APPENDICES

APPENDIX 1

SURVEY QUESTIONNAIRE - ENGLISH LANGUAGE

26 April 1995

Dear Sir/Madam

CONSUMER SURVEY ON SERVICE QUALITY

I am currently pursuing a degree in Master of Business Adminstration (MBA) at the Faculty of Economics and Administration, University of Malaya.

As a partial fulfillment for the MBA, I am required to submit an advanced research report. As such, I am conducting a research entitled *"Measuring Service Quality: A Case Study on United Malayan Banking Corporation Berhad (UMBC)"* under the supervision of Professor Sieh Mei Ling.

The purpose of this research is to study the quality of services provided by a local commercial bank, specifically UMBC. You, being a customer of UMBC, have been selected to participate in this survey as your opinion will form the basis of this study. Your cooperation to complete the questionnaire enclosed is greatly appreciated. The overall findings of the survey will be made available to UMBC which may be used in their efforts to serve you better.

Kindly mail the completed questionnaire to:

Raja Nor Izah bt Raja Jaafar
8 Jalan Rumpai
Bukit Bandaraya
59000 Kuala Lumpur

in the self-addressed envelope enclosed or forward it to your UMBC Branch Manager not later than 4 May 1995.

All information provided by you will be kept in the strictest of confidence.

Thank You.

Yours faithfully

RAJA NOR IZAH BT RAJA JAAFAR

FACULTY OF ECONOMICS & ADMINISTRATION

UNIVERSITY OF MALAYA

MASTER OF BUSINESS ADMINISTRATION PROGRAMME

MEASURING SERVICE QUALITY

A CASE STUDY ON UNITED MALAYAN BANKING CORP BHD (UMBC)

QUESTIONNAIRE

(ENGLISH VERSION)

QUESTIONNAIRE

1. Do you maintain an account and/or enjoy any credit facilities with UMBC?

   1 Yes
   2 No

2. When was the last time you had made any transactions with UMBC?

   1 Less than 3 months ago
   2 3 months – less than 6 months ago
   3 6 months – less than 9 months ago
   4 9 months ago or more
   5 Not at all

3. What type of services do you use at UMBC? (You may circle more than one answer.)

   1 Current Account
   2 Savings Account
   3 Fixed Deposit
   4 Transfer of Funds
   5 Cheque Encashment
   6 Purchase of Bank Drafts
   7 Automated Teller Machine (ATM)
   8 Loans
   9 Others (please specify)

   ____

4. How often do you visit UMBC where you maintain an account and/or enjoy credit facilities?

   1 Daily
   2 Weekly
   3 Fortnightly
   4 Monthly
   5 Annually
   6 Not at all

SECTION I

The following are some statements describing some features that should ideally be possessed by banks. Please indicate the extent to which you agree or disagree with each of the following statements by circling the appropriate number against each statement using the scale as follows:

1 Strongly Disagree
2 Disagree
3 Slightly Disagree
4 Neutral
5 Slightly Agree
6 Agree
7 Strongly Agree

Please circle one number of each statement

	Strongly Disagree <- - -						- - -> Strongly Agree
E1. They should have up–to–date equipment............	1	2	3	4	5	6	7
E2. Their physical facilities should be visually appealing..	1	2	3	4	5	6	7
E3. Their employees should be well dressed and appear neat..	1	2	3	4	5	6	7
E4. When customers have problems, banks should be sympathetic and reassuring....................................	1	2	3	4	5	6	7
E5. Generally, banks should be dependable on the financial services provided.......................................	1	2	3	4	5	6	7
E6. Banks should provide their services at the time they promise to do so.......................................	1	2	3	4	5	6	7
E7. They should keep their records accurately..............	1	2	3	4	5	6	7
E8. They should be expected to tell customers exactly when services will be performed..................	1	2	3	4	5	6	7
E9. It is not realistic for customers to expect prompt service from employees of banks................	1	2	3	4	5	6	7
E10. Their employees don't always have to be willing to help customers..	1	2	3	4	5	6	7
E11. It is okay if they are too busy to respond to customer requests promptly....................................	1	2	3	4	5	6	7
E12. Customers should be able to trust bank employees...	1	2	3	4	5	6	7
E13. Customers should be able to feel safe in their transactions with banks' employees................	1	2	3	4	5	6	7
E14. Their employees should be polite............................	1	2	3	4	5	6	7
E15. Their employees should get adequate support from these banks to do their jobs well.....................	1	2	3	4	5	6	7

	Strongly Disagree <						Strongly Agree >
E16. Banks should not be expected to give customers individual attention..	1	2	3	4	5	6	7
E17. It is unrealistic to expect employees to know what the needs of their customers are.....................	1	2	3	4	5	6	7
E18. It is unrealistic to expect banks to have their customers' best interest at heart......................	1	2	3	4	5	6	7
E19. They should be expected to have operating hours convenient to all their customers...................	1	2	3	4	5	6	7

SECTION II

The following are some statements describing some features that you believe are possessed by UMBC where you maintain an active account or enjoy credit facilities.

Please indicate the extent to which you agree or disagree with each of the following statements by circling the appropriate number against each statement using the scale as follows:

1 Strongly Disagree
2 Disagree
3 Slightly Disagree
4 Neutral
5 Slightly Agree
6 Agree
7 Strongly Agree

Please circle one number of each statement

	Strongly Disagree <						Strongly Agree >
P1. UMBC has up-to-date equipment.........................	1	2	3	4	5	6	7
P2. UMBC's physical facilities are visually appealing..	1	2	3	4	5	6	7
P3. UMBC's employees are well dressed and appear neat...	1	2	3	4	5	6	7
P4. When you have problems, UMBC is sympathetic and reassuring...	1	2	3	4	5	6	7
P5. UMBC is dependable on the financial services provided...	1	2	3	4	5	6	7
P6. UMBC provides its services at the time it promises to do so..	1	2	3	4	5	6	7
P7. UMBC keeps its records accurately.........................	1	2	3	4	5	6	7
P8. UMBC tells customers exactly when services will be performed...	1	2	3	4	5	6	7

	Strongly Disagree <– – –					– – –>	Strongly Agree
P9. You do not receive prompt service from UMBC's employees	1	2	3	4	5	6	7
P10. Employees of UMBC are not always willing to help customers	1	2	3	4	5	6	7
P11. Employees of UMBC are too busy to respond to customers' requests promptly	1	2	3	4	5	6	7
P12. You can trust employees of UMBC	1	2	3	4	5	6	7
P13. You feel safe in your transactions with UMBC's employees	1	2	3	4	5	6	7
P14. Employees of UMBC are polite	1	2	3	4	5	6	7
P15. Employees get adequate support from UMBC to do their jobs well	1	2	3	4	5	6	7
P16. UMBC does not give you individual attention	1	2	3	4	5	6	7
P17. Employees of UMBC do not know what your needs are	1	2	3	4	5	6	7
P18. UMBC does not have your best interest at heart	1	2	3	4	5	6	7
P19. UMBC has operating hours convenient to all their customers	1	2	3	4	5	6	7

SECTION III

Listed below are five features pertaining to UMBC and the services it offers. We would like to know how important each of these features is to you when you evaluate UMBC's quality of service. Please allocate a total of 100 points among the five features according to how important each feature is to you – the more important a feature is to you, the more points you should allocate to it. Please ensure that the points you allocate to the five features add up to 100.

1. The appearance of UMBC's physical facilities, equipment, personnel, and communication materials. ____________ points
2. UMBC's ability to perform the promised service dependably and accurately. ____________ points
3. UMBC's willingness to help customers and provide prompt service. ____________ points
4. The knowledge and courtesy of UMBC's employees and their ability to convey trust and confidence. ____________ points
5. The caring, individualized attention UMBC provides its customers. ____________ points

TOTAL POINTS ALLOCATED 100 points

Which one feature among the above five is most important to you? (please enter the feature number) ____________

Which feature is second most important to you? ____________

Which feature is least important to you? ____________

SECTION IV

The following set of statements relate to your feelings about UMBC's services. Please circle one number which best reflects your own perceptions for each of these questions.

1. By next year, my use of UMBC's services will be:

Not at All						Very Frequent
<------	------	------	------	------	------	------>
1	2	3	4	5	6	7

2. The quality of UMBC's services is:

Very Poor						Excellent
<------	------	------	------	------	------	------>
1	2	3	4	5	6	7

3. My feelings towards UMBC's services can best be described as:

Very Dissatisfied						Very Satisfied
<------	------	------	------	------	------	------>
1	2	3	4	5	6	7

4. In your opinion, how would you rate the level of service of UMBC?

   1 Excellent : deserves an award
   2 Good : deserves a mention
   3 Satisfactory : acceptable but can do better
   4 Fair : improvement is needed
   5 Poor : a lot of improvement required

5. Would you recommend UMBC to your friends because of the services you have received?

   1 Yes
   2 No

6. Did you encounter any problems with UMBC recently?

   1 Yes
   2 No

   If yes, are you satisfied with the way UMBC resolved your problems?

   1 Yes
   2 No

SECTION V

We would appreciate if you could provide us with some personal data on yourself. The information below will only be used for general analysis of the results from this survey and will be treated with the strictest of confidentiality. Your responses will be aggregated to preserve anonymity.

