A PREVALENCE STUDY OF THE RELATIONSHIP BETWEEN INDOOR WORKPLACE TEMPERATURE AND EMPLOYEE’S HEALTH IN MARRIOTT RESORT MIRI.

Lin Khi Liang

Bachelor of Science with Honours
(Human Resource Development)
2015
A PREVALENCE STUDY OF THE RELATIONSHIP BETWEEN INDOOR WORKPLACE TEMPERATURE AND EMPLOYEE'S HEALTH IN MARRIOTT RESORT MIRI.

LIN KHI LIANG

This project is submitted in partial fulfilment of the requirements for a Bachelor of Science with Honours in Human Resource Development

Faculty of Cognitive Sciences and Human Development
UNIVERSITI MALAYSIA SARAWAK
(2015)
UNIVERSITI MALAYSIA SAWARAK

Grade: A-

Please tick (v)
Final Year Project Report
Masters
PhD

DECLARATION OF ORIGINAL WORK

This declaration is made on the ...............day of.............2012.

Student's Declaration:

I ___________________________

(PLEASE INDICATE STUDENT'S NAME, MATRIC NO. AND FACULTY) hereby declare that the work entitled

A prevalence study of the relationship between indoor air-exposure and temperature and employment Tok... is my original work. I have not copied from any other students' work or from any other sources except where due reference or acknowledgement is made explicitly in the text, nor has any part been written for me by another person.

Date submitted

Lin Khil liang 26751 FCSHO

Name of the student (Matric No.)

25th June 2015

Supervisor's Declaration:

I...................................................... (SUPERVISOR'S NAME) hereby certifies that the work entitled, ..........................................................(TITLE) was prepared by the above named student, and was submitted to the "FACULTY" as a * partial/full fulfillment for the conferment of ........................................... (PLEASE INDICATE THE DEGREE), and the aforementioned work, to the best of my knowledge, is the said student's work

Received for examination by:  

(Name of the supervisor)

Date: 02/07/2015
I declare this Project/Thesis is classified as (Please tick (✓)):

☐ CONFIDENTIAL (Contains confidential information under the Official Secret Act 1972)*
☐ RESTRICTED (Contains restricted information as specified by the organisation where research was done)*
☐ OPEN ACCESS

Validation of Project/Thesis

I therefore duly affirmed with free consent and willingness declared that this said Project/Thesis shall be placed officially in the Centre for Academic Information Services with the abide interest and rights as follows:

- This Project/Thesis is the sole legal property of Universiti Malaysia Sarawak (UNIMAS).
- The Centre for Academic Information Services has the lawful right to make copies for the purpose of academic and research only and not for other purpose.
- The Centre for Academic Information Services has the lawful right to digitise the content to for the Local Content Database.
- The Centre for Academic Information Services has the lawful right to make copies of the Project/Thesis for academic exchange between Higher Learning Institute.
- No dispute or any claim shall arise from the student itself neither third party on this Project/Thesis once it becomes sole property of UNIMAS.
- This Project/Thesis or any material, data and information related to it shall not be distributed, published or disclosed to any party by the student except with UNIMAS permission.

Student’s signature: ____________________________________________

(Date)  26/6/2015

Supervisor’s signature: ____________________________________________

(Date)  26/6/2015

Current Address: ____________________________________________

Notes: * If the Project/Thesis is CONFIDENTIAL or RESTRICTED, please attach together as annexure a letter from the organisation with the period and reasons of confidentiality and restriction.

[The instrument was duly prepared by The Centre for Academic Information Services]
The project entitled ‘A Prevalence Study of the Relationship between Indoor Workplace Temperature and Employee’s Health in Marriott Resort Miri.’ was prepared by Lin Khi Liang and submitted to the Faculty of Cognitive Sciences and Human Development in partial fulfillment of the requirements for a Bachelor of Science with Honours in Human Resource Development.

