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Use computer technology to research a computer topic : Asset Booking and tracing					114076	1
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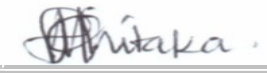
26/10/2014	Junior Chitaka					

COMPANY NAME : TSC TECHNOLOGIOES

PROJECT : ASSET BOOKING AND MANAGEMENT SYSTEM

A RESEARCH PROPOSAL BY: JUNIOR CHITAKA

1. General Introduction

“An "asset" is any item that a business uses internally, such as IT equipment, office equipment, tools, etc… A properly integrated asset management solution can help your company accurately and efficiently track any of your business' assets. Rather than wasting time searching for and replacing lost assets, you can keep track of all your valuable assets with a convenient, easy to use complete asset tracking system that is regularly managed”(“Asset Tracking and Management Solutions - BarcodesInc,” n.d.).

Asset management is a practice of managing business equipment in a disciplined and traceable manner achieving accountability of asset status. Such systems answers the whereabout of the asset ,its documentation of its status that will aid in reliably informing and facilitating proper decision making pertaining to organization assets. According to state of Victoria department of treasurer and finance they define Asset management as “ Asset management is relevant to the whole of asset life, and encompasses four key stages of the asset life cycle” (“What is asset management?,” n.d.). The asset life that is acquire, usage plus maintenance and disposal or re-usage.

An Asset Management System is able to answer these question and deliver additional reports to support management decision making.

TSC technologies is an organization in possession of many electronic assets as well as some utilized

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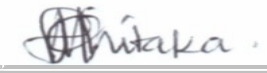
26/10/2014	Junior Chitaka					

fixed facilities which aid smooth running of the business supported by the decision making process. Operating using a manual system is being time consuming and tedious giving so many loop holes to problems of asset accountability.
For the effectiveness of making informed decisions TSC Administration require a computerized system to capture, store, update assets information to reflect the updated data and status of the assets it owns to support accountability and informed decision making.

The study focus on two main parts. The study will in the first part focus on the identification of a needy area and research methodologies focusing on the existing system operations, their requirement and specifications. A documented analysis and designing using the literature study and a drawn implementation plan of the proposed system. The research will then extend to present the results of research using computer technology that involves the development of an Asset booking and tracking system within the requirement of the SDLC. The research will be documented to facilitate and aid further researches in future.

1.1 Problem statement

Without a proper asset tracking system organization have continued to experience non accountability , time wasting , losing assets, unknown asset life and uninformed decision making will continue to be an everyday struggle for management . Unless an asset management system is given a priority to provide an efficient , intact , informative and traceable system the situation will continue deteriorating in to poor, inconsistent asset information leading to no confident in business continuity and growth.

Project Scope

This project will focus on documenting the information gathered and developing a working IT Asset booking and tracking system. The project will be completed by end of June 2015. The documentation will include all the stages of the SLDC and the code documentation of the developed system.

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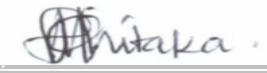
26/10/2014	Junior Chitaka					

1.2 Purpose of the Study

To contribute in the reduction of asset booking and management negative factors that is negatively impacting running of business by addressing poor asset management that is overlooked by organisations leading to loss of assets ,poor accountability , poor record keeping and tedious time consuming procedures of locating and reflecting asset status. Improving the system by development of an electronic system that will facilitate an intact automation of valuable assets or equipment information, providing asset location, auditing and triggering for service, and retrieving maintenance requirements.
The proposed system is expected not only to streamline the process of mobile asset management but also to ensure the asset management tasks are faithfully carried in a timely fashion."

1.3 Research Objectives

Aim of the Study

Study existing system, document the analysis and design and come up with an implementation plan of an Asset booking and Management system by developing a model to ensure the asset management tasks are faithfully carried in a timely fashion.

Objectives

1. Study and document the Asset Booking and Management System
2. To determine by identifying the key features playing a vital role in the designing and implementation of an asset booking and management system.
3. To develop a system that helps to trace, maintain, upgrade, keep record of operating assets during and at the end of their useful life.
4. To do a System test in a real environment to assist management with informed decision making regarding asset investment.

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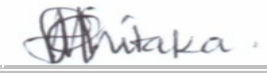
26/10/2014	Junior Chitaka					

1.4 Research Question (s)

- How can we improve the efficiency of Asset booking and Tracking system to become reliable, informative and enforces personal responsibility in terms of company property accountability.?

Sub Research Questions

- What can help to design a system that will meet the user requirements?
- How do you determine the key features of the asset booking and tracking system.
- What processes can be put in place to improve the effectiveness and efficiency asset booking and management systems .
- How will you measure the the impact of your research pertaining to its functionality?

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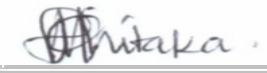
26/10/2014	Junior Chitaka					

2.0 Literature Review

Asset booking and management is issuing of company assets / equipments guided by the existing booking policies and procedures at the end of the day be able to timely, accurately, and efficiently track any of a business asset the organization owns.

According to Tech Learning on Asset Management Systems, “The average school district loses more than $80,000 per year because of lost or damaged IT assets, according to a QED survey cosponsored by Follett Software Company. And many districts — 59 percent — still use manual systems to track assets. Enter asset management systems. As executive director for technology in a large urban district, I can attest that software for managing assets, when implemented properly, can save time, money, and human effort. Following are suggestions to help you realize the promise of automated asset management in your district”(“Asset Management Systems | Tech Learning,” n.d.).

Asset booking and Management system is defined as a system that keeps track of the movement of physical assets of a company giving the reports and current status of the whereabouts of that equipment at any given time to achieve accountability. Organisations use hundreds of assets on a a daily basis meaning that a properly integrated system can help in enhancing accurate and efficient track of any businesses asset other than having human intervention wasting time searching for lost assets and having the organisation incur cost of replacing those lost assets.
An asset might be moved from one room to another room and no documentation can be done for that move. When its time to do the inventory then no one remembers and that equipment can not be found . Many assets have been lost that was even without ill intention. What more then in terms of manual systems that are not centrally controlled.
Tech Learning on Asset Management Systems went on to say “A computer might be moved to another room, for example, and no one will document that move, staff might take laptops, and

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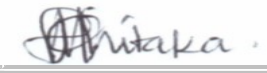
26/10/2014	Junior Chitaka					

sometimes even desktops, home to do work. When inventory time comes, no one remembers the computer was moved, no one can find it, and a theft report is generated. Many resources are wasted tracking equipment that has "drifted" with no ill intention”(“Asset Management Systems | Tech Learning,” n.d.).

According to a conversation with Marcus Scholes: Poor Asset Management Risks Business Integrityby Accounting Web on Apr 4 2007 on the issue of asset value:
“Asset management is a fundamental business process. It determines corporate value and has a direct impact on profitability. Yet how many multi-national organizations are truly confident in the value of corporate assets? While most have good systems in place for recording initial investments, they pay lip service at best to managing later asset disposal. As a result, at least 50 percent of assets on the books are either so poorly described or are no longer in use, that they cannot be located during a physical audit”(“A Conversation with Marcus Scholes: Poor Asset Management Risks Business Integrity | AccountingWEB,” n.d.).

As value is given to assets it is then important to develop a system that will support the decision making of the organisation at an appropriate time with relevant information for sound decisions to be taken to improve business operations. As much as TSC is an IT company its assets plays an important role in its productivity hence making Asset booking and tracking systems a priority. Relying on hard copy forms to record assets information will not assert reliability, time saving and accountability.

For the organisations to operate its asset driven hence Scholes gave emphasis on asset value, if we can have that view on the assets we own we will find ourselves in a position where we value our equipments and save the money of replacing lost assets.

Due to nature or human caused growing risks, most companies have invested in Disaster recovery to enable continuity. However according to Asset and Management Solutions they said

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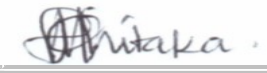
26/10/2014	Junior Chitaka					

“Just what, indeed, is being recovered? Few organizations have any real insight into the true extent of their corporate assets. In fact, on average, upwards of 50 percent of assets on the register cannot be located. Not only does this challenge the validity of the DR solution but it also raises huge questions in the event of an insurance claim. Without excellent, up-to-date information about asset type, value and location, how can an organization feel confident in its business continuity investment?”(“Asset Tracking and Management Solutions - BarcodesInc,” n.d.).

