

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter outlines the research method used in this study. The methods used were questionnaire design, sampling techniques, data collection and finally data analysis procedures are discussed in this chapter. The purpose of this study is to determine and examine the pay satisfaction and job satisfaction level of the other ranks in the army in relation to the quality of service.

3.2 RESEARCH HYPOTHESIS

With reference to the introduction and study research done two hypotheses have been formulated as follows:

3.2.1 There is a positive relationship between the pay satisfaction and job satisfaction level, which affect the quality of service in the army among other ranks.

3.2.2 There is a strong significant relationship between the selected demographic factors such as age, rank, ethnic, education and years of service in relation to the pay and job satisfaction among the other ranks in the army.

3.3 RESEARCH METHODS

The survey method utilized was to attain primary data for the purpose of analysis. A total of 258 soldiers from three infantry battalions were identified and selected based on convenience sampling method. An effort was made to ensure that the respondents are group of soldiers of different rank structures. Self-administered questionnaires were

given personally to the respondents by the researcher in the selected infantry battalions. The researcher then explained the purpose of the survey and explained how to fill up those questionnaires. Once the questionnaire was completed a final check was done by the researcher prior to compiling according to the rank structures.

First stage of the research was the preparation of the research proposal and collection of the literature review. Here the problems were identified, the research objectives formulated, the research framework designed and finally the related literature review as collected. In the second stage of the research the questionnaire for the survey were planned and designed, and reviewed prior to distribution to the respondents. Final stage was the consolidating and analyzing the data gathered from respondents.

3.4 PLACE OF RESEARCH

Generally, the army is located all over the country and can be categorized as combat units, combat support units and combat service support units. But for the purpose of this study the researcher have selected three infantry battalions. The units are 8th Royal Regiment Ranger, 17th Royal Malay Regiment, and 9th Royal Malay Regiment and these three units are based at Terendak Camp, Melaka.

3.5 QUESTIONNAIRE DESIGN

A five-paged questionnaire comprising 27 statements is formulated for the purpose of data collection. This whole questionnaire is divided into three sections. The questionnaire developed is as per Annex A. In Section A the respondents were asked to answer on the aspect of pay satisfaction. In these aspects, its cover whether their pay does affect the quality of service, current pay are enough to support their, retention problem because of pay, and other factors related to pay satisfaction. In Section B the respondents were asked to answer in the aspect of job satisfaction which covers discipline, welfare matter, career progression, stress, the reason for joining the service and other related aspect of job satisfaction. In Section C respondents were required to

explain their demographic factors such as, rank, duration of service, marital status, and number of children, income, and academic qualification. Table 3 summarizes the framework of the questionnaire.

TABLE 3.1: QUESTIONNAIRE FRAMEWORK

Section	No. Of Questions	Variable
Section A	6	<p>Pay Satisfaction Factor</p> <p>The variables were based on their rank, duration of service, and type of service, family background, take home pay, the reason for joining the army and their intention to leave the service. This section provides some indication on respondent's perception on pay satisfaction in relation to the quality of service.</p>
Section B	10	<p>Job Satisfaction Factor</p> <p>To investigate the relevance of the working environment, nature of work, career progression, incentive and benefit, job guarantee, reorganization and other factors in affecting the job satisfaction and motivational. This section will provide the perception of the soldiers on job satisfaction toward the quality of service.</p>

Section C	11	<p>Demographic Factors of the respondents</p> <p>Basically they are regular force soldiers. The variables were based on their rank, age, duration of service, and academic qualification, family background, take home pay, and race. This section provide some indication on respondents background, how long they had served in the service and the implication on their condition on this study.</p>
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3.6 SAMPLE DESIGN

In this research the respondents are army personnel's (Other Ranks only) comprises from the rank of Private to Warrant Officer Class I. The selection of sampling done based on stratified system where by average of 80 – 90 respondents from each unit were chosen. The total of 258 other ranks which been chosen as respondents can be said to be representative of the Malaysian Army.

The respondents came from various appointments, different types of background, qualification, experience and term of service. Due to time constraint, the areas were selected because proximity to researcher work place and respondent were located in a confined area.

3.6 DATA ANALYSIS TECHNIQUE

In order to reduce inaccuracies, the data collected were vetted by a pre-analytical process which included data editing, variable development, data coding, error check, data structure development, pre-analytical computer check, tabulation and finally data storing into the computer using the coding scheme. After this procedure had been completed, the data were analyzed by means of the Statistical Package for the Social Science (SPSS)