Received for examination by:

(Madam Florianna Lendai anak Michael Mulok)

Date:

(11th June 2015)

Grade

A-
ACKNOWLEDGEMENT

The research Author would like to thank Madam Florianna for all her supervise, support and guidance toward completing this project; Colleagues Choi Mui Fong and Aisha for their guidance and advise towards completing this project; to the author parents for all time supporting him in physical and mental to complete this project; and also to all the faculty member which give the chance for the author to study under the HRD programme and also has the opportunity to conduct this project.
TABLE OF CONTENTS

Acknowledgements vi
Table of Contents vii
List of Tables viii
List of Figures ix
Abstract x

CHAPTER 1- INTRODUCTION

1.0 Introduction 1
1.1 Background of study 1
1.2 Problem Statement 2
1.3 Research objectives 3
   1.3.1 Main Objective 3
   1.3.2 Specific Objectives 3
1.4 Research Hypothesis 4
1.5 Conceptual Framework 4
1.6 Definition of terms 4
   1.6.1 Indoor Workplace 4
   1.6.2 Workplace temperature 5
   1.6.3 Employees Health 5
1.7 Limitations of Research 5
1.8 Significant of Research 5
1.9 Conclusion 6

CHAPTER 2- LITERATURE REVIEW

2.0 Introduction 7
2.1 Workplace Temperature 7
   2.1.1 Indoor workplace temperature 8
2.2 Employees Health 8
   2.2.1 Illness caused by extreme hot workplace temperature 8
   2.2.2 Illness caused by extreme cold workplace temperature 9
2.3 Workplace temperature and Employees Health 10
2.4 Conclusion 11
CHAPTER 3 - METHODOLOGY

3.0 Introduction 12
3.1 Research Design 12
3.2 Location, Population and Sample 15
3.3 Research Instrument 15
3.4 Validity and Reliability 17
3.5 Data Collection 17
3.6 Data Analysis 17
3.7 Conclusion 18

CHAPTER 4 - FINDINGS AND DISCUSSIONS

4.0 Introduction 19
4.1 Data Reliability 19
4.2 Demographical findings of the research 20
4.3 Temperature Data Analysis 22
4.4 H01 There is no significant relationship between extreme hot indoor workplace temperature (above 38°C) and employees health.
4.5 H02 There is no significant relationship between extreme cold indoor workplace temperature (below 27°C) and employees health.
4.6 H03 There is a no significant relationship between standard indoor workplace temperature (27°C-38°C) and employees health.
4.7 Summary 28
4.8 Conclusion 29

CHAPTER 5 RECOMMENDATIONS AND CONCLUSION

5.0 Introduction 30
5.1 Summary of Study 30
5.2 Contribution of Study 32
5.2.1 Contribution to Human Resource Practitioners 32
5.2.2 Contribution to Organization 33
5.3 Recommendation for Future Study 34
5.4 Conclusion 34

REFERENCES 35

APPENDIX 39
LIST OF TABLES

Table 3.1
Specific objective and the research method being used 14

Table 3.2
Shows the list of hypothesis and the statistic test for each of hypothesis 18

Table 4.1
Reliability test table 20

Table 4.2
Demographic table 20

Table 4.3
Correlation value table 21

Table 4.4
Hypothesis Ho1 table 23

Table 4.5
Hypothesis Ho2 table 25

Table 4.6
Hypothesis Ho3 table 26

Table 4.7
Summary of Hypothesis table 28
LIST OF FIGURES

Figure 3.1
Figure explaining the research design 14

Figure 4.1
Temperature data for extreme hot indoor workplace 22

Figure 4.2
Temperature data for extreme cold indoor workplace 22

Figure 4.3
Temperature data for standard indoor workplace 23
ABSTRACT

A PREVALENCE STUDY OF THE RELATIONSHIP BETWEEN INDOOR WORKPLACE TEMPERATURE AND EMPLOYEE’S HEALTH IN MARRIOTT RESORT MIRI.

Lin Khi Liang

This is a study that examine the relationship between indoor workplace temperature and employee’s physical health in Marriott resort Miri. The research highlights the relationship between extreme hot, standard and extreme cold indoor workplace temperature with the employee’s physical health based on the frequency that they experiences the temperature related illness symptoms. The design of this research is using a self-administered questionnaire 100 employees from one organization was surveyed in order to examine the three main hypotheses of the research. And the findings of the study shows that the results revealed that extreme cold and extreme hot indoor workplace temperature does not have significant relationship with the employees health within the organization. Moreover the practical implications of the study is by using the theoretical and managerial implications of the results, are also discussed in this research, together with the recommendations for managing indoor workplace temperature and employees physical health. The research examines the above mentioned links for the first time in the Marriott resort Miri branch, Malaysia Sarawak context. And suggestions for future research are discussed.
CHAPTER 1

INTRODUCTION

1.0 Introduction

In this chapter research will discuss about the background of the study, problem statement, objective, research hypothesis, the definition of terms and also the research limitations and significant of the study.