Please circle one number for each of the following questions.

1. Your sex:

1	Male	2	Female

2. Your age (in years):

1	18 – 24	4	45 – 54
2	25 – 34	5	55 – 64
3	35 – 44	6	65 and above

3. Your marital status:

1	Single	3	Married with children
2	Married without children	4	Divorced/Separated
		5	Widow/Widower

4. If you are married, is your spouse working?

1 Yes
2 No

5. Your ethnic group:

1	Malay	3	Indian
2	Chinese	4	Others (please specify) ____________

6. What language do you speak the most at home?

1	Malay	3	Tamil
2	Chinese	4	English
		5	Others (please specify) ____________

7. What is your highest level of education completed?

1 Primary Education
2 Form Three (SRP) or Equivalent
3 Form Five (SPM) or Equivalent
4 Pre–University/Technical/ Diploma
5 College/University/Professional Degree
6 Postgraduate
7 Others (please specify) ____________

8. What is your present occupation?

1 Professional, semi–professional, and technical
2 Manager, officer, and proprietor
3 Clerical – sales
4 Craftsman, tradesman, and foreman (skilled)
5 Labourer and service worker (non–skilled and semi–skilled)
6 Retired
7 Housewife
8 Student
9 Unemployed
10 Others (please specify): ______________________

9. If you are employed, what kind of organisation do you work for?

1 Government owned company
2 Government department or statutory body
3 Large locally–owned company
4 Small and medium sized locally–owned company
5 Multinational company
6 Self employed/entrepreneur
7 Non–profit organisation
8 Others (please specify): ______________________

10. If you are currently employed, what is your monthly gross personal income?

1 Less than RM750
2 RM750 to RM1,499
3 RM1,500 to RM2,499
4 RM2,500 to RM3,499
5 RM3,500 to RM4,999
6 RM5,000 and above
7 Not applicable

11. If your spouse is working, what is your total monthly family income?

1 Less than RM750
2 RM750 to RM1,499
3 RM1,500 to RM2,499
4 RM2,500 to RM3,499
5 RM3,500 to RM4,999
6 RM5,000 and above
7 Not applicable

THANK YOU FOR YOUR COOPERATION

APPENDIX 2

SURVEY QUESTIONNAIRE - BAHASA MALAYSIA

26 April 1995

Tuan/Puan

KAJISELIDIK PENGGUNA BERKENAAN KUALITI PERKHIDMATAN

Saya sedang mengikuti Ijazah Sarjana Pentadbiran Perniagaan (MBA) di Fakulti Ekonomi dan Pentadbiran, Universiti Malaya.

Bagi memenuhi syarat ijazah tersebut, saya dikehendaki menjalankan kajian untuk dissertasi saya bertajuk ***"Mengukur Kualiti Perkhidmatan: Satu Kes Penyelidikan ke atas United Malayan Banking Corporation Berhad (Measuring Service Quality: A Case Study on UMBC)"*** di bawah penyeliaan Professor Sieh Mei Ling.

Kajiselidik ini bertujuan untuk mengkaji kualiti perkhidmatan sebuah bank perdagangan tempatan, khususnya UMBC. Anda sebagai pelanggan UMBC telahpun dipilih untuk memberi pandangan anda tentang kualiti perkhidmatan yang diberikan oleh UMBC kepada anda. Kerjasama anda untuk menjawab soalan-soalan yang dilampirkan ini amatlah dihargai. Keputusan menyeluruh kajiselidik ini akan diberikan kepada UMBC dan mungkin akan digunakan untuk mempertingkatkan qualiti perkhidmatan untuk para-pelanggannya.

Sila poskan semua soalan yang terjawab dengan sempurna kepada alamat yang berikut:

Raja Nor Izah bt Raja Jaafar
8 Jalan Rumpai
Bukit Bandaraya
59000 Kuala Lumpur

dalam sampul surat beralamat sendiri yang dilampirkan atau pulangkan kepada Pengurus Cawangan UMBC anda <u>tidak lewat daripada 4 May 1995</u>.

Semua keterangan yang anda berikan adalah <u>sulit dan akan dirahsiakan</u>.

Terima kasih.

Yang benar

RMA

RAJA NOR IZAH BT RAJA JAAFAR

FACULTY OF ECONOMICS & ADMINISTRATION

UNIVERSITY OF MALAYA

MASTER OF BUSINESS ADMINISTRATION PROGRAMME

MEASURING SERVICE QUALITY

A CASE STUDY ON UNITED MALAYAN BANKING CORP BHD (UMBC)

QUESTIONNAIRE

(BAHASA MALAYSIA VERSION)

SOALAN KAJISELIDIK

1. Adakah anda mempunyai akaun dan/atau kemudahan pinjaman dengan UMBC?
(Sila bulatkan satu jawapan yang berkenaan)

    1 Ya
    2 Tidak

2. Bilakah kali terakhir anda berurusan dengan UMBC?
(Sila bulatkan satu jawapan yang sesuai)

    1 Kurang dari 3 bulan yang lalu
    2 3 bulan – kurang dari 6 bulan yang lalu
    3 6 bulan – kurang dari 9 bulan yang lalu
    4 9 bulan yang lalu atau lebih
    5 Tiada langsung

3. Apakah jenis perkhidmatan yang anda gunakan di UMBC?

    1 Akaun Semasa
    2 Akaun Simpanan
    3 Akaun Simpanan Tetap
    4 Pemindahan Wang
    5 Penyerahan cek untuk wang tunai
    6 Pembelian Bank Deraf
    7 Mesin ATM
    8 Pinjaman
    9 Lain–lain (Sila nyatakan)
    ____

4. Berapa kerapkah anda pergi ke UMBC di mana anda mempunyai akaun dan/atau pinjaman
(Sila bulatkan satu jawapan yang sesuai)

    1 Setiap hari
    2 Seminggu sekali
    3 Dua minggu sekali
    4 Sebulan sekali
    5 Setahun Sekali
    6 Tiada langsung

SEKSYEN I

Berikut adalah beberapa kenyataan mengenai beberapa ciri–ciri ideal yang seharusnya dimiliki oleh bank–bank. Sila nyatakan sejauh manakah anda setuju atau tidak setuju dengan setiap kenyataan berikut dengan membulatkan nombor yang berkenaan pada setiap kenyataan berasaskan kepada skala yang berikut:

1 Sangat Tidak Setuju
2 Tidak Setuju
3 Sedikit Tidak Setuju
4 Neutral
5 Sedikit Setuju
6 Setuju
7 Sangat Setuju

Sila bulatkan satu nombor bagi tiap kenyataan.

	Sangat Tidak Setuju <------						------> Sangat Setuju
E1. Bank harus menyediakan kelengkapan moden dan semasa	1	2	3	4	5	6	7
E2. Kemudahan fizikal bank haruslah menarik..........	1	2	3	4	5	6	7
E3. Kakitangan bank haruslah berpakaian kemas dan kelihatan segak..........	1	2	3	4	5	6	7
E4. Apabila para pelanggan menghadapi masalah, pihak bank haruslah bersimpati dan bertimbang rasa..........	1	2	3	4	5	6	7
E5. Secara amnya, pihak bank seharusnya boleh dipercayai atas perkhidmatan kewangan yang diberikan..........	1	2	3	4	5	6	7
E6. Bank harus memberikan perkhidmatan pada masa yang dijanjikan..........	1	2	3	4	5	6	7
E7. Bank harus menyimpan rekod–rekod nya dengan tepat..........	1	2	3	4	5	6	7
E8. Bank harus memberitahu para pelanggan dengan tepat bila mana sesuatu perkhidmatan itu akan dijalankan..........	1	2	3	4	5	6	7
E9. Adalah tidak realistik bagi pelanggan mengharapkan perkhidmatan serta–merta daripada kakitangan bank..........	1	2	3	4	5	6	7
E10. Kakitangan bank tidak seharusnya selalu sudi membantu para pelanggan..........	1	2	3	4	5	6	7
E11. Adalah tidak menjadi masalah jikalau pihak bank terlalu sibuk untuk menunaikan permintaan para pelanggannya dengan serta–merta..........	1	2	3	4	5	6	7

	Sangat Tidak Setuju <------						Sangat Setuju ------>
E12. Para pelanggan haruslah dapat mempercayai kakitangan bank	1	2	3	4	5	6	7
E13. Para pelanggan harus merasa yakin apabila menjalankan urusan dengan kakitangan bank..........................	1	2	3	4	5	6	7
E14. Kakitangan bank haruslah berbudi bahasa...............................	1	2	3	4	5	6	7
E15. Kakitangan bank haruslah mendapat sokongan yang secukupnya daripada pihak bank untuk menjalankan tugas dengan baik..........................	1	2	3	4	5	6	7
E16. Bank tidak boleh diharapkan untuk memberi perhatian individu kepada para pelanggannya.....................	1	2	3	4	5	6	7
E17. Adalah tidak realistik untuk mengharapkan kakitangan bank tahu akan keperluan para pelanggannya.................	1	2	3	4	5	6	7
E18. Adalah tidak realistik untuk mengharapkan pihak bank mengambil berat tentang keperluan para pelanggannya..........................	1	2	3	4	5	6	7
E19. Bank harus mengadakan waktu urusan yang sesuai bagi semua pelanggannya................	1	2	3	4	5	6	7

SEKSYEN II

Berikut adalah beberapa kenyataan mengenai ciri-ciri yang anda percaya wujud dalam bank di mana anda mempunyai akaun yang aktif (dirujuk sebagai UMBC di sini).