Chuan Jun Su Dept. of Ind. Eng. & Manage., Yuan Ze Univ., Taoyuan said “Timely and relevant information enables informed decision-making and offers improvements for productivity, safety and security. One particular form of mobile service, known as mobile asset management systems (MAMS) has garnered significant interest from corporations desiring more efficient methods in managing their asset fleets. However, many still rely primarily on paper-based communications and tracking. The reliance on paperwork and data entry stands in the way of the maintenance staff's primary function”(Su, 2009)

It is seen that asset recording and tracking systems if not given attention but its compromised by failing to control asset essential information that includes the whole life cycle of an asset that includes acquisition, operation and maintenance, renewal and disposal. This is stated by

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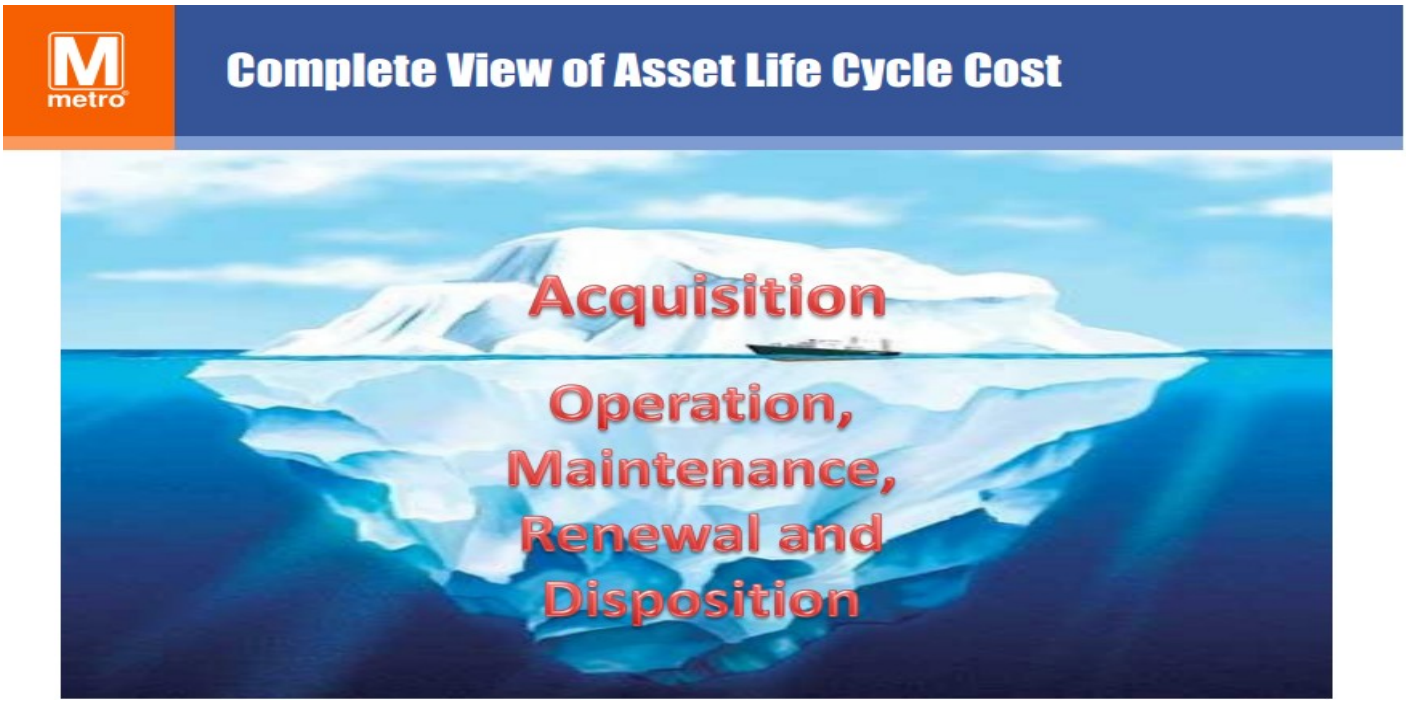

Also State government of Victoria, the department of Treasury and Finance mentioned the life cycle of assets as Assets can be defined at many levels and this is a common source of confusion about the nature and priorities of ‘Asset Management’. “These four key stages of an asset's life cycle are also represented in the diagram below as occurring sequentially, but each stage will be informed by activities occurring in each of the other sectors:(Schneider et al., 2006)”.

As the above reference make it a point that assets have got a continuous endless cycle this will require a system that will also at these common stages of assets be able to keep an updated records that will assist management in decision making as far as their assets are concerned.

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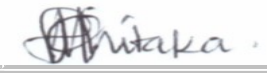
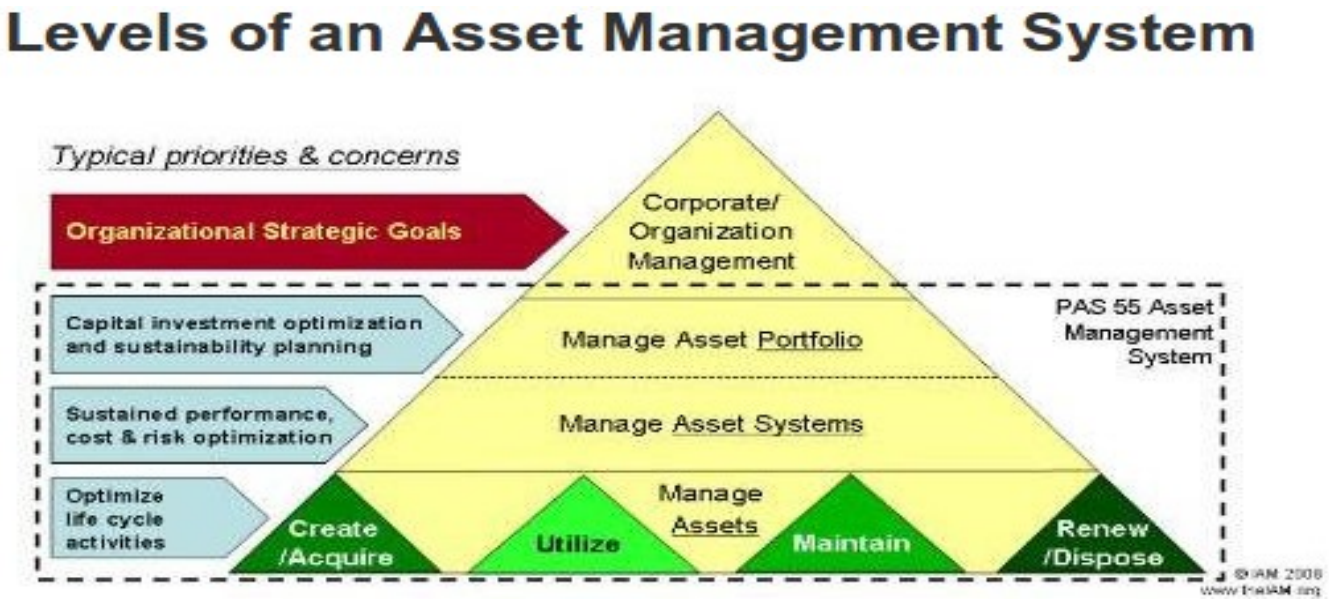
26/10/2014	Junior Chitaka					

Assets also come in a certain level as the institute of asset management say “Assets can be defined at many levels and this is a common source of confusion about the nature and priorities of ‘Asset Management’(“Levels of an Asset Management System | The IAM,” n.d.).



It helps the research not to lose focus by giving the priority areas of asset management as these specify what needs to be done at a particular level. These levels also assist management in making informed decisions as they are guided in the pyramid.

Implementing a good Software Asset Management system can help optimize the full software life cycle process from the initial purchase, installation, maintenance and removal stages. That said here are 5 business benefits of using Software Asset Management software.

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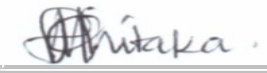
26/10/2014	Junior Chitaka					

According to asset tracking and management solution , “All businesses have a collection of assets that they need to maintain and with the right solution in place you can gain more detailed control over your assets and greater return on your investment with the benefits of:

• Productivity - Collect data faster in greater detail.

• Accuracy - Eliminate human error.

• Compliance - Reporting flexibility with more accurate records.

• Accountability - Enforces personal responsibility and accountability for company property”(“Asset Tracking and Management Solutions - BarcodesInc,” n.d.).
More benefits can also include:

1. **Cost reduction**
   Cost are lowered giving a business better financial control because of the functionality the systems will provide. Good and timely planning can reduce costs also the functionality of preventing organisation to purchase unneeded licenses saves money.
2. **Asset security**
   Having information about the status of an organisation equipments entails having better control of your assets as there is more accountability as information will be reflecting up to date information as it is needed.

3. **Make use of Asset Inventory Tools**
   This help organisations to manage their technical responsibilities.
   Configuration Management Database – All the components relating to an organisations IT Assets are stored here. Making it easier for hardware and software to be managed effectively.

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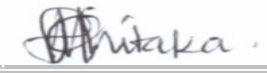
26/10/2014	Junior Chitaka					

A Register which organisations can use to make a record of their assets or equipment to assisting in the procurement process.

4. **System Management** –Provides a central location for the management of the equipments or assets within the organisation.

5. **Time saving**
People will now need not to go to do the manual booking of an asset but wikk do it on the system hence saving time for for more activities at work. Also locating of the asset or equipment whereabouts will be easy.

6. **Proactive**
If an organisation is well informed it becomes proactive about optimizing hardware and software usage. Also it enables management of software license compliance; prevents licensing penalties.

7. **Simplify procedures**
Makes audits easier to complete.

8. **Assets / equipments efficiency is measured**
Facilitates efficient use and measurement of systems so informed decisions about reallocation of underutilized assets can be made.

