

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**MAIN EXAMINATION PAPER**  
**MAY, 2015**

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**TITLE OF PAPER : RESEARCH METHODS**

**COURSE CODE : BA 401 IDE**

**TIME ALLOWED : TWO (2) HOURS**

- INSTRUCTIONS:**
- 1. THE NUMBER OF QUESTIONS IN THIS PAPER FOUR (4)**
  - 2. SECTION A IS COMPULSORY.**
  - 3. ANSWER ANY TWO (2) QUESTIONS IN SECTION B**
  - 4. THE MARKS TO BE AWARDED FOR EACH QUESTION ARE INDICATED ALONGSIDE THE QUESTION.**

**NOTE: MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH, AS WELL AS FOR ORDERLY AND NEAT PRESENTATION OF WORK. FURTHER MARKS WILL BE AWARDED FOR USE OF RELEVANT EXAMPLES.**

**SPECIAL REQUIREMENTS: NONE**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.**

## SECTION A

### Question 1

Table 1: Age group of government employees in hospitals

Satisfaction level of three groups			
age	Mean	N	Std. deviation
18-25years	26,3714	35	6,24069
26- 41 years	25,6977	43	5,88191
42+ years	23,1304	46	4,59763
Total	24,9455	124	5,68516

Table 2: Information Technology Facilities At Uniswa

A colleague has collected data from a sample of 103 students. He presents you with the following output from the statistical analysis software.

	GOOD	REASONABLE	POOR	ROW TOTALS
UNDERGRADUATE	63	18	5	86 (83%)
POSTGRADUATE	6	4	7	17 (16.5)
TOTALS	69 (67%)	22 (21.4%)	12 (11.6%)	103

chi square = 18.33 probability <0.01

Discuss table 1 and 2

25 marks

### Question 2

Discuss the data collection method and analysis you are familiar with in ethnography

25 marks

## SECTION B

### Question 1

- I. Discuss the different types of observations. 15 marks
- II. Discuss the different types of cases studies 10 marks

### Question 2

Thandi wants to develop a questionnaire for her survey at the Shiselweni region. Can you help her with the guidelines that she has to consider when developing the questionnaire? 25 marks

### Question 3

Design 5 close ended questions using Likert scale

Topic = "The usage of journals by students in the faculty of commerce by ". 25 marks