

# Writing a Research Project

## Table of Contents

TASK 1.....	3
1.1 Formulation and recording possible research project outline specifications .....	3
Aim.....	3
1.2 Factors that contribute to the process of research project .....	3
1.3 Critical review of key references .....	3
1.4 Research project specification .....	5
Limitations .....	9
1.5 Appropriate plan and procedure for the agree research specification.....	9
TASK 2.....	10
2.1 Match resources efficiently to the research question .....	10
2.2 Undertake the proposed research investigation in accordance with the agreed specification and process .....	12
2.3Recording and collecting data from participants from the questionnaire.....	13
TASK 3.....	15
3.1Using appropriate research evaluation technique with justification.....	15
3.2 Interpretation and analysis the result of original research specifications .....	15
3.3 Recommendation and justification area for further consideration .....	24
TASK 4.....	25
4.1 Presentation of outcomes .....	25

## **TASK 1**

### 1.1 Formulation and recording possible research project outline specifications

#### **Aim**

To analyze the impacts of training and development on the performance of employees of Morrison supermarket in UK.

#### **Objectives**

- To understand the concept of training and development program for the employees of a retail organization.
- To understand value of training and development in Morrison supermarket.
- To analyze the ways in which employees have training and development.
- The recommended ways of training and development that can be adopted by the organization.

### 1.2 Factors that contribute to the process of research project

At the time of the choosing the topic of research, there are various kinds of components which contributed. Personal interest is one of the factor which affect researcher to identifying the impact of training and development program. On the other hand utilise the knowledge in the practical form, the scholar has taken decision to work in the following subject. In addition to this, scholar wanted to know the importance of training and development programs in the organisation.

### 1.3 Critical review of key references

#### **Concept of training and development**

According to the view of (Stone, 2013) training and development is a n activities under which individual have opportunity to learn various kinds of skills,, ability, knowledge and ability of working about specific area. In the business organisation context, training and development is a kind of programs under which company provides opportunity to employees for learn the criteria of working, various skills, ability and

knowledge about particular field. With assistance of training and development programs, employees can improve their skill, knowledge, ability and capability about something within corporation. They can able to improve their performance and criteria of working within company. As per the view of training and development is a crucial part of the human resource development through which company can easily enhance employees efficiency and productivity which is beneficial for business success and growth. The entire progress and success of business enterprise is depends upon employees working and their efficiency so training and development is the best way to improve their performance and level of motivation too.

### **Importance of training and development in the organisation**

According to the view of (Storey, 2014), training and development is a very significant activity and program for every business organisation through which it can improve the efficiency, capability and ability of workforce about their working within company. With help of training and development programs, organisation can improve the efficiency, capability and ability of employees about their working through which productivity and profitability of firm can automatically increase. As per the view of (Wright and McMahan, 2011) training and development programs is one of the best way to improve the quality of product and services in the company. Once an employee have full knowledge and ability of effective working then they can able to perform their job in an effective manner. With help of training, firm can increase its brand image also because the quality of product and services assist in improving effective brand image in the market. Thus, it can be said that training and development programs is the best way to improve overall progress and performance of company.

### **Analyse the ways of training and development**

As per the view of (McMillan and Schumacher, 2014) generally there are major two kind of training and development programs that is on the job training and off the job training. On the job training is that under which employees learn through observing peer or manager performing the job and trying to imitate their behaviour. On the other hand off the job training is that under which study material is supplied and there is full consideration on learning rather than performing and there is freedom of expression. In

the context of on the job training, coaching and mentoring is very effective method of proving training to employees. Coaching is a one to one training which helps in quickly identifying the weak area and tries to consider in employees. On the other hand in the mentoring, senior employees provides the effective knowledge and criteria of working to employees. As per the view of (Arulrajah and et.al., 2015) computer based training technique is one of the best tool for proving training to employees. In this method, employees get training by various material like video, audio, stimulating graphics, virtual reality etc. This training programs is effective and reliable in that the trainee can learn at their own pace. As per the view of (Arulrajah, 2015) E-learning is a online based training technique under which employees get knowledge and skill by use of internet. In this manner, company mostly rely on online resource to deliver training. It is important to keep the employee involved and engaged in order to encourage that they remain new information.

#### 1.4 Research project specification

Research methodology is based on different factors that are further divided into their sub parts. The researcher have to select a particular way to research about the desired topic. First of all the research philosophy is studied which is an essential part of the research. It gives the idea for collecting the data and other analysis. For the better result researcher should have the better approach for the research (Flick, 2011). Research methodology have one more component that is known as design of the research, in which development of such elements through the study can be done. The type research is an another factor that will be helpful to analyzing the data. Data collection has significant importance in the study of any research process. It helps to achieve the desired aims and objectives of the particular organization (Flint, Blocker and Boutin, 2011). After the data collection researcher have to go through the sampling process in which he have to analyze a small part of big population. Data analysis is also a part of research methodology. Each research have limitations but researcher should maintain the validity and reliability of such methods and theory which are used in its research.

