

CHAPTER III: RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the research method. The rationale for the research design adopted, the study's location, the demography of the study, the instrument used, the research processes, and the data analysis will be discussed in detail.

3.2 Research Design

This study follows a quantitative research method. This will be a correlation study using a cross-sectional study design. According to Creswell and Creswell (2018), quantitative methodologies dominate research methods in the social sciences. Phenomena or hypotheses are systematically investigated and analysed using a quantitative approach. Besides that, the quantitative approach can be used for testing objective theories by investigating the relationship between variables. These factors can then be measured, often with instruments, and the resulting numbered data can be examined statistically (Creswell & Creswell, 2018). This research aims to identify the relationship between motivational readiness to change and work readiness among clients at PUSPEN Tiang Dua. Hence, the quantitative research method is the most appropriate to examine the relationship between the two variables. In this study, the independent variable is motivational readiness for change, whereas the dependent variable is work readiness.

There are four types of quantitative study designs. They are experimental, quasi-experimental, causal-comparative, and correlational designs. The correlational design was adopted specifically in this study. In correlational study design, researchers use correlational statistics to measure the degree of association between two or more variables or sets of variables (Creswell & Creswell, 2018). The variables are not controlled or manipulated by the researcher. The main objective of this research is to only explore the relationship between motivational readiness to change and work readiness without controlling the variables, hence, this study design is the most suitable for this research. Besides that, a literature review of past studies investigating motivational readiness and work readiness predominantly used quantitative study methods. In this study, standardized questionnaires will be administered to participants to collect. These questionnaires function as instruments for the researcher to gather the necessary information.

3.3 Location of the Study

The study will be conducted at PUSPEN Tiang Dua in Melaka. The researcher has picked this location because no study has been conducted in this locality on motivational readiness to change and work readiness. There are two PUSPEN in Melaka. However, due to time constraints and ease of access, the study will be conducted in PUSPEN Tiang Dua. Besides that, as of December 2023, PUSPEN Tiang Dua has 290 active clients.

3.4 Population and Sampling

While studying the entire population may sound ideal, conducting research on samples is a practical and effective means to get reliable and generalized data that can lead to improvement (Creswell & Creswell, 2018). A sample refers to a portion of the interested population. Carefully selected samples, which act as smaller replications of the entire population, can yield generalizable insights without the prohibitive cost and ethical considerations associated with investigating everyone. In this study, the population refers to active clients in PUSPEN Tiang Dua, Melaka. As of March 2024, the PUSPEN has 250 active clients in its in-house rehabilitation program. The sample size was determined using Raosoft sample size software. The sample size required for this study is 166 with a confidence interval of 95% and a margin of error of 5%.

Participants for this study were recruited through convenience sampling at the PUSPEN Tiang Dua. Convenience sampling refers to a non-probability sampling where the likelihood of being selected for participation in the sample is unknown. In convenience sampling, participants were selected based on their easy availability and proximity, rather than through any random or pre-determined method (Sheppard, 2021). This sampling method was selected as it is the most practical and expedient way to gather initial data, as it taps into readily available participants. The convenience sampling method was time-saving and cost-effective. It can be a practical alternative when investigating populations that are reluctant to participate in other ways, such as people in recovery from substance abuse. PUSPEN Tiang Dua provides a unique opportunity to access this population. The assumption made in this sampling type is the members of the target population are homogenous. However, the researcher

acknowledges the limitations of convenience sampling in terms of generalizability and potential bias.

It is crucial to establish clear inclusion and exclusion criteria for participant selection to ensure the research focuses on the relevant population and gathers reliable data. Inclusion and exclusion criteria are significant because they ensure that the study population is reasonably homogeneous, allowing the researcher to analyse the target group with precision. (Patino & Ferreira, 2018). They also aid in reducing the impact of confounding factors on study findings. Patino and Ferreira, (2018) state that inclusion criteria are the traits that prospective research participants must possess to be eligible to participate in the study. Inclusion criteria include demographic and clinical factors. In this study, the inclusion criteria were, PUSPEN clients who are at least 1 month in the program, literate in the Malay language, 18 to 59 years old, unemployed, medically stable, and able to give consent.