1.1 Background of study

Occupational health level of employees is caused by many type of aspect. For example, it may caused by the employees lifestyle, employees workload, and working environment. But in this research the researcher are focusing on the relationship between indoor workplace temperature and employees health. According to, Choong, W. W.(2011) stated in the findings that in this study suggested the thermal comfort zone is between 24°C to 25°C . With that this research will use the symptoms of the illness that bring by indoor workplace temperature as a tool to measure the level of health of employees in the specific study workplace. Illness that bring by indoor workplace temperature can be divided into two division, one is caused by
extreme hot workplace such as Heat Exhaustion, Heat Cramps, Heat Rash, Heat Stroke (Osha Fact Sheet, 2014) and Kjellstrom, Holmer, & Lemke, (2009) also mentioned that heat stress is one of the illness. The second type of illness is caused by extreme cold workplace temperature. Dalhousie University (n.d) state that one of the illness is Non-Freezing Local Cold Injuries, and University of California Irvine (2005) also mentioned that Chilblains is one of the illness caused by extreme cold workplace temperature. In short if employer focuses on the control of indoor workplace temperature, then the employee’s health and wellbeing is protected.

1.2 Problem Statement

Based on Society for Human Resource Management (2009) the result shows after Career Builder has conducted the survey 4285 individual which is full-time U.S. workers it found that 22 percent of the workers claiming a too-hot workplace that lead to difficult to concentrate at work. Society for Human Resource Management (2009) also mentioned that during the survey in 2009, 27 percent of workers mention that their workplace as too hot; 19 percent state that it is too cold; 54 percent also state that it is just right. Furthermore Society for Human Resource Management (2009) also suggests optimistically that, if the office temperature is a concern, workers and employers can smoothly work together and find a common ground so productivity does not suffer.

In the other hand Trade Union Congress (2013) had stated that employers are required to investigate any reports of illnesses that may be caused by working in cold or hot temperatures and, if necessary, implement appropriate controls to manage the risks. More extra information on working in cold and heat can be found on the Health and Safety Executive (HSE).

"The temperature of the workplace, whether too hot or too cold for comfort may have some effect on welfare and possible health." (Ibec for Irish Business, n.d)

"There are no set minimum or maximum temperatures for other workplaces. Nevertheless, because either extreme heat or cold may be a hazard, temperature is a legitimate issue in determining workplace safety. A particular concern is heat stress."(Ontario Ministry of Labour, 2009)
And Health and Safety Executive (2003) also state that zone that do not have air conditioning systems will be label to temperature variations throughout the day. And the management will try to keep these within a comfortable range. Any employee who has reason to believe that work temperatures are too high or too low should bring up the matter with the head of section or departmental manager.

In shorts there is no known study that is major focus on the relationship between extreme hot indoor workplace temperature (above 38°C) so there is a need to conduct the research which focus on the extreme hot workplace temperature and occupant health. Next, there is still does not have recent study that has focus on the relationship between extreme cold indoor workplace temperature (below 27 °C) and employees health, so there is a need to conduct the research that foresee on extreme cold workplace temperature and occupant health. And lastly, there is no known study that has look into the relationship between standard indoor workplace temperature (27 °C-38°C) and employees health, so there is a need to conduct the research by mainly focusing on standard indoor workplace temperature and occupants health.

1.3 Research objectives

1.3.1 Main Objective

To examine the relationship between Indoor workplace temperature and employees health

1.3.2 Specific Objectives

i. To examine the relationship between extreme hot indoor workplace temperature (above 38°C) and employees health

ii. To examine the relationship between extreme cold indoor workplace temperature (below 27 °C) and employees health

iii. To examine the relationship between standard indoor workplace temperature (27 °C-38°C) and employees health
1.4 Research Hypothesis

i. There is no significant relationship between extreme hot indoor workplace temperature (above 38°C) and employees' health

ii. There is no significant relationship between extreme cold indoor workplace temperature (below 27°C) and employees' health

iii. There is no significant relationship between standard indoor workplace temperature (27°C - 38°C) and employees' health