Philosophy for research

The philosophy of the research basically depends on the explanation of the process of collection of data and analysis. Actually philosophy is an idea which helps the researcher to describe the whole process of data collection and its analysis. There are two types of research philosophy, one is positivism and the other is interpretivism (Garner and Scott, 2013 ). In the positivism the study have explanation about the working of the theory that is used in the research and this explanation is based on the various scientific evidences. By using the statistical tools different tests can be conducted on the various observations which are quantifiable. Because of these tests the study will have more reliability and credibility. The interpretivism theory depends on the interpretation of the explored factors in that study. Different philosophies are combined in this theory so the explanation will done with a proper meaning.

The positivism theory is adopted as the philosophy of the present research to evaluate the impacts of the training and development on the employees of Morrisons supermarket.

#### Approach for research

The approach of research, this factor have a significant importance to conduct the study in a proper manner. It helps the researcher to study with correct aspects, thus he can get better results. Approach of research is categorized into two parts which are inductive and deductive. In the inductive approach of research a general view is explained in the starting of the study so the study can be developed as a different theory which can make a conceptual framework with the analysis of collected data (Gay, Mills and Airasian, 2011). On the other hand the deductive research is done with the theories and concept to make hypotheses so the validity of such theories can be authenticated.

In the present research the study is depended on the inductive approach of the research. To analyze the employee's feedback for the training and development program provided by Morrisons supermarket which is a retail company. The generalized view of that concept will help the researcher to reach the specific results.

#### Design of research

The design of the research has a significance in the research, it is helpful to develop and modify the different aspects of the study. The research questions have more importance of the design of research because the design of research is responsible to give the answers of that questions. Research design can be done in so many ways such that descriptive design, experimental design and other casual researches. In the present research the descriptive design of research is used by the researcher so the factors which are already in practice their explanation can be done. The collection of the data and figures is done by the researcher for to explain such factors. The results of this study can have the support from that explanation. The objectives of this study will be achieved with the help of this research design.

#### Type of Research

Analysis of data based on the type of research helps in study which has a great impact on the results obtained from study. The various techniques are used to collect the data and to analyze the data and that techniques gave the finding, so the validation of those findings is done by the type of research. There are two ways in which the research can be done, such that qualitative and quantitative (Creswell, 2013). The study in the qualitative method is based on those theories and model which are not having any calculation based on the maths and the quantitative method is helpful for the researcher to study about the facts which are obtained from the data collection and figures, such study leads to reach a solution in a proper way.

The both methods are used in the present study as the researcher will know about the concept of training and development from the various theories and literature. The response of the employees will be studied in this research with the help of quantitative method.

#### Data collection

The whole research depends on the data which is collected through the study and its analysis. It is so important to meet the desired aims and objectives of the particular research. The data collection should be very appropriate for the study as the researcher will get relevant results.

There are two methods by which the data collection can be done, when the data is collected in the first hand it is known as the primary method of data collection (Daniel and Sam, 2011). The tools like questionnaires, interviews, various surveys and reports can be the sources for collecting the data by primary method. On the other side the secondary method can consider the different book and journals, articles which are published by various authors, the researches which are done in past. In the present study the both methods are used by the researcher for collecting the data which can help to consider the more information and perceptions.

### Sampling

Representing a large scaled population by a narrow one is a better approach as per the process of sampling. The scope of study which is so broad can be compacted with the help of sampling. There are two methods which can be used of the sampling in any research which are probabilistic and non probabilistic. In sampling the fixed number of candidates are analyzed on the basis of their responses (Research Methodology. 2015). The probabilistic sampling have more chances to be selected for the research because it works on the random selection. The non probabilistic sampling have less chances to be selected because its selection process is based on any purpose. The 20 employees of Morrisons supermarket has been selected for the analysis of their responses on the training and development programs.

### Data analysis

The conclusion can be made by the researcher with the help of the end results of the research and this can done with the help of data analysis. One of the types of data analysis which is known as quantitative data analysis , the SPSS is a statistical tool, which is used to access the data which is the base for that quantitative method. The present research has adopted the qualitative method for analyzing the data. The interpretation of that collected responses of the employees of Morrisons supermarket is done by the thematic analysis. The objectives which are set by the researcher will be achieved with the help of this thematic analysis.



### Limitations

The researcher has to face so many limitations which can be a challenge. The first limitation can be defined as the scope of the topic is so broad but the researcher cannot consider each and every thing for the study (Fiegen, 2010). The time limit is a big limitation for the researcher that it cannot be able to collect so many important elements for its study. The sample size cannot define the aim of this research properly so the very limited scenario has selected for the research.

### Validity and reliability

The methods and theories are used for the study in the research should be valid and reliable for the further reference (Eid, 2011). In the current research the all methodologies are authenticated and it is reliable for its each factors. The research have validation for their each aspect as there is not invalid element have used in this research.

