CHAPTER III

RESEARCH METHODOLOGY

3.1.Introduction

This chapter contains information about the variable used in this research, research location, population, the method to determine sample size, questionnaire development, data analysis, and hypothesis testing. The chapter will start with the population used in this research and the method to determine the appropriate number of samples. Then, this chapter will present the questionnaire used in this research and its goodness measure. Lastly, a method of data analysis and hypothesis testing will be presented

3.2.Research Design

This study is a cross-sectional study using a survey and quantitative approach to analyze the data. Sekaran & Bougie (2016) described the cross-sectional study as a study that used a specific period of time and the data are only gathered one time. This study will be used a survey method because it allows to collecting the data in a quick and effective way (Sekaran & Bougie, 2016).

3.3.Research Object

This study will be aimed at the front-line employees who worked in housekeeping, waiter/waitress, receptionist, bell driver, therapist, and security division of Grand Senyum Hotel Yogyakarta as a research object. Front-line

employees are the type of employees who work at 24/7 and face the customer directly.

3.4.Place and Time of Research

This study will be conducted at Grand Senyum Hotel Yogyakarta which located in Jl. Pangeran Diponegoro No.27, Gowongan, Kota Yogyakarta, Daerah Istimewa Yogyakarta. This study will be conducted from 11 September 2019 to 18 September 2019.

3.5.Population & Sample

The population in this study is front-line employees who work at the Grand Senyum Hotel. The total population of Grand Senyum Hotel front-line employees is 73. One of important aspect in the research is determining the sample size, Roscoe (1975) as summarized in Sekaran & Bougie (2016) stated that the appropriate sample size for most reports is ranging between 30 to 500. Moreover, in Roscoe's study he stated that in the multivariate regression, the number of sample sizes should be several time larger than the total of the variable in the study. Based on the rules that proposed by Roscoe, this study will need at least 50 samples because the total of variable that used in this study for multiple regression analysis consists of four variables for organizational justice (distributive justice, procedural justice, interpersonal justice, and informational justice) and one variable for employee well-being (psychological well-being).

3.6.Sampling Method

There are two sampling methods: probability and non-probability methods. In non-probability sampling the respondent did not have the same chance of being chosen as a sample, this method often used when the population cannot be easily determined. While, in probability sampling, the population shares the same chance to be chosen as a sample (Sekaran & Bougie, 2016). Because the access to the exact number population of the front-line employee on Grand Senyum Hotel Yogyakarta is available, probability sampling can be used in this study. Probability sampling method also good for the generalization of the study (Sekaran & Bougie, 2018). This study will be used a simple random sampling technique because this technique is free of bias and can be representative of the population (Sekaran & Bougie, 2016). Each of the population members will get a number then that number will be scrambled using a computer program, the member numbers that come out will be selected as a sample.

3.7.Data Collection Method

The study used primary data which came from the answer of the respondent in the questionnaire that will be distributed directly to the front-line employees of Grand Senyum Hotel Yogyakarta. Primary data is the data that gathered or collected from first-hand experience (Sekaran & Bougie, 2016). The questionnaire used in this study to gather the primary data was adapted from a few pre-existing questionnaires developed by the various author. There are two questionnaires which used in this study, namely; Organizational Justice Measurement by Colquitt (2001)

to collect the data about organizational justice and Warwick-Edinburgh mental well-being scale from Stewart-Brown and Jammohamed (2008) for employee well-being. The questionnaire of organizational justice used English as a language of instruction, the questionnaire then translated to the Indonesian language to accommodate language differences. The translated questionnaire is checked by the author and expert reviewer to ensure the quality and clarity of it. While the Warwick-Edinburgh mental well-being scale translation already available in the Indonesian language with an official translation that can be accessed on their official website[1]. The questionnaire consists of three parts:

(i) Demographic profiling question which focused on demographic factor of the respondent, containing question about the characteristic of the respondent, namely: age, gender, years of service in the hotel and education

(ii) Organizational justice measures with four dimensions (distributive justice, procedural justice, interpersonal justice, and informational justice) scale that developed by Colquitt (2001) with total twenty questions for all dimensions. Examples of questions about the dimensions of organizational justice are as follows:

A. Distributive Justice:

1. Does your outcome reflect the effort you have put into your work?

[1] Official translation of Warwick-Edinburgh mental well-being scale can be accessed on https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/register/resources/translations/

2. Is your outcome appropriate for the work you have completed?

B. Procedural Justice:
   1. Have those procedure been applied consistently?
   2. Have those procedure been free of bias?

C. Interpersonal Justice:
   1. Has your supervisor treated you in a polite manner?
   2. Has your supervisor treated you with dignity?

D. Informational Justice:
   1. Has your supervisor explained the procedures thoroughly?
   2. Has your supervisor communicated details in a timely manner?