Bagi bank tersebut di atas, sila nyatakan sejauh manakah anda setuju atau tidak setuju dengan setiap kenyataan berikut dengan membulatkan nombor yang berkenaaan pada setiap kenyataan berasaskan pada skala yang berikut:

1 Sangat Tidak Setuju
2 Tidak Setuju
3 Sedikit Tidak Setuju
4 Neutral
5 Setuju Sedikit
6 Setuju
7 Sangat Setuju

Sila bulatkan satu nombor bagi tiap kenyataan

	Sangat Tidak Setuju <------						Sangat Setuju ------>
P1. UMBC mempunyai kelengkapan moden dan semasa.............	1	2	3	4	5	6	7
P2. Kemudahan fizikal UMBC adalah menarik........	1	2	3	4	5	6	7

	Sangat Tidak Setuju						Sangat Setuju
	<------------------------------------>						
P3. Kakitangan UMBC berpakaian kemas dan kelihatan segak.......................	1	2	3	4	5	6	7
P4. Apabila anda menghadapi masalah, UMBC bersimpati dan bertimbang rasa............	1	2	3	4	5	6	7
P5. UMBC boleh dipercayai atas perkhidmatan kewangan yang diberikan.	1	2	3	4	5	6	7
P6. UMBC memberikan perkhidmatan pada masa yang dijanjikan..................................	1	2	3	4	5	6	7
P7. UMBC menyimpan rekod–rekodnya dengan tepat................................	1	2	3	4	5	6	7
P8. UMBC memberitahu dengan tepat bila mana perkhidmatannya akan dijalankan......................	1	2	3	4	5	6	7
P9. Anda tidak menerima perkhidmatan yang serta–merta daripada kakitangan UMBC......	1	2	3	4	5	6	7
P10. Kakitangan UMBC tidak selalunya sudi menolong para pelanggannya............	1	2	3	4	5	6	7
P11. Kakitangan UMBC terlalu sibuk untuk menunaikan permintaan para pelanggannya dengan serta–merta.......................	1	2	3	4	5	6	7
P12. Anda boleh mempercayai kakitangan UMBC	1	2	3	4	5	6	7
P13. Anda berasa yakin dalam urusan anda dengan kakitangan UMBC......................	1	2	3	4	5	6	7
P14. Kakitangan UMBC berbudi bahasa.......................	1	2	3	4	5	6	7
P15. Kakitangan UMBC mendapat sokongan yang secukupnya daripada pihak majikan untuk menjalankan tugas mereka dengan baik.................	1	2	3	4	5	6	7
P16. UMBC tidak memberi perhatian individu kepada anda.........................	1	2	3	4	5	6	7
P17. Kakitangan UMBC tidak tahu keperluan anda.................................	1	2	3	4	5	6	7
P18. UMBC tidak mengambil berat tentang keperluan anda............................	1	2	3	4	5	6	7
P19. UMBC menyediakan waktu urusan yang sesuai bagi semua pelanggannya..........	1	2	3	4	5	6	7

SEKSYEN III

Berikut adalah lima ciri–ciri yang berkaitan dengan UMBC dan perkhidmatan yang ditwarkannya. Sila beri markah kepada ciri–ciri berikut mengikut betapa pentingnya sesuatu ciri itu kepada anda apabila anda menimbangkan kualiti perkhidmatan UMBC. Anda hendaklah memberi markah yang lebih tinggi kepada ciri yang anda percayai adalah lebih penting bagi anda. Tetapi jumlah markah untuk kelima–lima ciri tersebut mestilah berjumlah 100 markah sahaja.

1. Rupa kemudahan fizikal, peralatan, kakitangan, dan bahan–bahan komunikasi UMBC. ____________markah

2. Keupayaan UMBC untuk menunaikan perkhidmatan yang telah dijanjikannya dengan penuh kepercayaan dan tepat. ____________markah

3. Kesanggupan UMBC untuk membantu para pelanggannya dan memberi layanan yang cepat. ____________markah

4. Pengetahuan dan kesopanan kakitangan UMBC serta kebolehan mereka untuk menunjukkan keyakinan dan kepercayaan. ____________markah

5. Sikap penyayang dan perhatian individu yang diberikan oleh UMBC kepada para pelanggannya. ____________markah

JUMLAH MARKAH 100 markah

Ciri yang terpenting di antara ciri–ciri yang tersebut di atas bagi diri anda? (sila catitkan angka ciri tersebut) ____________

Ciri yang kedua pentingnya bagi diri anda? ____________

Ciri yang paling kurang pentingnya bagi anda? ____________

SEKSYEN IV

Berikut adalah beberapa kenyataan yang berkaitan dengan perasaan anda terhadap perkhidmatn yang diberikan oleh UMBC. Sila bulatkan satu nombor yang paling menyerupai pandangan anda untuk tiap–tiap soalan yang berikut:

1. Menjelang tahun hadapan, urusan saya dengan UMBC akan:

Tiada Langsung — Amat Kerap Sekali

<-->

1 2 3 4 5 6 7

2. Kualiti perkhidmatan UMBC adalah:

Tersangat Teruk — Cemerlang

<-->

1 2 3 4 5 6 7

3. Perasaan saya terhadap perkhidmatan yang diberikan oleh UMBC bolehlah dikatakan sebagai:

Tersangat Tidak Berpuas Hati — Tersangat Berpuas Hati

<-->

1 2 3 4 5 6 7

4. Pada pendapat anda, bagaimanakah anda akan menilaikan tahap perkhidmatan UMBC?

1 Cemerlang : patut diberi anugerah
2 Baik : patut diberi pengiktirafan
3 Memuaskan : masih ada yang boleh di perbaiki untuk meningkatkan mutu perkhidmatan
4 Boleh Tahan : perlu diperbaiki
5 Lemah : banyak yang perlu diperbaiki

5. Adakah anda akan mengesyorkan UMBC kepada rakan–rakan anda berdasarkan atas perkhidmatan yang telah anda terima dari UMBC?

1 Ya
2 Tidak

6. Adakah anda mengalami apa–apa masalah dengan UMBC baru–baru ini?

1 Ya
2 Tidak

Jikalau ada, adakah anda berpuas hati dengan cara UMBC menyelesaikan masalah tersebut?

1 Ya
2 Tidak

SEKSYEN V

Kami memerlukan sedikit butir–butir peribadi mengenai anda. Maklumat ini hanya akan digunakan untuk analisa umum dan akan dirahsiakan. Jawapan anda akan diagregatkan untuk mengekalkan maklumat ini sebagai maklumat sulit. Sila bulatkan satu nombor sahaja sebagai jawapan bagi setiap soalan yang berikut:

1. Jantina:

1	Lelaki	2	Perempuan

2. Umur (dalam tahun):

1	15 – 24	4	45 – 54
2	25 – 34	5	55 – 64
3	35 – 44	6	65 ke atas

3. Taraf perkahwinan:

1	Bujang	3	Berkahwin dengan anak
2	Berkahwin tanpa anak	4	Bercerai/Berpisah
		5	Janda/Duda

4. Jika anda berkahwin, adakah suami/isteri anda berkerja?

   1 Ya
   2 Tidak

5. Kumpulan Etnik:

1	Melayu	3	India
2	Cina	4	Lain–lain (sila nyatakan): ______________

6. Bahasa utama yang dituturi di rumah:

1	Bahasa Malaysia	3	Bahasa Tamil
2	Bahasa Cina	4	Bahasa Inggeris
		5	Lain–lain (sila nyatakan): ______________

7. Peringkat persekolahan tertinggi yang dicapai:

   1 Sekolah rendah
   2 Tingkatan Tiga (SRP) atau setaraf dengannya
   3 Tingkatan Lima (SPM) atau setaraf dengannya
   4 Pra–universiti/Teknikal/Diploma
   5 Kolej/Universiti/Ijazah Profesional
   6 Ijazah Lanjutan
   7 Lain–lain (sila nyatakan): ______________

Pekerjaan anda sekarang:

1 Profesional, separuh profesional dan teknikal
2 Pengurus, Pegawai, Pemilik
3 Kerani – jualan
4 Tukang seni, pedagang, penyelia (mahir)
5 Buruh kasar, pekerja servis (tidak mahir/separuh mahir)
6 Bersara
7 Suri rumahtangga
8 Pelajar
9 Menganggur
10 Lain–lain (sila nyatakan): ______________________

Jika anda bekerja, dalam organisasi jenis manakah anda berkhidmat?

1 Syarikat milik kerajaan
2 Jabatan Kerajaan atau Badan Berkanun
3 Syarikat milik tempatan yang besar
4 Syarikat milik tempatan yang sederhana atau kecil
5 Syarikat Antarabangsa (Multinational)
6 Usahawan/Bekerja sendiri
7 Organisasi tanpa untung (non–profit)
8 Lain–lain (sila nyatakan): ______________________

Jika anda bekerja sekarang, berapakah pendapatan kasar sebulan anda?

