

# Chapter 5

## **RESEARCH METHODOLOGY**

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## CHAPTER - 5

### RESEARCH METHODOLOGY

#### INTRODUCTION:

*Research methodology is to be considered as a path maker, whistle blower and provide concrete guidelines to the researcher in any field and any kind of research. Without research methodology a research work looks like a building without a pillar, an effort without planning and a running train on track without any signal. It may be noted, in the context of planning and development that the significance of research lays in its quality and not in quantity. The need, therefore, is for those concerned with research, to pay due attention to designing and adhering to the appropriate methodology throughout for improving the quality of research. The methodology may differ from problem to problem, yet the basic approach towards research remains the same. Keeping in mind all these things, this chapter focuses on the research methodology and its various components used in this research.*

With recent attention on police suicide, a number of cases have been reported in the media and studies carried out, review of these cases and studies indicate that one of the reasons of police suicide is the high level of stress. Between 1934 and 1960, police suicide rates were half that of the general population. Between 1980 to the present, suicide rates in some departments almost approach double. Reviews and research finding showed that the main reason behind the police suicide was a high level of stress. In recent times, the police stress has increased alarmingly, so there is a need to identify the reasons behind the growing stress level among police personnel in Gujarat.

Gujarat police have been quite satisfactory in keeping their objectives aimed at total peace for the state. The role and the need of the police in times of emergency is remarkable at the national level, in general. But in particular, they are the messengers of God during natural disasters for the people of Gujarat. Even in handling criminal cases, they are amazing at pointing and striking out the problems.

There has been a lot of research on the negative effects of stress on people in general. It is a proven fact that police work is one of the top rated professions for job stress next to air traffic controllers and dentists.

The main purpose of this study is to find out the various symptoms and sources of stress among police personnel in the selected cities of Gujarat. The study also focuses on the idea of what stress is scientifically, the way it relates to the police job and gives us an idea of what cops may need to do to help them overcome stress.

#### **5.1: RESEARCH OBJECTIVES:**

- i. To check whether the police personnel of Gujarat suffers from stress or not, if so then their level of stress and the possible ways to deal with it.
- ii. To identify the key sources of stress the reasons of its occurrence and its impact on police personnel in Gujarat.
- iii. To study the level of stress and its relationship with the hierarchy level of the police personnel in organization.
- iv. To study the personal issues of police personnel which include worry about health, burden with unresolved issues in the past, suffering from depression and suffering from low esteem.
- v. To find out the relationship between medication, smoking, consumption of alcohol with the stress level among police personnel in Gujarat.
- vi. To check the relationship between the personal sphere and various symptoms of stress among police personnel of Gujarat.

- vii. To check whether or not unresolved issues strengthen the level of stress among police personnel of Gujarat.
- viii. To study the impact of depression if any on the level of stress among police personnel of Gujarat.
- ix. To study the impact of work sphere on symptoms of stress among police personnel of Gujarat.
- x. To check the association between being overloaded with the work and working long hours among police personnel of Gujarat.
- xi. To study the impact of being overloaded with work on the level of stress among police personnel of Gujarat.
- xii. To study the impact of dissatisfaction with salary on the sources of stress at work place among police personnel of Gujarat.
- xiii. To study the relationship between post retirement departmental issues and the level of stress among police personnel of Gujarat.
- xiv. To study the gap between Demand and Supply of qualified workforce leading to compelled excessive workload as well as pressure.
- xv. To study the conditions of “what to do and what not to do” especially when police personnel feel heavily stressed out.

## **5.2: BENEFITS OF THE STUDY:**

- i. This study attempts to contribute to literature on the stress management among police officers in general and particularly in the state of Gujarat.
- ii. It is expected that this study will contribute to a better understanding of the various reasons for stress among police personnel and different strategies for coping with stress among police personnel. This is expected to be useful to both the Government (Central & State) as well as policy makers.
- iii. Most public policies seek to achieve certain objectives through changing the behavior of organizations or individuals. Government can use this study to achieve better performance by the police department in general and particularly by the government of Gujarat.
- iv. It is also expected that this study will be helpful for police personnel to overcome various types of stress using coping strategies suggested by the study report and work efficiently in a competitive environment.
- v. This study is also expected to generate some pointers to the emergence of new innovative system in India. The findings of the study may also be useful to other developing countries trying to reform or restructure their set-up of Police administration.

