

CHAPTER 3

METHODOLOGY

3.1 Introduction

The methodology is a strategy to describe how the research was carried out in detail. It yields a clear understanding to the reader of how the research was conducted and studied. In this chapter, the methodology employed the study of the relationship between personality traits and job satisfaction is discussed and comprised of eight sections. Thus, these explanations will be a theoretical framework, followed by the research design, location of the study, research instrument and sample used for this study. The research approaches used to collect and analyse data are also explained within the desire to achieve the research objective.

3.2 Research Design

This study is focused on the relationship between personality traits and job satisfaction among Narcotic Personnel in IPK Selangor. Research design is a master plan that specifies procedures and methods to collect and analyze needed information (Zikmund et al., 2013). This study uses a quantitative approach since it emphasizes interpreting data gathered by a standardized questionnaire using statistical criteria. The nature of this survey is cross-sectional since the data were collected through a self-administered questionnaire survey by the randomly selected respondent with the bearing of the researcher. This study was done in Selangor, Malaysia. Thus, the study's aims determined during the early phases of

this research included ensuring that the collected data is appropriate for resolving the problem statement mentioned in the earlier chapter. The data gathered were tested using the SPSS software version 26 within the four main analyses: Descriptive Analysis, Reliability Test, Pearson Correlation and Multiple Regression.

3.3 Location of the Study

The organizational structure in RMP consists of four levels, and the first level is at the federal or central level in Bukit Aman. This stage is the administrative centre of RMP throughout the country. Bukit Aman is the location of the National Police Chief (The Inspector General of Police – IGP) office and the top leader of RMP. They lead ten departments in the RMP organization. The second level is the state level, which is the State Contingent. This stage is known as the Contingent Police Headquarters for 14 states, led by the Commissioner of Police. The third level is the district level, known as the District Police Headquarters. There are 157 Police administrative districts across the country headed by District Police Chiefs. The fourth and final stage is known as the police station, headed by the Chief of The Station. There are 795 police stations nationwide.

The location of the researcher's study involves the Selangor Contingent Police Headquarters has been identified to have the appropriate respondent criteria. The Selangor Contingent Police Headquarters consists of 17 police districts in Selangor and has the most significant number of senior and junior police officers in the country due to the highest population density in the State of Selangor compared to other states throughout Malaysia. The total strength of male and

female senior police officers and junior police officers was 13,844. The total of police personnel from the Narcotic Crime Investigation Department was 653. Apart from that, the selection of the Selangor Contingent Police Headquarters as the location for data collection due to the highest population density is the source of the highest crime rate and, in turn, gives workload and stress to RMP members who serve in Selangor Contingent.

3.4 Population and Sampling

One of the important elements in research is sampling, which is the process of identifying and determining the population for this study. Hair et al. (2007) clarified that this survey employs a non-probability sampling technique or convenience sampling, where the respondents were chosen based on convenient accessibility and proximity and allowing us to find the information needed in a short time. The sampling process involves identifying and specifying the population for this survey. So, the researcher decided that the target population for this study is Narcotic personnel in Selangor, Malaysia. The researcher's rationale for selecting this population is easily accessible. The study population consists of male and female police officers currently serving under the Narcotic in Selangor Contingent Police Headquarters administration. The total population identified from the chosen location is 653 people. According to Mokhtar (2011), there are no special requirements for determining the minimum sample size in social research. The rationale for selecting the population that can be accessed or acquired is important in the study (Othman Talib, 2013). The actual sample size depends on the population conditions and the needs of the study. Most researchers have considered

100 cases as the minimum sample size, so there are usually several sub-populations that researchers want to study separately from several variables (Siti Jamiaah, 2017).

