Identifying common factors used health and social care essay

This chapter discusses the procedures and methods utilized during the course of the research as well as the research locale, the socio-demographic profile of the respondents, the research design, and the research instruments used to gather the study's primary and secondary data. To satisfy the primary aims and objectives of the study, the research was conducted in two phases with a three month period. The research procedure was designed specifically to assess the effectiveness of the current H. R. evaluation process. Specifically, to give aan accurate assessment on how effectively and comprehensive these H. R. procedures are in terms of the employee's suitability for the position, leadership qualities and management skills; especially in the areas of Recruitment, Empowerment and Performance. As a fundamental objective of the paper, identifying the strengths and weaknesses of the organization/s evaluation and assessment procedures, in context with the three areas of concern mentioned above, was needed. The study adapted and combined several research methods to achieve a comprehensive and thorough research procedure. Furthermore, the research results generated the projected and accurate variables required in order to formulate and create a working model that can be used for evaluation procedures suitable for both government and private sectors. There are 2 important departments in each office crucial in the research, the Human Resources Office and the Office of the Managing Director. The two departments contain the basic elements from which most of the study's primary and secondary data gathered and collected. (Usa 2009)Included in phase one of the studies is the recorded interviews as well as a checklist of the basic leadership qualities and management skills were used. The checklist was formulated to define the factors needed to generate a working

model and is purely subjectiveTo get in-depth and detailed information on the various areas of responsibilities of a senior staff as well as the critical data needed in the following; recruitment, empowerment and evaluation, the researcher used several diversely different offices as a focal point for comparison. The study's main focus is on the analysis of the methodology employed in assessing the level of effectiveness and suitability of the senior staff, specifically the senior officers in Abu Dhabi's Ministry of Higher Education, with emphasis on their individual and collective organizational techniques and recommendation methods on the programs implemented and executed by the Ministry of Higher Education. The socio-demographic nature of the research required personal and individual interviews to each selected respondent during the preliminary stage or phase one of the study, providing additional background information on the subjects. Using basic socio-demographical questions further helped in the assessment of each senior personnel leadership capabilities and effectiveness of his/her management skills. (Globie 2012)The set of interview questions were generic in nature and loosely based on various work related scenarios. Answers to the interview questions are considered to be interpretative thus the information gathered are general as a whole. (Reza Nassab 2011)During the course of the research, it is imperative that a naturalistic inquiry will be used. The researcher was given the perfect opportunity to spend considerable time within the office and observe the interaction and consequent reactions of respondents to the various scenarios; specifically; on recruitment, empowerment and evaluation. Spradley and McCurdy (2011) expressed that the natural settings to observe daily activities and record casual conversation among officemates gave the researcher valuable information

on their opinions regarding their life in the office. Furthermore, they expressed that everything can best be understood when the researcher conducted, observed and investigated his individual interviews in a place where the respondents are working. (James Spradley 2011)Dr. Nirod Dash (2006) stated that during the past century, different paradigms have taken birth due to the remarkable growth in fields of Social Science. There are mainly two paradigms to the verification of theoretical propositions; Positivism and anti-Positivism (Interpretive) Research. (Accountant.) 2006)Compete believes that the scientific study of society should be confined to collecting information about phenomena that can ne objectively observed and classified and should not be concerned with the internal meanings, motives, feelings and emotions of individuals since these mental states exist only in the person's consciousness, hence, they cannot be observed and cannot be measured in any objective way. Positivist relies on quantitative data and is concerned the use of statistical data by counting sets of available social facts. In research, quantitative data provides objective information that researchers can use to make scientific assumptions. Positivism follows a well-defined structure during studies or discussions thus there will be minimum room for error making it accurate when it comes to experiments and applications. (Kadhi 2009)The study, using Interpretative techniques, made qualitative interviews with randomly selected respondents from the target offices to draw out an employer's perspective on these three major factors which were focused on the recruitment, empowerment and evaluation of senior staff. Specialized and detailed interviews made with directors, human resources managers, and line managers gave the necessary insights on how to assess a person's

leadership skills. To understand, analyze, assess and explore the causes for motivations, resolving specific problems in the department, and the implementations of issues on the current programs, amongst other managerial responsibilities relies on the Interpretative process to explain the life-cycle of the senior staff in a particular organizational setting.