## **5.3: RESEARCH DESIGN:**

The research design of this study is Descriptive and Analytical in nature. It is Descriptive as it has fact finding characteristics and describes the concept of stress and its relationship with police personnel in Gujarat and to establish the relationship between the level of stress among police personnel in Gujarat and demographic profile theoretically.

The study is Analytical as it involves a sound and scientific analysis of data with the help of measures of central tendency, measures of variation, hypothesis testing and regression analysis.

#### **5.4: TARGET POPULATION:**

The target population for this study is the State of Gujarat in general and the selected cities of Gujarat in particular. A total four cities namely Vadodara, Ahmedabad, Rajkot and Surat have been included in this study. So, the police personnel in all the four cities posted at different police stations on different positions are the target population of this study.

These four cities are very important in the state of Gujarat for numerous reasons. Vadodara is mainly known as the cultural capital of Gujarat and therefore its importance in this study.

Ahmedabad was known as the Manchester of Gujarat, known for the business environment. Moreover, it is the nearest city to the capital of the state of Gujarat. Gandhinagar. Due to its geographical advantage, Ahmedabad has almost all the essential and significant offices related to police personnel in Gujarat. So the police personnel in that city have been taken as a target population of this study.

Surat is known as a diamond city, not only in Gujarat but also at the global level and it is one of the biggest industrial areas in Asia Pacific and so the inclusion of Surat city and its police personnel for this study is justified. Study considered the police personnel of Surat city as a target population of this study.

Rajkot is best known for its geographical location as it is the connecting hub between Saurashtra and the rest of Gujarat and nearer to the coast. So it seemed appropriate to study the police personnel of Rajkot city as a target population.

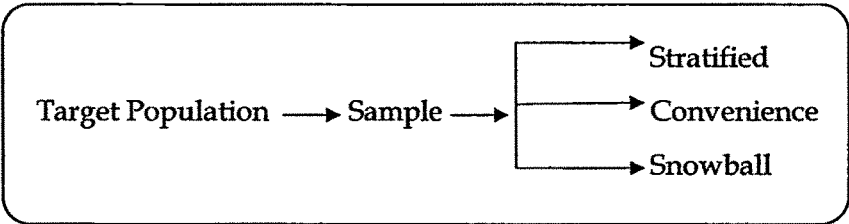
**5.5: SAMPLING TECHNIQUES:**

Multistage sampling with the combination of stratified, convenience and snow ball sampling has been used for this study due to data requirement and its diversity. No other sampling techniques were found to be appropriate than the above mentioned sampling techniques.

With the help of stratified sampling, the State of Gujarat was divided into various strata and a few among them were taken on the basis of some unique characteristics. Again, the city was divided into substrata on the basis of its similar characteristics.

Among the four strata which have been identified for this study, convenience sampling has been used to identify police personnel ready to act as a sample and provide the necessary information as per the requirement of the researcher.

Lastly, from the convenient police personnel identified as a sample, snowball sampling has been used to further identify the other police personnel to act as a sample for the study.

