PREFACE

This document has been prepared mainly for students who are undertaking Research Project (DVC3014/DVC2014) as a partial requirement in completing their diploma in DRB-HICOM University of Automotive Malaysia (DHUAM). As part of this program, students are required to carry out their group basis research project throughout one semester. This document is designed to guide the students in various stages especially in exploring related issues, organizing and conducting problem-based and research writing. This manual can also be used by supervisors in monitoring student’s research project. Various criteria such as problem statement, objective, literature review, analysis, findings and demonstration are addressed in assessing the students’ research project for their presentations and reports. Students and supervisors are encouraged to follow 14 weeks research project calendar in planning, managing and monitoring research activities. In order to ensure that all the planned activities work efficiently and according to time frame, a set of forms are attached at the back of this manual for perusal by students and supervisors. Hence, students, supervisors, academia and supporting staffs are advised to read and understand this manual before conducting any research project. A briefing on Research Project (DVC3014/DVC2014) will be conducted and students and supervisors are obligated to attend the briefing.
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1.0 INTRODUCTION

1.1 The Research Project is mandatory for all DHUAM Diploma students as a vital requirement in completing their studies. This manual is intended to give students the exposure and guideline in research project writing.

1.2 The Research Project is compulsory for students in Semester 5 (for DRM, DPM, DPV and DRP students) and Semester 5 or 6 (DMS, DVA, DVI DST and DOSH students).

1.3 Partial to the results of the research project are the underlying objectives which DHUAM seek to instill in the students, which are:

   1.3.1. To develop the students’ basic skills in research.
   1.3.2. To translate the students’ creativity and innovation into an actual project.
   1.3.3. To apply all the knowledge and skills gained throughout the module.
   1.3.4. To develop the students’ self confidence, communication, presentation, writing and time management skills.

1.4 The student will be advised, monitored and evaluated by the appointed supervisor. The supervisors will be appointed by DHUAM and Coordinator based on the area of specialization.

2.0 STUDENT’S RESPONSIBILITIES

2.1 The student is required to form a group. The student is advised to propose the research topic/scope based on the area of interest. The topic must be related to the respective programme and should cover the all modules in Semester 1 to 4 (for DRM, DPM, DPV and DRP) and Semester 1 to 4 or 5 (DMS, DVA, DVI DST and DOSH).

2.2 The research project title and application form shall be submitted on week one (1) of the Academic Calendar. The duration of one (1) week is given for the changing of grouping and title. Final list of titles, groupings and Supervisors will be advertised on week two (2) of the Academic Calendar.
2.3 The student is required to prepare the proposal and submit the proposal to the Supervisor on week three (3) of the Academic Calendar. The written proposal will include an overview of the topic and relevant background material, and a specific plan for carrying out the research. The proposal is a formal requirement of Research Project. Therefore, failure in completing the proposal within the stipulated time will result to the inability to complete the whole research.

2.4 The student is to plan the work properly and prepare the research project's timeline (e.g Gantt Chart/ PDCA). The timeline must follow the calendar provided. The timeline is to be attached with the proposal and must be submitted to the Supervisor on week (four) 4 of the Academic Calendar. It is the responsibility of the student to follow the timeline so that the project can be completed within the stipulated time frame.

2.5 The seminars for students are scheduled on week three (3) of the Academic Calendar. Attendance is compulsory and will be recorded in the evaluation of research project.

2.6 The student is responsible to meet the Supervisor at least once a week for consultation and monitoring purposes. The student is responsible to record meetings and discussion with the Supervisor. It must be documented using the consultation sheet provided (See Appendix A).

2.7 The student is to prepare a presentation and demonstration (if any) and the presentation will be held on week twelve (12) of the Academic Calendar.

2.8 The amendment (if any) of the report is to be made by taking into account the comment and recommendation of the Supervisor and Second Examiner. The student is to ensure the final report are free from any grammatical and spelling error.

