

CHAPTER III : RESEARCH METHODOLOGY

3.1 Introduction

This chapter will be focusing on the research methods of the study. The discussion will highlight the research design, research instrument, location of the study, subject of the study, research procedure, data analysis, rigor and trustworthiness of the research, ethical consideration and will end up with the conclusion.

3.2 Research Design

In this paper, we adopted a case study design. According to Stakes (1995), case studies are a strategy of research where the researcher tries to explore in detail and thoroughly a process, event, program, activity, or better still one or several individuals. Cases are bounded by time and activity, and researchers collect detailed information using a variety of data collection procedures over a sustained period of time. Creswell (2009). Case study is a research design that allows the researcher to use a comprehensive method, by combining various strategies in collecting and analyzing data (Yin, 1994). According to Yin, this research design is suitable for research that involves a phenomenon that is not separated from the environmental context.

This method can also help researchers understand complex problems in a relatively broad context (Burhan Bungin, 2003). While Sidek (2002) stated that case studies are a research design to intensively identify the background of the status as well as the environmental interaction of a social unit, whether it involves individuals,

groups, institutions or communities. The researcher obtained detailed information through interview sessions with officers and police members in Bukit Aman and Selangor. Their selection is based on experience and expertise in the field of narcotics.

3.3 Research Instrument

3.3.1 Researcher as the Primary Instrument

This section describes the instruments used in this research. This study is a case study that employs a qualitative approach. The use of qualitative research methodologies in the counseling field is becoming more popular. In qualitative research, the primary instrument is the researcher. The researcher plays a key role in managing the data collection process, and data analysis up to a single product rich in descriptions will be produced (Merriam, 2017). Merriam also states three features for the qualitative researcher; patience towards ambiguity, sensitivity to context, and communication skills. Qualitative research depends on the researcher to collect data from participants. It includes getting the information contained in the researcher's thoughts and cannot be found through class observations or documents (Merriam, 2017).

Although the researcher can refer to the guide from experts or researchers experience in current specific fields when conducting a qualitative study, there is no single best guideline that can be followed. Thus, the researcher's knowledge, skills, and experience are vital in obtaining meaningful data. So, the data can be analyzed and interpreted efficiently.

3.3.2 Semi-structured Interview question

To avoid undirected and useless interviews, the researcher interviewed the study participants based on the prepared interview question protocol. The form of questions used is an open question that requires the participants to answer subjectively and clearly (Silverman, 2010). The selection of words used by the study participants throughout their narration was also maintained in its original state without data cleaning.

This study uses semi-structured interview questions that are compiled by the researcher and reviewed by the supervisor. To avoid uncorrected and useless interviews, the researcher interviewed the study participants based on the prepared interview question protocol (Refer Appendix B – Interview Protocol). The form of questions used is an open question that requires the participants to answer subjectively and clearly (Silverman, 2010). The selection of words used by the study participants throughout their narration was also maintained in its original state without data cleaning.

3.4 Location of the Study

The case study was conducted at Malaysia among the police anti narcotic personnel only.

3.5 Subject of the Study

The subjects of the study involved 4 officers and 1 police member in Narcotic Crime Investigation Department based in Bukit Aman and Selangor. Their selection is based on experience and expertise in the field of narcotics. This method of selection coincides with the view of Fraenkel & Wallen (2003) have concluded that purposive

sampling is based on the assumption that one needs to “select a sample from which they feel will yield the best understanding of whatever it is they wish to study”.

This study uses a sampling method involving individuals who are related to the issues, actions and activities being studied (Frost, 2011). It is used to understand the subject of the study through the view or perspective of officers and military personnel who have been involved in peacekeeping operations abroad. Research sampling has two sampling methods, namely random sampling, and non-random sampling. Random sampling includes simple random sampling, systematic random sampling, stratified random sampling and cluster sampling. Non-random sampling includes simple sampling, quota sampling, purposive sampling, and snowball sampling (Kothari, 2004).