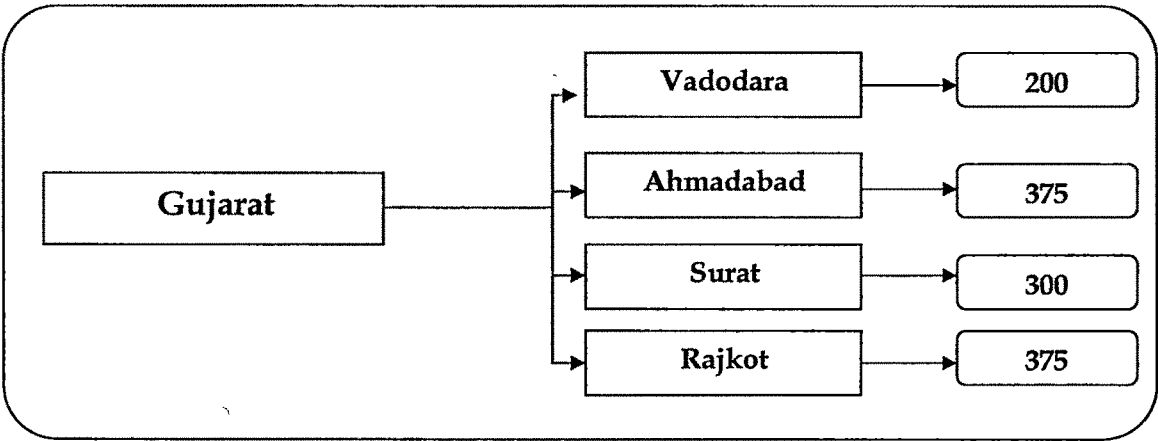


**5.6: SAMPLE SIZE:**

The calculation of sample size for this study is very difficult due to the huge number of police personnel as target population (numerically). But still, in consultation with experts across Gujarat (IIMA, IMNU and MSU) in this area, the researcher has attempted to find out the reasonable number which is considered as a true representative of that particular city in the State of Gujarat. As per the direction of Dr. Uma Sekaran in “Research Methodology” published by Wiley India, “Sampling

Techniques” by William G. Cochran published by Wiley India and with the expert advice in consultation with the research guide, the number of total respondent was decided.

Hence, keeping in mind the difficulty level, the total number of sample size taken for this study was 1250 respondents from the police personnel of the selected cities in the State of Gujarat. The Table below shows the city wise distribution of sample size for this study:



Furthermore, Ahmedabad and Rajkot had 375 number of respondent due to its size of the population and hence the size of police personnel. Surat & Vadodara had 300 and 200 respondents respectively, due to its nature of the police personnel posted and the general population.

**5.7: METHODS OF DATA COLLECTION:**

Primary methods of data collection with the help of a structured close-ended questionnaire were used for this study. Initially, the questionnaire was drafted on the basis of past references used by prominent scholars in that field. In the initial draft, the questionnaire had 80 questions. The entire questionnaire was divided into 5 parts namely: Demographic profile, Sources of stress, Symptoms of stress, Coping and Addiction.



**Section A:** It covers the demographic details of the participants. There are 13 items including age, gender, highest school grade passed; religion; race; ethnicity; place of residence (urban, semi urban or rural); whether parents are married/ never married / divorced / separated/ deceased; the number of dependents; name of the police station, rank in the police, component in the police and the number of years they have completed in the service.

**Section B:** It is an instrument that will measure the "Symptoms of Stress" (Smith & Venter, 1996). The main areas covered are mental symptoms, physical symptoms and other symptoms including increased smoking, intake of tobacco products and medication. The participants have to decide, to what degree they consider the nature and extent of their symptoms of stress on a 5 point Likert Scale. There are 12 items of mental symptoms, 13 physical symptoms and 3 other symptoms concerning smoking, tobacco products and medication.

**Section C:** It deals with Sources of Stress (Smith & Venter, 1996). The sources of stress include the personal sphere (12 items); interpersonal sphere (5 items); work sphere (10 items) and recreational sphere (9 items). The participants have to decide, to what degree they consider themselves stressed on a 5 – point Lickert scale.

**Section D:** This section assesses coping. Coping Strategies (Miller, 1988) will be used. The participants have to decide to what extent they consider themselves coping with stressful events on a 5 – point Lickert scale. The items include maintaining a sense of humour, meditating, getting a massage, exercising regularly, eating more sensibly, and limiting their intake.

**Section E:** The extent to which police personnel engaged in cigarette smoking, alcohol and eating tobacco products assessed using a questionnaire, developed by Madu and Matla (2003). They indicate the number of cigarettes they smoke or/and tobacco product they eat in a day; how often they do. In addition, they indicate how old they are when they first started smoking and consuming tobacco products; this measure includes "yes" and "no" categories and multiple choice answers.

