

**BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING**

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**DIPLOMA IN BUSINESS MANAGEMENT**

**RESEARCH METHODS**

**RM 120**

**SESSIONAL EXAMINATION**

**Marks: 100**

**Duration: 3hrs**

---

**Instructions**

1. The examination consists of **Three** sections: A, B and C
2. Begin each answer to a new question on a new page
3. Answer questions according to instructions given in each section
4. Write answers in the answer booklet provided
5. Write in grammatical English



**SECTION A: Multiple-choice questions. [20 marks]**

**Answer all the questions in this section by indicating the correct answer from the alternatives given.**

1. Mrs. Keitumetsi is writing her daily observations of a student and writes, without interpretation, that the student is not completing the class work and is constantly speaking out of turn. Which of the following objectives does she appear to be using?

- A. Prediction
- B. Description
- C. Explanation
- D. Exploration

2. Which of the following is a form of research typically conducted by teachers, counselors, and other professionals to answer questions they have and to specifically help them solve local problems?

- A. Action research
- B. Basic research
- C. Predictive research
- D. Orientation research

3. How much confidence should you place in a single research study?

- A. You should completely trust a single research study.
- B. You should trust research findings after different researchers have found the same findings
- C. Neither a nor b
- D. Both a and b

4. The development of a solid foundation of reliable knowledge typically is built from which type of research?

- A. Basic research
- B. Action research
- C. Evaluation research
- D. Orientation research



5. Which form of reasoning is the process of drawing a specific conclusion from a set of premises?
- A. Rationalism
  - B. Deductive reasoning
  - C. Inductive reasoning
  - D. Probabilistic
6. The idea that when selecting between two different theories with equal explanatory value, one should select the theory that is the most simple, concise, and succinct is known as \_\_\_\_\_.
- A. Criterion of falsifiability
  - B. Critical theory
  - C. Guide of simplicity
  - D. Rule of parsimony
7. Research that is done to examine the findings of someone else using the "same variables but different people" is which of the following?
- A. Exploration
  - B. Hypothesis
  - C. Replication
  - D. Empiricism
8. \_\_\_\_\_ is the idea that knowledge comes from experience.
- A. Rationalism
  - B. Deductive reasoning
  - C. Logic
  - D. Empiricism
9. According to your text, what are the five key objectives of science?
- A. Prediction, summary, conclusion, explanation, description
  - B. Influence, prediction, questions, exploration, answers
  - C. Exploration, description, explanation, prediction, influence
  - D. Questions, answers, prediction, explanation, summary



10. A researcher designs an experiment to test how variables interact to influence how well children learn spelling words. In this case, the main purpose of the study was \_\_\_\_\_.
- A. Explanation
  - B. Description
  - C. Influence
  - D. Prediction
11. There is a set of churches in the world where part of the service involves snake handling. The researcher wants to find out why the people attending these churches do this and how they feel and think about it. In this case, the primary purpose of the study is \_\_\_\_\_.
- A. Exploration
  - B. Description
  - C. Influence
  - D. Prediction
12. Which of the following is not a characteristic of a good theory or explanation?
- A. It is parsimonious
  - B. It is testable
  - C. It is general enough to apply to more than one place, situation, or person
  - D. All of the above are characteristics of good theories
13. Which of the following is not a basic assumption of science?
- A. Science cannot provide answers to all questions
  - B. It is possible to distinguish between more and less plausible claims
  - C. Researchers should follow certain agreed upon norms and practices
  - D. Science is best at solving value conflicts, such as whether abortion is immoral
14. What general type of research is focused on collecting information to help a researcher advance an ideological or political position?
- A. Evaluation research
  - B. Basic research
  - C. Action research
  - D. Orientation research