Meanwhile, the exclusion criteria are qualities or events that exclude people from taking part in a research study. They serve as a safeguard to assure the safety of participants, the quality of data, and the study's focus on the intended group (Patino & Ferreira, 2018). In this case, clients with psychiatric illnesses, learning disabilities, and unable to read and write were excluded from this study.

3.5 Instruments

In this research, the researcher used a standardized questionnaire (Appendix A) to collect the demographic data of the participants and to measure the motivational

readiness to change and work readiness. The questionnaire was divided into three sections as follows:

Section 1: Sociodemographic, socioeconomic, and PUSPEN rehabilitation program information.

Section 2: Validated Malay Version of the LAM Assessment of Stages of Employment Readiness (LASER)

Section 3: Validated Malay Version of the Stages of Change Scale (SoCS)

3.5.1 Section 1

This section of the questionnaire collected comprehensive information about the clients. It began by gathering personal details such as age, gender, race, and educational background. Next, it delved into their socioeconomic status by inquiring about their source of income before entering the PUSPEN program. The questionnaire then focused on their experience within the rehabilitation program itself, recording the total duration and current phase. Finally, to gain a deeper understanding of their circumstances, clients were asked to state the reason for their unemployment.

3.5.2 Section 2

Under this section, the validated Malay Version of the LAM Assessment of Stages of Employment Readiness was to assess the work readiness of the participants. LASER is a psychological instrument used to measure the level of work readiness. Lam et al. (2010) constructed the assessment as a tool to measure welfare recipients' level of readiness to enter work. The tool was later translated into Malay by a researcher with

the aid of Pusat Bahasa UiTM using back translation techniques (Noor Emellia Jamalludin, 2009). LASER consists of 14 elements that describe the three constructs of pre-contemplation (6 statements), contemplation (4 statements), and action (4 statements). The items will be rated on a five-point Likert scale by the participants. 1-point equals strongly disagree, while 5 points equals strongly agree. The Cronbach Alpha values for each item ranged from 0.83 to 0.96. Every item has an alpha value greater than 0.7. This shows that the tool has high internal consistency and can be used to assess employment readiness effectively. The stages of employment readiness and score are as follows:

Table 1

Stages of Employment Readiness (LASER)

| Stages | Description |
|-------------------|---|
| Pre-contemplation | Clients do not see unemployment as a problem. They are often not interested in working or do not believe that they can work. |
| Contemplation | Clients begin developing the pros and cons of working. Barriers to work are delineated and potential solutions are generated. |

Action

Clients are combining the desire to return to work with actions that typically lead to employment. They want to work and have decided to engage in behaviours to increase the probability of hire.

3.5.2 Section 3

In this section, the validated Malay Version of the Stages of Change Scale (SoCS) was administered to the participants to measure their motivational readiness to change. SoCS is a psychological instrument used to measure the level of variable readiness (motivation level) in participants. It was translated from the University of Rhode Island Change Assessment Scale (URICA) to Malay by a group of local scholars using back translation techniques (Khairunneezam Mohd Noor, 2015). This instrument has 32 items on a 5-point Likert scale, ranging from 1-strongly disagree to 5-very agreeable. This instrument consists of 4 constructs namely Pre-contemplation, Contemplation, Action, and Maintenance. The Cronbach's Alpha of this instrument is 0.75 with high internal consistency. This makes it a highly reliable tool to assess the motivational readiness to change among rehabilitees (Khairunneezam Mohd Noor, 2015). The motivational level and score are as follows:

Table 2*Stages of Change Scale (SoCS)*

| Stages | Score | Description |
|-------------------|-------------|--|
| Pre-contemplation | 8 or below | The client fails to recognize the need for change or denies having a problem. |
| Contemplation | 8-11 | The Client seriously considers the need for change and weighs the pros and cons. |
| Action | 11-14 | The client makes small changes and plans to act within the next month. |
| Maintenance | 14 or above | The client sustains the change and prevents relapse for more than six months. |

3.6 Research Procedures

1. The researcher requested permission to conduct research in PUSPEN Tiang Dua from AADK headquarters.
2. Upon obtaining permission, the researcher contacted PUSPEN Tiang Dua to conduct the research.
3. The researcher provided the PUSPEN clients with detailed information about the study, including its purpose, and procedures.