9. **Informed decisions**
Accurate asset information at your fingertips make it easier to make decisions for budgeting and tech planning.

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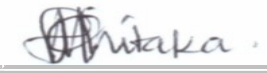
26/10/2014	Junior Chitaka					

3 Methodology

According to business dictionary Methodology is referred to as , “The process used to collect information and data for the purpose of making business decisions. The methodology may include publication research, interviews, surveys and other research techniques, and could include both present and historical information”(“What is research methodology? definition and meaning,” n.d.).

The type of research that will be used in this research is qualitative research as the researcher aims to gather and in-depth understanding the human behaviour. Descriptive and exploratory research methods are going to be used to conduct this study to investigate the why and how of the Asset management system operation is done. Primary and secondary research will be used in this research. The researcher will also through snowball interviews I examine the Asset Booking and Tracking and questionnaires will be given out to respondents using the system to help representing the findings of the research.

3.1 Research Design

The study entitled “ Asset Booking and Management” is a qualitative research that seeks to accumulate existing information and data regarding asset booking procedures at TSC. The main reason for conducting a qualitative research is to investigate and document the detailed findings and develop a prototype to answer the problem. The qualitative research will help to verify the interviews and questionnaires regarding the negative effects of the manual system impacting on the organisations.

The researcher would also use both descriptive and exploratory research methods in the conduct of the study. Descriptive method will help in relating the current status of what is existing in the conditions of the situation to familiarize the researcher with the concepts of the problem under the study to facilitate development of insights and exploratory research. The

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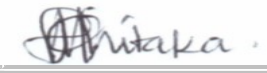
26/10/2014	Junior Chitaka					

present research is exploratory as it seeks top gather information regarding the effects technology on asset booking and tracking of TSC. The researcher also makes use of existing literature on Internet in order to verify the researcher's interviews and questionnaires and come up with preliminary ideas regarding the research problem.

3.2 Data Sources

Data is considered to be the most important and vital aspect of any research. In this research, the researcher will use two sources of data collection techniques which include Primary and Secondary data collection techniques.

Primary data if data from the original first hand which is more objective, reliable and authentic. It gives the research greater validity since it is unaltered or unchanged by humans. The researcher will use interviews to obtain this data during the study and the interview transcripts will be documented as evidence. TSC Management and those involved in asset booking will be interviewed and questionnaires as well will be used to collect more data on the research topic.

Secondary data will also be used to carry out this research. Secondary data is data that has been already collected and readily available from different sources that can be reused because it is more obtainable. The credibility of this data will depend on factors like time it was published, its source and other factors that enhances the quality , validity, and reliability. This will help the researcher to analyse ideas others had or proposed in regard to the research problem, come up with the research method alternatives and even possible solutions. Secondary data is easily accessible, available and provide essential background to help the researcher to clarify the research problem.

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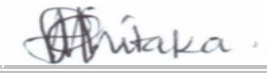
26/10/2014	Junior Chitaka					

3.3 Data collection techniques

"Data Collection is nothing more than planning for and obtaining useful information on key quality characteristics produced by your process(Collection, n.d.)".
As the researcher highlighted in the data sources the use of Interviews and questionnaires as a primary data collection techniques will be used to gather the data of this research. Secondary data sources will also used to give the researcher insights of the problem statement.

Data collection methods used

In this research the researcher will use interviews to get to get the first hand information from the client and clarify ambiguous processes or statements. This will also promote question probing leaving the researcher with more informed on the existing system and what the client really need. The researcher will book the client for the interview and make sure that when the interview is conducted then interviewee will be sitting comfortably and at easy under a free environment . The researcher will also go with the scriber and ask question whilst the scriber is taking notes of the answers provided. Also monkey survey will be used to see if system users have the same feeling on the existing system and get a view of what they expect in the new system. On monkey survey questions will be designed and sent by email to the key people of this system so that they respond and give feedback to the researcher then the researcher will analyse the answers question per question to see what was the most common answers.

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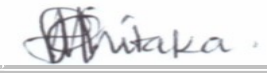
26/10/2014	Junior Chitaka					

3.3.1 Designing interview and questionnaires

The idea behind formulating questions it to get information and data. Therefore the questions must bear constructive effective research questions. The interview questions will be designed in a standard of open- ended interview in a structured format. Participants will be asked identical questions and responding in as much details as they desire. Probing questions may come on the way depending on the respondent's answers. Interviewees are also flexible to express their view points and experiences.

3.3.2 Pres-testing interview questions and questionnaires

Before carrying out the interviews and the questionnaires per-testing will be done to administer the data collection tools/ instruments with a small set of respondents. Pr-testing will be done to identify problems the data collection instruments may have and this will help the researcher to address problems that may occur in the per-test and find possible solutions. Problems might be terminology use in the wording of the questions and errors to allow for adjustments before administering the tools

A questionnaire can also go through pilot testing to see how long does it take to complete it and hence this should not take long and have long questions.

If pretesting indicates that there is a low likelihood of obtaining sufficiently sound, consistent and relevant data for addressing audit objectives, troublesome items should be dropped or other techniques for data collection should be pursued.

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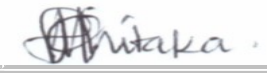
26/10/2014	Junior Chitaka					

3.3.3 Interviews

An **interview** date will be set to visit the Receptionist to have a one on one interview session to give the researcher an insight of the processes involved and the information that goes in and out of Administration office to enable the preliminary study the Asset booking and tracking procedures.

Interviews between the researcher and the Management staff will be held purposed to to find out what is it that the system is doing and what is it they feel it should do. The interview questions will be designed to capture the relevant and most useful information the researcher need to help the research to be successful.

I will conduct my interviews on the 30th September 2014 in the boardroom with the management and the Receptionist as these are the key system users. I will have one on one sessions with the individuals. The attached appendix A bears the interview question the researcher will be using.

Below shows the interview questions that were used to gather the information from the client

INTERVIEW QUESTIONS

Date: **29 October 2014**

Time: **10:35**

Venue: **Charlene's Office**

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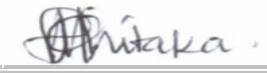
26/10/2014	Junior Chitaka					

Interviewer: **Junior Chitaka**

Interviewee: **Unnamed (for confidentiality sake names are not used in this research)**

1. What do you understand by asset Booking and management?
2. Why do you think organisations should give priority to asset Booking and Management of all the operations that takes place in the organisation.
3. Describe the procedures that are involved in booking an equipment at TSC and the procedures taken when an item is returned back.
4. What do you think are the shortcomings of the existing systems in terms of assets recording and management?
5. Have you at any time lost track of any asset ? If so what do you think contributed to the problem?
6. What reports are generated / reflected by the exiting system and what reports do you think are not generated but are useful in your operations?
7. Is asset booking at TSC being centrally controlled or is it controlled from different places. How do you thing it should be?
8. How do you make decisions to say that this equipment is due for :
   a) maintenance
   b) replacement
   c) disposal (do you have any policies or guidelines to make these decision)

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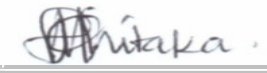
26/10/2014	Junior Chitaka					

9. How do people report for the equipments breakdowns including those at the clients.

10. Do you think the existing system needs to be improved?

11. If you were asked to improve the existing system what improvements do you think you would recommend and why?

THANK YOU.

3.3.4 Questionnaires

Questionnaires will also be distributed to the staff to give highlights on the processes, procedures and information required to book equipment to give the researcher a vivid idea of what actually takes place in this department when booking an assert

Questionnaires will be distributed by the researcher to the students who are also part of the administration staff. The purpose for the questionnaires is to find out how do they use the existing system and the benefits as well as the expectations of what the system should be doing that it is not doing. The questionnaire will be designed in such a way that it will help the researcher to understand more about the system.

The questionnaires will be distributed on the 25th of September th staff that are also involved in the booking of TSC assets. Appendix B is a sample questionnaire to be used by the researcher.

monkey survey questions used in this research:

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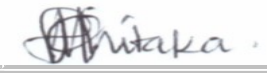
26/10/2014	Junior Chitaka					

Asset Management

+ Add Page Title

1. Do you understand what asset management is?

- yes
- no

2. Do you see asset management as an area which management should give priority?

- yes
- no

3. Do you think the way a compay manages its assets may affect the organisation's perfomamnce in any way?

- yes
- no

4. Do you see any need for improvement in the Asset management system that you are currently using ?

- yes
- no

5. If the current system you are using is to be improved do you think this will help your organisation in any way?

- yes
- no

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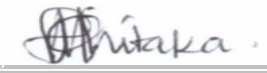
26/10/2014	Junior Chitaka					

6. Rate the current system that you are using for your asset management using the scale below.

	very poor	poor	average	good	excellent
performance	○	○	○	○	○
security	○	○	○	○	○
reliability	○	○	○	○	○

7. Have you for the past 5 years at one time could not account for any equipment or asset or could not track its whereabouts?