3.0 SUPERVISOR'S RESPONSIBILITIES

3.1 The Supervisor will be appointed by DHUAM according to the area of specialization. The duties of the Supervisor are to:

3.1.1. guide and monitor the student in the preparation of research project.
3.1.2. hold discussion and encourage the students' enthusiasm in accomplishing the research project.

3.1.3. check and endorse the students' consultation sheets. Ensure the accomplishment of the research project is in accordance to the timeline prepared by the student.

3.1.4. evaluate the students' proposal, presentation and final report based on the rubric provided.

3.1.5. finalize the grade and submit to the Coordinator no later than week sixteen (16) of the Academic Calendar.

4.0 SECOND EXAMINER’S RESPONSIBILITIES

4.1 The Second Examiner will be appointed by DHUAM according to the area of specialization. The duties of the Second Examiner are to:

4.1.1. evaluate the students' presentation and final report based on the rubric provided.

4.1.2. portray commitment on evaluating the student and find replacement if the second examiner could not be present at the presentation.

4.1.3. give a fair evaluation and remark a comment on the students' presentation and final report. Finalize the marks and submit to the Coordinator no later than week sixteen (16) of the Academic Calendar.

5.0 RESEARCH PROJECT CALENDAR

5.1 The student is required to follow the Research Project calendar provided.

6.0 RESEARCH PROJECT EVALUATION SCHEME

6.1 The student will be evaluated on the proposal, progress of report, presentation and final report. The details of evaluation scheme is provided. (See Appendix C).
RESEARCH PROJECT FINAL REPORT AND PROPOSAL WRITING
GUIDELINES

7.0 FONT TYPE AND SIZE

7.1 The proposal and final report must be typed using Arial and a 11-point font size.

7.2 Terms in a different language or scientific names are italicized.

8.0 MARGINS

8.1 Top, bottom and right margin are 2.5 cm.

8.2 Left margin is 4.0 cm (See Appendix M).

9.0 LINE SPACING AND PARAGRAPHING

9.1 The report is typed in 1.5 spacing, however table of contents, references, table or figure captions, appendices should be single-spaced.

9.2 4 lines before the chapter number

9.3 4 lines after Main Heading

9.4 3 lines before sections

9.5 2 lines after sections

9.6 2 lines between paragraphs

(See Appendix M)

10.0 PAGINATION

10.1 Number pages on the top right margin.

10.2 Number preliminary pages before Chapter 1 (Abstract, Acknowledgement, Table of Content, List of Tables, List of Figures) in Roman numerals (i, ii, iii).

10.3 Title Page is not numbered but counted as page i.
10.4 Chapter 1 is not numbered but counted as page 1.

10.5 Number Tables and Figures according to Chapter e.g. Table 2.1, Figure 4.2.

10.6 Tables more than one page.

10.7 Appendices are numbered using alphabets and numbered consecutively, e.g. A1, A2.

11.0 PAPER

The paper used for the final submission of both proposal and final report should conform to the following specifications:

- White, good-quality of 80g A4 (21 cm x 29.7 cm) paper.

Photographic illustrations should be colour-printed on good quality high resolution paper.

12.0 COMB (SPIRAL) BINDING FOR PROPOSAL

12.1 It is the responsibility of the student to check the proposal carefully for grammatical and spelling errors.

12.2 Arrange pages in correct order.

12.3 Submit 2 spiral-bound copies of the research proposal using white cover and transparent plastic cover.

12.4 The following particulars should be included in the title page using font size 16:

- Title of project in uppercase.
- Name of Supervisor in uppercase.
- Name of student/students in uppercase.
- Name of programme.
- Name of College
- Month and year of submission

(See Appendix E)
13.0 BINDING OF FINAL REPORT

13.1 Submission of final report BEFORE presentation.

13.1.1. It is the responsibility of the students to ensure that the final report should be checked carefully for content, grammatical and spelling errors.