4. The researcher recruited participants based on the inclusion and exclusion criteria through convenience sampling at PUSPEN Tiang Dua.
5. All participants were required to sign informed consent before proceeding with the study.
6. The participants were given the standardized questionnaire.
7. The participants were given the necessary information to answer the questionnaire.
8. The participants were given 30 minutes to answer Sections 1,2 and 3 of the questionnaires.
9. The participants were assisted if necessary.
10. The researcher collected the questionnaire after the participants finished answering.
11. The questionnaires were stored carefully by the researcher.
12. The researcher analysed the collected data using Statistical Package for Social Sciences (SPSS) software.

3.7 Data Analysis

Data analysis is an important part of the study. Data analysis is the systemic process of reviewing, cleansing, converting, and modelling data to identify usable information, inform conclusions, and help decision-making. It entails employing a variety of statistical and computational tools to extract meaning from raw data and convert it into actionable insights. SPSS software is a refined and user-friendly statistical software that provides a full array of analytical capabilities, an easy-to-use

interface, and an extensive range of resources. Its popularity in the social sciences and research makes it an excellent choice for many people (Field, 2018). Besides that, SPSS is compatible with various operating systems and platforms, ensuring that researchers can use the software across different computers and operating systems. Hence, the data was collected and analysed using SPSS software version 23.

The demographic data was analysed descriptively and was presented as frequencies and percentages. The level of motivational readiness to change was presented in the percentage of participants in the Pre-contemplation, Contemplation, Action, and Maintenance stages. The level of work readiness, on the other hand, was reported as a proportion of participants in the Pre-contemplation, Contemplation, and Action stages. The relationships between motivational readiness to change and work readiness were assessed using the Pearson Correlation test through SPSS.

When using questionnaires to assess motivational and work preparedness, validity and reliability assessments should be undertaken to guarantee that the measures are psychometrically sound and give consistent results. The purpose of criterion validity is to determine how well the questionnaire scores correlate with other established measures of the same constructs. This will be achieved by comparing motivational readiness scores to those obtained from a clinical interview or another validated motivation evaluation. The content validity of the questionnaire is ensuring that the questions sufficiently represent the constructs of motivation and work readiness. This will be accomplished through a review of the literature.

3.8 Ethical Considerations

Ethical issues are an integral component of any study. The researcher must ensure that their study is done ethically and that the rights and welfare of the participants are maintained (Creswell & Creswell, 2018). Ethical considerations in this study may include gaining informed consent from participants, protecting participants' confidentiality and privacy, limiting harm to participants, and ensuring that the study is done fairly and unbiasedly. The study may include vulnerable people, and the researcher must guarantee that they are not exploited or harmed.

3.9 Conclusion

This chapter meticulously explores the methodological framework for investigating the relationship between of motivational readiness to change and work readiness among clients at PUSPEN Tiang Dua. The study design, data collection processes, and planned data analysis approaches were thoroughly intertwined to ensure informative and trustworthy results that contribute to understanding and supporting successful recovery outcomes. The convenience sampling method will be employed as it is time-saving and cost-effective. The participants will be recruited based on the inclusion and exclusion criteria identified. The standardized questionnaire consisting of three sections will be administered to collect data. The instrument that will be used in this study has been validated and has high reliability. Data collected in this study will be analysed using SPSS software to answer the research objectives. The demographic data, level of motivational readiness to change, and level of work readiness will be analysed and presented descriptively. The relationship between motivational readiness

to change and work readiness will be analysed using the Pearson Correlation Test and will be presented as Pearson Correlation Coefficient.

