



**RIARA SCHOOL OF BUSINESS**  
***NURTURING INNOVATORS***  
**JANUARY –APRIL 2023 TRIMESTER**  
**EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION**  
**DAY PROGRAMME**  
**RBA 302: BUSINESS RESEARCH METHODS**

**DATE: APRIL 2023**

**TIME: 2 HOURS**

**GENERAL INSTRUCTIONS:**

Students are NOT permitted to write on the examination paper during reading time.

This is a closed book examination. Text book/Reference books/notes are not permitted.

**SPECIAL INSTRUCTIONS:**

- 1 Write your REGISTRATION NO. Clearly on the answer booklet(s).
- 2 Answer Question One and ANY other TWO questions.
- 3 Questions in all sections should be answered in answer booklet(s).
- 4 Marks allocated to each question are shown at the end of the question.
- 5 PLEASE start the answer to EACH question on a NEW PAGE.
- 6 For the questions, write the number of the question on the answer booklet(s) in the order you answered them.
- 7 Write your answers in paragraph form unless stated otherwise.
- 8 Keep your phone(s) SWITCHED OFF at the front of the examination room.
- 9 Keep ALL bags and caps at the front of the examination room and do not refer to any unauthorized material before or during the course of the examination.

10 You are only allowed to leave the examination room 30minutes to the end of the Examination.  
**USE THE FOLLOWING CASE STUDY TO ANSWER QUESTION ONE**

FKE: New NSSF rates will hurt employees, threaten private pension schemes Thursday, February 09, 2023 by Nation Media by By Kevin Cheruiyot

Employees in Kenya have called for dialogue on the new NSSF rates, warning that the impending higher deductions could destabilise workers and jeopardise existing private pension schemes.

"The increase in pension contributions will be an expensive undertaking to both employers and employees as it has a direct financial impact on payroll costs and on the employees' take-home pay. We, therefore, propose a phased-out approach," the Federation of Kenya Employers said in a statement to newsrooms on Wednesday evening.

Last week, the Court of Appeal allowed a ten-fold increase to Sh2,068 in workers' monthly contributions to the National Social Security Fund (NSSF) after it ruled that a lower court did not have powers to hear a case challenging the validity of the new rates.

Justices Hannah Okwengu, Mohamed Warsame and John Mativo have approved the NSSF Act of 2013, saying that it was subjected to public participation as required by the constitution — which demands community input before major decisions are taken.

But on Wednesday, FKE warned that the issue of whether the new NSSF Act 2013 satisfied the constitutional threshold of public participation before being enacted into law had not been adequately addressed.

"This is a fundamental aspect that makes it difficult for employer to support the push to have the law implemented as it is. Social dialogue plays a critical role in the Labour sector and failure to honour it brings disharmony in labour relations in workplaces," the employers said.

FKE added that before the Act is implemented, meaningful stakeholder engagement sessions should be held so that both workers and employers have ample time to adjust their budgets to accommodate the sharp increases on their retirement savings.

We need to consider the tough economic situation the country is currently facing when the real challenge facing many Kenyans is how to put bread on the table," FKE added.

Available at

<https://nation.africa/kenya/business/fke-new-nssf-rates-will-hurt-employees-threaten-private-pension-schemes-4116740> (Accessed on 13<sup>th</sup> February 2023)

**QUESTION ONE****30 MARKS**

- a) Background of the study **(2 Marks)**
- b) Formulate a operational definition of two variables you may use **(2 Marks)**
- c) Formulate three objectives **(3 Marks)**
- d) Scope of study **(2 Marks)**
- e) Two limitation of the study **(4 Marks)**
- f) Three purpose of the study **(3 Marks)**
- g) Formulate two hypothesis (one null and the other alternative directional) **(4 Marks)**
- h) Draw a simple schematic diagram to show your conceptual framework indicating
- i. The dependent variable
  - ii. Independent variable
  - iii. Moderating variable **(4 Marks)**
- i) The above case has been consolidated after several reading materials with three sources listed below. Using the APA format reference the following;
- A chapter called “Taxes and Salaries in Kenya Cities” written by Gakwa Waweru Bashir and Ayii Mwinzi Deng in an edited book by Arnold Kagai Ghali and Apuk Valentine Njeri and Jabir Omar Warabo titled “Taxes Regime in Kenya 2023 by Riara University Press in Nairobi **(2 Marks)**
- j) A Journal article by Mwai Kabekho, Kihara Kungu , Karanja Bundi and Muntaz Shariff. Salaries and regime in the Journal of Consumer Affairs Volume 11(3) No 65 from page 5 to 9 2022 **(2 Marks)**
- k) An article by Sultana Fatuma Musatafa , Targon Ndung’u and Lauren Mwanki . The determinants of Successful Taxation in The Daily Nation Newspaper in on 28<sup>th</sup> January 2023 available on page 4 **(2 Marks)**

## QUESTION TWO

- a) Examine **FIVE** types of research designs available to a researcher **(10 Marks)**
- b) The data collection can be seen as the bridge between what is anticipated in research and the reality. In this regard summarize **FIVE** merits of using mail transmittal form of data collection **(10 Marks)**

## QUESTION THREE

- a) It has been said that business intelligence is a key pillar of doing business. In the view of this statement propose **SIX** benefits of undertaking research as part of business intelligence strategy **(12 Marks)**
- b) Examine **FOUR** main causes of systematic bias in research **(8 Marks)**

## QUESTION FOUR

- a) Categorize **SIX** ways of identifying a specific research problem for a research project **(12 marks)**
- b) Differentiate between
- i. Test of validity and test of reliability **(2 Marks)**
- ii. Nominal, Ordinal and ratio scale **(6 Marks)**