### 1.5 Appropriate plan and procedure for the agree research specification

Activity/Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Selecting research problem																
Working on research proposal																
Formulation of aim and setting of objectives																
Conducting research on developing research background																
Choosing research frameworks on the basis of nature of investigation																
Collecting data from primary and secondary sources																
Assessment of collection data with data analysis tools																
Interpreting gather information																



- More than five year

2 Do you think training and development program positively affect your performance?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

3 Does Morrison provide effective training and development opportunity to employees?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

4 Which kind of training provides by the Morrison?

- On the job training
- Off the job training
- Other

5 Do you think on the job training deliver effective performance and efficiency to employees?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

6 Do you satisfied by the existing ways of training and development within Morrison?

- Strongly satisfied
- Satisfied
- Dissatisfied
- Strongly dissatisfied

7 Do you think training and development programs assist in increasing productivity and performance of business?

- Strongly satisfied
- Satisfied
- Dissatisfied
- Strongly dissatisfied

8 Do you think Morrison should improve its training and development methods for employees?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

9 Please recommend the ways or method through which Morrison can improve its training and development programs

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## 2.2 Undertake the proposed research investigation in accordance with the agreed specification and process

In the following research, the scholar has prepared a systematic questionnaire in order to identify the implication of training and development programs on the performance of employees within the Morrison supermarket. In order to conduct the survey from the 20 employees of cited venture, investigator has collected email id of each employees and sent questionnaire to them (Davaa,, Safari, Randjbaran and Randjbaran, 2016). The major objective of this ways of conducting survey is to provide freedom to employees so as they can freely give their answer and suggestion related to training and development programs of Morrison without any biasness. By collecting all responses, the investigator has analysed the primary information with help of data analysis tools and has developed a well define conclusion.

2.3 Recording and collecting data from participants from the questionnaire

Theme 1: Employees working within Morrison from different year

From how many time you are working in the Morrison?	Frequency	Percentage
Less than one year	5	25
Two year	2	10
Two to five year	5	25
More than five year	8	40
Total	20	100

Theme2: Mostly employees agrees training and development program positively affect employees performance

Do you think training and development program positively affect your performance?	Frequency	Percentage
Strongly agree	8	40
Agree	10	50
Neutral	1	5
Disagree	1	5
Strongly disagree	0	0
Total	20	100

Theme 3: Some employees thinks Morrison provides training and development opportunity to employees

Does Morrison provide effective training and development opportunity to employees?	Frequency	Percentage
Strongly agree	5	25
Agree	5	25
Neutral	3	15
Disagree	5	25
Strongly disagree	2	10

Theme 4: Mostly employees think that on the job training provides by Morrison

Which kind of training provides by the Morrison?	Frequency	Percentage
On the job training	11	55
Off the job training	6	30
Other	3	15

Theme 5: Mostly employees think that on the job training deliver effective performance and efficiency to employees

Do you think on the job training deliver effective performance and efficiency to employees?	Frequency	Percentage
Strongly agree	5	25
Agree	7	35
Neutral	1	5
Disagree	4	20
Strongly disagree	3	15

Theme 6: Mostly employees satisfied by existing ways of training and development programs

Do you satisfied by the existing ways of training and development within Morrison?	Frequency	Percentage
Strongly satisfied	5	25
Satisfied	4	20
Dissatisfied	5	25
Strongly dissatisfied	6	30

Theme 7: Most of the employees believe that training and development program increase productivity and performance

Do you think training and development programs assist in increasing productivity and performance of business?	Frequency	Percentage
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Strongly satisfied	10	50
Satisfied	8	40
Dissatisfied	1	5
Strongly dissatisfied	1	5

Theme 8: Most of the employees believe that Morrison should improve training and development methods

Do you think Morrison should improve its training and development methods for employees?	Frequency	Percentage
Strongly agree	11	55
Agree	5	25
Neutral	1	5
Disagree	4	20
Strongly disagree	0	0