1 Kurang dari RM750
2 RM750 – RM1,499
3 RM1,500 – RM2,499
4 RM2,500 – RM3,499
5 RM3,500 – RM4,999
6 RM5,000 dan atas
7 Tidak berkenaan

Jika suami/isteri anda bekerja, berapakah jumlah pendapatan sebulan keluarga anda?

1 Kurang dari RM750
2 RM750 – RM1,499
3 RM1,500 – RM2,499
4 RM2,500 – RM3,499
5 RM3,500 – RM4.999
6 RM5,000 dan atas
7 Tidak berkenaan

TERIMA KASIH DI ATAS KERJASAMA ANDA

APPENDIX 3

FACTOR ANALYSIS COMPUTER RESULTS AND SCREE PLOT

s procedure was completed at 20:40:51

s FACTOR analysis requires 43896 (42.9K) BYTES of memory.

---- FACTOR ANALYSIS ----

ysis Number 1 Replacement of missing values with the mean

action 1 for Analysis 1, Principal-Components Analysis (PC)

ial Statistics:

able	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
		*				
1	1.00000	*	1	5.82492	30.7	30.7
2	1.00000	*	2	2.15272	11.3	42.0
3	1.00000	*	3	1.62446	8.5	50.5
4	1.00000	*	4	1.19833	6.3	56.8
5	1.00000	*	5	.94556	5.0	61.8
6	1.00000	*	6	.82896	4.4	66.2
7	1.00000	*	7	.79458	4.2	70.4
8	1.00000	*	8	.74034	3.9	74.3
9	1.00000	*	9	.69404	3.7	77.9
10	1.00000	*	10	.59901	3.2	81.1
11	1.00000	*	11	.54763	2.9	84.0
12	1.00000	*	12	.51133	2.7	86.6
13	1.00000	*	13	.47576	2.5	89.1

---- FACTOR ANALYSIS ----

able	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
14	1.00000	*	14	.45517	2.4	91.5
15	1.00000	*	15	.38496	2.0	93.6
16	1.00000	*	16	.36811	1.9	95.5
17	1.00000	*	17	.34345	1.8	97.3
18	1.00000	*	18	.26669	1.4	98.7
19	1.00000	*	19	.24398	1.3	100.0

C Extracted 5 factors.

or Matrix:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4	FACTOR 5
	.66721	-.11022	-.36740	-.20452	.10852
	.66742	-.27385	-.26346	-.07636	.10243
	.66093	-.23648	-.26749	-.07652	-.09826
	.67257	-.14750	-.07470	-.16923	.20366
	.51896	-.29168	-.07825	.38927	.20652
	.74055	-.30556	-.10514	.06382	.05021

---- F A C T O R   A N A L Y S I S ----

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4	FACTOR 5
	.62545	-.20863	-.17553	.19508	-.39099
	.72422	-.16098	-.07207	.17178	-.35943
	.35918	.64475	-.06001	-.12854	-.07529
0	.51356	.38836	.05876	.04218	.23126
1	.54529	.41555	-.03648	-.22183	.31718
2	.38181	-.22338	.70154	-.08055	-.09244
3	.39784	-.13448	.71184	-.15129	-.09434
4	.54416	-.12725	.40398	-.25815	.00414
5	.57765	.03215	.00594	-.40042	.04458
6	.36396	.63127	.04070	.10331	.17367
7	.47342	.48345	-.03341	.35992	-.27589
8	.52323	.49292	.18743	.20500	-.21956
9	.23962	-.20100	.28522	.62201	.45960

---- F A C T O R   A N A L Y S I S ----

Statistics:

ble	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
		*				
	.64591	*	1	5.82492	30.7	30.7
	.60618	*	2	2.15272	11.3	42.0
	.57981	*	3	1.62446	8.5	50.5
	.54980	*	4	1.19833	6.3	56.8
	.55471	*	5	.94556	5.0	61.8
	.65943	*				
	.65646	*				
	.71430	*				
	.57051	*				
0	.47328	*				
1	.62116	*				
2	.70287	*				
3	.71487	*				
4	.54216	*				
5	.49707	*				
6	.57346	*				
7	.66463	*				

---- F A C T O R   A N A L Y S I S ----

able	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
/18	.64209	*				
/19	.77729	*				

imax Rotation 1, Extraction 1, Analysis 1 - Kaiser Normalization.

rimax converged in 10 iterations.

ted Factor Matrix:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4	FACTOR 5
/1	.77747	.18835	-.02930	.06664	-.02581
/2	.75297	.05343	.05916	.12871	.12768
/3	.70097	.04536	.06951	.28547	.00817
/4	.67271	.19303	.21474	-.01357	.11705
/5	.44724	.01739	.03711	.21520	.55380
/6	.69836	.06075	.19704	.25200	.25632
/7	.49154	.01275	.09366	.63409	.06209
/8	.51430	.10854	.21129	.62127	.08602

---- F A C T O R   A N A L Y S I S ----

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4	FACTOR 5
/9	.08042	.70103	-.00914	.11443	-.24376
/10	.24019	.61303	.11522	.00142	.16280
/11	.38944	.65340	.09830	-.18100	-.01165
/12	.06528	-.01096	.81779	.10345	.13785
/13	.06065	.07204	.83445	.07306	.06598
/14	.35108	.14057	.63156	.01622	.00339
/15	.54165	.27643	.29852	-.04402	-.19031
/16	.01917	.75100	-.00765	.02698	.09118
/17	.03204	.58838	-.02331	.55649	.08481
/18	.02458	.63624	.21955	.43191	.04406
/19	.02164	.04995	.15019	.00664	.86702

---- F A C T O R   A N A L Y S I S ----

ctor Transformation Matrix:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4	FACTOR
CTOR 1	.74232	.43641	.34231	.33488	.1708
CTOR 2	-.36872	.87754	-.19032	-.00922	-.2401
CTOR 3	-.43950	.05473	.87295	-.08441	.1862
CTOR 4	-.29843	.03147	-.26688	.50285	.7654
CTOR 5	.17546	.18838	-.11547	-.79233	.5409

s procedure was completed at 20:46:00

s FACTOR analysis requires 43896 (42.9K) BYTES of memory.

---- F A C T O R   A N A L Y S I S ----

lysis Number 1 Replacement of missing values with the mean

raction 1 for Analysis 1, Principal-Components Analysis (PC)

tial Statistics:

iable	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
		*				
V1	1.00000	*	1	5.82492	30.7	30.7
V2	1.00000	*	2	2.15272	11.3	42.0
V3	1.00000	*	3	1.62446	8.5	50.5
V4	1.00000	*	4	1.19833	6.3	56.8
V5	1.00000	*	5	.94556	5.0	61.8
V6	1.00000	*	6	.82896	4.4	66.2
V7	1.00000	*	7	.79458	4.2	70.4
V8	1.00000	*	8	.74034	3.9	74.3
V9	1.00000	*	9	.69404	3.7	77.9
V10	1.00000	*	10	.59901	3.2	81.1
V11	1.00000	*	11	.54763	2.9	84.0
V12	1.00000	*	12	.51133	2.7	86.6
V13	1.00000	*	13	.47576	2.5	89.1

---- FACTOR ANALYSIS ----

iable	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
RV14	1.00000	*	14	.45517	2.4	91.5
RV15	1.00000	*	15	.38496	2.0	93.6
RV16	1.00000	*	16	.36811	1.9	95.5
RV17	1.00000	*	17	.34345	1.8	97.3
RV18	1.00000	*	18	.26669	1.4	98.7
RV19	1.00000	*	19	.24398	1.3	100.0

---- FACTOR ANALYSIS ----

```
5.825 +  *
      |
      |
      |
      |
      |
      |
      |
      |
      |
      |
2.153 +     *
      |
1.624 +        *
      |
 .946 +           *  *
 .694 +                 *  *  *  *
 .343 +                             *  *  *  *  *  *  *  *
 .244 +                                                     *  *
 .000 +--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+
```


---- FACTOR ANALYSIS ----

```
         1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19
```

PC Extracted 4 factors.

ctor Matrix:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
RV1	.66721	-.11022	-.36740	-.20452
RV2	.66742	-.27385	-.26346	-.07636
RV3	.66093	-.23648	-.26749	-.07652
RV4	.67257	-.14750	-.07470	-.16923
RV5	.51896	-.29168	-.07825	.38927
RV6	.74055	-.30556	-.10514	.06382
RV7	.62545	-.20863	-.17553	.19508

RV8	.72422	-.16098	-.07207	.17178
RV9	.35918	.64475	-.06001	-.12854
RV10	.51356	.38836	.05876	.04218
RV11	.54529	.41555	-.03648	-.22183
RV12	.38181	-.22338	.70154	-.08055
RV13	.39784	-.13448	.71184	-.15129
RV14	.54416	-.12725	.40398	-.25815

---- FACTOR ANALYSIS ----

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
RV15	.57765	.03215	.00594	-.40042
RV16	.36396	.63127	.04070	.10331
RV17	.47342	.48345	-.03341	.35992
RV18	.52323	.49292	.18743	.20500
RV19	.23962	-.20100	.28522	.62201

nal Statistics:

riable	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
		*				
RV1	.63413	*	1	5.82492	30.7	30.7
RV2	.59569	*	2	2.15272	11.3	42.0
RV3	.57016	*	3	1.62446	8.5	50.5
RV4	.50832	*	4	1.19833	6.3	56.8
RV5	.51206	*				
RV6	.65691	*				
RV7	.50359	*				
RV8	.58511	*				

---- FACTOR ANALYSIS ----

riable	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
RV9	.56484	*				
RV10	.41980	*				
RV11	.52056	*				
RV12	.69433	*				
RV13	.70597	*				
RV14	.54214	*				
RV15	.49508	*				
RV16	.54330	*				
RV17	.58851	*				
RV18	.59389	*				
RV19	.56606	*				

rimax Rotation 1, Extraction 1, Analysis 1 - Kaiser Normalization.

