

## CHAPTER III

### RESEARCH METHODOLOGY

This was an exploratory research based on a case study on Malaysia Airlines.

#### **Selection of Measures**

Medical cost incurred by Malaysia Airlines since the financial year 1992/1993 was obtained from the MAS Medical Centre which compiled the information from data supplied by the finance department.

A cross-sectional study of the MAS panel of clinics was conducted to elicit the coverage and services rendered by them.

The demographic characteristics of MAS staff was sought through self-administered questionnaires. The questionnaires also inquired into their opinions of the MAS medical benefits.

#### **Research Instrument**

A self-administered questionnaire was used to survey the panel of clinics and selected staff of MAS. The questionnaires contained fixed alternative questions and open-ended questions were avoided. Names and addresses were not required to assure confidentiality and encourage better response to complete the questionnaires.

In the survey on companies, personal interviews were conducted as the number involved was small.

## **Sample Design**

In the survey on the panel of clinics, all the clinics were included. However, where there were more than one doctor in a particular clinic, only the most senior doctor was asked to complete the questionnaires.

Convenience and judgement sampling were employed for the survey on the MAS staff. A total of 300 questionnaires were sent to MAS staff located in the MAS Building in Kuala Lumpur, the MAS Complex in the Subang Airport and the MAS Academy in Kelana Jaya. Only the engineering, catering, reservation and cabin crew departments were sampled. These were selected based on the number of employees in these departments. These departments were allegedly more likely to have problem employees.

For the survey on Malaysian companies, the companies selected were large corporations with fully equipped clinics and in-house doctors trained in occupational medicine. This was to allow for meaningful comparison with MAS.

## **Data Collection Procedure**

Questionnaires were distributed to the panel of clinics by fax or by post during the months of July and August in 1997. Completed questionnaires were returned by hand or by mail.

The assistance of secretaries in the various departments was obtained to distribute the questionnaires to the staff in those departments. This was done in the months of August and September in 1997. Collection of the completed questionnaires was also done with the assistance of these secretaries.

For the survey on companies, the doctors employed by the companies selected were contacted by telephone and a personal interview conducted.

### **Data Analysis Techniques**

The survey results were analysed by using the SPSS (version 7) software. Descriptive analysis was conducted. Where statistical analysis was required, frequency count and chi-square tests were used.