### TASK 3

#### 3.1 Using appropriate research evaluation technique with justification

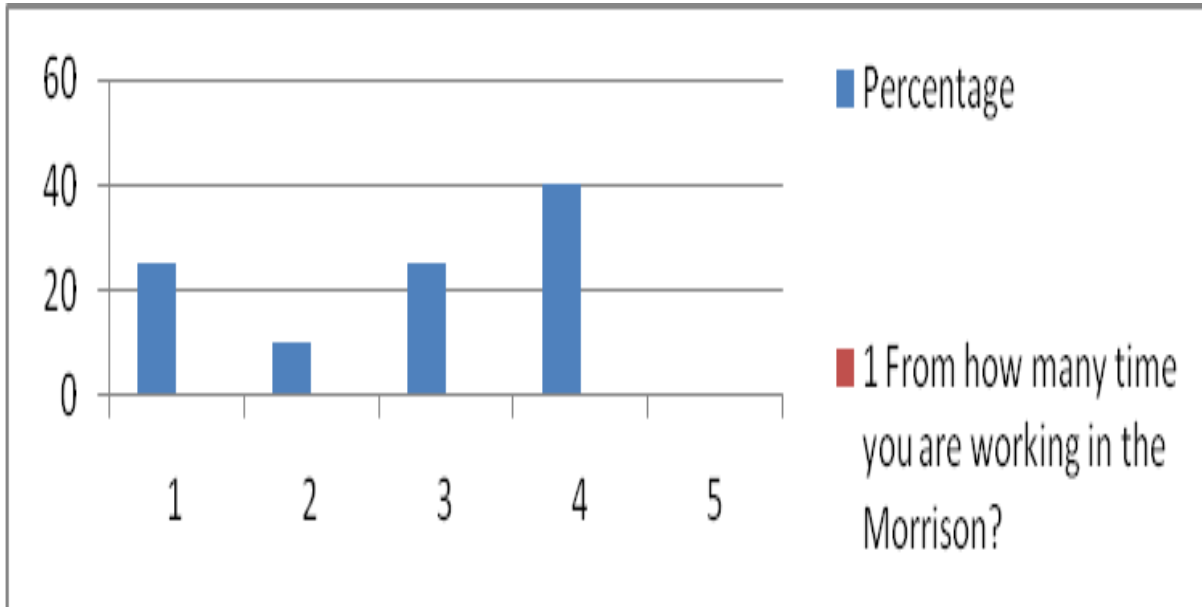
In order to assess the collected data of a research, there are two options available for an investigator that is formative and summative research evaluation (Daniel and Sam, 2011). In the following research, the investigator has been used formative research evaluation tool because with help of this tool, scholar can get reliable and valid information.

#### 3.2 Interpretation and analysis the result of original research specifications

Theme 1: Employees working within Morrison from different year

From how many time you are working in the Morrison?	Frequency	Percentage
Less than one year	5	25
Two year	2	10

Two to five year	5	25
More than five year	8	40
Total	20	100



**Finding and analysis:** In order to identify the training and development impact on the employees within Morrison supermarket, researcher has included this question into the questionnaire. From the gather primary information, it has been ascertained that from the 20 employees, 40% employees are working within Morrison from more than five year and 25% of employee are working from five year within the cited organisation. Furthermore, 10% of employees are working from two year. The reason of explore this information by scholar has to found the working experience of employees within cited venture.

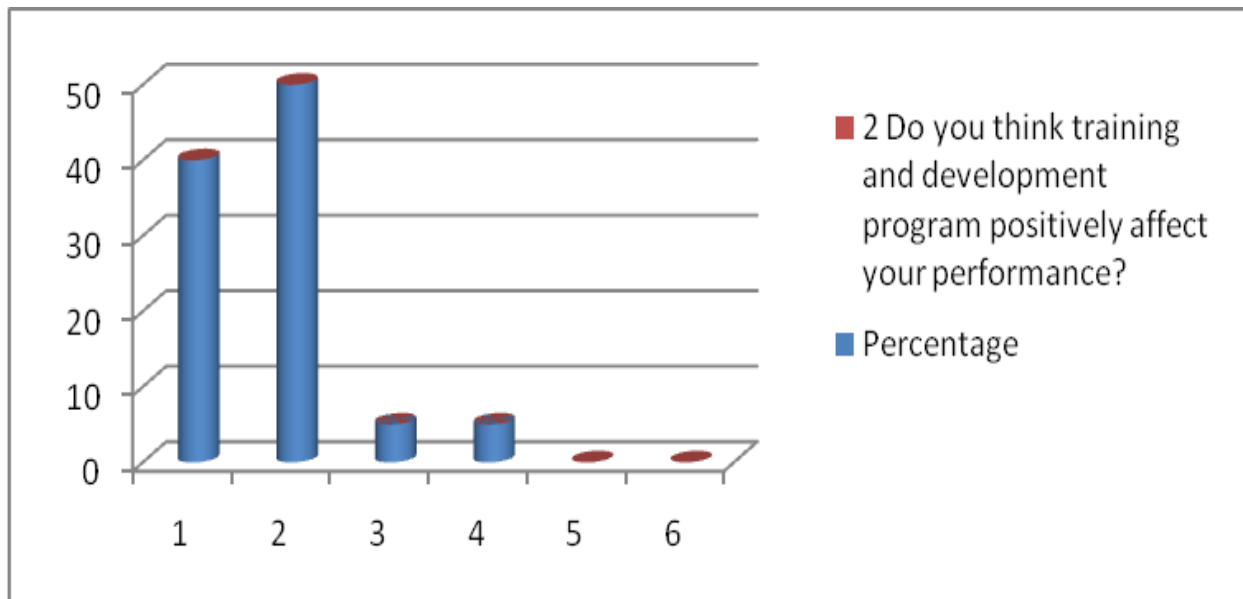
Theme2: Mostly employees agrees training and development program positively affect employees performance

Do you think training and development program positively affect your performance?	Frequency	Percentage
Strongly agree	8	40
Agree	10	50
Neutral	1	5
Disagree	1	5
Strongly disagree	0	0





