purify the missing data. The method adopted was the replacement of missing values. The missing values were substituted by the mean values of the variables calculated from the valid responses. Thus, the missing values were replaced and the data were cleaned.

3.14. PERIOD OF THE STUDY

The period of the study was from October 2017 to April 2018.

3.15. SAMPLE CHARACTERISTICS

The final sample consisted of 534 employees working in IT industry of Coimbatore city. Percentage analysis was executed in order to understand the nature of the data and its characteristics. There was an equal distribution of male and female respondents in the collected data which comprised of 272 male employees and 262 female employees. With regard to the age category, almost 73.8 percent of employees were belonging to the age limit of 20-30 years. 19.7 percent of employees in 31-40 years and 6.6 percent in above 40 years category. The percentage analysis also showed that almost 82 percent of employees were belonging to the income group of less than 30000 rupees.

3.16. DATA ANALYSIS

With reference to the research objectives formulated and the availability of the final data collected, different statistical tools were adopted. The SPSS – Statistical

Package for Social Science (Version 21) were used for analysis. Following were the details of the different tools used in the present study.

z test

The z test is used to study the difference between the two groups of equal or unequal sizes. In the present study, demographic variables such as gender, income is studied along with dimensions of organizational justice and job satisfaction.

ANOVA

An one-way ANOVA test is used to test the difference among the variables where there are more than two groups. In this study, ANOVA is used for testing demographic variables such as age, education, experience, family size with the dimensions of organizational justice and job satisfaction.

Correlation

Correlation is used to test the relationship between two variables. In this study, the relationship between organizational justice and job satisfaction is studied.

Regression

Regression is used to study the impact of the one variable on the other variable. The value shows whether it is a negative or positive effect. The R square value shows that impact of the two variables on each other.

Thus, are the tools used for analysis.

3.17. SUMMARY

Thus, the chapter documents the entire research design and the methodology details adopted in the present study. The final questionnaire contains 46 questions, out of which 20 belongs to Organizational Justice and 20 questions measure Job Satisfaction and 6 questions measure the demographic profile. The chapter covers the complete details of the questionnaire, the details of the psychometric properties testing and the data tools used for analysis. A detailed description of the data analysis will be explained in Chapter IV.