3.5 Research Instruments

A research instrument is a way that researchers use to collect the information needed. Several methods can be used to obtain the information, such as experiments, secondary data, observation, and surveys, also known as questionnaires. Questionnaires are the most popular method for collecting data for many reasons, among which is that they cover many respondents and are less expensive. Therefore, the researcher decided that the data collection method employed in this study is done by using a questionnaire. There are three sections; Section A consists of gender, age, nationality, race, level of education and some other basic questions regarding respondents' "demographic information". Section B consists of instrument items related to independent variables: Neuroticism, Extraversion, and Openness-Five-Factor Inventory (NEO-FFI). This questionnaire is the reduced version of the 240-item NEO Personality Revised (NEO-PI-R). In addition, McCrae and Costa (1992) developed the 50-item version of the instrument based on item factor analysis because the question is too lengthy. NEO-FFI is also one of the most frequently used instruments in assessing Big Five factors. While Section C consists of independent and dependent variables used in this study. The job satisfaction scale is based on the Minnesota satisfaction questionnaire (MSQ). This question is to measure an employee's satisfaction with their job and provide an accurate measurement of job satisfaction for groups of individuals on numerous

workplace factors. There are five independent variables while one for a dependent variable which is divided separately as follows:

1. "Extraversion" consists of five items adapted from the Big Five factors developed by Costa and McCrae (1992).
2. "Neuroticism" consists of five items adapted from the Big Five factors developed by Costa and McCrae (1992).
3. "Agreeableness" consists of five items adapted from the Big Five factors developed by Costa and McCrae (1992).
4. "Conscientiousness" consists of five items adapted from the Big Five factors developed by Costa and McCrae (1992).
5. "Openness to experience" consists of five items adapted from the Big Five factors developed by Costa and McCrae (1992).
6. "Job satisfaction" consists of twenty items adapted from the Minnesota satisfaction questionnaire (MSQ)

The Likert scale is used to obtain a statistical measure in Section B and C. Respondents are asked to indicate their level of agreement using an ordinal scale. This scale is commonly seen as a five-point Likert scale ranging from "Strongly Disagree" to "Strongly Agree" at both ends. Whereas "Agree", "Neither", and "Disagree" are in the middle. The (Bertram, n.a.) psychometric response scale is developed as a basic means of measuring psychological attitudes scientifically. It is also said that the Likert-type scale is good for the study to see large sample sizes, increasing the findings' validity (Hartley, 2014). In addition, although it is more appropriate for some investigators to create their scales, previous studies indicated that the adaption of the scale developed by previous researchers for use in their

studies is preferable, which commonly used five to seven scale points. Therefore, the questionnaire has been designed according to the Likert scale ranging from (1) strongly disagree, (2) disagree, (3) neutral, (4) agree and (5) strongly agree. The higher the average score, the more inclined the respondent is towards a certain personality trait.

3.6 Data Collection and Procedure

Zikmund, Babin, Carr and Griffin (2012) explained the most common method of generating primary data in business research is the study which employs a survey. And as for this study, we shall apply two alternatives for administering and implementing surveys: email and hand.

The administering of the survey is using the normal distribution by hand. The respondents have explained the study's objectives and need to respond to feedback expected from each respondent based on the questionnaire. The survey uses the Statistical Package for Social Sciences 21.0 (SPSS 21.0) software to input and analyses data derived from the study. This software helps researchers use the descriptive statistics method to compile, process and interpret the raw data. The data will then be processed and simplified in a more straightforward and understandable form. A reliability test was used to test the reliability of the independent and dependent variables for the questionnaire used in this study. To quantify the reliability, the Cronbach alpha was used to set the internal consistency or average correlation of items, which is the fluctuation in the questionnaires (Cronbach, 1951). The variables are reliable when the alpha is more than 0.6. This study also uses Pearson Correlation to detect the correlation between the variables

and to assess the force of connection between two variables. This study also uses descriptive statistical analysis of variables, Chi-Square Test, factor analysis test and regression analysis.

3.7 Pilot Study

The main purpose of the pilot test is to evaluate whether the variables are perceived to apply to the satisfaction of customers. Also, apart from analyzing the understandability of respondents toward each question, it helps the researcher determine each variable's reliability. This small study is conducted to determine the data collection instrument, sample recruitment strategy, research protocol and other research techniques in preparation for a larger scope other than an important stage to identify problem areas in the instrument before the full study's implementation (Hassan et al., 2006). For this purpose, 30 questionnaires are distributed and collected from targeted respondents representing the intended population. All results are shown to be reliable for this study. The reliability for Openness is 0.729, Conscientiousness is 0.914, Extraversion is 0.939, agreeableness is 0.859, and neuroticism is 0.958.