Total	20	100
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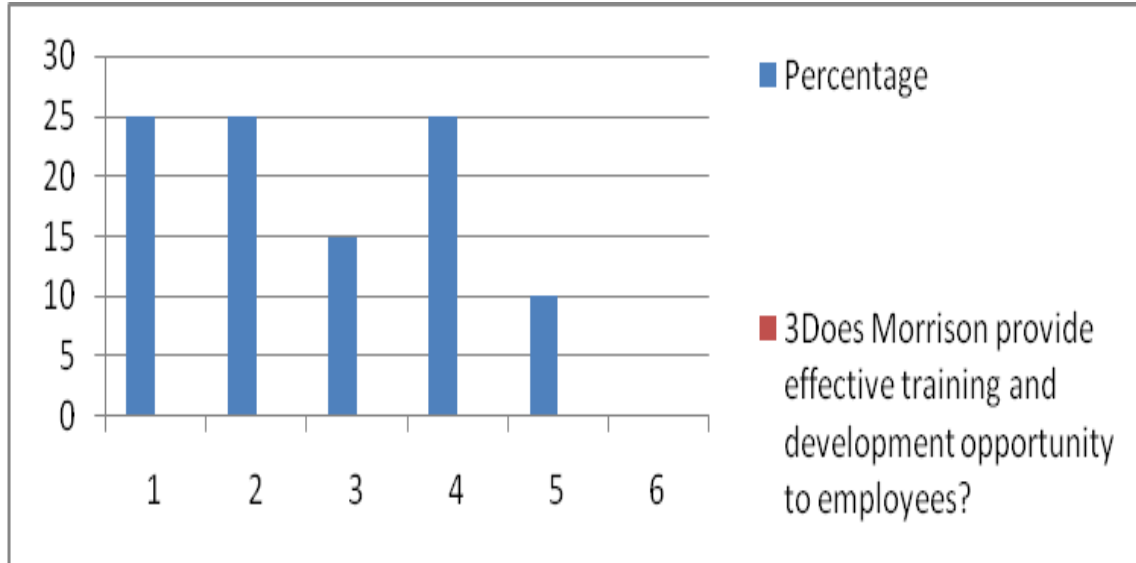


**Interpretation and analysis:** In order to identify the importance of training and development programs among the workforce of the Morrison super market, the investigator has asked this question from the 20 employees of cited venture. From the 20 employees, 40% employees are strongly agreed by the statement that training and development programs positively affect the performance of employees. In addition to this 50% of employees are agreed by this statement. Furthermore, 5% employees from the 20 employees think that training and development programs does not positively affect the performance of employees within the cited firm. Moreover, only 5% of employees have no idea about the training and development programs advantages and disadvantage. Thus it can be said that most of the employees of Morrison believes that training and development programs assists in improving the performance of employees.

Theme 3: Some employees think Morrison provides training and development opportunity to employees

Does Morrison provide effective training and development opportunity to employees?	Frequency	Percentage
Strongly agree	5	25
Agree	5	25
Neutral	3	15

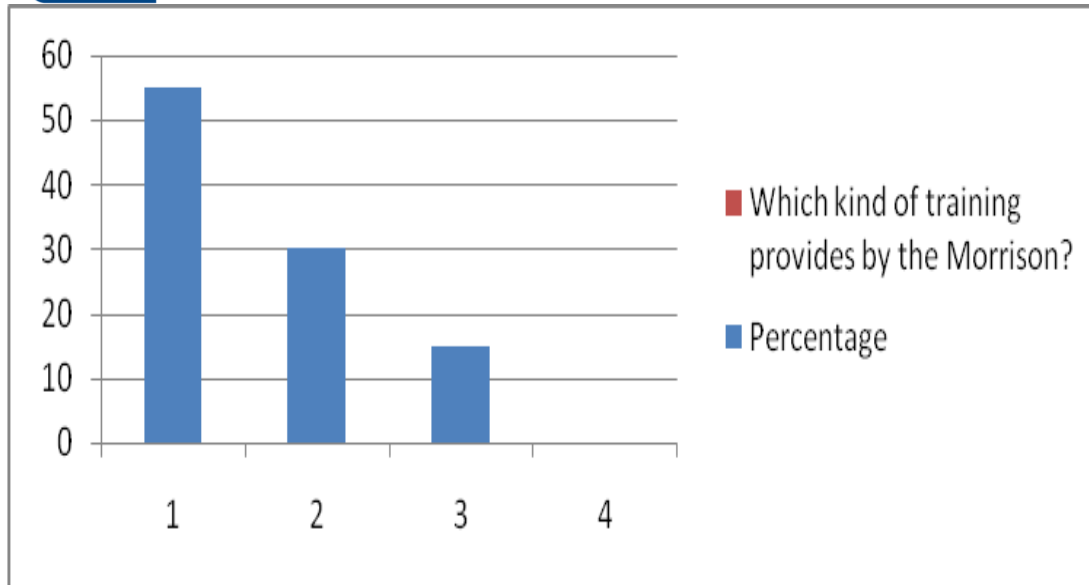
Disagree	5	25
Strongly disagree	2	10



**Interpretation and analysis:** This section states that Morrison super market provides training and development programs to employees. From the 20 employees of the Morrison , 25% employees are strongly agreed from the statement that cited venture provides opportunity of training and development to its employees. From the 20 employees 25% employees are just agree from this statement that cited firm provides an opportunity of training and development to its employees. On the other hand 25% employees are disagree to the fact that cited firm provides training and development programs to its employees. As per the above discussion and interpretation it has been analysed that the most of the employees from the 20 employees are believes that cited firm organises training and development program for its employees.