Varimax converged in 5 iterations.

- - - - F A C T O R   A N A L Y S I S - - - -

ated Factor Matrix:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
RV1	.75915	.18121	-.00471	-.15798
RV2	.76515	.06007	.07837	.02198
RV3	.74684	.08920	.06549	.01173
RV4	.64490	.16903	.24755	-.05074
RV5	.52288	.04041	.05073	.48419
RV6	.75101	.09225	.20488	.20591
RV7	.63801	.13466	.04578	.27622
RV8	.65412	.22499	.16758	.28022
RV9	.06798	.71259	-.01286	-.22862
RV10	.22262	.59067	.14150	.03637
RV11	.30712	.59199	.14419	-.23450
RV12	.09069	.01018	.80795	.18223
RV13	.07080	.08660	.82666	.10046
RV14	.33199	.13556	.64113	-.04994
RV15	.48628	.25415	.31972	-.30298
RV16	.00803	.73684	.00889	.01520
RV17	.15989	.68978	-.06635	.28766

- - - - F A C T O R   A N A L Y S I S - - - -

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
RV18	.11426	.71230	.18729	.19593
RV19	.07878	.03111	.18165	.72518

ctor Transformation Matrix:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
CTOR 1	.79532	.47829	.34643	.13672
CTOR 2	-.39995	.86801	-.19227	-.22280
CTOR 3	-.44308	.04502	.86733	.22225
CTOR 4	-.10579	.12562	-.30126	.93929

is procedure was completed at 21:05:24

***** METHOD 2 (COVARIANCE MATRIX) WILL BE USED FOR THIS ANALYSIS ******

*****   5024 BYTES OF SPACE REQUIRED FOR RELIABILITY ******

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   (S E R V)

1.   SERV1
2.   SERV2
3.   SERV3
4.   SERV4
5.   SERV5
6.   SERV6
7.   SERV7
8.   SERV8
9.   SERV9
0.   SERV10
1.   SERV11
2.   SERV12
3.   SERV13
4.   SERV14
5.   SERV15
6.   SERV16
7.   SERV17
8.   SERV18
9.   SERV19

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   (S E R V)

OF CASES =   144.0

	MEAN	MINIMUM	MAXIMUM	RANGE	MAX/MIN	VARIANCE
EM MEANS	-1.1590	-2.3750	-.1806	2.1944	.0760	.4604
EM VARIANCES	3.7330	1.9720	6.7692	4.7972	3.4326	1.6820
TER-ITEM VARIANCES	.9659	-.5874	2.7298	3.3172	-4.6472	.3254
TER-ITEM RRELATIONS	.2737	-.1068	.6727	.7794	-6.3002	.0223

RELIABILITY ANALYSIS - SCALE (SERV)

EM-TOTAL STATISTICS

	SCALE MEAN IF ITEM DELETED	SCALE VARIANCE IF ITEM DELETED	CORRECTED ITEM-TOTAL CORRELATION	SQUARED MULTIPLE CORRELATION	ALPHA IF ITEM DELETED
RV1	-19.6458	354.3562	.5690	.5467	.8589
RV2	-20.0972	355.8087	.5637	.5562	.8592
RV3	-20.6528	360.9415	.5521	.4938	.8600
RV4	-20.1944	360.2556	.5849	.4951	.8590
RV5	-21.0625	369.5275	.4129	.3710	.8648
RV6	-20.2361	355.2166	.6415	.5926	.8568
RV7	-20.4444	367.7871	.5379	.5565	.8612
RV8	-20.4444	357.7731	.6593	.6388	.8568
RV9	-21.6875	360.9436	.3395	.3805	.8706
RV10	-21.0625	357.6115	.5180	.3620	.8609
RV11	-21.7153	350.5128	.5163	.4373	.8611
RV12	-21.3056	378.3815	.3329	.4973	.8673
RV13	-21.3542	378.4401	.3819	.4931	.8659
RV14	-20.5833	368.6503	.5354	.4182	.8614

RELIABILITY ANALYSIS - SCALE (SERV)

EM-TOTAL STATISTICS

RV15	-19.8194	362.5546	.5300	.4665	.8608
RV16	-21.4444	366.2067	.3507	.4093	.8683
RV17	-21.8403	355.6876	.4854	.4763	.8624
RV18	-21.5347	351.1037	.5305	.4946	.8604
RV19	-21.2500	380.9161	.1925	.2088	.8741

RELIABILITY ANALYSIS - SCALE (SERV)

ELIABILITY COEFFICIENTS 19 ITEMS

LPHA = .8690 STANDARDIZED ITEM ALPHA = .8775

ge 153 SPSS/PC+ 2/19/9

is procedure was completed at 21:07:18

***** METHOD 2 (COVARIANCE MATRIX) WILL BE USED FOR THIS ANALYSIS ******

*****   1304 BYTES OF SPACE REQUIRED FOR RELIABILITY ******

ge 154 SPSS/PC+ 2/19/9

R E L I A B I L I T Y   A N A L Y S I S - S C A L E   (R E L I B)

1. SERV1
2. SERV2
3. SERV3
4. SERV4
5. SERV5
6. SERV6
7. SERV7
8. SERV8
9. SERV15

age 155 SPSS/PC+ 2/19/

R E L I A B I L I T Y   A N A L Y S I S - S C A L E   (R E L I B)

OF CASES = 155.0

	MEAN	MINIMUM	MAXIMUM	RANGE	MAX/MIN	VARIANCE
TEM MEANS	-1.7591	-2.4000	-.9677	1.4323	.4032	.1860
TEM VARIANCES	3.0869	2.2142	3.9429	1.7286	1.7807	.2688
NTER-ITEM OVARIANCES	1.3338	.7086	2.4286	1.7199	3.4271	.1249
NTER-ITEM ORRELATIONS	.4348	.2232	.6519	.4287	2.9203	.0101

age 156 SPSS/PC+ 2/19/

R E L I A B I L I T Y   A N A L Y S I S - S C A L E   (R E L I B)

TEM-TOTAL STATISTICS

	SCALE MEAN IF ITEM DELETED	SCALE VARIANCE IF ITEM DELETED	CORRECTED ITEM-TOTAL CORRELATION	SQUARED MULTIPLE CORRELATION	ALPHA IF ITEM DELETED
SERV1	-13.4323	95.1301	.6388	.4961	.8565
SERV2	-13.8645	94.9750	.6683	.5363	.8533

RV3	-14.4387	98.4167	.6527	.4793	.8550
RV4	-13.9742	100.3370	.5978	.4010	.8599
RV5	-14.8645	103.5854	.4770	.2883	.8706
RV6	-14.0323	96.2003	.7296	.5524	.8480
RV7	-14.2258	104.1889	.5732	.4888	.8624
RV8	-14.2194	99.2503	.6750	.5635	.8535
RV15	-13.6065	102.4090	.4986	.3200	.8690

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   (R E L I B)

LIABILITY COEFFICIENTS   9 ITEMS

PHA = .8726   STANDARDIZED ITEM ALPHA = .8738

is procedure was completed at 21:08:34

***** METHOD 2 (COVARIANCE MATRIX) WILL BE USED FOR THIS ANALYSIS ******

*****   656 BYTES OF SPACE REQUIRED FOR RELIABILITY ******

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   (R E S P)

1. SERV9
2. SERV10
3. SERV11
4. SERV16
5. SERV17
6. SERV18

ge 160 SPSS/PC+ 2/19/9

R E L I A B I L I T Y   A N A L Y S I S - S C A L E (R E S P)

\# OF CASES = 157.0

	MEAN	MINIMUM	MAXIMUM	RANGE	MAX/MIN	VARIANCE
EM MEANS	-.5053	-.9809	-.2739	.7070	.2792	.0694
EM VARIANCES	5.0801	3.9932	6.3746	2.3813	1.5963	.6127
TER-ITEM VARIANCES	1.9453	1.2676	2.6987	1.4311	2.1290	.1728
TER-ITEM RRELATIONS	.3849	.2499	.5466	.2968	2.1877	.0056

ge 161 SPSS/PC+ 2/19/9

R E L I A B I L I T Y   A N A L Y S I S - S C A L E (R E S P)

EM-TOTAL STATISTICS

	SCALE MEAN IF ITEM DELETED	SCALE VARIANCE IF ITEM DELETED	CORRECTED ITEM-TOTAL CORRELATION	SQUARED MULTIPLE CORRELATION	ALPHA IF ITEM DELETED
RV9	-2.7070	61.6059	.5263	.2982	.7609
RV10	-2.0510	68.2923	.5012	.2999	.7652
RV11	-2.6943	64.0982	.5194	.3393	.7610
RV16	-2.4522	64.5314	.5512	.3301	.7532
RV17	-2.7580	64.9410	.5289	.3716	.7585
RV18	-2.4968	62.3670	.6143	.4177	.7379

ge 162 SPSS/PC+ 2/19/9

R E L I A B I L I T Y   A N A L Y S I S - S C A L E (R E S P)