(iii) Employee well-being dimensions that will be measured are psychological (mental) well-being which will be measured using the Warwick-Edinburgh mental well-being scale developed by the University of Edinburgh and the University of Warwick (Stewart-Brown, 2008). Example question of psychological well-being dimension are as follows:

1. I have been feeling useful
2. I have been feeling relaxed

3.8.Data Measurement Method

The questionnaire using a five-point Likert scale. Likert scale is a method of scale data collection designed to verify the agreeableness of the subject toward the

statement in the questionnaires (Sekaran & Bougie, 2016). Measurement of data from the dimensions of organizational justice and psychological well-being in this study uses a Likert scale technique which use number 1 to 5 as a scale. In this study respondents were presented with a statement about organizational justice that has a measurement scale as follows:

- Strongly Disagree (1)
- Disagree (2)
- Neutral (3)
- Agree (4)
- Strongly agree (5)

While psychological well-being as dimensions measurement of employee well-being has a measurement scale as follows:

- None of the time (1)
- Rarely (2)
- Some of the time (3)
- Often (4)
- All of the time (5)

3.9.Research Instrument Testing Methods

Research instrument testing will be conducted to make sure that the results from the questionnaire are reliable and valid. The research instrument testing methods that will be used in this study are:

3.10. Reliability Test

Cronbach's alpha	Quality of Measures
0.00-0.20	Not reliable
0.21-0.40	Somewhat reliable
0.41-0.60	Acceptable
0.61-0.80	Reliable
0.81-1.00	Very reliable

Table 1. Cronbach's alpha reliability (Sekaran & Bougie, 2016)

The reliability test is the method to measures to what extent of error in the measurement thus guarantees consistent measurement across time and across items in the instrument (Sekaran & Bougie, 2016). In other words, a reliability test is an indication of stability and consistency. According to Sekaran & Bougie (2016), the value of Cronbach's Alpha is considered able to show how reliable the data obtained. The criterion of the variables studied is said to be reliable when the Cronbach's Alpha value is greater (>) 0.60. Meanwhile, if the Cronbach's Alpha value is smaller (<) 0.60, then the data variables studied have a low level of reliability as shown in table 1.

3.11. Validity Test

The Validity test is defined as a test that measures the degree of accuracy and feasibility (Sekaran & Bougie,2016). Through the validity test, the instruments used to measure the concepts in this study will be known for their validity. To check the validity of the measurement used in this study, the validity test of Product Moment

Correlation Pearson with IBM SPSS Statistics 22.0 as a tool will be used in this study. Then the item(s) will be classified as valid if the corrected-item total correlation (rStat) is higher than the calculated critical value ($\alpha = 0.05$) (rTable).

3.12. Data Analysis

The data gathered from the questionnaire will be analyzed using descriptive analysis and multiple linear regression to check the hypothesis in this study.

3.13. Descriptive Analysis

Descriptive statistics analysis will give an insight regarding the frequency, mean, variance, and classification of the data. The descriptive analysis employed in this research will explore the frequency and percentage of the respondent's gender, age, working experience, and education. For each of the scale items, mean, variance and classification analysis will also be provided to give insight regarding the items' data spread. To classify the mean into five different categories, this study will be using a method in Sekaran & Bougie (2016):

Value	Classification
1.00 - 1.80	Very low
1.81 - 2.60	Low
2.61 - 3.40	Moderate
3.41 – 4.20	High
4.21- 5.00	Very high

Table 2 Mean value classification

3.14. Multiple Linear Regression

Based on Sekaran & Bougie (2016), regression analysis can be used when an independent variable hypothesized to have an effect on the dependent variable. To test the effect of multiple independent variables on a dependent variable this study will be used multiple regression analysis. To verify the goodness of fit or the accuracy of the regression model to the data point, this study uses the coefficient of determination. This coefficient, expressed in a number ranging from 0 to 1 is a model approximation to the actual data. A coefficient of determination (R^2, thereafter R-squared) value of 1 means that the regression model can predict the relationship between variables with a 100% percent accuracy and vice versa. R^2 can be used to evaluate the overall quality of the model if the accompanying p-value is lower than 0.05 (Sekaran & Bougie, 2016).

3.15. F-Test

F-test will be used to test whether the independent variable has any effect on the dependent variable simultaneously (Sekaran & Bougie, 2016). To verify whether the independent variable has any effect on the dependent variable simultaneously, the result of F-stat will be compared to F-table with a significance level of 0,05 (α = 5%). If F-stat has a higher value than F-table, it can be concluded that the independent variable has a significant effect on the dependent variable simultaneously. However, if the result of F-stat lower than the value of F-table, it can be concluded that the independent variable does not have any significant effect toward the dependent variable simultaneously.