Description: Market Research

Subject  Cat-nbr  Class  Term  Mode  Units  Campus
MKT     3001    4009    1, 2005  EXT   1.00  Toowoomba

Academic group: FOBUS
Academic org: FOB004
Student contribution band: 2
ASCED code: 080599

STAFFING
Examiner: Michael Gardiner
Moderator: Hoda McClymont

REQUISITES
Pre-requisite: MKT1001 Co-requisite: STA2300

RATIONALE
In order to provide superior value and satisfaction for customers, business managers need quality information for decision making. Increasingly, managers are viewing information not just as an input for making better decisions, but also as an important strategic asset and tool. Market research plays an important function in providing relevant secondary and primary information to facilitate decision making.

SYNOPSIS
An understanding of the research process is important in making business decisions. In this course you will gain the knowledge and skills needed to collect and transform data into information to facilitate decision making. This course takes a practical approach to studying the research process and using SPSS. The course provides a basic introduction to the research process, including problem definition, setting research objectives, research design, data collection, data analysis and interpretation of results, research report presentation and research ethics.

OBJECTIVES
Upon completion of this course students will be able to:
1. understand the business research process and the value of business research as a management tool;
2. design and justify a research brief and proposal for a particular case research situation;
3. identify and critically evaluate secondary data for research studies;
4. identify, explain and critically evaluate a range of qualitative research methods appropriate for a particular case research situation;
5. identify, explain and critically evaluate a range of quantitative research methods appropriate for a particular case research situation;
6. identify and justify appropriate levels of measurement in conjunction with specific response scales;
7. design and critically evaluate research instruments;
8. understand and evaluate research designs and explain the influence of reliability validity on a specific design;
9. recommend and justify a 'sample' design for a particular market research situation;
10. critically evaluate the influence of error (random sampling and non-sampling error) on a research study;
11. recommend appropriate 'descriptive' and hypothesis testing techniques for a particular research study;
12. use SPSS to analyse data and then interpret results for specific research objectives and hypotheses within the bounds of the course;
13. understand the implications of ethical, privacy and business best practice issues when conducting research for all parties - respondent, client and researcher; and
14. demonstrate effective communication skills through the preparation of a research proposal, data analysis and methodology.

**TOPICS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Research Philosophy and Process</td>
<td>10.00</td>
</tr>
<tr>
<td>2. Research Design and Implementation</td>
<td>15.00</td>
</tr>
<tr>
<td>3. Secondary data and literature review</td>
<td>20.00</td>
</tr>
<tr>
<td>4. Qualitative: sampling, data collection, processing, analysis and interpretation and report writing</td>
<td>20.00</td>
</tr>
<tr>
<td>5. Quantitative: sampling, data collection, processing, analysis and interpretation and report writing</td>
<td>25.00</td>
</tr>
<tr>
<td>6. Ethics, Privacy and Business Best Practice</td>
<td>10.00</td>
</tr>
</tbody>
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**TEXT and MATERIALS required to be PURCHASED or ACCESSED**

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at http://bookshop.usq.edu.au click 'Semester', then enter your 'Course Code' (no spaces).

The Zikmund text, Kirkpatrick & Feeney text, and SPSS computer package are available as a shrink-wrapped package from the USQ Bookshop.

SPSS Version 12.0 for Windows

(revised & updated edition)

**REFERENCE MATERIALS**

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.


**STUDENT WORKLOAD REQUIREMENTS**

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>55.00</td>
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<tr>
<td>Directed Study</td>
<td>44.00</td>
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<tr>
<td>Private Study</td>
<td>66.00</td>
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</table>

**ASSESSMENT DETAILS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks out of</th>
<th>Wtg(%)</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSIGNMENT 1</td>
<td>20.00</td>
<td>20.00</td>
<td>23 Mar 2005</td>
</tr>
<tr>
<td>ASSIGNMENT 2</td>
<td>40.00</td>
<td>40.00</td>
<td>18 May 2005</td>
</tr>
<tr>
<td>2 HOUR EXAMINATION</td>
<td>40.00</td>
<td>40.00</td>
<td>END S1 (see note 1)</td>
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</table>

**NOTES**

1. The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date after the timetable has been finalised.

**IMPORTANT ASSESSMENT INFORMATION**

1. Attendance requirements:

   If you are an international student in Australia you are advised to attend all classes at your campus. Failure to attend may infringe the conditions of your student visa. For all other students, there are no attendance requirements for this course. However, it is
the students' responsibility to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.