ELIABILITY COEFFICIENTS 6 ITEMS

PHA = .7883 STANDARDIZED ITEM ALPHA = .7897 s procedure was completed at 21:09:53

**** METHOD 2 (COVARIANCE MATRIX) WILL BE USED FOR THIS ANALYSIS ******

****   224 BYTES OF SPACE REQUIRED FOR RELIABILITY ******

E L I A B I L I T Y   A N A L Y S I S - S C A L E   (A S S U R E)

. SERV12
. SERV13
. SERV14

E L I A B I L I T Y   A N A L Y S I S - S C A L E   (A S S U R E)

OF CASES = 166.0

	MEAN	MINIMUM	MAXIMUM	RANGE	MAX/MIN	VARIANCE
M MEANS	-.8876	-1.3976	-.6145	.7831	.4397	.1954
M VARIANCES	2.3693	1.9232	2.6529	.7298	1.3795	.1530
ER-ITEM ARIANCES	1.0690	.9057	1.3433	.4375	1.4831	.0457
ER-ITEM RELATIONS	.4583	.3696	.5947	.2251	1.6089	.0115

```
e 166                         SPSS/PC+                                  2/19/96

 E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   (A S S U R E)

M-TOTAL STATISTICS
```

	SCALE MEAN IF ITEM DELETED	SCALE VARIANCE IF ITEM DELETED	CORRECTED ITEM-TOTAL CORRELATION	SQUARED MULTIPLE CORRELATION	ALPHA IF ITEM DELETED
V12	-2.0120	6.2665	.5644	.3726	.5781
V13	-2.0482	7.1007	.6086	.3958	.5396
V14	-1.2651	7.2627	.4346	.1929	.7398

```
IABILITY COEFFICIENTS     3 ITEMS

HA =    .7115          STANDARDIZED ITEM ALPHA =    .7173

-------------------------------------------------------------------------------
e 167                         SPSS/PC+                                  2/19/96

s procedure was completed at 21:10:45

**** METHOD 2 (COVARIANCE MATRIX) WILL BE USED FOR THIS ANALYSIS ******

****        56 BYTES OF SPACE REQUIRED FOR  RELIABILITY ******

LE (EMPATH   ) HAS LESS THAN TWO NON-ZERO VARIANCE ITEMS; CANNOT BE PROCE
-------------------------------------------------------------------------------
e 168                         SPSS/PC+                                  2/19/96

s procedure was completed at 21:10:51
```

APPENDIX 4

MEANS SCORES OF DEMOGRAPHIC VARIABLES

his procedure was completed at 1:53:20

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

Q
by SEX

Mean Rank	Cases		
73.31	85	SEX = 1	MALE
71.33	59	SEX = 2	FEMALE

	144	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
144	.0786	.7792	.0786	.7792

his procedure was completed at 1:53:38

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

Q
by AGE

Mean Rank	Cases		
90.79	17	AGE = 1	18 - 24
72.61	76	AGE = 2	25 - 34
64.21	39	AGE = 3	35 - 44
67.35	10	AGE = 4	45 - 54
100.50	2	AGE = 5	55 - 64

	144	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
144	5.8661	.2094	5.8667	.2093

his procedure was completed at 1:54:14

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

Q
by MARITAL

Mean Rank	Cases		
74.35	44	MARITAL = 1	SINGLE
79.43	15	MARITAL = 2	MARRIED WITHOUT CHIL
71.25	83	MARITAL = 3	MARRIED WITH CHILDRE
31.50	2	MARITAL = 4	DIVORCED OR SEPARATE

	144	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
144	2.5075	.4739	2.5078	.4739

his procedure was completed at 1:54:30

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

Q
by ETHNIC

Mean Rank	Cases		
74.12	78	ETHNIC = 1	MALAY
71.80	52	ETHNIC = 2	CHINESE
71.83	12	ETHNIC = 3	INDIAN
31.50	2	ETHNIC = 4	OTHERS

	144	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
144	2.0679	.5584	2.0681	.5584

procedure was completed at 1:55:15

** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - Kruskal-Wallis 1-way ANOVA

Q
EDU

Mean Rank	Cases		
79.00	2	EDU = 2	SRP
93.71	42	EDU = 3	SPM
61.65	47	EDU = 4	PRE-UNIVERSITY
64.61	50	EDU = 5	UNIVERSITY
72.67	3	EDU = 6	POSTGRADUATE

	144	Total	

CASES	Chi-Square	Significance	Corrected for Ties Chi-Square	Corrected for Ties Significance
144	15.8811	.0032	15.8828	.0032

procedure was completed at 1:55:29

** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - Kruskal-Wallis 1-way ANOVA

Q
OCCUP

Mean Rank	Cases		
53.13	19	OCCUP = 1	PROFESSIONAL
63.49	76	OCCUP = 2	MANAGER
88.27	41	OCCUP = 3	CLERICAL
68.50	2	OCCUP = 4	CRAFTSMAN

	138	Total	

CASES	Chi-Square	Significance	Corrected for Ties Chi-Square	Corrected for Ties Significance
138	13.9361	.0030	13.9378	.0030

This procedure was completed at 1:56:02

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

Q
by SALARY

Mean Rank	Cases		
119.92	6	SALARY = 1	< RM750
88.64	45	SALARY = 2	RM750 - RM1,499
62.24	41	SALARY = 3	RM1,500 - RM2,499
64.30	25	SALARY = 4	RM2,500 - RM3,499
42.94	8	SALARY = 5	RM3,500 - RM4,999
60.25	18	SALARY = 6	RM5,000 AND ABOVE
	143	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
143	23.8168	.0002	23.8194	.0002

This procedure was completed at 1:56:11

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

Q2
by SEX

Mean Rank	Cases		
71.12	85	SEX = 1	MALE
72.07	57	SEX = 2	FEMALE
	142	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
142	.0183	.8924	.0183	.8924

Page 104 SPSS/PC+ 2/20/96

This procedure was completed at 1:56:44

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

Page 105 SPSS/PC+ 2/20/96

- - - - - Kruskal-Wallis 1-way ANOVA

Q2
by AGE

Mean Rank	Cases		
93.69	16	AGE = 1	18 - 24
70.65	76	AGE = 2	25 - 34
63.91	39	AGE = 3	35 - 44
64.78	9	AGE = 4	45 - 54
104.50	2	AGE = 5	55 - 64

	142	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
142	7.5421	.1099	7.5425	.1099

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This procedure was completed at 1:56:53

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

Page 107 SPSS/PC+ 2/20/96

- - - - - Kruskal-Wallis 1-way ANOVA

Q2
by MARITAL

Mean Rank	Cases		
74.58	43	MARITAL = 1	SINGLE
77.20	15	MARITAL = 2	MARRIED WITHOUT CHIL
69.27	82	MARITAL = 3	MARRIED WITH CHILDRE
54.00	2	MARITAL = 4	DIVORCED OR SEPARATE

	142	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
142	1.1326	.7692	1.1326	.7692

ge 108 SPSS/PC+ 2/20/96

is procedure was completed at 1:57:32

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

ge 109 SPSS/PC+ 2/20/96

- - - - Kruskal-Wallis 1-way ANOVA

Q2
by ETHNIC

Mean Rank	Cases		
74.60	76	ETHNIC = 1	MALAY
69.84	52	ETHNIC = 2	CHINESE
65.92	12	ETHNIC = 3	INDIAN
30.50	2	ETHNIC = 4	OTHERS
	142	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
142	2.7241	.4361	2.7243	.4361

ge 110 SPSS/PC+ 2/20/96

is procedure was completed at 1:57:40

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

ge 111 SPSS/PC+ 2/20/96

- - - - Kruskal-Wallis 1-way ANOVA

Q2
by EDU

Mean Rank	Cases		
81.00	2	EDU = 2	SRP
94.20	41	EDU = 3	SPM
60.52	47	EDU = 4	PRE-UNIVERSITY
62.07	50	EDU = 5	UNIVERSITY
90.50	2	EDU = 6	POSTGRADUATE
	142	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
142	18.9884	.0008	18.9893	.0008

age 112 SPSS/PC+ 2/20/96

his procedure was completed at 1:58:18

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

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age 113 SPSS/PC+ 2/20/96

- - - - Kruskal-Wallis 1-way ANOVA

Q2
by OCCUP

Mean Rank	Cases		
51.55	19	OCCUP = 1	PROFESSIONAL
63.09	75	OCCUP = 2	MANAGER
87.69	40	OCCUP = 3	CLERICAL
48.75	2	OCCUP = 4	CRAFTSMAN

	136	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
136	14.9172	.0019	14.9179	.0019