4. 1 RESEARCH LOCALE

The United Arab Emirates (UAE) is a federation of seven emirates or principalities governed by an Emir, which is through hereditary succession. The capital of these seven emirates is Abu Dhabi, it is also the political, industrial and cultural center of the UAE. These seven principalities composing UAE, lies Southeast of the Arabian Peninsula on the Persian Gulf, bordering Oman to the east and Saudi Arabia to the south. Abu Dhabi sits on a island, situated on the central western coast in the Persian Gulf. It is UAE's second largest city and houses UAE's seat of government as well as the official residences of UAE's ruling Emiri family and the current federation President. The Ministry of Education monitors the primary, middle and secondary educational levels in the UAE. All public schools funded by the government thus the entire primary and secondary curriculum is created and designed to interface with the country's projected goals and intrinsic values. Regarding Tertiary or undergraduate levels, Graduate and Post-graduate degrees, the curriculum is monitored and set by the Ministry of Higher Education. Admission of undergraduates in government and public universities are under the direct jurisdiction of the Ministry of Higher Education. A survey conducted in 2007 reported that country's literacy rate was 91% in the country's overall population. The government's continuing

support and interests to improve the quality of education in the country as well as advancement in the field of research has led to the establishment of the CERT Research Centers and the Masdar Institute of Science and Technology and Institute for Enterprise Development. Specifically, following Abu Dhabi's modernization and industrialization during the past years, the city's population has marginally grown with the influx of immigrants. This led the city to become multi-lingual and eventually educational institutions were established to accommodate the various nationalities that now make up the city's population. The study focused on three distinct companies, specifically; The Ministry of Higher Education, CERT Research Center and A locally based company. Realizing the availability of respondents in these offices, the researcher also tested the validity and reliability of the research instruments using a random survey. It also gave the researcher the opportunity to observe and record the general overall dynamics and the working environment in the offices.

4. 2 SOURCE OF PRIMARY DATA

The study's target respondents were the senior management officials on both public and private offices, primarily the Ministry of Higher Education; specifically those involve in the implementation of educational programs in Abu Dhabi and NYUAD professors, The research used a pre-designed set of socio-demographic questionnaires and specialized interview questions as the study's principal instrument for gathering primary data. These research instruments were utilized during the socio-demographic profiling of the respondents and at the quasi-qualitative phase of the study. These randomly selected respondents, whose age ranges from 25 to 65 years old, and with

varying positions, from the rank and file personnel to the to several senior personnel, were tapped as key informants and target respondents for the second phase of the study. The random selection of non-senior personnel serves as the control group for the study. Data gathered during Phase One was compiled and analyzed to generate a working model to be used in the second phase of the study. (Donald W. Jugenheimer 2010).

4. 3 DATA GATHERING PROCESS

The research study used a varied and diverse methods for the collection of its primary and secondary data.

4. 3. 1 SOCIO-DEMOGRAPHIC PROFILE OF RESPONDENTS

The socio-demographic profile of the research respondents are composed of age, gender, civil status, occupations, nationality, parents' highest educational attainment, educational attainments, college degrees completed and field of specialization, residency in the city, type of education received, type of school attended, estimated number of years in the company, company promotions, number of dependents, type of school dependents attend, and age of dependents. These variables are necessary to determine the differences and similarities between the respondents and what educational institution they prefer. In order to gain a clearer perspective on the study's primary subject, the research used three set of respondents. The first group A, as the control group, wherein 10 respondents were randomly selected by the researcher. Group B are composed of 10 respondents from a privately owned company in a similar field of specialization. Group C are 10 senior officials of the Ministry. The respondents ages, specifically the thirty

individual employees/officials, ranges from 35 years of age to 55 years old. All of the respondents grew up and studied in Abu Dhabi. A majority of the respondents have firmly established familial roots in the area, which provided additional information in regards to the Ministry's past leadership and management procedures.

RESPONDENTS AGE

The age range of the respondents can be seen in table 4. 1Respondent's AgeGroup AGroup BGroup C35-3940-4445-4950-55

GENDER AND CIVIL STATUS

This two variables are considered basic in the doing a socio-demographic profile. Although in reference to the study's area of concentration, the cultural influence that are still practiced by the majority of the working population, will contain a significant part in the entire research study. Table 4. 2 shows the distribution of Gender and Civil Status in the three groups. Table 4. 2

OCCUPATION

In order to evaluate the instruments reliability, the study also included two diverse employment levels. Table 4. 3 will indicate the distribution of the respondents in terms of rank and occupation.

NATIONALITY

Although the government offices are still primarily held by the Arabs, the steady influx of immigrants over the years, a significant number government positions are being held by non-Arabian or foreigners . Table 4. 4 shows the

significant number of immigrants in high government positions as well as the

in other levels.

NUMBER OF YEARS IN RESIDENCY

The percentage of senior officials in top management positions in direct

relation with the number of years in the city and the office.

EDUCATIONAL BACKGROUND

The tabulation of respondents educational background

HIGHEST EDUCATIONAL ATTAINMENT

Number of respondents pursuing graduate and postgraduate degrees

FIELD OF SPECIALIZATION

The majority of the respondents have an undergraduate degree in

TYPE OF EDUCATIONAL INSTITUTION ATTENDED

Most of the respondents have attended

TYPE OF EDUCATION RECEIVED

A majority of the respondents were regular students, while a significant

number received financial aid.