2 Requirements for students to complete each assessment item satisfactorily:
To complete the assignments satisfactorily, students must obtain at least 50% in aggregate for assignments one (1) and two (2). To complete the examination satisfactorily students must obtain at least 50% in the examination.

3 Penalties for late submission of required work:
If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks available for the assignment will apply for each working day late.

4 Requirements for student to be awarded a passing grade in the course:
To be assured of receiving a passing grade a student must attempt all of the summative assessment items, achieve at least 50% in aggregate for assignments one (1) and two (2), achieve at least 50% for the examination, and achieve an aggregated mark of at least 50% for the total marks allocated for the assessment items.

5 Method used to combine assessment results to attain final grade:
The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.

6 Examination information:
This is a closed examination. Students are allowed to bring only writing and drawing instruments into the examination.

7 Examination period when Deferred/Supplementary examinations will be held:
Any Deferred or Supplementary examinations for this course will be held during the next examination period.

8 University Regulations:
Students should read USQ Regulations 5.1 Definitions, 5.6. Assessment, and 5.10 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL http://www.usq.edu.au/corporateservices/calendar/part5.htm. Students should also read the Faculty of Business Guide to Policies and Procedures of the Faculty which can be found at the URL http://www.usq.edu.au/handbook/current/buspolproc.html.

ASSESSMENT NOTES

1 Assignments: (i) The due date for an assignment is the date by which a student must dispatch the assignment to the USQ. Students must provide proof of postage on the due date with their assignment. (ii) Students must retain a copy of each item submitted for assessment. This must be produced within five days if required by the Examiner. (iii) The Examiner may grant an extension of the due date of an assignment in extenuating circumstances. Students may apply for an assignment extension either by contacting the Distance Education Centre before the due date or by including application with the submitted assignment after the due date. Such applications should be in writing and include supporting documentary evidence. The authority for granting extensions rests with the relevant Examiner. The extension policy for this course tries to be fair to all students who organise their work and family commitments to submit their assignments by the due date, and those few students who cannot do so through unforeseen and uncontrollable circumstances. If an assignment is late, up to one week's extension may be granted if a signed statement with supporting documentation is sent with the
assignment proving that an unforeseen and an uncontrollable extenuating circumstance caused the delay, for example, unusual and unpredictable work or family commitments. If this statement and documentation does not show that unforeseen and uncontrollable extenuating circumstance were present for the days claimed, then the normal reduction in marks for a late assignment of 20% per day, will apply. Extensions beyond one week will not be allowed unless express permission is obtained from the Examiner before the date that the assignment is due. Extensions beyond one week are extremely rare because model answers may start to be distributed to students after one week. The Examiner shall consider all documentary evidence (including statement from a doctor, employer, counsellor or independent member of the course as appropriate) accompanying an application for extension and decide on the outcome. In the case of an application for extension for medical reasons, the documentation should include a statement from a doctor stating: the date the medical condition began or changed; how the condition affected the student's ability to study; when it became apparent that the student could not submit the assignment. In the case of an application for extension for family/personal reasons, the documentation should include a statement from a doctor, counsellor or independent member of the course stating: the date the student's personal circumstances began or changed; how the circumstances affected the student’s ability to complete the assignment; when it became apparent that the student could not complete the assignment. In the case of an application for extension for employment-related reasons, the documentation should include a statement from the student's employer stating: the date the student's employment began or the conditions of employment changed; how this prevents the student from completing the assignment.

2 Course Weightings: Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an examination paper. The examination may test material already tested in assignments.

3 Word Count on Assignments: Students must put the 'word count' for their assignment on the front page of the assignment. The word count is the number of words in the body of the assignment report and does not include the title, executive summary, list of references or appendices. To grade an assignment a marker does not need to read more words than the word limit of the assignment.

4 Deferred Work: Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment at the scheduled time may apply to defer an assessment in a course. Such a request must be accompanied by appropriate supporting documentation. A grade of IDM (Incomplete Deferred Make-up) may be awarded.