13.1.3. Bind the final report for presentation using comb/ring binding with white and plastic cover page.

13.1.4. Submit 2 copies of the final report to the coordinator on Week Eleven (11) of the academic calendar.

13.2 Submission of final report AFTER presentation.

13.2.1. It is the responsibility of the students to consult the Supervisor and/or Second Examiner on necessary changes or editing after the presentation. The report should be checked carefully for content, grammatical and spelling errors.

13.2.2. Upon approval of Supervisor, submit TWO (2) hardbound copies using BLUE cover for Engineering Programme and RED cover for Business Programme.

13.2.3. Arrange pages in correct order.

13.2.4. The front cover should include the following items using 18-point font Arial lettered in GOLD:

- Title of Research Project
- Name of Student/Students
- Name of Diploma
- Name of University
- Year of submission

(See Appendix D)
13.2.5 The spine of the final report should include the following items using 20-point font lettered in GOLD:

- Degree for which the work is submitted
- Year of submission

(See Appendix D)

14.0 LENGTH OF PAGES FOR PROPOSAL AND FINAL REPORT

14.1 The proposal is 3-5 pages excluding the Table of Content, References and Appendices.

14.2 The final report should not be less than 30 pages excluding Title Page, Acknowledgement, Table of Content, List of Tables, List of Figures and Appendices.

15.0 ARRANGEMENT OF CONTENTS FOR PROPOSAL

The proposal is written in future tense.

15.1 Blank Page [ ]

15.2 Title Page [ ]

15.2.1. The research title should be concise and descriptive. (See Appendix E).

Examples:

Practice of Using E-Mail Among Administrative Support Staff in Organizations from the Hotel Industry in Shah Alam, Subang Jaya and Petaling Jaya

15.3 Table of Contents

15.3.1. Lists in sequence, with corresponding page numbers, all relevant subdivisions of the project (See Appendix J).

15.3.2. Major headings (primary headings) are centered and uppercase. Subheadings (secondary headings) are flush to left margin, Title case and underlined. Tertiary headings are indented 5 spaces and are not listed in the Table of Contents.
15.4  Chapter 1 – Introduction (See Appendix M).

Chapter 1 of the report consists of several sections.

15.4.1. Background of the Study

The background of the study can also be called the setting of the study in layman terms. It leads the reader to the research being undertaken. The background of the study usually starts with a write-up on the existing scenario related to the research problem followed by citing one or two key studies that have been undertaken previously that closely relates to the research. Factual statements can be made but needs reference. In other words, the research is followed by an extensive review of the literature on a particular subject and never based on hearsay or opinion.

Example: A research on the misuse of Internet among administrative support staff employed in the hotel industry (Zoolhilmi, 2005) sets the background of the study in this manner:

The use of e-mail as a method of communication is increasing at a fast rate. As Whelan (2000) said that in the time it takes you to read this, another 200 people will have connected to the Internet for the first time and will be using e-mail.

In the scope of business use, e-mail is no longer just a method of communication; it is a way of doing business........E-mail is also a means of communicating with external contacts such as customers, suppliers and business partners.

E-mail can bring together buyers and sellers that are physically separated making the marketplace more effective. However, the use of e-mail brings with it cultural and technical problems...........For example, Jackson and Decormier (2000) said that organizations face the problems of overloaded systems, delivery and uneducated users, while Kraut (as cited in Adam, 2002) wrote about wasted time spent on e-mailing and the problems created by e-mail. These statements show that using e-mail not only benefits the organizations, but requires organizations to implement guidelines on effective e-mail practices among employees. Therefore, this study will be conducted to study the practice of using e-mail among administrative support staff in organizations from the hotel industry in the cities of Shah Alam, Subang Jaya and Petaling Jaya, Selangor, Malaysia.
15.4.2 Statement of the Problem/ Rationale

The statement of the problem justifies why the study needs to be undertaken. The problem of the research should be an important and current area of concern to the profession. A problem requires further research when there is a gap between “what is” and “what should be”. A research may be undertaken when there are conflicting findings from studies related to the problem of the research or the need to research a group of individuals not previously studied.