PARENT'S EDUCATIONAL BACKGROUND

Percentage of the respondents parents have graduate a certain level of

education.

NUMBER OF YEARS EMPLOYED

The respondents have spent a certain number of years with the company, in direct relation to the current position.

PROMOTIONS EARNED

Most respondents have been promoted to a particular position in certain period.

NUMBER OF SCHOOL AGE CHILDREN

DEPENDENTS AGE

TYPE OF SCHOOL ATTENDED BY CHILDREN

4. 3. 2 KEY INFORMANTS/RESPONDENTS

The study's key informants were set in three groups. These groups were utilized in this study to solicit reliable information which helped in substantiating the information taken from the other sources of data particularly on the varying methods used by the H. R. department, both in public and private offices. The first group of informants, Group A were composed of 10 senior officials from the Ministry of Higher Education with ages ranging from 45 – 55 years old who have been working for the Ministry of Higher Education for 10 -20 years. The information gathered regarding the tremendous changes in the Ministry and its' programs. Group B are composed of 10 Unversity Professors from New York University Abu Dhabi. The professors age ranges from 30 – 55 years old and are from various nationalities. These information and insights shared by these informants concerning the programs implemented by the Ministry. The diversity of the information with regards to its perception are subjective, giving the

researcher a holistic view as a whole. A randomly selected group of 10 working individuals comprised Group C. The information gathered concerning the programs of the Ministry and the effectiveness of the H. R. evaluation process used in their respective company helped formulate the variables in assessing the overall effectiveness of methods used in Abu Dhabi. These three groups of Key Informants are also the study's respondents but were not used in the FGD. The researcher utilized other individuals as FGD participants in order to check and at the same time increase the validity and reliability of the information gathered from them.

4. 4. 1 FOCUS GROUP DISCUSSION (FGDs)

A focus group discussion is composed of 6-12 persons, guided by a facilitator, during which the group members can express, share and talk freely about a particular or specific topic. Focus Group Discussion was included by the researcher to increase and reinforce the validity and reliability of the information gathered from observation and from the key informants. This method provided a wide range of qualitative information, such as personal opinions and behavioral data which is not possible in a quantitative method. The purpose of the FGD is to obtain in-depth information on concepts, perceptions, opinions and ideas as a group about the programs, education in Abu Dhabi, the influences of culture in the advancement of the state, the effectiveness of the evaluation procedures and etc. An FGD aims to be more than just a question-answer interaction, it provides a platform for a spontaneous discussion on a subject. Thus, can be used to focus research and development of research hypotheses by exploring in t greater depth the problem to be investigated and it's possible

cause(Murphy, 1992, Espinosa, 1998). Focus Group discussions explore a predefined topic, yet are open and flexible, thus allowing intensive exploration of opinions, feelings, attitudes and behaviors. Berg (1989) has noted that qualitative procedures provides means in accessing unquantifiable facts about the actual people researchers observe and talk to. Murphy (1992) suggested that the stimulating nature of the focus group discussion yields more and richer information than doing individual interviews with the same number of participants. For the study, the researcher used 10 randomly selected participants from each office, to form the FGD for that particular research variable. After scheduling the time and place for the FGD session, the study's specified list of interview questions to be utilized in Phase Two were used as topics and guidelines during the session. The scheduled FGDs were recorded, documented and later transcribed (Appendix B)

4. 5 DATA SAMPLING

The purposive sampling design used by the researcher to draw the participants involved in the study. The target respondents for the study are the senior management officers of the Ministry of Higher Education and Professors from the NYUAD in Abu Dhabi, UAE. The selection of senior management officers were based on the research primary focus; which is to access the effectiveness of the evaluation procedure used in the Ministry, this particular group of employees are directly involve in the implementation of these procedures. The same method was used in selecting Group B respondents. The research applied the random sampling technique to populate Group C which also serves as the control group.

4. 6 Research Instruments

Three research instruments were used during the study. The socio-demographic questionnaire, the FGD's pre-designed guide questions and the instrument for formal/informal interaction.

4. 6 DOCUMENTATION

All collected and researched data such as checklists, field observation notes, FGD sessions, questionnaires and personal interviews were questions, were documented, transcribed and recorded using audio recorders, field notes. The grouping of key informants, target respondents and FGD participants are listed in Appendix D.

4. 7 RESEARCH DESIGN

The study integrated and adapted several research designs and methods in order to generate accurate data that enabled the researcher to satisfy its aims and objectives as well as formulate the necessary guidelines for a basic evaluation and assessment procedures that can be used effectively in both government or private sectors. Adapting a semi-descriptive approach on the first phase of the study has enabled the researcher to identify the variables that are common as well as to identify the difference in the application of the procedures. In conducting the second phase of the research, the study used a modified quasi-qualitative method for data collection.