CHAPTER THREE
METHODOLOGY

This chapter describes: (1) the subjects, (2) the materials, (3) the procedures used in the collection, and (4) the data analysis.

3.1 SUBJECTS

This study discovered subordinates' attitudes towards management attributes. The subjects were 75 staff from a total of 94 employees who work at XYZ Company. The executive management, which consisted of eight persons, was excluded. The simple random sampling method was used for selecting the samples and 94 staff, were the samples of this research because some questionnaires might be incomplete.

3.2 MATERIALS

The questionnaire for the study consisted of open-ended and close-ended questions. It was divided into three parts;

Part 1: Demographic Information of the Respondents

The first part contained five questions about the personal information of respondents which are age, gender, department, education and length of employment.

Part 2: Subordinates' attitudes towards Management's attributes.

The researcher used the Likert scale to measure the degree of agreement of the questions. The respondents' choice was scaled as follows:

Highest	=	5
High	=	4
Moderately	=	3
Low	=	2
Lowest	=	1

Part 3: Suggestions

This part used an open-ended question to seek the respondents' suggestions concerning the attributes of management.

3.3   PROCEDURE

3.3.1   Research Design

The researcher answered the research problem by using a specifically designed questionnaire. The questions in part 2 covered details of the subordinates' desires towards each attribute of management. The respondents could choose the degree according to their perception.

3.3.2   Data Collection

This study used a descriptive design. The simple random sampling method was used to select the staff in the organization. The entire population was 94 staff members excluding the management team.

Ninety four questionnaires were distributed to respondents after working hour of the working day, specifically 12.00- 13.00 and after 17.00 pm. The respondents were required to complete the self-administered questionnaires. The objectives, the nature of the study, and data collection were also explained to them clearly. The questionnaires were gathered after the respondents completed them.

3.4   DATA ANALYSIS

The statistical program for Social Science Program (SPSS) was used to analyze data extracted from the questionnaires to determine descriptive statistics.

The data was analyzed using frequency, percentage, standard deviation and mean and will be used in describing the general information of the subjects and attitudes of respondents.

3.4.1   In part I – frequency and percentage were used to describe demographic information.

3.4.2   In part II- Likert design was used to measure the degree of agreement.

The scale is ranked as follows:

Highest   =   5

High   =   4

Moderate   =   3

Low   =   2

Lowest   =   1

Degree of subordinates' attitudes towards management's attributes is calculated as follows:

$$\frac{\text{Highest score - Lowest score}}{\text{Total rating level}} \quad = \quad \frac{5 - 1}{5}$$

$$= \quad 0.8$$

The levels of agreement are classified according to the values of mean.

4.21 - 5.00	=	Highest
3.41 - 4.20	=	High
2.61 - 3.40	=	Moderate
1.81 - 2.60	=	Low
1.00 - 1.80	=	Lowest

3.4.3 Part III was in the form of an open-ended question. Therefore, the result of this part could give subordinates attitudes towards management.

In summary, the chapter describes sample size, materials, procedures and data analysis methodology. In the next chapter, the results of the data analysis are presented to answer the research problems.