1.5 Conceptual Framework

<table>
<thead>
<tr>
<th>Independent Variables</th>
<th>Dependent Variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme hot indoor workplace temperature (above 38°C)</td>
<td>Employee’s Health</td>
</tr>
<tr>
<td>Extreme cold indoor workplace temperature (below 27°C)</td>
<td></td>
</tr>
<tr>
<td>Standard indoor workplace temperature (27°C - 38°C)</td>
<td></td>
</tr>
</tbody>
</table>

Figure 1 Independent variable and dependent variable in conceptual framework

1.6 Definition of terms

The Conceptual and Operational Definitions that has widely used in the research will be defined as below

1.6.1 Indoor Workplace

Conceptual- Situated or used or done inside a building, a room or a building which work is carried out. (Hawkins, 1984)

Operational- A selected room or building which work is situated or carried out inside the building itself.
1.6.2 Workplace temperature

Conceptual- A room or a building which work is carried out and the intensity of heat or cold in a room or building . (Hawkins, 1984)

Operational- Ontario Ministry of Labour (2009) state that it is a selected room or building which work is carried out and specifies a minimum of 27 °C for rooms [Section 260 (3) (d)], a maximum of 38 °C for rooms [Section 384], and where work is done in compressed air, the provision of a medical lock with a minimum of 18 °C [Section 357] and maximum of 27 °C [Section 380].

1.6.3 Employees Heath

Conceptual- Hawkins (1984) mentioned a person occupying a place or dwelling or position having a state of being well and free from illness.

Operational- A person occupying a place or a position that has free from illness that may cause by extreme hot and extreme cold workplace condition.

1.7 Limitations of Research

The study is focus on the relationship between indoor workplace temperature and employees health, so besides the above area, other area which is in the Occupational safety and Health field are not included from this study and it may need other approach or skills to solve the problem.

Secondly the occupants health matters that discuss in the research is mainly related with the workplace temperature, and the health matters that has been mentioned in this study are divided into illness cause by extreme hot indoor workplace, and illness caused by extreme cold indoor workplace temperature, and with this the result of this research will only can be apply in the employees health area only.

Besides, the research also focus on illness that caused by extreme indoor workplace temperature, and other than the listed illness, other aspect of the occupants health is not included in this study, so if the other type of illness which is not being listed is included in this research then it will lead to a difference on the research result.
Lastly the limitation of the research will be the scope that the research cover will only on the employees health such as the illness cause by extreme indoor workplace temperature and also the relationship between indoor workplace temperature and employees health, besides this other scope such as workplace temperature and employees safety are not included in this research.

1.8 Significant of Research

The study is focus on the relationship between indoor workplace temperature and employees health, so it is expected to contribute to the body of knowledge for the above area such as indoor workplace temperature and employees health in the Occupational safety and Health field.

Besides that, the employees health matters that has been discuss in this research such as illness cause by extreme hot and cold workplace temperature also contribute to the knowledge of indoor workplace temperature and employees health, and the result attain by this research can also be apply in the employees health area as one of the contribution of the study.

Next the study also contribute to its stakeholder which is the employee, employer and Occupational Safety and Health practitioner by showing the result of the study which is what illness is the most significant illness that cause by indoor workplace temperature and in future the stakeholder can find out other solution to overcome the problem.

1.9 Conclusion

This Introduction of the research overall discussed the background of the study, problem statement, objective, research hypothesis, the definition of terms and also the research limitations and significant of the study. The main point of each subtopic has been organized and been shown as above.
CHAPTER 2
LITERATURE REVIEW

2.0 Introduction

In this chapter it contain the literature review of the study, in details the parts covered this chapter are the discussion from previous related studies which including three main parts such as workplace temperature, occupants health and indoor workplace temperature and occupants health.

2.1 Workplace Temperature

According to Liaison (2009) besides in extreme conditions, office temperature remains a major question of comfort but not of health or safety. Moreover according to Koradecka (2010) the presence of vertical gradient in the room such as the workplace may cause different thermal sensations in the parts of the body of employees such as a thermal sensation of cold at the head or feet and a comfortable thermal sensation in other parts of the body. According to Department of Occupational Safety and Health Ministry of Human Resources Malaysia (2003) the recommended ambient air temperature is between 23-27 degrees Celsius.
2.1.1 Indoor workplace temperature

A legal and a minimum of the workplace indoor temperature mentioned by Rubinsohn (2013) has been in place for some years already but there is no legal maximum, so that in hot weather conditions can vary from employer to employer perception.