Example: The problem statement from Mohd Zoolhilmii Bin Raup’s (2004) study:

There is a growing trend in the use of e-mail for instant transmission of messages. The new form of communication affects employees’ roles and responsibilities as well as their job-related training and program development. However, misuse of e-mail can lead to abuse of company time and type of information passed in the e-mail system. As a result, many corporations face problems due to inappropriate message content.

15.4.3 Research Objectives

The statement of the problem presents the justification of conducting the research. Research objectives, on the other hand, are declarative statements that focus on the outcomes of the research. It involves the identification or description of concepts or variables of a phenomenon. The research can also examine relationships of variables. For example, a research on stress among employees can identify the factors that contribute to stress and can examine significant differences in levels of stress according to age.

Only 2 or 3 research objectives are required for the final year student academic project.

The section on Research Objectives in the proposal stage is written in this manner:

The objectives of this study will be to:

1. identify the implementation of performance appraisal in the service sector.
2. determine the perceptions of satisfaction among administrative support staff towards the system of performance appraisal.
15.4.4 Scope of Research

This section outlines the limitations and delimitations of the research taking into consideration the time available to you and budgetary constraints. The limitations are the inherent design or methodology parameters that can restrict the scope of the research findings and are outside the control of the researcher.

15.4.5 Expected Result

State the potential outcomes of research that must be consistent with the objective/s.

15.4.6 Research Plan

Include time frame for the research. By using Gantt chart indicate deadlines: set for completing stage of the project.

15.5 Chapter 2 – Literature Review/ Technical Review

Chapter 2 is a review of literature related to the topic of the research. The purpose of writing a literature review is to acknowledge other researchers who have laid the groundwork for your topic of research. It demonstrates the knowledge of the issues and recent developments related to the research. It also explain the significant contribution of the proposed research to the existing body of knowledge. It is meant to act as a base for the analysis section of the project. The literature review is organized and structured according to the research objectives. Main headings and subheadings are used to create a flow or continuity (See Appendix N)

15.7 Chapter 3– Methodology

This chapter describes and explains the research methodology used in the study including the process flow chart. The sub-topics for this chapter include the research design, and the research procedures adopted. It may also, where appropriate, indicate sampling methods, research instruments and statistical methods involved. The purpose of this is to inform the reader on the methods used to collect the data and generate the findings reported. (See Appendix O)
16.0 ARRANGEMENT OF CONTENTS FOR FINAL REPORT

16.1 The Final Report is written in past tense.

16.2 Format of Final Report

The following shows how various pages in the final report are arranged. This sequence is used as a guide as not every report includes all the items:

16.2.1 Spine and Cover Page (See Appendix D)

16.2.2 Blank Page

16.2.3 Title Page (See Appendix E)

16.2.4 Declaration (See Appendix F)

16.2.5 Declaration of Project (See Appendix G)

16.2.6 Acknowledgement

The student may acknowledge the assistance of various individuals or organizations in successfully producing the project. This should be written in one page. (See Appendix H)

16.2.7 Abstract

The Abstract is a cover sheet to the final report.

The purpose of writing an abstract is to condense the long report for people who do not have time to read the original report. An abstract gives the essential contents of the report and is usually between 1 – 1 ½ pages of the original document. (See Appendix I)

Group ideas logically, eliminate details to keep summary concise.

Elements included in an abstract:

- Purpose and scope of report
- Methods
- Findings
- Conclusion
- Recommendations
- Other supportive information
16.2.8 Table of Contents (See Appendix J)

16.2.9 List of Tables (See Appendix K)

Tables must be cited in the paper and appear in numerical order. Number tables consecutively using Arabic numerals throughout the report. Number tables by chapter e.g. Table 1.1, 1.2, 1.3, 2.1, 2.2, and 2.3. Tables should be placed after their first mention in the text.

