

## **CHAPTER 3**

### **METHODOLOGY**

#### **3.1 INTRODUCTION**

The objective of this case study was to find out whether the curriculum content, teaching methodologies and methods of assessment used in the existing training program is relevant and appropriate for the training of the PCAs.

Hospital G was used, as the venue for the case study as it is the researcher's place of work and she could gain easy access to the subjects.

The subjects are the PCAs employed in the hospital. They are from diverse educational backgrounds, experience and age groups. Some of them possess the Sijil Pelajaran Malaysia whilst others have the Malaysian Certificate of Education. Their nursing experiences are experiential gained either from working at Private Practitioner's Clinic, acute hospitals or nursing homes. None had received any form of formalized nurse training.

The subjects comprise ten personal care assistants (PCAs). The other trained and support staff were not included in the case study.

#### **3.2 DATA COLLECTION**

In this case study a structured interview was carried out with the help of a set of questions which collected information pertaining to the subject's demographic data, perception of curriculum content, teaching methods and methods of assessments

used in the training program.

The demographic data of the subjects include their age, sex, race, academic qualifications, language proficiency, number of years of nursing experience and from where the nursing experience was obtained. In addition, information regarding the subject's experience living with the elderly and their relationship to them, and reasons for wanting to work as a PCA were elicited.

Permission was obtained from the Nurse Manager prior to the data collection. All subjects volunteered for the interview. The researcher during the subjects' tea/lunch break conducted the structured interview personally with the help of a set of questions. Each of the subjects were also given a similar set of questions where they were given specific instructions as to what was expected of them. She explained the purpose of the survey to the subjects. Clarifications were given for any queries brought forward and the interview was completed over 30 minutes.

A pilot study to test the validity of the questions was first conducted on a sample of four PCAs. These questions were then redefined before the case study was carried out.

### **3.3 DATA ANALYSIS**

The qualitative data obtained from this case study will be analyzed by using the content analysis procedure. What is said by the subjects or what the perceived meaning of the response will be recorded. The processed data will then be tabulated according to the research questions in the case study. Descriptive variables such as mean and frequency will be used.