- ○ yes
- ○ no

8. Do you think automated asset management systems are better than manual ?

- ○ yes
- ○ no

9. What would you list as key fuinctions to be included in an asset management systems?

Done

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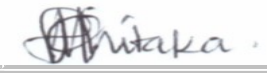
26/10/2014	Junior Chitaka					

3.4 Issues of reliability and validity

Validity is described as the degree to which a research study measures what it intends to measure. There are two main types of validity, internal and external. Internal validity refers to the validity of the measurement and test itself, whereas external validity refers to the ability to generalise the findings to the target population. Both are very important in analysing the appropriateness, meaningfulness and usefulness of a research study. However, here I will focus on the validity of the measurement technique (i.e. internal validity)(“Qualitative Validity,” n.d.)”.

In this research the researcher is going to focus on content validity which focuses on the extent to which an instrument of measurement shows evidence of fairly and detailed coverage of key items that it is purposed to cover. Validity ensures that the elements of the main issue to be covered in a research are both a fair representation of the wider issue under research and that the elements chosen for the research sample are addressed in depth and breadth adequately. The researcher can then conclude to say the validity of an instrument used by the researcher is based on the responded 's answers whether they are truly reflected or falsely reflected.

“Depending on their philosophical perspectives, some qualitative researchers reject the framework of validity that is commonly accepted in more quantitative research in the social sciences. They reject the basic realist assumption that their is a reality external to our perception of it. Consequently, it doesn't make sense to be concerned with the "truth" or "falsity" of an observation with respect to an external reality (which is a primary concern of validity). These qualitative researchers argue for different standards for judging the quality of research(“Qualitative Validity,” n.d.)”.

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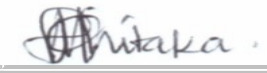
26/10/2014	Junior Chitaka					

Reliability

According to ISSN 2240-0524 Journal of Educational and Social Research Vol. 2 (2) May 2012 “On the other hand, qualitative research strives to record the multiple interpretations of intention in and meanings given to situations and events (Brock-Utme, 1996). Consequently, reliability in qualitative research is regarded as a fit between what researchers record as data and what actually occurs in the natural setting that is being researched. Meanwhile, Bogdan & Bilken (1992) have earlier argued that qualitative research is not to strive for uniformity but accuracy and comprehensiveness of courage, noting that two researchers who are studying a single setting may come up with very different findings but both sets of findings being reliable. Interestingly, Winter (2000), Stenbacka (2001) and Golafshani (2003) suggest that reliability in qualitative research should be replaced with terms such as credibility, neutrality, confirm-ability, dependability, consistency, applicability, trustworthiness and transferability. Indeed, for a research to be reliable, it must demonstrate that if it were to be carried out on a similar group of respondents in a similar context, similar results would be obtained(“Validity and Reliability Issues in Educational Research,” 2012)”.

As mentioned above the researcher sees reliability as a measure of stability, equivalence, credibility, transferability, dependability, confirmibility and consistency. Stability will prove that research to be similar to researches that have been done before. Hence if the difference is there the percentage gape should be reasonable enough.

“Reliability has to do with the quality of measurement. In its everyday sense, reliability is the "consistency" or "repeatability" of your measures. Before we can define reliability precisely we have to lay the groundwork. First, you have to learn about the foundation of reliability, the true score theory of measurement. Along with that, you need to understand the different types of measurement error because errors in measures play a key role in degrading reliability. With this

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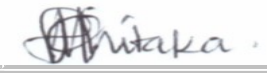
26/10/2014	Junior Chitaka					

foundation, you can consider the basic theory of reliability, including a precise definition of reliability. There you will find out that we cannot calculate reliability -- we can only estimate it. Because of this, there a variety of different types of reliability that each have multiple ways to estimate reliability for that type. In the end, it's important to integrate the idea of reliability with the other major criteria for the quality of measurement -- validity -- and develop an understanding of the relationships between reliability and validity in measurement"{Formatting Citation}.

Reliability focuses on the extent to which the outcome by two or more respondent raters agree on the same rating. Respondents are given one form of the instrument initially and then assessed with a second alternate or parallel form of the instrument. The scores derived from the two instruments are then correlated to estimate the reliability coefficient. Also reliability focuses on consistency.

Credibility

According to William M.K. Trochim,10/20/2006 : Research knowledge method base: Qualitative Validity: "The credibility criteria involves establishing that the results of qualitative research are credible or believable from the perspective of the participant in the research("Qualitative Validity," n.d.)".

Since the researcher need to describe needs to get the insight from the user's perspective, the participants are the only ones who can have the say on this research's credibility, the researcher will ensure credibility of this research by handing the outcome to these ones.

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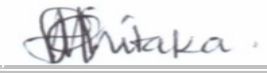
26/10/2014	Junior Chitaka					

Transferability
William M.K. Trochim, defines
"Transferability refers to the degree to which the results of qualitative research can be generalized or transferred to other contexts or settings. From a qualitative perspective transferability is primarily the responsibility of the one doing the generalizing("Qualitative Validity," n.d.)" . " external validity "is concerned with the extent to which the findings of one study can be applied to other situations(Shenton, 2004)" [39].

As the researcher I will avail at any time be part of any further research to describe the research context and the assumptions of this research to be able to make the judgment of the transfer if it makes sense.

Dependability
"In research, the term reliability means "repeatability" or "consistency". A measure is considered reliable if it would give us the same result over and over again (assuming that what we are measuring isn't changing!)("Qualitative Validity," n.d.)".

"This may be achieved through the use of "overlapping methods", such as the focus group and individual interview. In order to address the dependability issue more directly, the processes within the study should be reported in detail, thereby enabling a future researcher to repeat the work, if not necessarily to gain the same results. Thus, the research design may be viewed as a "prototype model"(Shenton, 2004).

As quoted from above I support this definition in terms of research and hence the researcher will be accountable of the the change of this research context within this research occurs.. The responsibility of describing the changes that occur and how these may affect the way the research approached the study.

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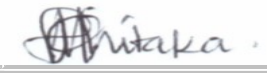
26/10/2014	Junior Chitaka					

Essentially it is concerned with whether we would obtain the same results if we could observe the same thing twice. But we can't actually measure the same thing twice -- by definition if we are measuring twice, we are measuring two different things. In order to estimate reliability, quantitative researchers construct various hypothetical notions (e.g., true score theory) to try to get around this fact.

The idea of dependability, on the other hand, emphasizes the need for the researcher to account for the ever-changing context within which research occurs. The research is responsible for describing the changes that occur in the setting and how these changes affected the way the research approached the study.

Conformability

“The concept of confirmability is the qualitative investigator’s comparable concern to objectivity”(Shenton, 2004)

According to William M.K. Trochim,10/20/2006 : Research knowledge method base:Qualitative Validity:Theory of Reliability : “Qualitative research tends to assume that each researcher brings a unique perspective to the study. Conformability refers to the degree to which the results could be confirmed or corroborated by others. There are a number of strategies for enhancing confirmability. The researcher can document the procedures for checking and rechecking the data throughout the study. Another researcher can take a "devil's advocate" role with respect to the results, and this process can be documented”(“Qualitative Validity,” n.d.)

In this case the researcher will make it a point that the result or the findings of this research is derived from the ideas of the informants without any bias or preferences. The evidence of the information gathered will be part of this documents to serve as evidence of interviews and questionnaires.

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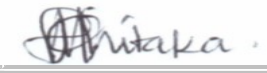
26/10/2014	Junior Chitaka					

To be able to achieve validity and reliability the researcher would in this research make sure does not carry the research with bias that will lead to faulty conceptualization, interpretation , faulty designs, and conclusions distorting the result of the research.

3.5 Sampling Method

These are methods that involve a particular group of participants or respondents in a research that are selected by th researcher to answer general questions about a larger population of individuals but rather a small selection will be used to give the answers. This is supported by *Dr. Bonnie Nastasi, when he said* “Sampling, as it relates to research, refers to the selection of I ndividuals, units, and/or settings to be studied. Whereas quantitative studies strive for *random sampling*, qualitative studies often use *purposeful* or *criterion-based sampling,* that is, a sample that has the characteristics relevant to the research question(s)(“qualit_res__smpl_size_consid (3),” n.d.)”.

The researcher will however use purposeful sampling and criterion based sampling. Purposive sampling method the criteria used to select the respondent is what matters most not the number of people interviewed.

From all the TSC system users the researcher will use the snowballing method to select whom to interview and also the questionnaires will be distributed to people who are key and relevant to this research . This is supported by *Essential Medicines and Health Products Information Portal A World Health Organization resource: Purposeful sampling for qualitative studies when they say “Snowball sampling is perhaps the most common sampling method used in qualitative studies. The researcher starts by identifying some (at least two) individuals who are relevant to the study(“How to Investigate the Use of Medicines by Consumers: 5. Sampling: 5.3 Purposeful sampling for qualitative studies,” n.d.)”*

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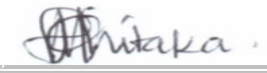
26/10/2014	Junior Chitaka					

The researcher will pick the relevant respondents and use those ones in this research as the researcher agrees with the following: " Indeed, Strauss and Corbin (1998) have described theoretical sampling as a means to "maximise opportunities to discover variations among concepts and to densify categories in terms of their properties and dimensions" (p.201). Furthermore, despite assuming a different epistemological stance, Charmaz (2006) has also similarly described theoretical sampling as a means of focusing data collection and increasing the analytic abstraction of theory by illuminating variation and identifying gaps that require elaboration"("Demystifying Theoretical Sampling in Grounded Theory Research | Grounded Theory," n.d.).