Workplace Health and Safety (WHS) regulations mentioned that the temperature in indoor workplace should normally be minimum 16°C (or 13°C if physically demanding work is being carried out), and there is no maximum or upper limit, but the stipulation that the temperature in workplace inside buildings should be reasonable to the employees sake. The MPs maintain that this guidance leaves considerable uncertainty as to the upper limit beyond which control measures must be in place and employees are often subjected to high temperatures which can impact seriously on their health and well-being of the employees. They call for a maximum working workplace temperature of 30°C or 27°C for the employees that are doing draining work. Unions have long fought for a upper limits for workplace temperature, the Trades Union Congress (TTUC) passing a resolution in 2012 adopting a maximum working temperature as its official policy. In 2009, the TUC was setting for a maximum of 30°C with employers being forced to introduce cooling measures when the temperature hits 24°C. The teachers' union, the NUT, has previously called on its employees to exit the workplace if the temperature that is above 26°C.

2.2 Employees Health

According to MacEachen and colleagues(2010) it is critical to distinguish employees health conditions and work. Accidents in small size firms are more frequent than in large firms, more physical, ergonomic and chemical hazards exist, and workplace fatal accident rates are frequently higher in industries recently which dominated by small workplaces.

2.2.1 Illness caused by extreme hot workplace temperature

Acclimatization to a hot environment is the process of adapting to permanent to repetitive exposure to heat, and it leads to positive physiological changes that raise employees tolerance of
thermal environment. (Koradecka, 2010) According to Occupational Health (2009) when the
temperature reach this level in the workplace, employer can suffer heat rash, headaches, dizzy
spell, fainting and heat cramps. Besides Osha Fact Sheet (2014) state that the following are list of
illnesses that may cause from employees that exposure to heat in the workplace.

Firstly, Heat Stroke is the most major heat-related health problem that cause by over
exposure to heat at workplace. It occurs when the body’s temperature regulating system fails to
function normally and body temperature increase to critical levels such as the temperature is
greater than 40°C. This is a medical emergency that may cause in death to the employee. The
signs of heat stroke are loss of consciousness, confusion, and seizures. Employees that
experiencing heat stroke may have a very high body temperature and may also stop sweating.

Secondly the Heat Exhaustion is the followed most serious heat-related health illness. The
signs and symptoms that employees may experience due to heat exhaustion are headache,
nausea, irritability, dizziness, weakness, confusion, thirst, heavy sweating and a body
temperature greater than 38°C. Workers with heat exhaustion should be removed from the hot
area and given liquids to drink. Heat exhaustion also can be explain in the indices of heat
exposure such as index of thermal stress, heat stress index, predicted four-hour sweat rate are
likely to be correlated to WBGT (Kjellstrom, Holmer, & Lemke, 2009)

Besides that the third related illness is Heat Cramps. Heat Cramps are illness that has
symptoms of muscle pains usually caused by the loss of body salts and fluid during sweating.

Furthermore Heat Rash is the coming illness that occurs in hot workplace. Heat rash is
caused by sweating and looks like a red cluster of pimples or small blisters. Heat rash may
appear on the groin, neck, upper chest, under the breasts and elbow creases.

2.2.2 Illness caused by extreme cold workplace temperature

According to Dalhousie University (n.d) Non-Freezing Local Cold Injuries Chilblains,
trench foot and immersion foot are all injuries cause by cold working environment in which cold
plays a role to trigger this type of illness. Unlike the frost nip and frostbite, these injuries occur at
above freezing temperatures. A chilblain is a condition which involves reddening and swelling,
often of the hands or feet, caused by exposure to cold particularly in a humid condition. In more serious cases, blistering and a burning sensation can develop to the patients. As the names suggest, trench foot and immersion foot are cold injuries of the feet caused by long periods of exposure to too cold or cold and damp conditions. Symptoms include blistering pain and, in extreme cases, gangrene.

And University of California Irvine (2005) also mentioned that Chilblains as one of the illness, Chilblains are caused by prolonged, continuous exposure to cold without freezing, combined with persistent dampness or actual immersion in water. When this conditions affects the feet area it is named “trench foot”.