5.8: RELIABILITY AND VALIDITY OF THE STUDY:

The study is valid if its measures actually justify what they claim to and if there are no logical errors in drawing conclusions from the data (Garson, 2002). Therefore different steps were taken to ensure the validity of the study. The theories that have been selected for the study were clearly described and research questions have been formulated based on previous theories. To check the content validity of the questionnaire, various experts in the field of academics and the psychologists from different organizations were contacted and the components of questionnaire were modified as per their instructions.

According to Garson (2002), reliability is a measure if the extent to which an item, scale or instrument will yield the same score when administered in different times, location or population, when the two administrations do not differ in relevant variables. The objective is to make sure that if another investigator follows the same procedures and uses the same case study objects, the same conclusion can be arrived at.

Cronbach’s Alpha Reliability Index was used to evaluate internal consistency of each construct. Hair et al. (1998) suggests that that acceptable level of reliability index should be maintained at a minimum of 0.5 in order to satisfy the early stages of research; and over 0.7 is considered to be a good level.

| Table 5.1: Reliability of the data    |  |              |                  |                                 |
|---------------------------------------|--|--------------|------------------|---------------------------------|
| Sr. No.                               | Item                                   | No. of Items | Cronbach’s Alpha | Remark                          |
| 1                                     | Mental Symptoms of stress              | 11           | 0.75             | Desired Level of Alpha is 0.700 |
| 2                                     | Physical Symptoms of Stress            | 13           | 0.81             | Desired Level of Alpha is 0.700 |
| 3                                     | Other symptoms of Stress               | 3            | 0.83             | Desired Level of Alpha is 0.700 |
| 4                                     | Personal Sources of Stress             | 7            | 0.79             | Desired Level of Alpha is 0.700 |
| 5                                     | Inter Personal Sources of Stress       | 5            | 0.84             | Desired Level of Alpha is 0.700 |
| 6                                     | Sources of Stress (Work Spheres)       | 11           | 0.93             | Desired Level of Alpha is 0.700 |
| 7                                     | Recreational Sources of Stress         | 4            | 0.81             | Desired Level of Alpha is 0.700 |
| 8                                     | Symptoms and Sources of Stress (Total) | 54           | 0.96             | Desired Level of Alpha is 0.700 |
| Source: Compilation from Primary Data |  |              |                  |                                 |

5.9: VARIABLE UNDER STUDY:

| Table 5.2: Variables under study about various Symptoms of Stress |                             |                          |
|---|-----------------------------|--------------------------|
| Mental symptoms of stress   | Physical symptoms of stress | Other symptoms of stress |
| Anxious   | Headaches                   | Increased Smoking        |
| Worry A Lot   | Spastic Colon               | Medication               |
| Irritability  | Indigestion                 | Increased intake of      |
| Easily Frustrated   | Ulcers                      | Increased Alcohol intake |
| Aggressive Outbursts  | High Blood Pressure         |                          |
| Poor Concentration  | Palpitation                 |                          |
| Forgetfulness   | Hyperventilation            |                          |
| Depression  | Asthma                      |                          |
| Poor Motivation   | Stiff, sore muscles         |                          |
| Want to be Alone Always   | Trouble Sleeping            |                          |
| Poor Self-esteem  | Decreased Immunity          |                          |
| Feel out-of-control   | Change in Sexual Drive      |                          |
|   | Change in Appetite          |                          |

| Table 5.3: Variables under study for Sources of Stress |
|--|
| Personal Sphere  |
| Struggle to make decisions                             |
| Worried about my health                                |
| Burdened with unresolved issues of the past            |
| Suffer from low self-esteem                            |
| Suffer from depression                                 |
| Unmotivated to take up challenges                      |
| Have to adapt to a new lifestyle                       |
| Interpersonal sphere                                   |
| Difficulty in Communicating                            |
| Losing Interest in others                              |
| Difficulty in Controlling my anger                     |
| Am a perfectionist in my expectations of others        |
| See that others use me as a doormat                    |

