



THE OPEN UNIVERSITY OF SRI LANKA
 MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE
 MANAGEMENT
 FINAL EXAMINATION – 2019
 MSPA490 – RESEARCH METHODS
 DURATION: 03 HOURS

DATE: 23.11.2019

TIME: 1.30 pm – 4.30pm

Answer Question Number ONE (01) in part A, and any Four (04) Questions from part B.

Part A

- (1) Retention of sewing machine operators at the work place is becoming more and more difficult in the apparel industry in Sri Lanka. The causes and correlates of employee turnover of sewing machine operators have been studied by many different researchers in different perspectives. After reviewing the literature, the following factors have been identified as important reasons causing turnover of sewing machine operators.
- Poor living condition
 - Unfair social perception
 - Low salary
 - Supervisory style

However, literature also indicates that “stress” play an important role in this issue. Above mentioned factors influence the stress and that in turn influence employee turnover.

- Based on the information given above state your research problem. (03 marks)
 - Write down the specific research questions that would help you to address the research problem as stated in i) above. (04 marks)
 - Develop a conceptual framework for the above issue. (05 marks)
 - Specify the research objectives that you should strive to achieve through this study. (04 marks)
 - List and label the variables as independent, dependent and mediator and provide reasons for labeling them as such variables. (07 marks)
 - Develop at least five different hypotheses. (05 marks)
- (Total Marks 28)**

Part B

- (2) i) What is meant by research? What should be the requirements for a process to be called a research process? (08 Marks)
- ii) What are the different approaches to research, and what are the differences between them? (10 Marks)
- (Total Marks 18)**

- (3) i) What functions does the literature review perform in a research study? (04 Marks)
- ii) Describe the differences between theoretical and conceptual frameworks. (10 Marks)
- iii) What is meant by “in-text citation” and “end-text citation”? Why is citation important in a research study? Briefly explain. (04 Marks)
- (Total Marks 18)**
- (4) i) What is the difference between a ‘concept’ and a ‘variable’? Explain your answer, giving examples drawn from research studies in the field of Human Resource Management. (06 Marks)
- ii) What is meant by operationalization of a ‘concept’? Using an example explain main steps involved in operationalization of a concept. (06 Marks)
- iii) Select any ‘concept’ related to Human Resource Management discipline studied at the MBA in HRM programme and explain how this concept can be operationalized. (06 Marks)
- (Total Marks 18)**
- (5) i) What is a measurement scale? (02 Marks)
- ii) Briefly explain four (04) scale of measurements with appropriate examples. (16 Marks)
- (Total Marks 18)**
- (6) i) “The task of formulating a research problem often follows sequential steps”. Explain this statement with an example. (10 Marks)
- ii) Discuss the major factors to be considered in selecting a research problem. (08 Marks)
- (Total Marks 18)**
- (7) “A sales manager wants to estimate the overall average monthly sales rates of fast moving goods in the 25 different districts of nine provinces in Sri Lanka”
- Define what would be the relevant population and the most appropriate sampling design. Discuss with suitable example. (Total 18 Marks)

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