Table number, title and caption are typed single-spaced and placed above the table at the left margin.

Table sources and notes should be typed flush left placed directly below the caption.

Horizontal lines are required above and below the column headings, below column spanners, and below the last line of data on the last page of the table to denote completion of the table. Vertical lines are NOT required.

16.2.10 List of Figures (See Appendix L)

Number figures that include maps, charts, graphs, diagrams, photographs and printed images consecutively throughout the report and those in appendices. Number figures by chapter. The figure number, title and caption should be typed single-spaced and placed below the figure using Arabic numeral and lowercase, except for proper nouns and first letters of principal words. Figures should be inserted after their first mention in the text.

Example:

\begin{figure}
\centering
\includegraphics[width=\textwidth]{figure1}
\caption{Secretary’s Commission on Achieving Necessary Skills (SCANS)}
\end{figure}

16.2.11 Chapter 1: Introduction (See Appendix M).

Includes Background of Study, Statement of Problems, Research Objectives and Research Scope. Students may include other information such Research Questions, Research Hypothesis or others as advisable by the supervisor.

16.2.12 Chapter 2: Literature Review/ Technical Review (See Appendix N).
16.2.13 Chapter 3: Methodology (See Appendix O)

16.2.14 Chapter 4: Results and Discussions (See Appendix P)

Presents a complete account of results and analyses of the study in the form of figures, tables or text so that the key information is highlighted.

16.2.15 Chapter 5: Conclusion and Recommendations

Highlights the findings of the study based upon which a conclusion is drawn and recommendations are made in line with the objectives set.

Conclusions are made for each research question in paragraph form beginning with a conclusion on demographic background of respondents.

16.2.16 References (See Appendix Q)

References are the term commonly taken to mean a list of works cited. The student are to follow the American Psychological Association (APA) style. References are to be arranged in alphabetical order.

16.2.17 Appendices.

Appendices are placed after the reference list. Details of the appendices are listed by type in the Table of Contents. Appendices include questionnaire, cover letters, preliminary tests, tabulations, tables that contain data of less importance, very lengthy quotations, supporting decisions, forms and documents, data analysis computer printouts, and other pertinent documents. Appendix materials are grouped by type, e.g. Appendix A: Questionnaire, Appendix B: Original Data
APPENDIX A: CONSULTATION SHEET

DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA
RESEARCH PROJECT

CONSULTATION SHEET(S)

SUPERVISOR: 

STUDENT(S): 

TITLE OF PROJECT 

<table>
<thead>
<tr>
<th>Date</th>
<th>Discussion(s)</th>
<th>Signature</th>
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<tbody>
<tr>
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# APPENDIX B: SAMPLE OF RESEARCH PROJECT CALENDAR

## RESEARCH PROJECT CALENDAR (2014)

<table>
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<tr>
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<tr>
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<td>Research Project briefing and Registration</td>
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<tr>
<td>Week 2</td>
<td>Dateline for Registration</td>
<td>08.12.2014</td>
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<tr>
<td></td>
<td>Final listing of groupings and Supervisors</td>
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<tr>
<td>Week 3</td>
<td>Submission of RP proposal to supervisor.</td>
<td>17.12.2014</td>
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<tr>
<td>Week 4</td>
<td>Proposal Defense</td>
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<tr>
<td>Week 5</td>
<td>Research Project preparation Seminar</td>
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<tr>
<td>Week 6</td>
<td>Research Project preparation</td>
<td></td>
</tr>
<tr>
<td>Week 7</td>
<td>Research Project preparation</td>
<td>Writing Seminar: <strong>Compulsory</strong></td>
</tr>
<tr>
<td>Week 8</td>
<td>Research Project preparation</td>
<td></td>
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<tr>
<td>Week 9</td>
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<tr>
<td>Week 10</td>
<td>Research Project preparation</td>
<td></td>
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<td>Week 11</td>
<td>Research Project preparation Draft (Final Report) Submission to Supervisor and Second Examiner</td>
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<tr>
<td>Week 12</td>
<td>Presentation &amp; Demonstration (if applicable)</td>
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<tr>
<td>Week 13</td>
<td>Report amendment(s)</td>
<td>If any</td>
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<td>Week 14</td>
<td>Submission – Final report &amp; CD Research Project Fiesta</td>
<td><strong>RP Fiesta:</strong> <strong>Compulsory</strong></td>
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**REVISION WEEK**

