

**PAPER I**

**TECHNICAL UNIVERSITY OF MOMBASA**

**School of Business & Social Studies**

**DEPARTMENT OF BUSINESS STUDIES**

**HIGHER DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**RESEARCH METHODS**

**BAC 3104**

**EXAMINATION**

**SERIES: APRIL 2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

**Answer question one and any other two**

**QUESTION ONE (30 Marks)**

You are a manager with CYZ Company limited. Your company has been experiencing industrial relations challenges for a number of years which has dented its image. The Board of management is undertaking strategy development in order to turn around the image of the company. Before embarking on this process, the Board needs critical information that will help it formulate a working strategy.

Required:

Explain to the Board steps of the research process. (30 Marks)

**Question Two**

- (a) State and explain the sources of literature review.(10 Marks)
- (b) Why should a researcher undertake literature review? (10 Marks)

**QUESTION THREE**

Discuss the various methods of research design. (20 Marks)

**QUESTION FOUR**

(a) Define research. (5 Marks)

(b) Explain the purpose of research. (15 Marks)

#### QUESTION FIVE

State and discuss the main instruments used in research. (20 Marks)