---

age 114 SPSS/PC+ 2/20/96

his procedure was completed at 1:58:25

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

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age 115 SPSS/PC+ 2/20/96

- - - - Kruskal-Wallis 1-way ANOVA

Q2
by SALARY

Mean Rank	Cases		
118.42	6	SALARY = 1	< RM750
86.70	44	SALARY = 2	RM750 - RM1,499
62.62	41	SALARY = 3	RM1,500 - RM2,499
64.08	24	SALARY = 4	RM2,500 - RM3,499
41.69	8	SALARY = 5	RM3,500 - RM4,999
58.14	18	SALARY = 6	RM5,000 AND ABOVE

	141	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
141	22.9062	.0004	22.9073	.0004

his procedure was completed at 1:59:05

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RELIAB
by SEX

Mean Rank	Cases		
78.92	92	SEX = 1	MALE
76.65	63	SEX = 2	FEMALE
	155	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
155	.0959	.7568	.0960	.7567

is procedure was completed at 1:59:12

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RELIAB
by AGE

Mean Rank	Cases		
97.08	18	AGE = 1	18 - 24
78.94	79	AGE = 2	25 - 34
69.48	45	AGE = 3	35 - 44
65.27	11	AGE = 4	45 - 54
131.00	2	AGE = 5	55 - 64
	155	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
155	8.5819	.0724	8.5931	.0721

is procedure was completed at 1:59:42

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RELIAB
by MARITAL

Mean Rank	Cases		
81.85	48	MARITAL = 1	SINGLE
77.44	16	MARITAL = 2	MARRIED WITHOUT CHIL
76.54	89	MARITAL = 3	MARRIED WITH CHILDRE
55.00	2	MARITAL = 4	DIVORCED OR SEPARATE

	155	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
155	.9757	.8071	.9769	.8068

is procedure was completed at 1:59:49

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RELIAB
by ETHNIC

Mean Rank	Cases		
77.68	85	ETHNIC = 1	MALAY
78.40	56	ETHNIC = 2	CHINESE
81.00	12	ETHNIC = 3	INDIAN
62.50	2	ETHNIC = 4	OTHERS

	155	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
155	.3010	.9598	.3014	.9598

is procedure was completed at 2:00:25

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RELIAB
by EDU

Mean Rank	Cases		
125.75	2	EDU = 2	SRP
98.39	46	EDU = 3	SPM
67.26	49	EDU = 4	PRE-UNIVERSITY
68.61	52	EDU = 5	UNIVERSITY
58.90	5	EDU = 6	POSTGRADUATE
	154	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
154	17.9568	.0013	17.9799	.0012

is procedure was completed at 2:00:32

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RELIAB
by OCCUP

Mean Rank	Cases		
72.40	21	OCCUP = 1	PROFESSIONAL
68.40	82	OCCUP = 2	MANAGER
91.22	44	OCCUP = 3	CLERICAL
16.00	2	OCCUP = 4	CRAFTSMAN
	149	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
149	11.9424	.0076	11.9588	.0075

---

procedure was completed at 2:01:07

** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - Kruskal-Wallis 1-way ANOVA

RELIAB
SALARY

Mean Rank	Cases		
123.75	6	SALARY = 1	< RM750
94.91	47	SALARY = 2	RM750 - RM1,499
71.66	43	SALARY = 3	RM1,500 - RM2,499
62.43	28	SALARY = 4	RM2,500 - RM3,499
53.05	10	SALARY = 5	RM3,500 - RM4,999
68.57	20	SALARY = 6	RM5,000 AND ABOVE
	154	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
154	21.3581	.0007	21.3861	.0007

---

procedure was completed at 2:01:20

** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - Kruskal-Wallis 1-way ANOVA

RESPON
SEX

Mean Rank	Cases		
80.44	90	SEX = 1	MALE
77.07	67	SEX = 2	FEMALE
	157	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
157	.2112	.6458	.2116	.6455

```
e 132                          SPSS/PC+                          2/20/96

s procedure was completed at  2:01:50

*** WORKSPACE allows for    8386 cases for NPAR TESTS *****
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e 133                          SPSS/PC+                          2/20/96

 - - - Kruskal-Wallis 1-way ANOVA

  RESPON
y AGE

   Mean Rank    Cases

     112.19        18    AGE = 1    18 - 24
      78.32        85    AGE = 2    25 - 34
      65.72        40    AGE = 3    35 - 44
      76.33        12    AGE = 4    45 - 54
      90.50         2    AGE = 5    55 - 64
                  ---
                  157    Total

                                              Corrected for Ties
     CASES     Chi-Square  Significance     Chi-Square  Significance
       157        13.1927         .0104        13.2159         .0103
```

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e 134                          SPSS/PC+                          2/20/96

s procedure was completed at  2:01:57

*** WORKSPACE allows for    8386 cases for NPAR TESTS *****
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e 135                          SPSS/PC+                          2/20/96

 - - - Kruskal-Wallis 1-way ANOVA

  RESPON
/ MARITAL

   Mean Rank    Cases

      90.85        49    MARITAL = 1   SINGLE
      93.00        16    MARITAL = 2   MARRIED WITHOUT CHIL
      70.53        90    MARITAL = 3   MARRIED WITH CHILDRE
      58.00         2    MARITAL = 4   DIVORCED OR SEPARATE
                  ---
                  157    Total

