

KIBABII UNIVERSITY

15



UNIVERSITY MAIN EXAMINATIONS

2017/2018 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

**FOR THE DEGREE OF MASTER OF SCIENCE IN
HUMAN RESOURCE MANAGEMENT**

COURSE CODE: HRM 890

COURSE TITLE: RESEARCH METHODS IN HRM

DATE: 8/08/2018 TIME: 2 – 5PM

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and ANY OTHER TWO questions

SECTION ONE
QUESTION ONE

Read the following case and answer the questions that follow:

Staff performance appraisal in the hospitality industry in Nairobi

The growth of the hospitality in Kenya has been in response to the growing demand for its service. For the Five Star Hotels in particular, as they grow in size and outreach they also grow in staff size and organizational complexity. Hospitality means kindness in welcoming strangers or guests and come from the Latin word *hospes*, meaning guests, and has developed into hospice, a place of shelter. One of the success or failure of these institutions is their ability to have personnel who are well trained, motivated and conversant with their products and services at all times (Otero, 1995). The effectiveness and efficiency of staff performance appraisal in five star hotels is largely determined by the human resource policies and practices in place together with leadership style adopted by the hotels. There are a number of challenges facing human resource management in the hotel industry in general. For performance appraisal in particular, challenges exist in spite of its importance in ensuring quality in the industry. According to Huffman et al (2000) formal performance appraisals are resented largely because of their tendency to decay into routine form-filling where managers sometimes copy what they wrote last year. Some of the factors that affect performance appraisal in five star hotels include appraisal tools, set performance standards, training of appraisers and communication and feedback among others.

Required:

- a) Using facts from the case define the problem facing Five Star hotels within the hospitality industry in Nairobi in preparation for a proposed study. [4 marks]
- b) In defining the problem what did you consider as the salient features of a good problem statement? [6 marks]
- c) Formulate three possible research objectives, three possible research hypotheses and three possible research questions for the proposed study. [6 marks]
- d) Conceptualize variables in the above situation and represent them in a clearly labeled conceptual framework. [5 marks]
- e) Explain the importance of a testable hypothesis and its role in research studies. [4 marks]
- f) What ethical issues should be considered in carrying out research? [5 marks]

QUESTION TWO

- a) What is a research design and why is it importance in business research? [6 marks]
- b) You are required to carry out a study on the financial management of a Cooperative Society. You have the option of using an exploratory research design or a descriptive design. Explain how each of these researches may be appropriate or inappropriate for this study. [10 marks]
- c) Outline the qualities of a good research design. [4 marks]

QUESTION THREE

Literature review is a process of identification, location and analysis of documents containing information related to the proposed research problem being investigated. Explain the following in relation to literature review:

- a) The importance of literature. [6 marks]
- b) The link between it and theoretical framework and testable hypothesis. [4 marks]
- c) Sources and steps in carrying out literature review. [10 marks]

QUESTION FOUR

- a) The committee on Scientific and Professional Ethics of the American Psychological Association (1990) published a list of ethical principles for the conduct of research with human subjects. Describe five such ethical Principles [10 marks]
- b) You have been tasked with the responsibility of developing a Questionnaire for the purpose of data collection by your research supervisor. Critically discuss factors that you would consider in constructing the items/questions for the questionnaire. [10 marks]

QUESTION FIVE

You have been following the development in the banking sector in Kenya and one thing that strikes you is the retrenchment of employees. You realize that some research is necessary to provide information to all those that are concerned.

Required:

- a) Explain why you need to start with a research proposal for this study. [6 marks]
- b) Give an outline and brief description of the contents of a research proposal. [8 marks]
- c) Describe the qualities of a good research report. [6 marks]