As stated above we see that theoretical sampling helps the researcher to gain a deeper understanding of analysed cases and facilitates the development of analytic concepts used in research of something that is better or that is practically known or understood.
The idea here is that theory is generated through an iterative process, involving the continual sampling, collection and analysis of data to inform the next stages of sample design until the theoretical saturation is achieved to a point where no new ideas are no longer emerging. This will help the researcher during the period of research . Good sampling will yield good analysis.

The respondents in this research will all coming from a single location – TSC Technology 15 Misa park Catrhrine ave and the researcher selected the responded fro this site. The respondents will be asked by the researcher to answer questionnaires until the desired number which is 10 is reached. These respondents 's opinions will be sought in this research to provide explanations regarding Asset Booking and Tracking procedures.

3.5.1 Sample criteria

The researcher will need to make a decision on what will be required as to the sample selection criteria. The characteristics to be reflected in the sample population to address the research questions. The criteria used will be based on characteristics or behaviours or attitudes, and will need to be prioritised since purposive sampling is employed.

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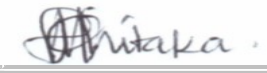
26/10/2014	Junior Chitaka					

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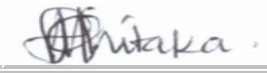
26/10/2014	Junior Chitaka					

3.7 Data analysis and interpretation

Analysis can help answer some key questions:

"·Has the program made a difference?
·How big is this difference or change in knowledge, attitudes, or behavior?
This process usually includes the following steps:

·Organizing the data for analysis (data preparation)
·Describing the data
·Interpreting the data (assessing the findings against the adopted evaluation criteria)"("4. Data Analysis and Interpretation," n.d.).

Data analysis also help measure the degree of change that has taken place and allow an assessment to be made about the consistency of data.
The researcher used the survey to process the data and the data will be analyzed graphically to give the percentage representation . This will be done automatically by the monkey survey and hence the researcher will just need to interpret the results of the graphs and the percentages. As for the interviews the researcher will need to interpret the answers provided during the interview questions ans analyse they to get the full meaning of the answers . The data will be captured by the scriber during the interview and later be summarized under the findings

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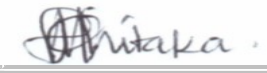
26/10/2014	Junior Chitaka					

The data will be analytical analysed for its **relevance** to see if the the data collected is aligned to the current priorities of the research.

Effectiveness- considerations will be made to see if the intervention achieve what it was set to achieve.

Efficiency – examine if the resource has achieved maximum results considering the given or used resources. Tis will help to pick the information that will be useful to this research.

3.8 Ethical considerations

The primary definition in the Merriam-Webster on line dictionary says, "The discipline dealing with what is good and bad and with moral duty and obligation(“Ethics and software development,” 2006)".

The research will recognize and observe the importance of respecting the rights of the participants in research. TSC has given the permission to conduct the study and its ethical privacy has to be honored by the researcher in every aspect of this study. These ethical guidelines help organizations in professional behaviours and rules of conduct . The guidelines are meant, primarily, to inform members about the ethical judgments they need to make rather than to impose standards.

According to association for computing machinery “The Code and its supplemented Guidelines are intended to serve as a basis for ethical decision making in the conduct of professional work. Secondarily, they may serve as a basis for judging the merit of a formal complaint pertaining to violation of professional ethical standards(“Code of Ethics — Association forComputingMachinery,” n.d.)”

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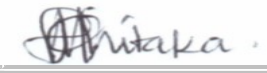
26/10/2014	Junior Chitaka					

Some of the ethical considerations includes:

1.1 Contribute to society and human well-being. By protecting human rights and their different cultures, it also consider the treats to human life by ensuring health and safety. And make products to be used in a safe social environment (“Code of Ethics — Association for Computing Machinery,” n.d.).

1.2 Avoid harm to others - avoiding injuring others, property , users,employees, employers and the general public and harmful actions done intentionally(“Code of Ethics — Association for Computing Machinery,” n.d.).

1.3 Be honest and trustworthy trusty bring effectiveness and false claims are not associated with trustworthy. Truth in the ability and qualifications and anything that may result in conflict of interest(“Code of Ethics — Association for Computing Machinery,” n.d.).

1.4 Be fair and take action not to discriminate – respecting others by doing justice and not discriminating anyone on the basis of their race , sex age , disability and an discriminatory factors(“Code of Ethics — Association for Computing Machinery,” n.d.).

1.5 Honor property rights including copyrights and patent this includes adherence to rules that governs software protection and make soft ware in a proper authorised rules(“Code of Ethics — Association for Computing Machinery,” n.d.).

1.6 Respect the privacy of others - since there i\s Sharing of information in computing the privacy of individuals and groups is to be considered. Keeping integrity on data describing others and hence issues of accuracy is given priority and seeking consent for discrimination and usage of information collected from groups or individuals(“Code of Ethics — Association for Computing

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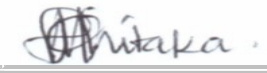
26/10/2014	Junior Chitaka					

Machinery," n.d.).

1.8 Honor confidentiality – Keeping private information private will respect both the client ,employers and users("Code of Ethics — Association for Computing Machinery," n.d.).

1.9 Acquire and maintain professional competence – to ensure competence professional standards must be met by both parties involved("Code of Ethics — Association for Computing Machinery," n.d.).

1.10 Honor contracts, agreements, and assigned responsibilities("Code of Ethics — Association for Computing Machinery," n.d.).

3. The Legal Position

3.8.1 Confidentiality

Confidentiality is defined as "Secret or private/ showing that you are saying something that is secret or private / trusted with secret or private information("Confidential - Definition and More from the Free Merriam-Webster Dictionary," n.d.)

According to Forum : Qualitative research, "In UK law, as it stands today, there exists a "duty of confidentiality". It has not been established by Parliamentary Act but has been developed through case law. In addition, the laws relating to contracts may come into play. If an explicit statement of agreement has been made concerning the extent of the confidentiality to be afforded to the supplier of confidential information, this may constitute a contract"(Corti, Day, & Backhouse, 2000).

The researcher is however not suppose to disclose information unless authorised to do so and only in ways agreed by TSC.

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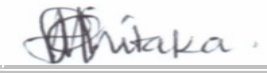
26/10/2014	Junior Chitaka					

3.8.2 Informed consent.

According to Forum : Qualitative research, “Research should, as far as possible, be based on participants' freely volunteered informed consent. This implies a responsibility to explain fully and meaningfully what the research is about and how it will be disseminated. Participants should be aware of their right to refuse to participate; understand the extent to which confidentiality will be maintained; be aware of the potential uses to which the data might be put; and in some cases be reminded of their right to re-negotiate consent(Corti et al., 2000)”.

The above information as stated give the researcher the power to say the researcher will make sure will not use any names attached to this research and no information will be given out of this research , only the researcher will have access to this information provided by the respondents. To make sure that the data collection precess and data collected is kept confidence the researcher will maintain the anonymity of the respondents.

3.8.3 Provision of debriefing, counseling and additional information.

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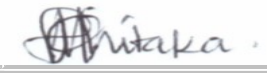
26/10/2014	Junior Chitaka					

From Wikipedia, the free encyclopedia, “Debriefing is a process of receiving an explanation of a study or investigation after participation is complete”(“Debriefing - Wikipedia, the free encyclopedia,” n.d.) . As the definition states we see that it is a process of giving feedback at due time the the respondents to keep them updated and have their input in the study and then system development.

Encyclopedia of research methods on debriefing said, “Debriefing in survey research has two separate meanings. It is used to refer to the process whereby qualitative feedback is sought from the interviewers and/or respondents about interviews conducted and surrounding survey processes. It also is used to refer to the process whereby "justified" deception has been used by the researchers, and, following ethical research practices, respondents are then debriefed after the study ends to explain the deception to them and try to undo any harm that may have been caused by the deception. Debriefings for the purpose of gaining qualitative feedback occur in three critical phases: 1. During survey development 2. Ongoing during survey administration 3. Upon survey completion Debriefings during survey development are the most common and the most valuable”(“Debriefing□: SAGE Research Methods,” n.d.)

The researcher in this case as stated by the Encyclopedia of research method we see that it is important to give feedback to the interviewees or the respondents to keep them in track of the study and let them be informed of what is happening. The debriefing in this case will be done after the completion of the study and after designing to make sure that the researcher will develop a product that the client is aware of and is exactly what the client and users expect. The researcher will have two debriefing meetings in this research one at the end of the study after analysis to present the findings and before codding which is after designing to get the go ahead and positive feedback of what we will be the out product will be.