15. Which “scientific method” follows these steps: 1) observation/data, 2) patterns, 3) theory?
- A. Inductive
  - B. Deductive
  - C. Inductive
  - D. Top down
16. Which scientific method is a top-down or confirmatory approach?
- A. Deductive method
  - B. Inductive method
  - C. Hypothesis method
  - D. Pattern method
17. Which scientific method is a bottom-up or generative approach to research?
- A. Deductive method
  - B. Inductive method
  - C. Hypothesis method
  - D. Pattern method
18. Which scientific method focuses on testing hypotheses developed from theories?
- A. Deductive method
  - B. Inductive method
  - C. Hypothesis method
  - D. Pattern method
19. Which scientific method often focuses on generating new hypotheses and theories?
- A. Deductive method
  - B. Inductive method
  - C. Hypothesis method
  - D. Pattern method
20. Which of the following statements is true of a theory?
- A. It most simply means “explanation”
  - B. It answers the “how” and “why” questions
  - C. It can be a well developed explanatory system
  - D. All of the above are correct



**SECTION B: Short answer questions. [30 marks]**

**Answer all the questions in this section.**

**QUESTION 1**

- a) State the purpose of literature review in research. **(3 marks)**  
b) Outline any five possible sources of the literature. **(5 marks)**

**QUESTION 2**

A BOCODOL final year learner wants to carry out research to find out the number of dropouts in primary schools in Botswana.

- a) What name is given to all the schools in Botswana? **(1 mark)**  
b) State reasons why the learner should adopt a sampling technique in this case. **(3 marks)**  
c) List any three factors that may affect the validity and reliability of their sample. **(3 marks)**

**QUESTION 2**

- (a) Explain the importance of a research proposal to a researcher? **(4 marks)**  
(b) Describe the major components of a research proposal. **(8 marks)**  
(c) State any three reasons why research objectives are important to a researcher. **(3 marks)**



**SECTION C: Case Study. [50 marks]**

**Answer all questions from this section.**

**QUESTION 1**

Neo works at BCA bank, Lobatse branch. The general branch manager, who was with the bank for the last fifteen years, retired a year ago and a new manager was drafted to replace him. In the year that the new manager has come, she noticed that a number of her colleagues have resigned, while those that are remaining are showing a strange behaviour. For instance, there have been more sick - offs than usual, people are often late and the atmosphere in the office is often very tense. The departure of the employees meant that every now and then the branch has to find replacements, a process that has often gone on for months before a position could be filled. Moreover, a lot of customers have been closing their accounts and there has been very few new accounts in the same period.

Neo has decided to embark on a research to get to the bottom of the reasons for this low morale. She has formulated a theory that the arrival of the new manager could be responsible for the current situation.

- a) Explain, giving reasons, to Neo:
- i) Whether her research is of a qualitative or quantitative nature. **(6 marks)**
  - ii) The type of research methodology that would be suitable for her work. **(3 marks)**
  - iii) The sampling methods most appropriate for her research. **(3 marks)**
  - iv) Why her findings may not be generalised to other banks. **(2 marks)**



- b) Suggest to Neo, for her study, (an) appropriate:
- i) Statement of the problem. — *Low morale* (2 marks)
  - ii) At least three objectives. (3 marks)
  - iii) At least three research questions. (3 marks)
- c) Explain to Neo, in detail, the concept of plagiarism and what precautions she can take to avoid being accused of plagiarism. (15 marks)

**Question 2**

The management of the wild life department carried out a study to track demographic composition of the white – tailed deer pre-hunting populations in the Central Kalahari Game Reserve on a 12.1406 hectors of land to determine whether they should open the hunting.

Table 1: Demographic Composition of White – Tailed Deer Prehunting Populations in the CKGR on a 12.1406 Hector Area from 1980 – 2015

Year	Males			Females			Total
	Adults	Middle-aged	New-borns	Adults	Middle-aged	New-borns	
1980	307	135	442	1002	265	462	2613
1985	333	222	318	1069	228	332	2458
1990	235	162	262	887	183	271	2325
1995	221	130	450	900	250	462	2502
2000	190	112	320	862	230	360	1998
2005	165	220	289	782	216	234	2413
2010	185	132	476	1041	218	406	2074
2015	155	312	302	911	315	330	2325

Adapted from: <https://www.ncsu.edu/labwrite/res/gh/gh-tables.html>

- a) Describe the process of data analysis. **(5 marks)**
- ~~A~~b) What should the management consider when planning for data analysis? **(2 marks)**
- c) Present the data given above in a pictorial form. **(8 marks)**

***END OF THE QUESTION PAPER!***