Theme 4: Mostly employees think that on the job training provides by Morrison

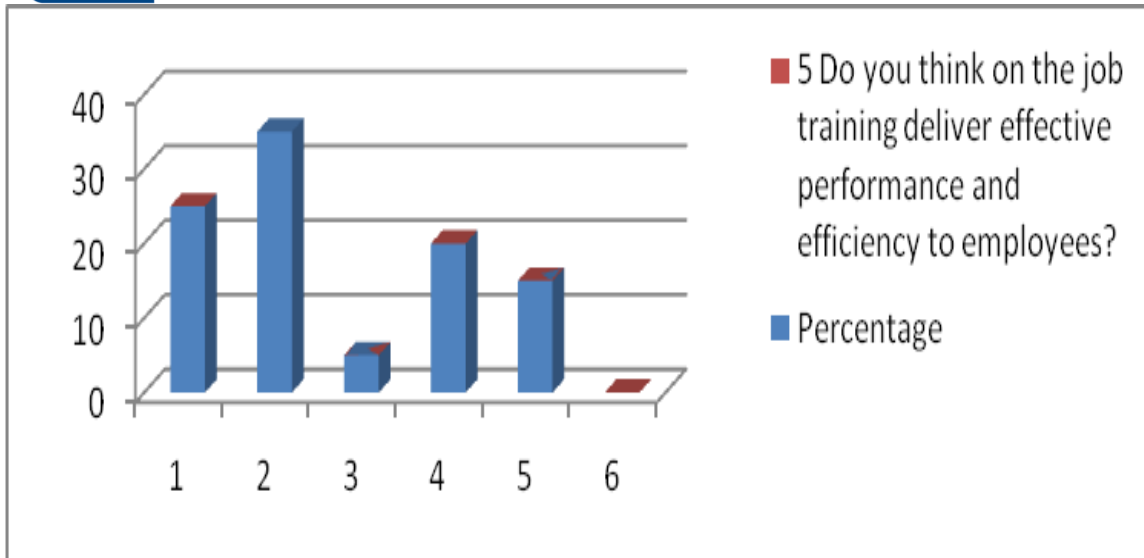
Which kind of training provides by the Morrison?	Frequency	Percentage
On the job training	11	55
Off the job training	6	30
Other	3	15



**Interpretation and analysis:** This section implies on the job training are organised by the cited venture. The major reason of this question is to identify that which kind of training are organised by the cited venture. From the survey, the investor has been founded that from the 20 employees of the cited venture, 55% of employees believes that firm provides on the job training programs like coaching, Mentoring, job rotation etc. On the other hand from the 20 respondent, 30% of employees believes that company provides off the job training. Thus, it can be said that cited firm provides on the job training to its employees mostly.

Theme 5: Mostly employees think that on the job training deliver effective performance and efficiency to employees

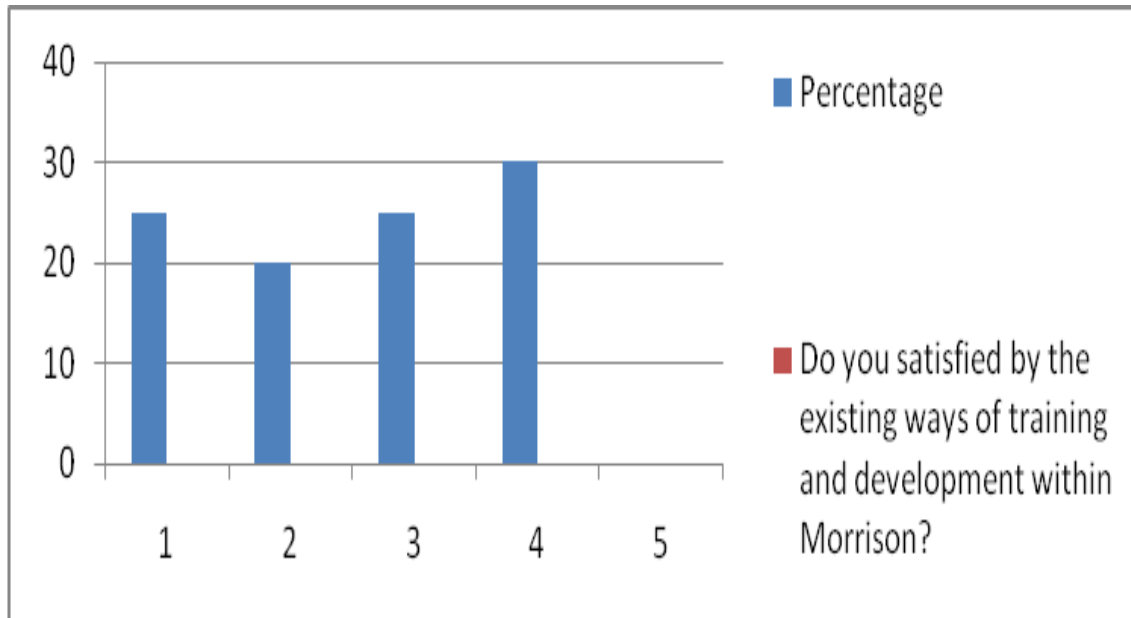
Do you think on the job training deliver effective performance and efficiency to employees?	Frequency	Percentage
Strongly agree	5	25
Agree	7	35
Neutral	1	5
Disagree	4	20
Strongly disagree	3	15



