



# MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

MASTER OF BUSINESS ADMINISTRATION

**BSU 805: RESEARCH METHODS**

**DATE: 16/8/2021**

**TIME: 9.00-12.00 PM**

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## **INSTRUCTIONS:**

Answer question **one** (compulsory) and any other **three** questions.

### **QUESTION ONE (40 MARKS)**

**Read the following case study and answer the questions that follow:**

Transitional Residence Inc. (TRI) is a non-profit organization located in Nairobi. TRI provides assistance to homeless and very low income individuals and families in finding emergency shelter, food, employment, transitional residence and affordable apartment housing. These services are provided through four basic programmes.

- a) The Drop-in shelter: an emergency drop-in shelter for men at the Grace Church.
- b) The hospitality house: a day shelter for homeless and very low income men and women.
- c) The transitional residence programs provide transitional living arrangements for families and single men for six months or more depending on the needs of the individual's family and the unit.
- d) The Residence Opportunity Program: helps families in obtaining a lease. As part of its planning and board of directors of TRI was interested in conducting a survey of organizations' paid staff, volunteers and guests (the homeless staying at TRI) looking at what they found particularly useful, which should be revised and what other programs or services might be of more assistance to guests.

However, the analysis of TRI's internal statistics and other published data indicated the need for TRI to narrow its focus. Specifically, internal information indicated the number of agencies serving the men homeless population and the community appeared to be underserved. In fact, the number of homeless men staying at TRI's drop-in shelter had increased by 89% from 60% three years ago to 1,146 in the past year. This was partly due to the closing of other Mdosin Male Shelters in the last three years. Finally, the TRI shelter was filled beyond its capacity of 66 men per night. During the cold season there were frequently more than 90 men per night with many sleeping on the floor.

Given this information, the board of directors decided to use the organization's limited resources to focus first on the Drop-in shelter. More specifically the board asked for an evaluation of TRI's current facilities and the services for homeless as well as determination of what future services and facilities it should try to provide.

### **Required**

- a) What is the research problem for the above case? (5 marks)
- b) State three objectives and three hypotheses for the study. (6 marks)
- c) What kind of research design would be appropriate for this research and why? (4 marks)
- d) What information could you collect for this research problem? (5 marks)
- e) Formulate suitable research title for the case. (4 marks)
- f) Identify and explain the variables in the formulated research title. (6 marks)
- g) Discuss the roles of research in the society (10 marks)

### **QUESTION TWO**

- a) Sampling designs can either be probabilistic or non-probabilistic. Explain three sample designs under each category. (12 marks)
- b) Literature review is a critical phase in the research process. Discuss. (8 marks)

### **QUESTION THREE**

Discuss in details the components of a research proposal.

#### **QUESTION FOUR**

- a) Distinguish between obtrusive and unobtrusive methods of data collection. Give examples to illustrate your answers. (4 marks)
- b) Explain three major forms of internal validity with regards to the measurement tools that the researcher would use in this study and how he/she can address them. (6 marks)
- c) Explain the benefits that would accrue to a researcher who prefers interview guide to a questionnaire when collecting data for a project. (10 marks)

#### **QUESTION FIVE**

- a) Listing suitable examples, discuss the challenges of using secondary data to a researcher. (10 marks)
- b) Using suitable examples describe any five types of research (10 marks)