|   |
|---|
| <b>Work Sphere</b>  |
| Feel overloaded with work                                     |
| Struggle to meet deadlines                                    |
| Carry a lot of responsibilities                               |
| Struggle to get along with superiors, subordinates, and peers |
| Have to tolerate a lot of frustration                         |
| Work long hours   |
| No control over my work schedule                              |
| Dissatisfied with my salary                                   |
| My work is boring and not challenging                         |
| Perfectionist in the execution of my task                     |
| <b>Recreational Sphere</b>                                    |
| Spend a lot of time under the influence of drugs and alcohol  |
| Do not have any free time                                     |
| Too tired to use my free time constructively                  |
| Have free time but no interests/activities to fill it with    |
|   |
|   |
| <b>Table 5.3: Variables under study for Sources of Stress</b> |
| <b>Coping Strategies</b>                                      |
| Maintain a sense of humour                                    |
| Meditate  |
| Get a massage   |
| Exercise regularly  |
| Eat more Sensibly   |
| Limit intake of alcohol                                       |
| Take refuge in family and friend                              |
| Delegate responsibility                                       |
| Quit  |

### 5.10: HYPOTHESIS OF THE STUDY:

| Table 5.4: HYPOTHESIS OF THE STUDY |   |                               |  |
|------------------------------------|---|-------------------------------|--|
| Sr. No.                            | HYPOTHESIS  | VARIABLES                     |  |
|                                    |   | Independent                   | Dependent                              |
| H0 <sub>1</sub>                    | Mental Symptoms of Stress are independent of Physical Symptoms of Stress                  | Mental Symptoms of Stress     | Physical Symptoms of Stress            |
| H0 <sub>1a</sub>                   | There is no significant relationship between age and physical symptoms of stress.         | Physical Symptoms of Stress   | Age                                    |
| H0 <sub>1b</sub>                   | There is no significant relationship between Smoking/Tobacco and the level of stress.     | Smoking / Tobacco             | Level of Stress                        |
| H0 <sub>1c</sub>                   | There is no strong association between consumption of drug, alcohol and level of stress.  | Consumption of drug & Alcohol | Level of Stress                        |
| H0 <sub>2</sub>                    | There is no significant relation between personal sphere and symptoms of stress.          | Symptoms of Stress            | Personal Sources of Stress             |
| H0 <sub>2a</sub>                   | Practicing Coping Strategies are independent of rank in the Police Force                  | Practicing Coping strategies  | Rank in Police Force                   |
| H0 <sub>2b</sub>                   | Unresolved issues do not strengthen the level of stress among police personnel.           | Unresolved Issues             | Level of Stress among police personnel |
| H0 <sub>2c</sub>                   | There is no relationship between Depression and Stress.                                   | Depression                    | Stress                                 |
| H0 <sub>3</sub>                    | There is no significant relationship between Interpersonal sphere and Symptoms of Stress. | Symptoms of Stress            | Interpersonal Sources of Stress        |
| H0 <sub>3a</sub>                   | There is no correlation between level of stress and level of anger (short temper).        | Level of Anger (Short Temper) | Level of Stress                        |
| H0 <sub>3b</sub>                   | Difficulties in communication are independent of the level of stress.                     | Difficulty in Communication   | Level of Stress                        |
| H0 <sub>4</sub>                    | There is no significant relationship between Work sphere and symptoms of Stress.          | Symptoms of Stress            | Sources of Stress at Work Place        |
| H0 <sub>4a</sub>                   | There is no association between being overloaded with work and the level of stress.       | Overloaded with Work          | Level of Stress                        |

