Date: 27 June 2019

<table>
<thead>
<tr>
<th>Time: 1300Hrs – 1600Hrs</th>
<th>Duration: Three (03) Hrs</th>
</tr>
</thead>
</table>

Total marks for this paper is 100 marks.

There are two parts in this question paper. All questions in **Part One are compulsory**. It includes a mini case.

Part Two includes **6 Essay Type Questions. Answer 03 questions** from this part.

**Instructions to candidates**

1. State your Registration Number on the front cover of the answer book and on each and every additional paper attached to it. Your name must not appear anywhere in the answer book or answer scripts.

2. Always start answering a question on a new page.

3. You are reminded that answers should not be written in pencil or red pen except in drawing diagrams.

4. Answer the questions using:
   - Effective arrangement and presentation
   - Clarity of expression
   - Logical and precise arguments
   - Clear diagrams and examples where appropriate

5. Illegible handwriting and language errors will be penalised.
PART ONE

Answer all questions

Question 01: Case study

The issue of job satisfaction is widely discussed in the literature on organizational behaviour. XYZ Company recently found that employees are unhappy and their turnover intentions are very high. Therefore, the CEO advised the HR Team to investigate the present situation of the company. They introduced a suggestion box and a hot line to call the CEO and the HR Manager. One day the manager opened the suggestion box and found several suggestions from the employees. Some of the employees have criticized the behaviour of managers and supervisors. Several scholars have identified that leadership spirituality is a major determinant to enhance the employees’ efficiency and job satisfaction. Among several suggestions, teams and team work have been identified as important concerns of employees. Several studies have found that having a group culture is a key factor in determining good working relationships. Further, those studies suggest team work as a very important factor behind the declining job satisfaction. Employees working as a team is very important because it directly affects their performance. Further, the employees have commonly complained about worker freedom, independence, and discretion in scheduling work, making decisions, and in determining how the work will be performed. The above situation theoretically has been identified as freedom to work. Research shows that job autonomy increases workers’ intrinsic motivation, job satisfaction and performance. Considering all the grievances, the Director, Human Resource Management decided to conduct an applied research. Referring to the above case study:

a) Define the research problem. 

b) State the overall research objectives and sub objectives. 

c) Propose a conceptual framework for the investigation. 

d) Identify three research hypothesis. 

(Total 40 Marks)
PART TWO

This part includes SIX Essay Type Questions
Answer THREE questions

Question 02
a) “Research is a systematic investigation”. Discuss critically. (10 Marks)
b) Discuss with an example the purpose and characteristics of a basic research. (10 Marks)

(Total 20 Marks)

Question 03
a) Discuss the purpose of a ‘conceptual framework’ for a research study. (10 Marks)
b) Explain the concept of ‘operational definition’ with a related example. (10 Marks)

(Total 20 Marks)

Question 04
a) Describe four (04) types of scales of measurement in a research study. (08 Marks)
b) Explain briefly the necessity of a reliability and a validity test. (12 Marks)

(Total 20 Marks)

Question 05
a) Discuss the differences between descriptive and correlational designs. (10 Marks)
b) Explain how you would deal with missing data in a research project. (10 Marks)

(Total 20 Marks)
Question 06
a) Differentiate qualitative data from quantitative data. (5 Marks)
b) Compare ‘focus group interviews’ and ‘face to face interviews’. (15 Marks)

(Total 20 Marks)

Question 07
a) Explain with examples ‘population’ and ‘sample’ of a research study. (10 Marks)
b) Discuss the process of ‘stratified sampling technique’. (10 Marks)

(Total 20 Marks)

(Total 100 Marks)