CHAPTER THREE
RESEARCH METHODOLOGY

This chapter includes a description of how this study was conducted especially the method used to collect the data, the instrument used and the analysis of data.

3.1 SAMPLE

The sample was 100 employees in every department both at the head office in Bangkok and at the workshop in Rayong of Foster Wheeler Service (Thailand) Ltd.

3.2 INSTRUMENT

3.2 .1 The instrument used to collect the data is as follows:

A questionnaire which consists of 3 parts as follows:

Part 1: Closed-ended questions which are used to collect general information of the respondents. There are 5 questions concerning:

1. Gender
2. Age
3. Levels of Education
4. Salary
5. Working experience

Part 2: Questions are used to seek respondent opinion on factors affecting work efficiency. The factors include:

1. Self Development and Career Advancement (No. 6-10)
2. Motivation (No. 11-15)
3. Communication Among member of the Organization (No. 16-20)
4. Stress in working conditions (No. 20-25)

For part 2, the researcher asked participants to rate the level of their opinions. Likert's five-point Scale was used to measure the opinions of respondents as follows:

Rating Score	Interpretation of the score	Mean
5	Strongly agree	4.21-5.00
4	Agree	3.41-4.20
3	undecided	2.61-3.40
2	Disagree	1.81-2.60
1	Strongly disagree	1.00-1.80

Part 3: Open-ended questions which are used to obtain more opinions and suggestions from respondents.

3.3   DATA COLLECTION

Before being used, 30 questionnaires were tested for reliability by using Cronbach's alpha coefficient method.

The copies of questionnaires were then distributed separately in 2 places: the head office in Bangkok and the workshop in Rayong. The researcher herself distributed the questionnaires directly to employees who work at the head office in Bangkok. For employees at the workshop in Rayong, the workshop manager took care of distributing, collecting questionnaires, and sending the questionnaires back the researcher.

3.4   DATA ANALYSIS

Once all the questionnaires were collected, the researcher checked them to see whether they were complete**.** As opinion is abstract and cannot be measured in the form of a specific figure, it was coded, and transformed into numbers for computation of results. A Statistical Program of Social Science (SPSS V.11) was used to analyze and interpret the data. The statistics used for data analyzing were percentages, means and standard deviation, independent t-test, and one-way analysis of variance.