**Interpretation and analysis:** In order to identify the view of employees about the on the job training in the cited venture, a scholar has been asked these questions from the 20 employees of the organisation. After survey, it has been found that from the 20 employees, 25% of workers are strongly agreed by this statement that on the job training is effective for the employees' performance. They believe that with help of on the job training programs, staff can be able to improve their efficiency and performance at workplace. From the 20 employees, 35% of employees just agree that on the job training assists in delivering effective performance of personnel at workplace. From the 20 employees of the cited venture, 20 employees are dissatisfied from this above statement as they believe that on the job training does not deliver effective performance of employees.

Theme 6: Mostly employees satisfied by existing ways of training and development programs

Do you satisfied by the existing ways of training and development within Morrison?	Frequency	Percentage
Strongly satisfied	5	25
Satisfied	4	20
Dissatisfied	5	25
Strongly dissatisfied	6	30



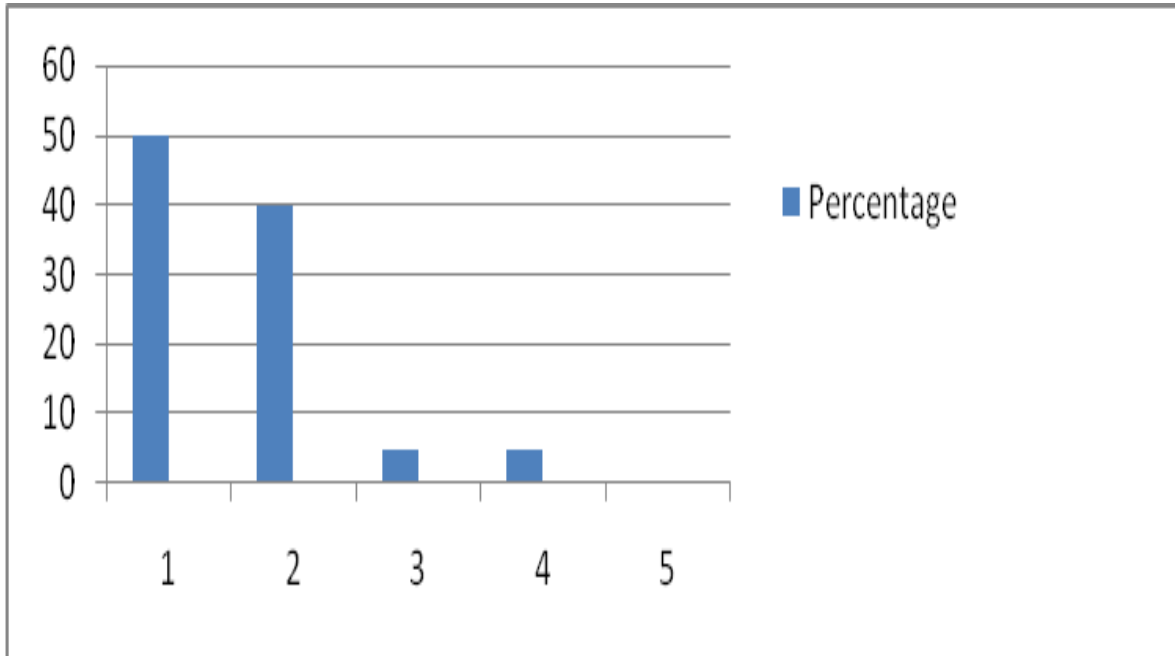
**Interpretation and analysis:** The major reason from this question is to identify that the existing method of training and development of employees are suitable or not. By this question in the survey, the scholar want to identify that whether employees of cited firm are satisfied from existing training and development program or not. From the survey, it has been ascertained that from the 20 employees, 30% of employees are strongly dissatisfied by the existing method of training and development in the Morrison super market. On the other hand from the 20 respondent, 25% employees are strongly satisfied from the exiting method of training and development. Thus from this interpretation it has been analysed that most of the employees are dissatisfied from the existing method of training and development in the cited venture. So it has identified that company should improve its training and development method in order to improve performance of employees.