In qualitative research, the sample size is not determined from the beginning. Therefore, to establish it, the main thing is that the total sample size taken must be able to reflect the meaning of a small number of individuals who have experienced the phenomenon being studied. The selection of the sample will continue until the study does not find new information or overlap with the information that has been obtained before. This is better known as the saturation point (Glaser & Strauss, 1967).

3.6 Research Procedures

The initial step in the procedure was the selection of study subjects. Subjects' selection was done easily because the subjects were known to the researchers. Subject interviews were conducted during Mac 2022. After the completion of interviews, data were organized and preliminarily analyzed. I have established a good rapport with the participants. All interviews consist of an average of between one to two hours in length. With semi-structured interviews, I have a set of questions on an interview

protocol, but the interview protocol is used as guidance rather than be totally dictated by it (Atkins, Lewin, Smith, Engel, Fretheim, & Volmink, 2008). This type of interview allowed the participants and me to engage in a formal dialogue whereby initial questions are modified according to the participants' responses.

According to Penner and McClement (2008), qualitative research data are commonly collected through face-to-face interviews to gain insights into the experience of the participants. Depending on the response, probes were used as needed to clarify the meaning of responses and encourage in-depth descriptions. Probes are also used to align the participants if the response moved away from the research topic.

During the interviews, data was recorded using a tape recorder with verbal consent of the participants. Apart from that, field notes and demographic information were also collected. Demographic data were collected to describe the backgrounds of the participants. The transcribed verbatim was done by the researcher to preserve their authenticity of the data collected. The process of listening to audio from the recorded interviews would help the researcher to identify issues brought up by the respondents. Transcriptions are usually completed within a week of time. I must admit that it needs strong focus and patience to get it done. This investigation of experience conducting a drug prevention program relied on verbatim transcripts of interviews, which is considered the best database in qualitative studies (Merriam, 2009).

3.7 Data Collection Methods

To understand this study more deeply, various methods of data collection are very critical. The variety of data collection methods helps in obtaining a lot of data and rich in explanations (Gibbs, 2007; Othman Lebar, 2017: 116). Therefore, this

study uses two methods of data collection, namely, the semi-structured interview method, and the document analysis method.

3.7.1 Semi-structured Interviews Methods

Semi-structured interviews are the primary data collection method used throughout this study to obtain specific data. This interview method is suitable because it has the potential to produce dense data with explanations throughout the data collection process (Blomberg & Volpe, 2008). In addition, this method also gives the researcher the opportunity to identify the statements of the participants in addition to being able to ask directly about the issues raised (Strauss & Corbin, 1998). Through the semi-structured interview format as well, the researcher can ask open-ended questions which are more flexible and explore the participants' answers naturally (Merriam, 2009). Before the interview is held, the questions are determined in advance, and the answers to each question are open and can be developed (Othman Lebar, 2017).

The aim of using semi-structured interviews is to explore the responses of research participants to the questions that were raised. Through this technique, the researcher can help the participants to recall their experiences on the issue under study. (Frost, 2011). At the same time, direct questions to participants using questions that are not in the interview protocol to increase the researcher's understanding of narcotic personnel's experiences.

To strengthen the credibility of the data (Corden & Sainsbury, 2006). The researcher did not set a maximum time limit for each interview. Most interviews take from forty-five minutes to an hour. This time limit depends on the participants' willingness to share their experiences.

3.7.2 Document Analysis

Document analysis is one of the data collection methods (secondary data) other than interview and observation methods. This method refers to existing data sources that are easy to find (Merriam, 2009). Documents are sources of data that can be physically proven (Lee, 2000). Forms of documents that can be used as data sources are official records, letters, newspapers, songs, poems, autobiographies, diaries, pictures, and videos. According to Merriam (2009), documents can be divided into two forms, namely public documents, and private documents. Public documents are all official documents that have been issued by certain parties. These documents are proof that something really happened, and its existence is recorded such as birth certificates, police records, agency records, mass media association manuals, government documents and so on (Guba & Lincoln, 1981). Public documents are also important as stimulation to the questions that will be discussed in the interview (Patton, 2002).