                                              Corrected for Ties
     CASES     Chi-Square  Significance     Chi-Square  Significance
       157         8.3957         .0385         8.4104         .0382
```

je 136 SPSS/PC+ 2/20/96

s procedure was completed at 2:02:29

:*** WORKSPACE allows for 8386 cases for NPAR TESTS *****

je 137 SPSS/PC+ 2/20/96

- - - Kruskal-Wallis 1-way ANOVA

RESPON
y ETHNIC

Mean Rank	Cases		
79.94	86	ETHNIC = 1	MALAY
75.66	56	ETHNIC = 2	CHINESE
88.31	13	ETHNIC = 3	INDIAN
71.50	2	ETHNIC = 4	OTHERS

	157	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
157	.9382	.8162	.9399	.8158

e 138 SPSS/PC+ 2/20/96

s procedure was completed at 2:02:35

*** WORKSPACE allows for 8386 cases for NPAR TESTS *****

e 139 SPSS/PC+ 2/20/96

- - - Kruskal-Wallis 1-way ANOVA

RESPON
y EDU

Mean Rank	Cases		
82.50	3	EDU = 2	SRP
98.51	46	EDU = 3	SPM
74.40	49	EDU = 4	PRE-UNIVERSITY
68.73	54	EDU = 5	UNIVERSITY
53.40	5	EDU = 6	POSTGRADUATE

	157	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
157	13.3304	.0098	13.3539	.0097

is procedure was completed at 2:03:11

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RESPON
by OCCUP

Mean Rank	Cases		
66.03	20	OCCUP = 1	PROFESSIONAL
62.46	82	OCCUP = 2	MANAGER
100.73	45	OCCUP = 3	CLERICAL
100.00	2	OCCUP = 4	CRAFTSMAN

	149	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
149	24.4619	.0000	24.5030	.0000

is procedure was completed at 2:03:17

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

RESPON
by SALARY

Mean Rank	Cases		
122.33	6	SALARY = 1	< RM750
96.16	51	SALARY = 2	RM750 - RM1,499
68.78	41	SALARY = 3	RM1,500 - RM2,499
73.70	27	SALARY = 4	RM2,500 - RM3,499
49.00	9	SALARY = 5	RM3,500 - RM4,999
57.29	19	SALARY = 6	RM5,000 AND ABOVE
56.25	2	SALARY = 7	NOT APPLICABLE

	155	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
155	24.4437	.0004	24.4879	.0004

This procedure was completed at 2:03:52

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by SEX

Mean Rank	Cases		
83.45	95	SEX = 1	MALE
83.57	71	SEX = 2	FEMALE

	166	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
166	.0003	.9870	.0003	.9869

This procedure was completed at 2:04:00

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by AGE

Mean Rank	Cases		
89.84	19	AGE = 1	18 - 24
90.17	85	AGE = 2	25 - 34
66.25	46	AGE = 3	35 - 44
79.81	13	AGE = 4	45 - 54
119.25	2	AGE = 5	55 - 64

	165	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
165	9.1682	.0570	9.2606	.0549

age 148 SPSS/PC+ 2/20/96

his procedure was completed at 2:04:30

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

age 149 SPSS/PC+ 2/20/96

- - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by MARITAL

Mean Rank	Cases		
78.17	49	MARITAL = 1	SINGLE
96.97	18	MARITAL = 2	MARRIED WITHOUT CHIL
85.13	97	MARITAL = 3	MARRIED WITH CHILDRE
13.50	2	MARITAL = 4	DIVORCED OR SEPARATE

	166	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
166	6.3702	.0949	6.4332	.0923

age 150 SPSS/PC+ 2/20/96

his procedure was completed at 2:04:37

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

age 151 SPSS/PC+ 2/20/96

- - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by ETHNIC

Mean Rank	Cases		
87.14	90	ETHNIC = 1	MALAY
79.80	61	ETHNIC = 2	CHINESE
84.15	13	ETHNIC = 3	INDIAN
28.00	2	ETHNIC = 4	OTHERS

	166	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
166	3.5474	.3147	3.5825	.3102

his procedure was completed at 2:05:11

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by EDU

Mean Rank	Cases		
109.67	3	EDU = 2	SRP
98.67	48	EDU = 3	SPM
73.74	50	EDU = 4	PRE-UNIVERSITY
72.49	56	EDU = 5	UNIVERSITY
110.44	8	EDU = 6	POSTGRADUATE

	165	Total	

CASES	Chi-Square	Significance	Corrected for Ties Chi-Square	Corrected for Ties Significance
165	13.3227	.0098	13.4569	.0092

his procedure was completed at 2:05:17

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by OCCUP

Mean Rank	Cases		
69.11	22	OCCUP = 1	PROFESSIONAL
75.41	88	OCCUP = 2	MANAGER
92.80	45	OCCUP = 3	CLERICAL
35.00	2	OCCUP = 4	CRAFTSMAN

	157	Total	

CASES	Chi-Square	Significance	Corrected for Ties Chi-Square	Corrected for Ties Significance
157	7.6062	.0549	7.6928	.0528

is procedure was completed at 2:05:49

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

ASSURE
by SALARY

Mean Rank	Cases		
122.43	7	SALARY = 1	< RM750
90.93	50	SALARY = 2	RM750 - RM1,499
78.88	43	SALARY = 3	RM1,500 - RM2,499
81.25	30	SALARY = 4	RM2,500 - RM3,499
61.55	11	SALARY = 5	RM3,500 - RM4,999
73.86	21	SALARY = 6	RM5,000 AND ABOVE
78.00	3	SALARY = 7	NOT APPLICABLE

	165	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
165	9.5249	.1461	9.6202	.1416

his procedure was completed at 2:05:55

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by SEX

Mean Rank	Cases		
84.53	95	SEX = 1	MALE
83.30	72	SEX = 2	FEMALE

	167	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
167	.0266	.8704	.0275	.8682

is procedure was completed at 2:06:28

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by AGE

Mean Rank	Cases		
91.65	20	AGE = 1	18 - 24
78.79	87	AGE = 2	25 - 34
91.04	45	AGE = 3	35 - 44
78.13	12	AGE = 4	45 - 54
69.50	2	AGE = 5	55 - 64
	166	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
166	2.8399	.5850	2.9380	.5682

is procedure was completed at 2:06:34

**** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by MARITAL

Mean Rank	Cases		
82.25	52	MARITAL = 1	SINGLE
76.65	17	MARITAL = 2	MARRIED WITHOUT CHIL
86.89	96	MARITAL = 3	MARRIED WITH CHILDRE
53.50	2	MARITAL = 4	DIVORCED OR SEPARATE
	167	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
167	1.5989	.6596	1.6531	.6474

his procedure was completed at 2:07:11

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by ETHNIC

Mean Rank	Cases		
81.00	92	ETHNIC = 1	MALAY
89.57	59	ETHNIC = 2	CHINESE
90.11	14	ETHNIC = 3	INDIAN
15.00	2	ETHNIC = 4	OTHERS

	167	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
167	5.4325	.1427	5.6168	.1318

This procedure was completed at 2:07:17

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by EDU

Mean Rank	Cases		
67.50	3	EDU = 2	SRP
84.69	49	EDU = 3	SPM
82.92	51	EDU = 4	PRE-UNIVERSITY
82.99	56	EDU = 5	UNIVERSITY
99.88	8	EDU = 6	POSTGRADUATE

	167	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
167	1.2715	.8662	1.3146	.8589

his procedure was completed at 2:07:58

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by OCCUP

Mean Rank	Cases		
61.38	21	OCCUP = 1	PROFESSIONAL
79.77	88	OCCUP = 2	MANAGER
84.91	47	OCCUP = 3	CLERICAL
130.50	2	OCCUP = 4	CRAFTSMAN

	158	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
158	6.4394	.0921	6.6644	.0834

his procedure was completed at 2:08:03

***** WORKSPACE allows for 8386 cases for NPAR TESTS *****

- - - - Kruskal-Wallis 1-way ANOVA

EMPATHY
by SALARY

Mean Rank	Cases		
94.79	7	SALARY = 1	< RM750
87.19	52	SALARY = 2	RM750 - RM1,499
74.17	43	SALARY = 3	RM1,500 - RM2,499
80.41	28	SALARY = 4	RM2,500 - RM3,499
88.05	11	SALARY = 5	RM3,500 - RM4,999
87.29	21	SALARY = 6	RM5,000 AND ABOVE
85.00	3	SALARY = 7	NOT APPLICABLE

	165	Total	

			Corrected for Ties	
CASES	Chi-Square	Significance	Chi-Square	Significance
165	2.6730	.8486	2.7669	.8375

APPENDIX 5

STEPWISE REGRESSION COMPUTER RESULTS

* * * * M U L T I P L E R E G R E S S I O N * * * *

twise Deletion of Missing Data

ation Number 1 Dependent Variable.. QUAL

ck Number 1. Method: Stepwise Criteria PIN .0500 POUT .1000

* * * * M U L T I P L E R E G R E S S I O N * * * *

ation Number 1 Dependent Variable.. QUAL

iable(s) Entered on Step Number
1.. RELIAB

tiple R	.43625
quare	.19031
usted R Square	.18440
ndard Error	1.15086

lysis of Variance

	DF	Sum of Squares	Mean Square
ression	1	42.64861	42.64861
idual	137	181.45211	1.32447

32.20056 Signif F = .0000

* * * * M U L T I P L E R E G R E S S I O N * * * *

ation Number 1 Dependent Variable.. QUAL

------------------ Variables in the Equation ------------------

iable	B	SE B	Beta	T	Sig T
IAB	.437348	.077072	.436245	5.675	.0000
nstant)	5.321032	.164689		32.310	.0000

```
        * * * *   M U L T I P L E   R E G R E S S I O N   * * * *

quation Number 1    Dependent Variable..   QUAL

------------ Variables not in the Equation -------------

ariable      Beta In   Partial   Min Toler        T   Sig T

SPON         .257666   .263594    .847377     3.187   .0018
SSURE        .282881   .283910    .815588     3.453   .0007
IPATHY      -.064136  -.069663    .955236     -.814   .4169
GE          -.022545  -.024854    .984047     -.290   .7723
)U           .008546   .009145    .927282      .107   .9152
CCUP         .017588   .019507    .996054      .228   .8203
LARY        -.081306  -.088580    .961049    -1.037   .3015
```



```
        * * * *   M U L T I P L E   R E G R E S S I O N   * * * *

quation Number 1    Dependent Variable..   QUAL

ariable(s) Entered on Step Number
 2..    ASSURE

iltiple R              .50554
Square                 .25557
ljusted R Square       .24463
andard Error          1.10755

nalysis of Variance
                     DF      Sum of Squares      Mean Square
egression             2            57.27451         28.63725
sidual              136           166.82621          1.22666

 =       23.34565       Signif F =   .0000
```

* * * * M U L T I P L E R E G R E S S I O N * * * *

ation Number 1 Dependent Variable.. QUAL

------------- Variables in the Equation -------------

iable	B	SE B	Beta	T	Sig T
IAB	.315563	.082130	.314767	3.842	.0002
URE	.296092	.085749	.282881	3.453	.0007
nstant)	5.386936	.159637		33.745	.0000

* * * * M U L T I P L E R E G R E S S I O N * * * *

ation Number 1 Dependent Variable.. QUAL

---------- Variables not in the Equation ----------

iable	Beta In	Partial	Min Toler	T	Sig T
PON	.220464	.232463	.739170	2.777	.0063
ATHY	-.085822	-.096900	.794901	-1.131	.2600
	-.002261	-.002591	.810220	-.030	.9760
	.033364	.037077	.779838	.431	.6671
UP	.007673	.008869	.814271	.103	.9181
ARY	-.038872	-.043547	.792843	-.506	.6134

* * * * M U L T I P L E R E G R E S S I O N * * * *

uation Number 1 Dependent Variable.. QUAL

riable(s) Entered on Step Number
3.. RESPON

ltiple R	.54388
Square	.29580
justed R Square	.28015
andard Error	1.08119

alysis of Variance

	DF	Sum of Squares	Mean Square
egression	3	66.28962	22.09654
esidual	135	157.81110	1.16897

= 18.90255 Signif F = .0000

* * * * M U L T I P L E R E G R E S S I O N * * * *

uation Number 1 Dependent Variable.. QUAL

------------------ Variables in the Equation ------------------

ariable	B	SE B	Beta	T	Sig T
LIAB	.243973	.084218	.243358	2.897	.0044
SSURE	.260214	.084699	.248605	3.072	.0026
SPON	.176709	.063632	.220464	2.777	.0063
onstant)	5.306836	.158485		33.485	.0000

* * * * M U L T I P L E   R E G R E S S I O N * * * *

Equation Number 1   Dependent Variable..   QUAL

------------- Variables not in the Equation -------------

Variable	Beta In	Partial	Min Toler	T	Sig T
EMPATHY	-.080861	-.093841	.720478	-1.091	.2772
AGE	.034622	.040159	.738751	.465	.6425
EDU	.084261	.093847	.725158	1.091	.2772
OCCUP	-.017733	-.020909	.739170	-.242	.8091
SALARY	.023979	.026408	.738947	.306	.7602

End Block Number 1 PIN = .050 Limits reached.

This procedure was completed at 1:39:31

****** METHOD 1 (SPACE SAVER) WILL BE USED FOR THIS ANALYSIS ******

****** 944 BYTES OF SPACE REQUIRED FOR RELIABILITY ******