Theme 7: Most of the employees believe that training and development program increase productivity and performance

Do you think training and development programs assist in increasing productivity and performance of business?	Frequency	Percentage
Strongly satisfied	10	50



Satisfied	8	40
Dissatisfied	1	5
Strongly dissatisfied	1	5

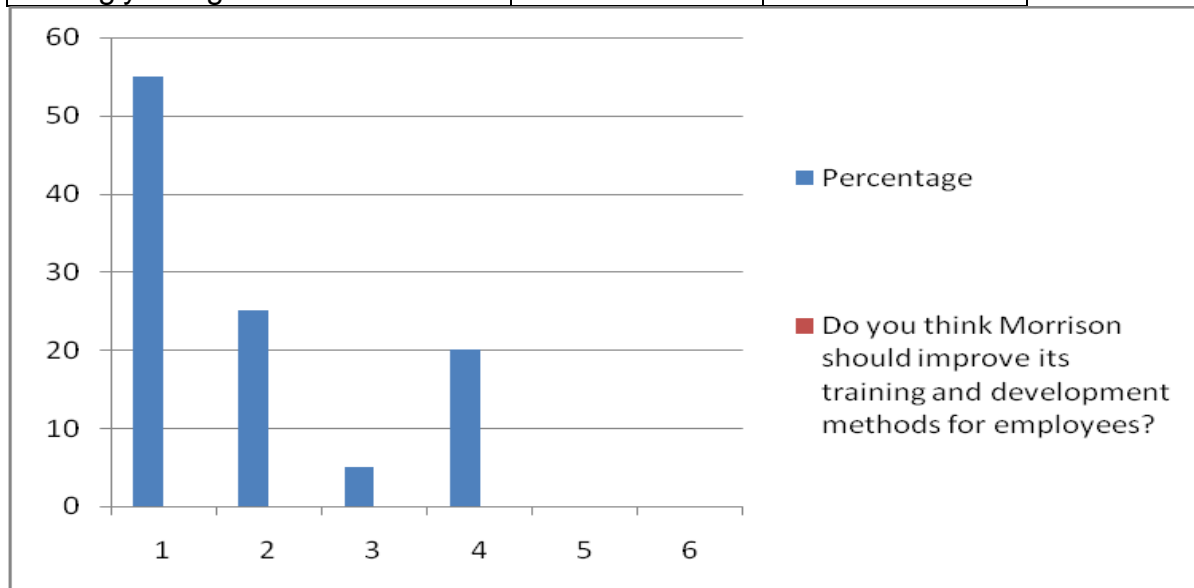


**Interpretation and analysis:** The major reason of this question in the survey is to identify the view of employees about the training and development program. By gathered information from survey, the scholar has been identified that from 20 employees of cited venture, 50% employees are strongly agreed by this statement that with help of training and development programs, they can improve their efficiency and productivity. On the other hand 40% employees are just agreed by this statement. Only 5% employees are disagreeing by this statement. From this survey, scholar has been ascertained that many of the employees believe that training and development programs assists in increasing the productivity and performance of employees.

Theme 8: Most of the employees believe that Morrison should improve training and development methods



Do you think Morrison should improve its training and development methods for employees?	Frequency	Percentage
Strongly agree	11	55
Agree	5	25
Neutral	1	5
Disagree	4	20
Strongly disagree	0	0



**Interpretation and analysis:** The major reason of this question in the survey is to identify that whether cited venture have requirement to improve its training and development programs or not. On the basis of the collected information from survey it has been identified most of the employees believes that cited venture should improve its training and development method so as it can able to improve employees efficiency and performance. From the 20 employees in the survey, 55% of employees agreed that firm should improve its training and development method so as it can able to improve business as well as employees performance. On the other hand 25% of employees just agreed by this above statement. Furthermore, only 20% of employees from the 20 employees disagreed from this statement as they believed company does not have need to improve its existing training and development method. Thus, from this interpretation , it has been analysed that most of the employees agreed that company

should improve its training and development method because it directly positively affect the performance and productivity of employees.

### 3.3 Recommendation and justification area for further consideration

Morrison company should adopt effective method of training and development through which it will able to improve efficiency and performance of employees. Following are some recommendation for training and development programs of Morrison super market-

- Company should improve the on the job method training method under which senior and top authority should adopt some effective and creative approach for improving the performance of employees like e learning, computer techniques etc.
- Company should conduct regular meeting with employees to identify the improvement of efficiency and performance of employees .Further, by personal interaction, management of cited venture will able to know the requirement and issue of existing training and development program,. Thus effective monitoring in the training and development programs is very important for company.
- Company should also improve its off the job training programs like work shop, seminar, lectures, case studies, role playing etc.

### **Further research area**

In the future, similar research can be conducted within the context of any other retail business organisation. The following research will assist in identifying the importance and impact of training and development programs on the employee's performance and efficiency. In addition to this, by this research, any firm can easily identify various methods of training and their implication on the employees performance. The researcher can easily identify the opinion and view of people about training and development programs in the company.





All Assignment

**EXPERTS**

## **TASK 4**

### 4.1 Presentation of outcomes



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