Personal documents refer to anything that is updated by an individual to tell his experiences, actions, and beliefs. Personal individual sources include diaries, letters, scrapbooks, journals, photos, and autobiographies (Bogdan & Biklen, 2007). Personal documents act like detailed observations in documents that give the researcher a picture of what the study participants think is important from their personal perspective. According to Merriam (2009) personal documents are an authentic source of data because such documents are able to provide the researcher with an implicit meaning to the experiences, actions, and beliefs of the participants.

In this study, researchers obtained documents such as articles, journals, and data from the official website, the Library of the USIM, the Library of the Ministry of Youth and Sports, and the National Archives. In addition, some documents and

evidence have been obtained from the athletes who were interviewed. The method of document analysis in this study involves two forms of documents, namely public documents and private documents.

The process of analyzing data is a critical process. This is because all the data that has been obtained should be analyzed through several stages. In addition, the data analysis process involves consideration between concrete data and abstract concepts, between inductive and deductive reasoning (Merriam, 2001). This study involves two methods of data collection, namely through semi-structured interviews and document analysis. Therefore, researchers use a systematic data management system to maximize the use of data and give deep meaning to the data obtained (Creswell, 2008).

3.8 Data Analysis

Data analysis is a key component of qualitative research. Data was collected using interviews method. Subject in this study engaged in semi structured interview (in depth face to face interview). Data were analyzed to answer the research questions and to cross reference similarities and differences among subjects. Interviews can be conducted in several ways-with prepared questions, a protocol or interview guide, or as an unplanned event. Fraenkl & Wallen (2003).

Patton (1990) described six different types of questions that all contribute valuable information to the research study: (a) experience/behavior questions - what the individual does in this situation or has previously done; (b) opinion/value questions-what the individual thinks or believes about a situation or issue; (c) feeling questions-what the individual's natural emotional responses would be to a situation or issue; (d) knowledge questions-what facts the individual knows about the situation or issue; (e) sensory questions-what sensory response the individual would have to the

situation or issue; and (f) background or demographic questions-what characteristics describe the individual. Each of these questions guides the researcher in developing an understanding of the phenomenon. This study employed a variety of questioning techniques (refer Appendix B) to encourage the subjects to describe their perceptions of combating drug issues in Malaysia based on their own experiences.

Semi-structured interviews were conducted for each subject in which the interview lasted approximately 60 minutes each. The interviews were conducted at the convenience of the subject's office. Questions for the semi-structured interviews will include spontaneous questions to explore more from subjects based on semi-structured question responses. After the completion of interviews, data were organized and preliminarily analyzed. Transcripts made of audiotaped interviews were checked for accuracy against the original recordings.

3.9 Rigor and Trustworthiness of the Research

3.9.1 Field Note

According to Bogdan and Biklen (2003), a high-reliability value for qualitative data also involves the effort collection of data in the field. Evidence of implementation of data collection such as appointments, official and unofficial interviews, observation, and document collection is also a high form of reliability. Therefore, each implementation of data collection work in this study should be reported in a field note report. This field note is further reinforced by a brief study of the researcher's diary. To make it easier for researchers to make field notes, the researcher provides a booklet for the complete record of each researcher's recent trip to each school. From this booklet, the researcher organized it regularly in a complete report marked according to the respondents.

