

Survey design

[Science](#), [Statistics](#)



Background information on the study The study aims at determining the effectiveness of alternative dispute resolution measures (ADR) particularly mediation at the workplace. The research aims at finding out the views of employers and employees on ADR especially mediation. The responses are to be used for research purposes only and will not be provided to third parties or for other purposes. Privacy, confidentiality, and anonymity of the participants are of high priority to the researcher. Your participation in the research will end after sending the questionnaire unless you require the results of the report you are free to request. Please send back the filled questionnaire within two weeks of receipt. Thank you in advance.

Questionnaire

Please state your name and gender.

Name-----

Gender -----

Please indicate your highest level of education

A

Primary

B

Secondary

C

College

D

University

E

Post Graduate

Have you ever used mediation or other ADR methods to solve a dispute(s) at the workplace? (Tick as appropriate) YESNO

If yes, do you consider using mediation or other ADR methods in solving a workplace dispute? YESNO

Do you believe ADR especially mediation is effective in solving workplace disputes?

YESNO

What factors influence the choice of dispute resolution method to solve a dispute at the workplace?

What are the factors that ADR particularly mediation require to have to ensure effectiveness in solving workplace disputes?

Is mediation a better alternative to litigation in solving workplace disputes?

YESNO

If yes, what measures make mediation a better alternative to mediation in solving workplace disputes?

Given a choice between ADR and Courts process, which of the two would you prefer as a method of solving workplace disputes at the workplace?

What measures are the courts taking to promote ADR particularly mediation at the workplace?

Your participation is highly appreciated

The research question

To find out the effectiveness of Alternative dispute resolution (ADR), particularly mediation, in allowing for a quicker and better way to solving workplace disputes

Target Population

The target population for the study is employees and employers in the Department of Veterans Affairs who agree to participate in the study. The reason for the choice of the population are that the employers and employees are mostly affected by workplace conflicts and the ability of resolving workplace conflicts in an amicable manner is beneficial for the employers and employees for work efficiency and effectiveness

Sample

The chosen sample will consist of 100 employers and employees in the Department of Veteran Affairs. The sample is divided into two strata consisting of 50 employers and 50 employees to ensure the data is collected within the available time and the conclusions are all encompassing in terms of the views and opinions of the employees and the employers. The benefits of the sample chosen include accessibility and allows for the limited time for the research to be enough for completion of the study in a comprehensive manner¹.

Sampling Techniques

The sampling process to be used is probability random sampling ensuring the selection of an appropriate sample for the study². Stratified sampling will be in the division of the sample to two strata consisting of employers and employees. The benefits of using stratified random sampling include equitable distribution of the population under study, ensures equitable representation of the two strata in the sample chosen for use in the study, and accounting for the differences in the groups used for the study.

The order of the questions has an effect on the responses through providing context for preceding questions. In a survey, having closed-ended questions

before open-ended questions result in mentioning of concepts mentioned in earlier close-ended questions in filling open-ended questions. Open-ended questions have order effects in terms of contrast and assimilation effects in questionnaires where contrast effect result in greater response difference, and assimilation effects result in similar results in their order. I decided to ask simple questions as the researcher progresses to ensure the participants complete the questionnaire. Mixing close ended with open-ended questions is the other decision I made to avoid order effects.

Bias in Surveys arises from being partial, difficulty in the questions, use of words that have more than one meaning and ambiguity. I decided to take a number of measures in avoiding bias in preparing the research survey questions including remaining neutral in all the questions, making the survey easy to participate in, and ensuring the survey is not cumbersome to the participants.

Bibliography

Chambliss, Daniel F., Russell K. Schutt, and Russell K. Schutt. *Making Sense of the Social World: Methods of Investigation*. Thousand Oaks, Calif: Pine Forge Press, 2003.

Cloke, K., and Goldsmith, J. *Resolving Conflicts at Work*. San Francisco: Jossey-Bass, 2000.