

CHAPTER THREE

METHODOLOGY

This research aimed to study stress levels, causal factors and coping strategies of the employees working at the RBSC.

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

3.1 SUBJECTS

The subjects of this study were 129 employees, broken down as follows:

<u>Divisions:</u>	<u>No. of People</u>
• Facility (Grounds/House/Maintenance)	41
• Finance	18
• Sports/Communications/Events	13
<u>Departments:</u>	
• Administration	4
• Food & Beverage	12
• Human Resources	5
• Membership	7
• Security	16
• Racing	5
• Totalisator	8

3.2 MATERIALS

Instrument

The questionnaire was used to collect primary data from respondents. It comprised 60 questions. Both closed-ended and open-ended questions were used in the questionnaire. The open-ended questions were used to collect employees' suggestions, since the researcher needed to learn the respondents' comments. The

closed-ended questions are used in measuring stress levels and stress coping strategies in order to facilitate the data analysis. Checkboxes were provided in the questionnaire.

The questionnaire consisted of five parts with 60 questions as follows:

Part I: Demographic Questionnaire

This part consisted of 6 questions including general information about the respondent's gender, age, marital status, education level, department and working period.

Part II: Stress Level Questionnaire

This part was designed to measure stress levels and consisted of 22 questions asking about the factors of stress.

Part III: Effects of Stress Questionnaire

This part was developed to measure the effects of stress at work. The questionnaire consisted of 15 questions.

Part IV: Stress Coping Strategies

This part was designed to find out how the respondents handle the situation when they have stress at work. The questionnaire consisted of 15 questions.

Part V: Suggestion

This part comprised 2 questions including both the closed-ended and open-ended questions regarding the samples' suggestions to company to help reduce their job stress.

3.3 PROCEDURES

Copies of the questionnaire were distributed to 175 employees who were asked to complete the questionnaires and return them within two weeks to the researcher, but only 129 respondents completed the questionnaires.

Confidentially

Respondents were not required to reveal their names. All data sheets and records were number coded. The cover letter clearly stated that the raw data would be treated confidentially and be used for this research only.

3.4 DATA ANALYSIS

The data derived from the questionnaires were analyzed by using the Statistical Package for the Social Science (SPSS 11.5 for Windows). Descriptive statistics, i.e. frequency and percentage, and Bivariate Correlations, i.e. Spearman's rho Correlation Coefficients were calculated.