3.9.2 Member Checking

The data obtained during the study were referred to supervisors and researchers who were also experienced in qualitative courses. Experience in the course and having a basis in qualitative studies enables appropriate discussion, comments, and evaluation to enhance the validity and reliability of the study. The researcher gives a different perspective to enable the researcher to re-evaluate and strengthen the study. These member checking matters also include data collection through interview protocols, data encounters, data analysis and even data interpretations. This member checking also gives researchers valuable responses to this study more robust. Concerning this member checking, the researcher is responsible for making an interview transcript with the respondents and resigning the transcript to the respondents for review purposes. If the respondents are dissatisfied with the transcript made by the researcher, the study participants have the right to make any corrections and improvements to enable them to state what he wants to convey to the researcher in the interview. Researchers need to consider the transcripts that the respondents have reviewed and make improvements to the data collected. This also allows the data collected has more reliability value.

3.9.3 Triangulation

Triangulation is one of the strategies for ensuring the validity and reliability of a qualitative study and is also used by the researcher in this study as one of the strategies. Triangulation is related to using various sources of information by researchers to build categories or themes in qualitative studies (Lebar, 2014). Therefore, it is crucial to choose the right type of triangulation for qualitative studies conducted to ensure the study's strength. Triangulation is also seen to meet several

strategies to ensure validity and reliability in qualitative studies, such as credibility, validity, transfer ability, authenticity. sampling adequacy, substantive validity, and creativity (Hays & Singh, 2012).

In this study, the researcher selected data triangulation as a strategy for the validity and reliability of this qualitative study. Hays and Singh (2012) also stated that data triangulation can involve several study participants who showed the same perspective. play a different role in the settings and experience the experience of phenomena in different ways but has the same characteristics. The researcher selected the data triangulation as the participants in this study came from a multi-counselling background and had experience in the practice of counselling from their perspective. Data triangulation in this study involved analysis of interview data obtained from the study respondents and then presented in descriptions and tables to enable a precise and comprehensive understanding of the data.

3.10 Ethical Considerations

In qualitative research, ethical principles are primarily centered on protecting research respondents and the guiding foundation of “do no harm”. Following is a list of core ethical principles that are important in qualitative research.

3.10.1 Data Collection Approval

Upon data collection, I have approached the respondents and seeking their approval to be interviewed for my research. I have explained verbally to each of them pertaining to the research purpose and how they could contribute to this research.

3.10.2 Non-judgmental Environment

During the data collection process, I have tried my very best to create situations that would encourage respondents to talk more freely in the interviews. As I am adapting the phenomenological reduction attitude of bracketing, I was neither making an objection nor being defensive of the concerns expressed by the counselors interviewed. I stated clearly that all participants are free to express their concerns without feeling judged or pressured by my response. I also controlled myself for not making any attempts to react in a way that could reflect such attitudes or behaviors that maybe disturb the phenomenological data collection process.

3.10.3 Informed Consent

Prior to the interview, the purpose of the research and how the data would be used were explained. This permission form is very important to be given to subjects to know whether they are sincere in being interviewed or otherwise. This form is usually given before the interview is conducted. The respondents were informed that information provided by them would be used for data analysis and that their words would be quoted in the research. Confidentiality considerations covered respondents' right not to be quoted by their original names or using anonymous names. Their information also would not be given to authorities without first gaining consent was also explained. At this stage, respondents were given the opportunity to ask related questions prior to the interviews. (Refer - Appendix A)

3.10.4 Confidentiality

Data collected from respondents such as audio clip and interview transcripts were made available for me and my supervisors only. Confidentiality of audio clip and

interview transcripts were protected by storing the information in a personal computer which only myself had the access.

3.10.5 Anonymity

In this research, respondent's identity, and their personal information especially respondents name was not disclosed to anyone not related to the research. To protect respondent's identity information, pseudonyms were used. respondents remained anonymous throughout this research. I am the only one who knows which pseudonym matches which respondents.

3.11 Chapter Conclusion

The study employed a qualitative research design that corresponded to the study purpose and research questions. The information was gathered through in-depth interviews and document analysis. This chapter also discussed the research approach and design, study location, population and sampling, data acquisition procedures, and data analysis approach, which were all important aspects of research methodology. As a result, every description provided by the researcher will yield accurate and precise results.