**FINAL EXAM**

**FINAL EXAM**
APPENDIX C: RESEARCH PROJECT EVALUATION SCHEME

RESEARCH PROJECT EVALUATION SCHEME

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<td>Planning and Scheduling</td>
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1. Supervisor marks = (A+B+C+D)/55
2. Second examiner marks = (C+D)/30
3. External examiner marks = E/15

TOTAL MARKS = SUPERVISOR MARKS (60%) + SECOND EXAMINER MARKS (40%)

**Passing mark for Research Project = 40%**
APPENDIX E: SAMPLE OF PROPOSAL COVER PAGE/FINAL REPORT TITLE PAGE

TITLE OF RESEARCH

Prepared for:
NAME OF SUPERVISOR

Prepared by:
NAME OF STUDENT(S)       STUDENT ID NUMBER

NAME OF PROGRAMME
DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA

MONTH YEAR (e.g. July 2012)

Arial, Font Size 14

10 lines

10 lines

10 lines

3 lines
APPENDIX F: DECLARATION

DECLARATION

We hereby declare that the work has been done by ourself and no portion of the work contained in this project report has been submitted in support of any application for any other qualification of this or any other university or institute of learning.

____________________
Name of Student
Student ID

____________________
Name of Student
Student ID

____________________
Name of Student
Student ID

XX Month 20XX
Diploma in Automotive XXXXXXX
DRB-HICOM University of Automotive Malaysia
APPENDIX G: DECLARATION OF PROJECT

DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA

DECLARATION OF PROJECT

Student Name (Project Leader) :

Project Title:

Programme :

Academic Session: :

I acknowledge that DRB-HICOM University of Automotive Malaysia (DHUAM) reserves the right as follows:

1) The project is the property of DRB-HICOM University of Automotive Malaysia (DHUAM) and it reserves the right to protect, commercialise, exploit and expend the project.
2) DHUAM has the right to use this project for the purpose of the competition and exhibition.

Signature of Project Leader

Signature of Project Supervisor

Name :
IC No. :
Date :

Name :
Date :

Note: If the project is confidential or restricted, please attach the letter from the organisation stating the period and reasons for confidential and restriction.
APPENDIX H: SAMPLE OF ACKNOWLEDGEMENT

We thank Allah SWT, because with His mercy we are able to complete our research project to fulfill requirements of the Research Project module. This project could not have been written without the assistance and guidance of En./Pn./Dr. XXXXXXXX who not only served as our supervisor but also encouraged and challenged us throughout our academic program. I thank them all.

XXXXXXX Bin XXXXXXX
XXXXXX Binti XXXXXXXX

April xx, 200X
Diploma in Automotive Management System
DRB-HICOM University of Automotive Malaysia

(Don’t copy this text. Write your own Acknowledgement)
APPENDIX I: SAMPLE OF ABSTRACT

The purpose of this study is to examine the impact of product-related factors on consumers’ preferences of halal cosmetic products in Malaysia as well as flag out the highest influential factor that leads to customers’ preferences on purchasing halal cosmetic products. The instrument used in this research was in the format of questionnaires that were distributed to a population sample in College 16 University Putra Malaysia and a total of 193 of the respondents returned the questionnaires. The study also indicates difference outcome from which had in previous studies. The general observation of respondents was that Halal is not universally accepted because it is perceived as a religious issue that does not comply to all individuals. This is proven in the research whereby results showed a significant difference between race and preferences of halal cosmetic products……………………………………………………………………..
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CHAPTER 1
INTRODUCTION

1.1 Background of the Study

Organizational commitment is an attitude that is valued by employers and subsequently it is a topic that has received a high amount of research. When the nature of business changes to accommodate changing technologies, it brings along changes in the organization structure and ultimately style of work. It is crucial for organizations to ensure that organizational commitment among employees is maintained for employment continuity. Therefore, this study is proposed to study the correlation between the organizational commitment of employees and work styles.

