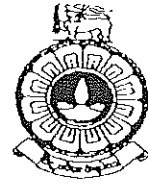THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF MANAGEMENT STUDIES
MASTER OF BUSINESS ADMINSITRATION IN HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION –APRIL 2023
HRPA490/MSPA490/MCE7101– RESEARCH METHODS
DURATION: THREE (03) HOURS

Date: 30 APRIL 2023 | Time: 01.30p.m. to 04.30p.m.

No. of Questions: 06 | No. of Pages: 02

Instructions: Answer Question Number ONE (1) in Part A and any four (04) questions from Part B.

All questions carry equal marks. Please note that illegible handwriting will result in loss of marks.

PART A

Question 01 (Compulsory question)

Ms. Tharundi Weerarathne, is a senior executive of a leading private sector organization. Tharundi's observation related with her organization reveals that employees' continuous grievances are not met and pre-mature turnover of employees, Customer complaints, Quality issues of products, dis-continuation of customer as well as supplier relationships and complain of sales agents on irregular payments of commissions.

She has observed that, leadership is a matter which significantly influence on job performance of employees. Therefore, she is interested in studying the impact of different leadership styles such as transformational leadership and transactional leadership styles on job performance of employees. Further, literature also indicates that, organizational commitment plays and important role in determining job performance of the employees. Accordingly previous researchers argue that leadership styles influence the organizational commitment of the employees and that in turn influence on employees job performance.

i)   Based on the information given above state your research problem   **(03 marks)**
ii)   Write down the specific research questions that would help you to address the research problem as stated in i) above.   **(03 marks)**
iii)   Specify the research objectives that you should strive to achieve through this study.
        (03 marks)
iv)   Draw an initial conceptual framework on Tharundi's research.   **(02 marks)**
v)   Propose an appropriate theoretical framework for this research?   **(05 marks)**
vi)   Identify the relevant variables in the above conceptual model   **(04 marks)**
vii)   Classify the above variables from the viewpoint of causal relationship and provide reasons for classifying them as such variables.   **(04 marks)**
viii)   Develop suitable hypotheses based on the conceptual framework that you have developed under iv) above   **(04 marks)**

(Total Marks 28)

PART B

Question 02

(i)   What are the two broad categories of research based on the perspective of its application? Explain.

(08 marks)

(ii)   "Types of research could be looked at from the mode of enquiry used in the study. Broadly, there are two approaches to enquiry: quantitative research and qualitative research". You must distinguish quantitative and qualitative research by outlining their significance in applications.

(10 marks)

(Total Marks 18)

Question 03

(i)   List a few ways in which a literature review can help you.   (08 marks)

(ii)   How do you find the most relevant research articles for the literature review performed in a research study?   (04 marks)

(iii)   The literature review is more supportive of developing the questionnaire in quantitative research and helps to identify valid and reliable indicators in measuring the concepts. How do you ensure validity and reliability in social science research and mention any literature to justify your argument?   (06 Marks)

(Total Marks 18)

Question 04

(i)   How is research problem defined?   (04 marks)

(ii)   Explain the importance of formulating a precise and specific research problem

(06 marks)

(iii)   What are the important factors to be considered when formulating a research problem? Explain.   (08 marks)

(Total Marks 18)

Question 05

(i)   What do you mean by sampling design?   (05 marks)

(ii)   What points should be taken into consideration while developing the sampling design for studying the problems of public bank customers?

(08 marks)

(iii)   List and discuss the different types of non-probability sampling procedures.

(05 marks)

(Total Marks 18)

Question 06

(i)   Discuss the different aspects of classification of data.   (08 marks)

(ii)   What are the likely problems encountered in the classification and how can they be handled?

(10 marks)

(Total Marks 18)