Dissertation Template

Section 1: Dissertation template structure

# Abstract

# Table of contents

# List of figures

# List of tables

# Chapter 1 - Introduction

1. Research rationale - where you will be outlining the questions/hypotheses you are seeking to resolve.
2. Aims and Objectives - containing the main aim of the study and an outline of the objectives that will help you to achieve this goal. It is important to ensure that the aims and objectives are closely focused upon the issue you are to study and not so wide or diverse that they detract from its value.
3. Dissertation structure - This is a brief overview of how the remainder of the dissertation has been formatted and a brief explanation of the content of each section. For example, ‘chapter two is the literature review…’

# Chapter 2 - Literature review

# Chapter 3 - Research methodology

# Chapter 4 - Research findings

# Chapter 4 - Discussion and analysis of findings

# Chapter 5 - Conclusion and recommendations

# References

# Appendices

Example table of contents

[Abstract 2](#_Toc313078033)

[Table of contents 3](#_Toc313078034)

[List of figures 5](#_Toc313078035)

[List of tables 5](#_Toc313078036)

[Chapter 1: Introduction 6](#_Toc313078037)

[1.1 Background 6](#_Toc313078038)

[1.2 Brief History 6](#_Toc313078039)

[1.3 Key Words: 7](#_Toc313078040)

[1.4 Aims and Objectives: 8](#_Toc313078041)

[1.5 Contribution (and Expected Outcomes) 8](#_Toc313078042)

[1.6 Structure of dissertation 9](#_Toc313078043)

[Chapter 2: Literature review 10](#_Toc313078044)

[2.1 Introduction 10](#_Toc313078045)

[2.2 Defining business process outsourcing and its development 10](#_Toc313078046)

[2.2.1 Definition of BPO 10](#_Toc313078047)

[2.2.2 Development of BPO 11](#_Toc313078048)

[2.2.3 Incentives for BPO of services 13](#_Toc313078049)

[2.2.4 Risks and challenges for BPO of services 15](#_Toc313078050)

[2.3 BPO and banking institution’s operations 17](#_Toc313078051)

[2.3.1 Bank outsourcing failures 20](#_Toc313078052)

[2.3.2 BPO in XXX nation’s banks 21](#_Toc313078053)

[2.4 Impact of outsourcing on customer perception 21](#_Toc313078054)

[2.5 Summary 22](#_Toc313078055)

[Chapter 3: Research methodology 24](#_Toc313078056)

[3.1 Introduction 24](#_Toc313078057)

[3.2 Research philosophy 24](#_Toc313078058)

[3.3 Research hypotheses 25](#_Toc313078059)

[3.4 Methodology strategy 26](#_Toc313078060)

[3.5 Chosen methodology 26](#_Toc313078061)

[3.6 Data collection 27](#_Toc313078062)

[3.6.1 Secondary data collection process 27](#_Toc313078063)

[3.6.2 Primary data collection process 27](#_Toc313078064)

[3.6.2.2 Case study 27](#_Toc313078065)

[3.6.2 Interview 28](#_Toc313078066)

[3.6.3 Ethical issues within primary research 29](#_Toc313078067)

[3.4 Data analysis 30](#_Toc313078068)

[3.5 Limitations 31](#_Toc313078069)

[3.6 Summary 31](#_Toc313078070)

[Bibliography 32](#_Toc313078071)

[Appendix 1: Interviewee details 36](#_Toc313078072)

[Appendix 2: Interview transcripts 37](#_Toc313078073)

**TEL:** 0115 966 7955

**E-MAIL:** enquiries@ukessays.com