|                  |  |   |                                 |
|------------------|--|---|---------------------------------|
| H0 <sub>4b</sub> | Overloaded with work and working long hours are independent of each other.                                     | Overloaded with Work  | Working Long Hours              |
| H0 <sub>4c</sub> | There is no association between boring or/and less challenging work and the level of stress.                   | Boring or/and Less Challenging Work                         | Level of Stress                 |
| H0 <sub>4d</sub> | Cordial relationship among superiors, subordinates and peers are independent of the level of stress.           | Cordial Relationship among Superior, Subordinates and Peers | Level of Stress                 |
| H0 <sub>5</sub>  | There is no significant relationship between Recreational sphere and Stress among police personnel in Gujarat. | Recreational Sources of Stress                              | Level of Stress                 |
| H0 <sub>6</sub>  | There is no significant relationship between gender and stress among police personnel in Gujarat.              | Gender  | Level of Stress                 |
| H0 <sub>7</sub>  | Factors determining stress level of respondents are independent of their age.                                  | Age   | Level of Stress                 |
| H0 <sub>8</sub>  | Factors determining stress level of respondents are independent of their Education.                            | Educational Qualification                                   | Level of Stress                 |
| H0 <sub>9</sub>  | Factors determining stress level of respondents are independent of their rank/position.                        | Rank/Position in Police Force                               | Level of Stress                 |
| H0 <sub>10</sub> | There is no evidence that the number of dependents is positively correlated with the level of stress.          | Number of Dependent   | Level of Stress                 |
| H0 <sub>11</sub> | There is no association between personal sources of Stress and Sources of Stress at Work Place                 | Personal Sources of Stress                                  | Sources of Stress at work Place |
| H0 <sub>12</sub> | Sources of Stress at Work Place are independent of Dissatisfied with Salary                                    | Dissatisfied with Salary                                    | Sources of Stress Work Place    |
| H0 <sub>13</sub> | Level of Stress is Independent of the Number of Cigarettes Smoked  | Number of Cigarette Smoke                                   | Level of Stress                 |
| H0 <sub>14</sub> | Level of Stress are Independent of regular Exercise  | Exercise Regularly  | Level of Stress                 |

|                  |   |                                     |                 |
|------------------|---|-------------------------------------|-----------------|
| H0 <sub>15</sub> | There is no association between Level of Stress and Getting a Massage   | Getting a Massage                   | Level of Stress |
| H0 <sub>16</sub> | Loss of Interest in Others is Independent of the Level of Stress        | Lost Interest in Others             | Level of Stress |
| H0 <sub>17</sub> | Post Retirement Departmental Issues are Independent of Level of Stress  | Post Retirement Departmental Issues | Level of Stress |
| H0 <sub>18</sub> | Level of Stress is Independent of the Marital Status of the Respondents | Marital Status of Respondents       | Level of Stress |

### 5.11: STATISTICAL TOOLS FOR DATA ANALYSIS

The purpose of data analysis is to prepare a model whereby relationship between the variables can be studied. Analysis of data is made with reference to the objectives and hypotheses of the study. Analysis of data involves re-categorization of variables, tabulation for causal inferences.

The study made use of Excel for data processing. For the purpose of analyzing the data and for performing various tests, statistical and econometric packages (such as SPSS & SAS) have been used.

Furthermore, to analyze data various statistical tools such as Ratio Analysis, Percentages, Correlation, Regression Analysis, ANOVA and Paired T-Test were used to draw sound and meaningful conclusions.

### 5.12: LIMITATIONS OF THE STUDY:

Some major limitations of this study include the following points:

- i. The major limitation for this study is that getting permission from the police department was very difficult and even when the permission was granted the police personnel were reluctant to provide the relevant information due to government and official rules & regulation and some time personal reasons.

- ii. Respondents do not find additional time to respond as per the requirement of the study.
- iii. Third major limitation of this study is that the suggestions and recommendations cannot be generalized. It will be applicable only to the concerned cities of the State of Gujarat.

### **5.13: DELIMITATION OF THE STUDY:**

The major delimitation of this study is the geographical area and cities in the State of Gujarat. Researchers in the same field can take other cities in the State of Gujarat to conduct a survey on the same topic. This study is delimited to only four cities of the state of Gujarat. Other researchers can increase the number of cities for the same kind of study.



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