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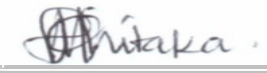
26/10/2014	Junior Chitaka					

"The first of the immediate and tangible benefits of debriefing is that it formally concludes a task or project. One is reminded of the phrase 'closing the loop'. We bring finality to a task and move on"("Benefits of Debriefing - StrategyDriven," n.d.). This is according to Strategy driven and they went on to say : "Debriefing provides an appropriate means of putting the past behind us, learning and growing from it, and moving on. And, when debriefing is performed regularly, it keeps the organization focused on the present and the future rather than the past. It helps us to continually revise our assumptions about the market, economy, and world"("Benefits of Debriefing - StrategyDriven," n.d.).

As we note the importance of debriefing that it gives conclusion to tasks to embark on the next phase and also helps set the some misunderstanding to let the bygones be bygones and focus on the future, it is then important for the researcher to make sure that debriefing is conducted as it will also provide additional information to make things clearer.

3.9 Pretest or pilot study

Before the questionnaires were administered the researcher had to pretest them to help correct any spelling mistakes, misunderstood questions, terminology use in the wording of the questions . A questionnaire can also go through pilot testing to see how long does it take to complete it and hence this should not take long and have long questions to put respondents interest off. Interview questions can be tested among the colleagues to remove all the likelihood of not getting relevant and sufficient information. Pretest help to sere if the tool is addressing the objectives to gather relevant data on there is need to change and embark on a different tool.

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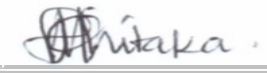
26/10/2014	Junior Chitaka					

4. MY PERSONAL WORK PLAN

STEPS IN THE RESEARCH PLAN	DEADLINE FOR COMPLETION
Submission of the proposal	2014 September 25
Design of a research plan	
Gaining access/getting permission to work in a particular area/have access to data, etc.	2014 September 25
Literature review	2014 September 25
Defining of a universe, a sample frame, sampling OR setting up of selection criteria, etc.	2014 September 25
Design and testing of questionnaire, if appropriate	2014 September 28-29
Design of a final questionnaire/schedules, etc.	2014 September 30-1 November
Interviews/posting of questionnaires, etc.	2014 November 03-04
Editing of completed questionnaires, grouping and coding of data, entering data into a computer	2014 November 05- December 21
Design and testing of a computer program	2015 January 6-9
Raw tabulations/draft analysis of qualitative data	2015 January 10
Analysis of data	2015 January 12-16
Report up of findings	2015 January 19-23
Presentation of final research product(s)	2015 January 27-30

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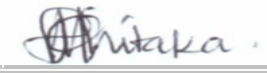
26/10/2014	Junior Chitaka					

5. RESEARCH FINDINGS

After the data analysis the researcher combined all the findings from the interviews and questionnaires and majority proved that they are not happy with the existing system from the survey The results showed that the respondents in the survey understood what asset management is and see it a as necessity for a company to prioritize its asset management. As much as 80% said there is need to develop a new system 200% felt the existing system is fine.
As respondents were asked to rate the existing system they rated its performance 40% very poor, 40%as poor and only 20% thought its good. As for it being reliable, 60% said its average and 40% said its very poor. However on the system security the researcher had a mixed feeling response with on 20% saying the system is good.

Also was the same feeling for the interviews conducted but the interviews brought out the fact that the existing system is giving the results hence developing a new system would if TSC consider growing and in business ever organisation want to grow .
After analysis of the solution, the researcher concluded that it will be beneficial to TSC to develop their own system on Asset booking and Management which will meet their requirements. TSC will also have an opportunity to market their product and might get clients interested it the system giving it potential to financial benefit and business growth. The researcher will hence go with solution 6.3 Develop an computerised Asset Booking and Management system

SURVEY MONKEY RESEARCH FINDINGS

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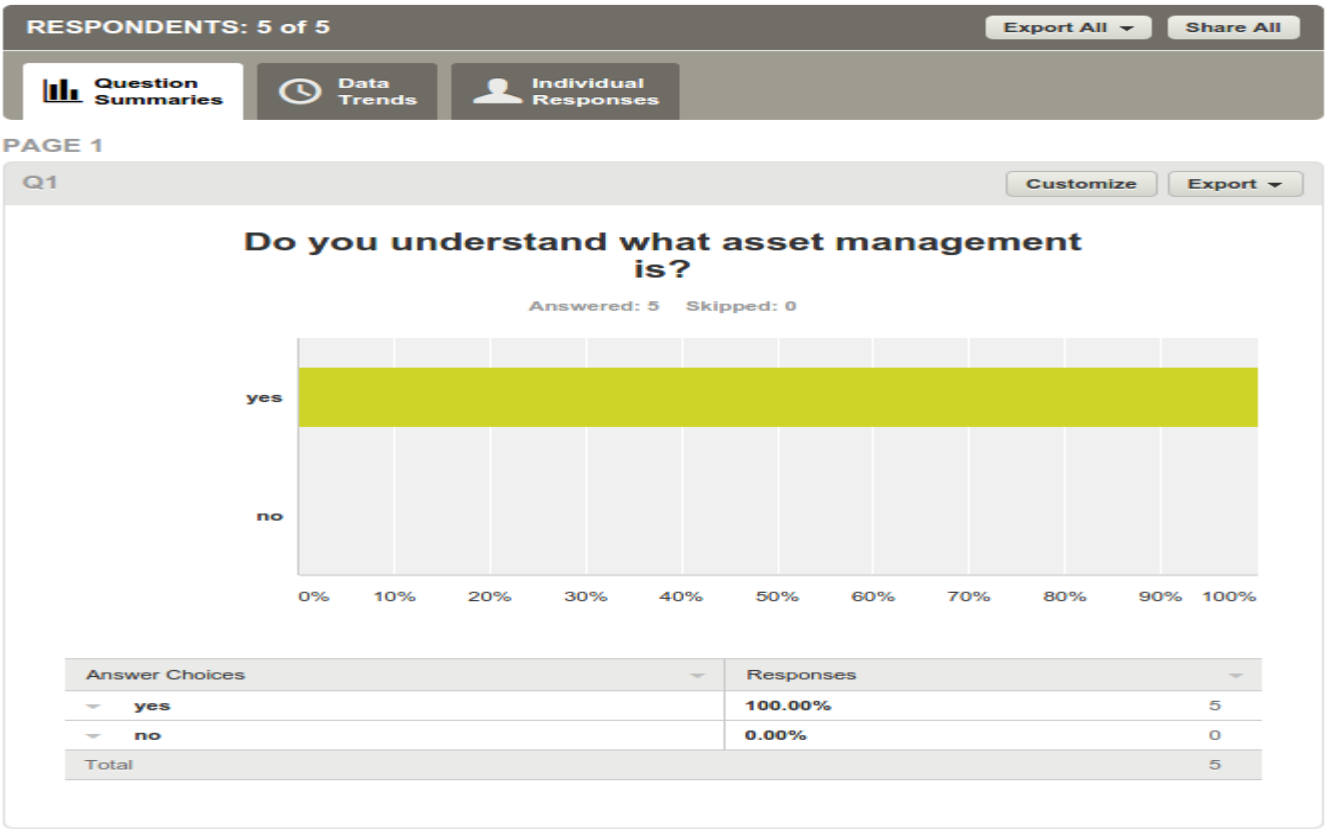

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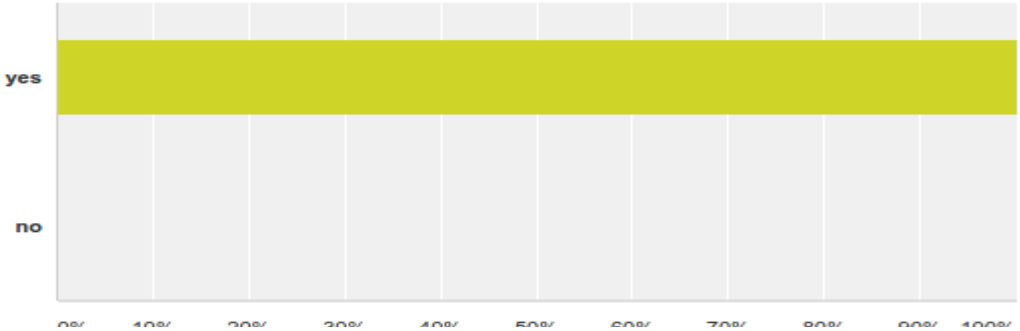
26/10/2014	Junior Chitaka					

Q2

Customize Export

Do you see asset management as an area which management should give priority?

