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# AFRICA NAZARENE UNIVERSITY

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**CENTRE:** RONGAI  
**DEPARTMENT:** BUSINESS ADMINISTRATION  
**UNIT TITLE:** RESEARCH METHODS  
**UNIT CODE:** BCM 308  
**LECTURER:** JOHN KAMAU  
**TRIMESTER:** 3<sup>RD</sup> TRIMESTER 2011/2012  
**DATE:** 2<sup>ND</sup> AUGUST, 2012  
**TIME:** 9.00AM – 12 NOON

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**Instructions:**

1. Answer question **ONE (Compulsory)** and any other **THREE** questions.
2. Write all your answers in the answer booklet provided.
3. Time allowed: Three hours

### **Question One (Compulsory)**

#### **Air Safety Violations**

In April 2010 the Civil Aviation Authority of Kenya announced its second effort in three years to stop its managers in JKIA from covering up air safety violations after a new investigation found the misconduct had continued. The CAA announced that the top managers of an air traffic control facility in JKIA had been removed from their jobs. According to JKIA transportation department's inspector general found that in addition to letting airlines ignore their safety directives, CAA managers in JKIA routinely and intentionally misclassified instances where airplanes were flying closer together than they were supposed to.

Air safety violations put the safety of airplanes passengers at risk. At worst air safety violations have the potential to cause mid-air collisions and at the very least, air safety violations lead to increased workload for air traffic controllers and pilots. Four factors that seem to have influenced the air safety violations are poor communication among the cockpit crew members themselves, poor coordination between ground staff and cockpit crew, minimal training given to the cockpit crew and a management philosophy that has encouraged a decentralized structure. It would be nice to know if these factors did indeed contribute to the safety violations and if so to what extent.

#### **Required:**

- a) Develop a problem statement for this study (2 marks)
- b) Develop specific objectives for this study (4 marks)
- c) Draw a schematic diagram of the conceptual framework for this study (4 marks)
- d) Develop four null hypothesis for this study (4 marks)
- e) State the steps you would follow in testing these hypothesis (4 marks)

### **Question Two**

Discuss the fundamental descriptive data analysis techniques showing their main feature and when to use each technique (14 marks)

**Question Three**

Compare and contrast descriptive and critical literature review.

**(14 marks)**

**Question Four**

Critically examine ethical criteria used for higher education business research studies.

**(14 marks)**

**Question Five**

a) Malhotra (1996) has identified several issues of concern in research report writing. Discuss.

**(7 marks)**

b) Briefly examine key section of chapter five of an academic research report

**(7 marks)**