Table 3.1 Reliability

Variables	Cronbach's Alpha	N
Openness	0.729	30
Conscientiousness	0.914	30
Extraversion	0.939	30
Agreeableness	0.859	30
Neuroticism	0.958	30

3.7.1 Reliability

The Big Five Personality Test is based on NEO, and the internal consistency of the NEO scales was assessed on 1,539 individuals (McCrae & Costa, 2010). The internal consistency of the NEO was high for each of its five factors, Neuroticism ($N = 0.92$), Extroversion ($E = 0.89$), Openness ($O = 0.87$), Agreeableness ($A = 0.86$), and Conscientiousness ($C = 0.90$). The internal consistency of the factor subcategories' facets scales ranged from 0.89 to 0.93 for the five-factor domains. Sherry et al. (2007) found internal consistencies for the FFI (Five Factor Inventory), which was the predecessor to the NEO in 2007) to be as follows; Neuroticism ($N = 0.85$), Extroversion ($E = 0.80$), Openness ($O = 0.68$), Agreeableness ($A = 0.75$), and Conscientiousness ($C = 0.83$). The test-retest reliability of the NEO has also been found to be satisfactory. The result after three months was: Neuroticism ($N = 0.87$), Extroversion ($E = 0.91$), Openness ($O = 0.86$) (McCrae, 1989). The test-retest reliability over a six (6) year period was the following: Neuroticism ($N = 0.83$), Extroversion ($E = 0.82$), Openness ($O = 0.83$), Agreeableness ($A = 0.63$), Conscientiousness ($C = 0.79$). Costa and McCrae pointed out that these findings demonstrate good reliability of the domain scores and their stability (Costa & McCrae, 2010).

The psychometric properties of NEO scales have been found to be useful across ages, cultures, and methods of measurement (McCrae, Kurtz, Yamagata, & Terracciano, 2011). As for this study, the internal

consistency of the NEO scales was assessed on 217 narcotic department personnel. The result shows the internal consistency of the neo was high for all factors which are Neuroticism (N = 0.902), Extroversion (E = 0.912), Openness (O = 0.821), Agreeableness (A = 0.828), and Conscientiousness (C = 0.883). The findings revealed all alpha values were more than 0.82.

In this study, the Minnesota Satisfaction Questionnaire (MSQ) instrument was used to measure the job satisfaction of police officers, which measures overall job satisfaction and includes 20 important items of job satisfaction. This questionnaire was developed by Weiss, Dawis and England (1967) and was translated by Universiti Putra Malaysia (1977). A recent pilot study showed that Cronbach's alpha reliability analysis for the MSQ instrument to measure job satisfaction was 0.82 (Bahrol, 2010).

3.7.2 Validity

Several studies evaluated the predictive validity of the Big Five Personality Test. McAbee & Oswald (2013) found that levels of Conscientiousness per the NEO significantly predicted the GPA of college students over and above using SAT scores alone. In a study conducted in Seville, Spain, Franco, and Martinez (2007), found that using a Spanish NEO version correctly predicted teacher burnout. Facet data from the NEO tests reported by Costa and McCrae (2010) have also shown convergent and discriminant validity. For example, the facet

intuition shows a convergent correlation for aesthetics at 0.56 and fantasy at 0.43. On the other hand, the facets of gregariousness at -0.59 and warmth at -0.61 show divergent correlations for introversion. As for this study, the correlation for total scores is from 0.709 to 0.795 for openness, from 0.779 to 0.854 for Conscientiousness, from 0.809 to 0.915 for Extroversion, from 0.752 to 0.798 for agreeableness, from 0.824 to 0.886 for Neuroticism and lastly from 0.615 to 0.837 for job satisfaction. Thus, all items in the questionnaire are correlated and considered valid.

3.8 Conclusion

This chapter discusses the methodology adopted for this study of the relationship between personality and job satisfaction among Narcotic personnel in IPK Selangor. This subject is descriptive and uses a survey technique or questionnaire to be particular. This study uses simple random sampling; thus, the questionnaires are distributed to the Narcotic Crime Investigation Department in the Selangor Contingent Police Headquarters and all the 16 police districts in Selangor with the target, specifically Narcotic personnel.