1.2 Statement of the Problem

Changes in organization structure has an impact on work styles. Employees with a perception that changes in organization structure has an impact on the future of work will naturally experience feelings of insecurity and subsequently lessen organizational commitment (Anderson, 2002; Ali Yaakob, 2004). The problem of this study is to analyze the factors that contribute to organizational commitment.
APPENDIX N: SAMPLE OF CHAPTER 2

CHAPTER 2
LITERATURE REVIEW/TECHNICAL REVIEW

2.1 Introduction
This study proposed to identify the tasks and related IT competencies of administrative support staff employed in networked environments and, at the same time, determine priority areas for training in IT. This chapter reviews literature on main issues of IT in the office.

2.2 Definition of Information Technology
Changes in organization structure has an impact on work styles. Employees with a perception that changes in organization structure has an impact on the future of work will naturally experience feelings of insecurity and subsequently lessen organizational commitment (Anderson, 2002; Ali Yaakob, 2004). The problem of this study is to analyze the factors that contribute to organizational commitment.

2.2.1 Computing Technology
From military use to business use. Following the Second World War, the United States military found that it was important to continue expanding programs for wartime readiness.
APPENDIX O: SAMPLE OF CHAPTER 3

CHAPTER 3

METHODOLOGY

3.1 Introduction

This chapter describes the framework of this project where it contains the elements of work based on the objectives and scope of the research. The scope of the methodology applied for this project is mainly divided into eight major stages. Firstly, all the related information and materials are gathered. Then, related software that being used in developing the Tower of London (TOL) manipulation task which is Psychology Experiment Building Language (PEBL) software is studied before types of feedback involved in this study are recognized. Next the TOL task is developed by using PEBL programming before the task is evaluated to ensure it is able to produce the required output. After that, the experiment with four different experimental conditions are conducted to collect preplan times, total solution time, excess moves made, and total number of moves in each of the experimental conditions. Lastly, all the data are analyzed by using an analysis of variance (ANOVA). The flow chart of work is shown accordingly in next section.
APPENDIX P: SAMPLE OF CHAPTER 4

4.1 Introduction

This study seeks to describe the attitudes of survivors following organizational downsizing. This chapter discusses the results of the data obtained from the questionnaires developed by the researcher. It includes the analysis of the demographic background which comprises the department, gender, age, race, education level, employment category and length of service. Furthermore, in this chapter the researchers present the analysis and the results of the approaches taken before implementing retrenchment, the factors contributing to the implementation of retrenchment scheme, methods used by the organization to reduce the effect of downsizing, survivor attitudes and level of job insecurity experienced by survivor of retrenchment scheme.

4.2 Demographic Profile of Respondents

The majority of respondents in this study are male, who hold the positions of supervisory and support staff. Most of them are Malays and had 11 – 20 years of working experience in the company. Most of the respondents hold a bachelor degree or diploma aged between 30 – 39 years old. Most of the respondents are attached to the departments of credit management, information systems and information technology.
APPENDIX Q: GUIDELINES FOR REFERENCES

1.0 Reference from book

Format: Surname, First name. Last name. (year of publication). *Title of the book* (italic). Publisher, town of publication, edition number (if any).


2.0 Reference from journal/article


3.0 Reference from Internet

Format: Author(s) or group name (if any), (year of establishment of the website). Title of the article. Source of information, Date of visiting the site. Full address of the website.


4.0 Reference from government/company document

Format: Department. (year). Title of document. Place/Country