Answered: 5 Skipped: 0

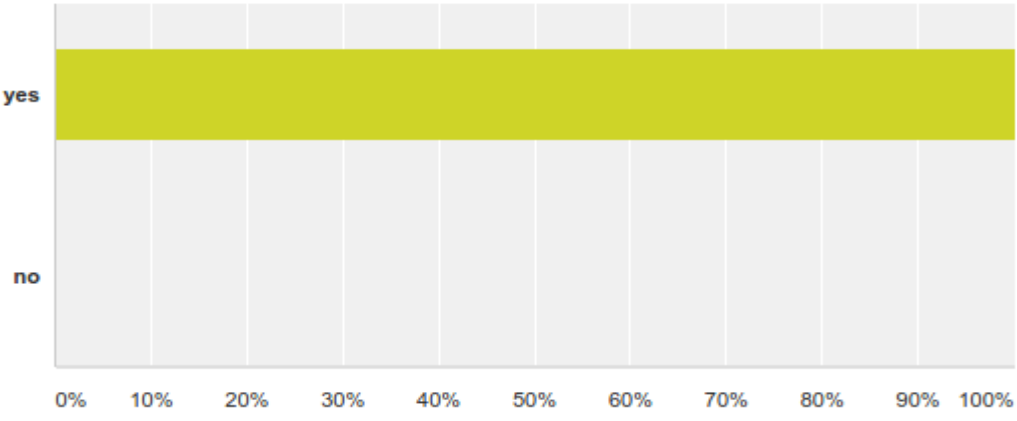


Q3

Customize Export

Do you think the way a compay manages its assets may affect the organisation's perfomamnce in any way?

Answered: 5 Skipped: 0



Answer Choices	Responses	
yes	100.00%	5
no	0.00%	0
Total		5

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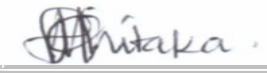
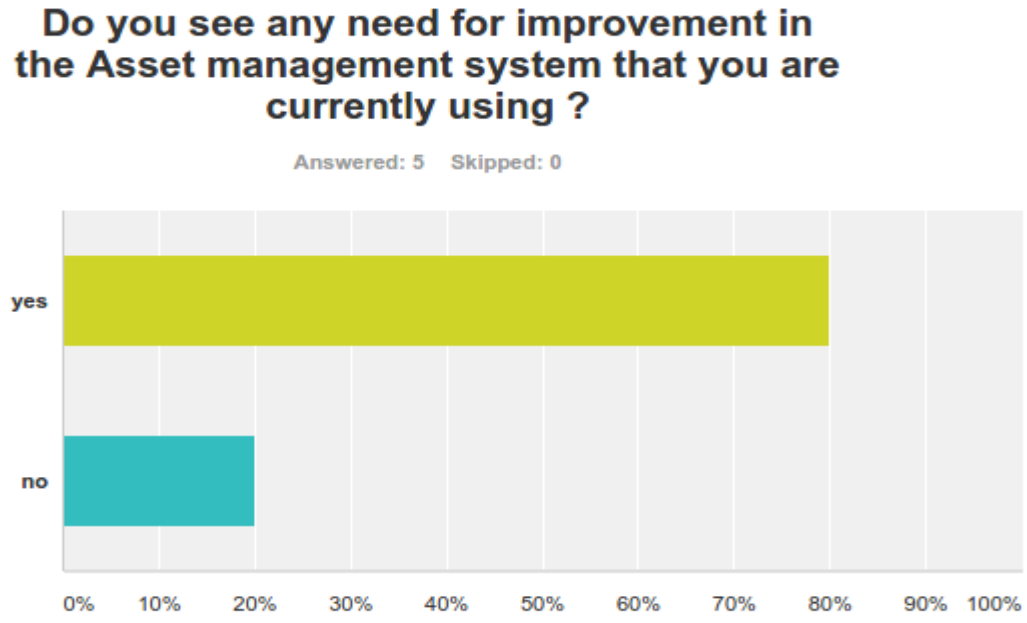
26/10/2014	Junior Chitaka					

Q4 Customize Export



Answer Choices	Responses	
yes	80.00%	4
no	20.00%	1
Total		5

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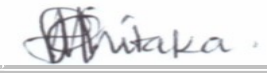
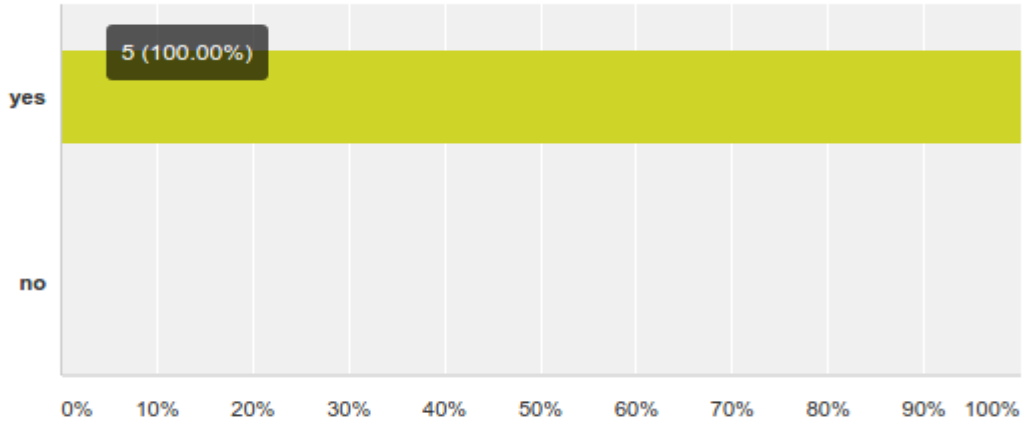
26/10/2014	Junior Chitaka					

Q5

Customize Export

If the current system you are using is to be improved do you think this will help your organisation in any way?

Answered: 5 Skipped: 0



Answer Choices	Responses	
yes	100.00%	5
no	0.00%	0
Total		5

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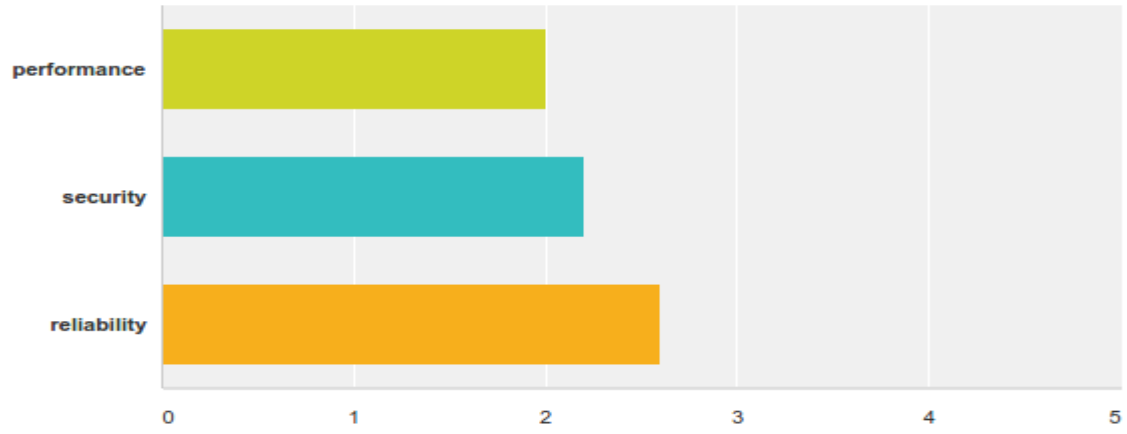
Q6

Customize Export

Rate the current system that you are using for your asset management using the scale below.

Answered: 5 Skipped: 0



	very poor	poor	average	good	excellent	Total	Weighted Average
performance	40.00% 2	40.00% 2	0.00% 0	20.00% 1	0.00% 0	5	2.00
security	40.00% 2	0.00% 0	60.00% 3	0.00% 0	0.00% 0	5	2.20
reliability	20.00% 1	20.00% 1	40.00% 2	20.00% 1	0.00% 0	5	2.60

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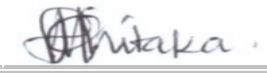
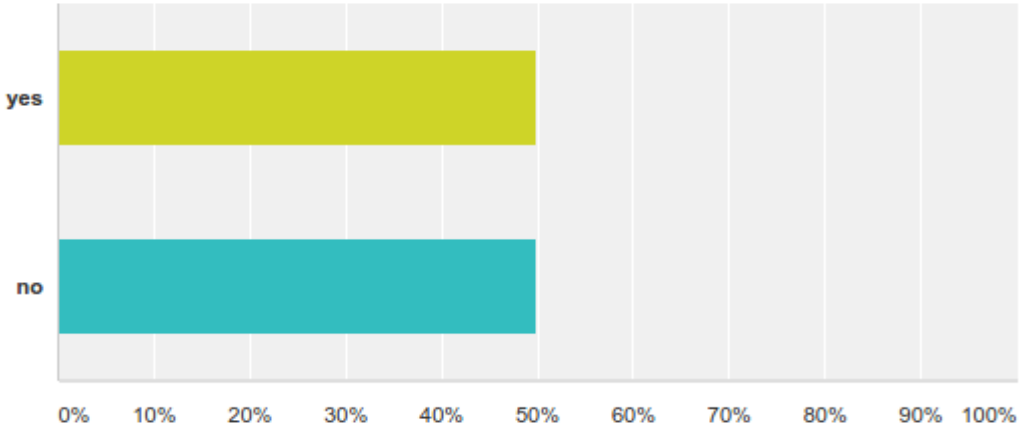
26/10/2014	Junior Chitaka					

Q7

Customize Export

Have you for the past 5 years at one time could not account for any equipment or asset or could not track its whereabouts?

