

CHAPTER 3: Methodology

Participants

The participants in this study worked in various organizations across the United States and were a member or a leader of a team. The first requirement was that the participant previously took the MBTI, and knows his or her four-letter type. In addition, the participant had to have received a copy of the MBTI® Team Report as a current member of an intact team.

The individuals in this study were from diverse organizations that are served by consultants or counselors who ordered the Team Report from Consulting Psychologist Press (CPP), Inc. Consultants generally give the team (thus the potential participants) some training or feedback to understand the reported information. This obviously varied from one consultant to the next. The diversity of consultants, organizations, and industries was obtained to address the issue of generalizability.

Each individual chose whether to participate or not. Since the instrument is confidential, there was no determination whether entire teams participated.

Research Design

This research was a descriptive study of perceived levels of accuracy and usefulness. There were nine descriptive variables represented in the questionnaire that all participants completed. In addition, there was a single exploratory variable of leadership. The leaders were compared to non-leaders in terms of the nine other variables. The median was the measure of location of central tendency for the nine descriptive variables. The tenth variable was measured by the medians of the two independent groups compared.

Instrumentation

Two instruments and one interpretive tool were the basis of this study. The dependent instrument was The Myers Briggs Type Indicator® (Myers & Myers, 1993) and the interpretive tool was the MBTI® Team Report (Hammer, 1994). The MBTI is a set of 93 questions that results in a four-letter type. The MBTI® Team Report is 14 pages offering the team type and an individual's type for each section.

The MBTI must precede the MBTI® Team Report because the Team Report compiles each individual's results from the MBTI instrument for the group's results in the Team Report. Therefore, in order to be included in this study, it was necessary that participants took the MBTI and then received a Team Report for their team prior to taking the research instrument that measures the Team Report tool.

The research instrument for this study, the **MBTI® Team Report TR Research Questionnaire**, was developed and utilized to discover the perceptions of the individuals regarding three specific sections of the Team Report. The questionnaire was designed with 16 modified Likert-scaled items. The instrument is divided into four sections. The first set of questions is titled "Strengths and Weaknesses" and contains questions #1-4. The second section is labeled "Problem Solving Process" and asked questions #5-9. The third set is the Action Plan and was questions #10-14. The last is a general section, which was made up of questions #15 and 16.

Samples of the MBTI® Team Report and the MBTI® Team Report, TR Questionnaire can be found in the Appendix. In addition, samples of the three cover letters delivered with the TR Research Questionnaire can be found in the Appendix.

Procedures

First the researcher found that no other studies had been published concerning the MBTI® Team Report (See Ch. 1, p. 4). Then, several options to find participants were considered. The researcher found that CPP sent out an average of 250 MBTI® Team Reports to individuals monthly. Then the necessary contacts were made at CPP to gain approval for sending out a research instrument (the TR Research Questionnaire) through the normal distribution along with the MBTI® Team Reports, to the consultants, for a period of two months. Once this procedure was approved, the researcher worked with the customer service department at CPP to plan procedures and administration of the instrument, as well as three separate cover letters – one for the consultant or counselor, one for the Team Leader (if there is one) and one for the participant.

All of the consultants that ordered MBTI® Team Reports during May and June of 2000 from CPP, also received a packet containing the research items. The packets included: one consultant cover letter, one team leader cover letter, and the same number of participant cover letters, TR Research Questionnaires and pre-addressed, pre-stamped return envelopes as the number of Team Reports ordered from customer service. Each consultant decided whether it was appropriate, given the nature of their work and the client situation, to pass along the questionnaire to the team members and team leader (if there is a leader). Then, the team leaders decided whether they wanted their team to participate. Finally, each individual self-selected participation by filling out the questionnaire and sending it back to the researcher, or not. The consultant and CPP were not involved after the team received the questionnaires.

(Note: If the total response rate is greater than 60% at the time 75 or more questionnaires are returned (i.e.: 75/125), then the researcher will halt the sending of packets. If the response rate is less than 40%, then the entire two-month period will be utilized).

Two pilot studies of the questionnaire were conducted. The first pilot study sought to find out if the questions were clear, concise, and easy to answer and to determine the amount of time it takes to complete the questionnaire. This pilot was conducted with 9 students. The second pilot study addressed face validity – does the instrument do what it purports to do? Five consultants that use the MBTI® Team Report in their professional work with teams, were the participants of this pilot study. Cover letters for the pilot studies can be found in the Appendix.

Operational Definitions of Relevant Variables

There are ten variables in this study describing the perceptions of the sample group. The variables are the following:

1. The accuracy of the Team Strengths
2. The accuracy of the Team Weaknesses
3. The usefulness of the Team Strengths
4. The usefulness of the Team Weaknesses
5. The accuracy of the Problem Solving Process
6. The usefulness of the Problem Solving Process
7. The accuracy of the Action Plan
8. The usefulness of the Action Plan
9. Overall satisfaction with the MBTI Team Report
10. Team leader vs. non-leader

The first four variables are measured by one question each. The first variable is measured by question #1. The second by question #2. The third variable is measured by question #3. The fourth is by question #3. The fifth variable is measured by two questions, #5 and #6. The sixth variable is measured by three questions, #7-9. The seventh variable is measured by question #11. The eighth variable is measured by questions #12-14. Finally, the two questions, #15 and #16, measure the ninth descriptive variable. The tenth variable is measured by the second fill in the blank question in the demographic section following the 16 scaled questions.

The data collected for the first nine variables was a distribution or ordinal responses to the 16 questions. Each question had five potential responses, which were converted to scores of 0-4.

0 points = No, none

1 point = No, mostly not

2 points = Some

3 points = Yes, mostly

4 points = Yes, to a high degree

The 10th variable was collected as a nominal response of yes or no to the question creating two independent groups within the variable.

Treatment of data

The first nine variables were rated on an ordinal scale. The percentage of each response (0-4) per item was calculated. Then the median of each item was used as the measure of central tendency due to the ordinal scale of data.

The 10th variable was collected in nominal data form. The Mann-Whitney U was used to compare the medians of two independent groups: leaders and non-leaders, for each question independently.