Besides that Hypothermia is another illness cause by cold workplace temperature which happen when the body cannot maintain a normal core temperature such as 37 °C to 37.72 °C. Hypothermia can take a victim by shock since it can happen above the freezing point. Wind, physical exhaustion and wet clothing all make a person more prone to hypothermia. If only the air temperature, it is not enough to judge the cold hazard of an environment. Most cases of hypothermia develop in an air temperature of 2 to 10 °C. However, wind chill is a significant factor for example a 10 °C day with a 20 mph wind feels like a 0 °C day.

2.3 Workplace temperature and Employees health

According to Open University Malaysia (2011) the normal temperature of the human body is 37 degrees Celsius. The human body will balances between heat gain and heat loss through sweating and shivering. The ideal working conditions or workplace temperature for most people are at temperatures between 19 and 26 degrees Celsius, with a humidity of 45%.

The way that the body loses heat is by sweating and its evaporation which will cause heat loss to the individual. In a cold environment, the temperature difference between the surface of the body and the surrounding this condition may cause body heat loss. If there is wind, the rate of heat loss will increase. Heat is also lost through inhaling cold air and the evaporation of water from the lungs. Blood circulation in the body ensures that heat is balanced throughout our body. Lesser amount of blood passing through the outer body parts result in reduced heat loss.
However, this natural body defence can also cause frostbite if the body parts are exposed to extremely low temperatures for a long period of time.

Extreme cold environment can be a health hazard to the employees because when body temperature falls below 33 degrees Celsius, the body will experience hypothermia, which may lead to death. Employer should prevent workers from cold stress which can restrict their movement and affect alertness. The employee must wear adequate protective clothing if they work in extremely cold environment that is below 4 degrees Celsius. Employer should also prevent moisture from fogging and frosting eye shields, which leads to limits visibility.

2.4 Conclusion

This literature review overall discussed the related research from previous studies. The collected literature has been organized and been shown in each sub topic as above.
3.0 Introduction

In this chapter it contain the methodology of the study, in details the parts covered this chapter are the method to conduct this research which including main parts such as Research Design, Research location population and sample, Research Instrument, Validity and Reliability, Data Collection Method, Data Analysis Method, Research Process, and lastly Research Schedule and Timeline.

3.1 Research Design

Kerlinger (1986) define that a research design is a plan structure and strategy of investigation so conceived as to obtain answer to research questions or problem. The plan is the complete scheme or program of the research. It includes an outline of what the investigator will do from writing the hypothesis and their operational implications to the final analysis of data.
The research design for this study is using the quantitative method. Rusli and colleague (2014) mentioned that quantitative methodology relies on the use of predetermined response categories by means of standardized data collection instruments so as to enable statistical techniques to be used to assist in the interpretation of the data, and the element involved in quantitative methods are purpose, process, data collection, data analysis and reporting findings.

It is also a survey design, which it allows researcher to collect information from a particular sample such as using questionnaire, and the information gathered from a sample will be used to draw a conclusion or general statement about the studied population (Rusli et. al, 2014)

In detail this research also include Cross Sectional design which can be explain as cross sectional studies also know as one shot studies are the most commonly used design in the social sciences, and it is extremely simple design which researcher can decide on what they want to find out, indentify the study population select a sample and contact the respondent to find out the requirement (Kumar, 2005) Cross sectional design also can divide respondent into different group, data will be collected in a single time from these group and the findings from data analysis are comparable between these group (Rusli et. al, 2014) so in the research indoor workplace temperature can be separate into three group such as respondent from the extreme hot indoor workplace, extreme cold indoor workplace and standard temperature indoor workplace, and the findings from data analysis are comparable between these group such as the health condition of employees that belongs to these three group which gather by the questionnaire that asking the respondent about if they experience any kind of the illness symptoms lead by extreme workplace temperature at the workplace.

With this it is suitable design to find out the relationship between the indoor workplace temperature and the employees health. And, since this research is an survey research, it aim to discover and generalize the data that gathered from the field and make it as a general statement for the studied populations.

In the other hand survey design by using questionnaire also has its disadvantage, according to Kumar(2005) the disadvantages of this design are application is limited, response rate is low, there is a self-selecting bias, opportunity to clarify issues is lacking, spontaneous responses are not allowed for, so with this, in this research design researcher will try to overcome this