Answered: 4 Skipped: 1



Answer Choices	Responses	
yes	50.00%	2
no	50.00%	2
Total		4

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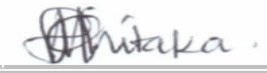
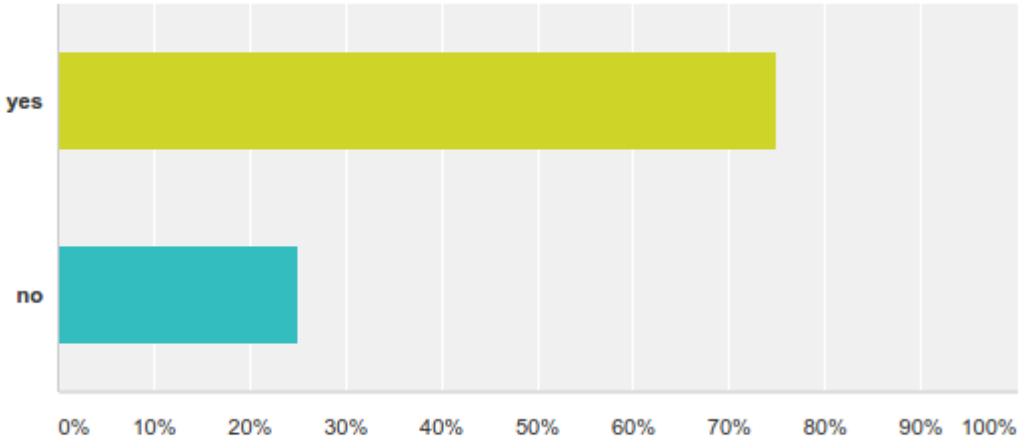
26/10/2014	Junior Chitaka					

Q8

Customize Export

Do you think automated asset management systems are better than manual ?

Answered: 4 Skipped: 1



Answer Choices	Responses	
yes	75.00%	3
no	25.00%	1
Total		4

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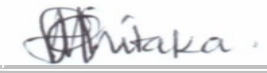
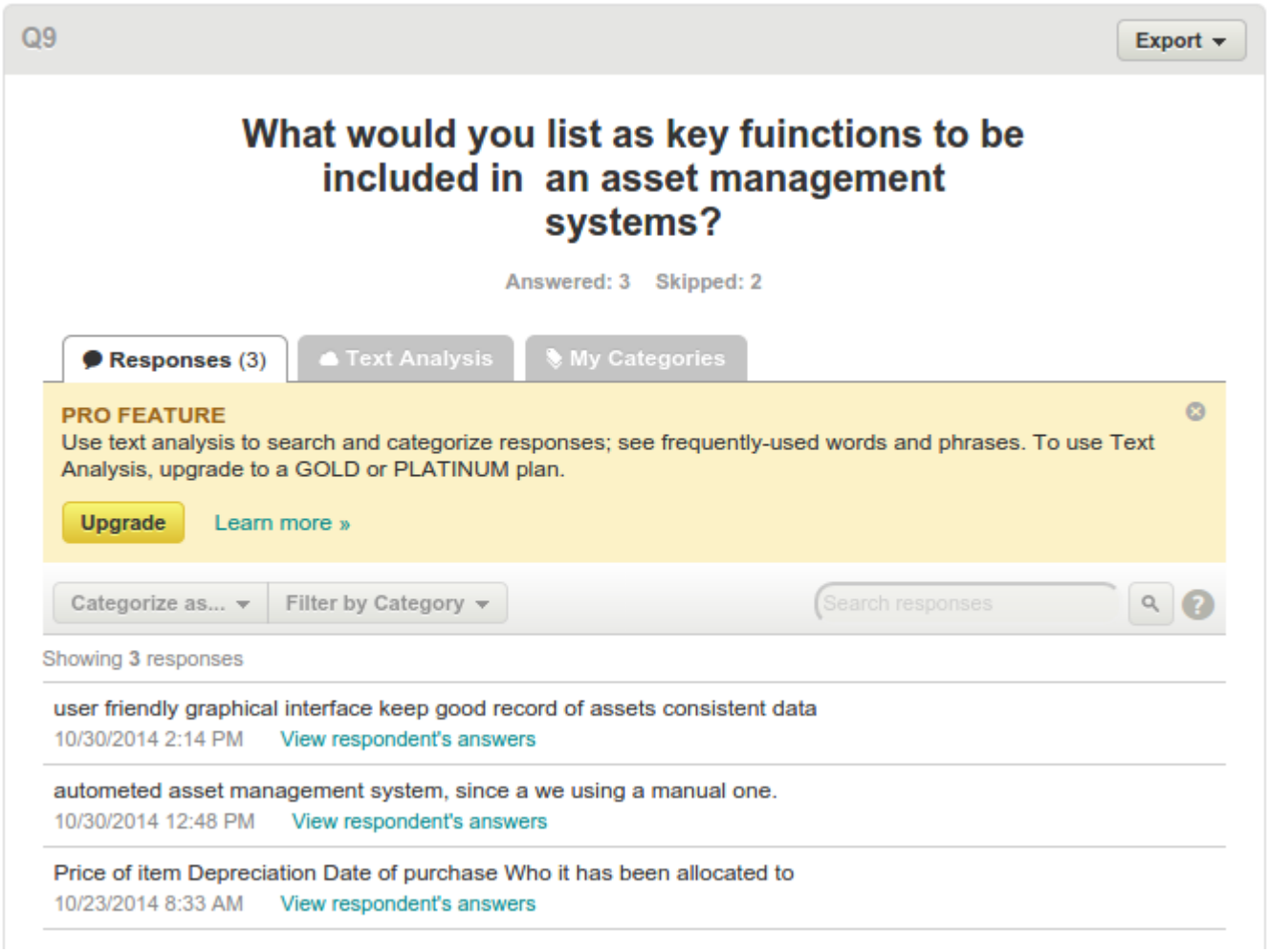
26/10/2014	Junior Chitaka					



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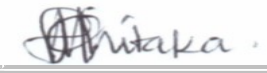
26/10/2014	Junior Chitaka					

6. PROPOSED SOLUTIONS

6.1 Maintain the existing system

The solution to the problems identified by the researcher will be to leave the existing system as it is without changing it. This solution however is not a good idea since the f findings of this research has highlighted the dangers of having this system running and the effect it causes to the business growth. Also if we have noted that in the literature reviews assets should be given value and if a value is attached to our assets we then need to make sound decisions pertaining to our assets. For such decision to be effective and beneficiary reliable and and accurate information is required.
The existing system is working and providing the information that is wanted although it is hectic and time consuming its doing what TSC wants.

6.2 Purchasing software for Asset Booking and Management

As an option to solve the existing the organisation can opt to buy an off-shelf software that will implement cater for asset booking and management.
This solution will not require management to employ developers of the system it will only require the machines to install that software and start using it. This will save developing time.

As much as this can be a solution it is expensive and very difficulty to find the software that does exactly what TSC requires . Then system might be able to do maybe 70 % of the requirements and and you find that the core component of what you want is not addressed. In such cases it will be not a good idea to get an off-shelf software.

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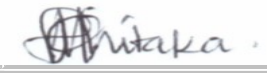
26/10/2014	Junior Chitaka					

6.3 Develop an Asset Booking and Management system

As a solution to problem that TSC has identified , Employing a developer to develop a computerized Asset booking and Management system will be an an ideal. Here the system users will discuss with the developer what are their requirement and they will be consulted at every stage of system development to help developers produce the requires system. Users will be part of the team and will take part in the data collection and defining the existing system to make the developer understands their system.
TSC will then incur the cost of paying the human resources needed in the development team , also in purchasing the hardware and software needed for development to take place. However in the case of the system to be developed in-house there are 100% chances of that system to meet perfectly what the users require.

If we look at this in a broader way If TSC can develop their own system in future they can sell this system and benefit financially from their own project. Further changes of system to meet different clients can be done easily since they will be having the documentation of the system and the carry the ownership.

6.4 Conclusions on Possible solution

After analysis of the solution, the researcher concluded that it will be beneficial to TSC to develop their own system on Asset booking and Management which will meet their requirements. TSC will also have an opportunity to market their product and might get clients interested it the system giving it potential to financial benefit and business growth. The researcher will hence go with solution 6.3 Develop an computerised Asset Booking and Management system

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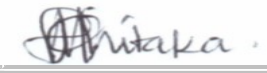
26/10/2014	Junior Chitaka					

7. FUTURE RESEARCH

No future research has been yet recommended so far.

8. LIST OF SOURCES

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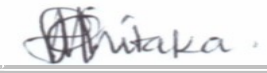
26/10/2014	Junior Chitaka					

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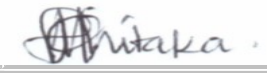
26/10/2014	Junior Chitaka					

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