Annex 8e-Research Handbook (School of Science & Technology).

UNITED STATES INTERNATIONAL UNIVERSITY

SCHOOL OF SCIENCE & TECHNOLOGY

PROJECT (INFORMATION SYSTEMS) HAND BOOK

FOR

MSC (INFORMATION SYSTEMS AND TECHNOLOGY)

TABLE OF CONTENTS

1.0 GENERAL REQUIREMENTS OF RESEARCH PROJECT

1.1 Introduction

Research may be defined as a disciplined inquiry or systematic investigation aimed at providing solutions to problems. The main purpose of research is to advance or discover new knowledge and improve practice through scientific process. To ensure quality and timely completion of a research project, clear guidelines and procedures are necessary.

Therefore, the main purpose of this handbook is to define the policies and procedures necessary for the preparation of a master's degree research project in the School of Science and Technology at United States International University.

The first section of the handbook provides a summary of important general requirements to be met when preparing a master's degree research project. The subsequent sections focus on the specific aspects of research project preparation including format and organization of the front matter or preliminary materials and the text.

1.2 Quality Requirements of Research Projects

Whether a student is seeking to complete a degree at an undergraduate level or master's level, one key factor that must be borne in mind is quality. Quality is generally defined as conformance to requirements or fitness for purpose.

A Master's degree project demonstrates the student's readiness to join scholars and practitioners in advancing the knowledge and practice in the real world of business. Consequently, graduate students in the School of Science and Technology are expected to produce quality research projects that:

- Make contribution to the knowledge in the discipline,
- Address current problems of interest to the practitioners,
- Demonstrate a mastery of a specialization area within the degree program,
- Reflect the integration of practice and scholarship, and

- Are of publishable quality.

Faculty members and project supervisors are expected to direct students to research areas that will satisfy these requirements; and ensure that research proposals and conceptual designs provide the foundations for higher quality work. The research strategy, scope and academic rigor should be consistent with the highest level of research project that is expected in the discipline.

1.3 Research Project Prerequisite

Graduate students in the School of science & Technology should register for MIS6850 - Project (Information Systems) in order to complete their research projects. The research project course carries 3 credit units and should be completed within one quarter. If the project is not completed within the required period, then the student should register each subsequent quarter until the final approval of the project.

The major prerequisite for the research project is MIS6220 (Research Methods) and MIS6160 (IT Project Management). All graduate students are required to complete MIS6220 before registering for the research project course. Each student taking MIS6220 must develop a detailed research proposal for the intended research project. If the student proposal does not meet the requirements the they re-write, refine and resubmit to their supervisor. The research proposal should focus on the student's area of concentration within the degree program (Business Information Systems, or Software Development or Telecommunications, Internet Security and Cybercrime, and Mobile Computing).

1.4 Role of the Supervisor in the Research Project

A supervisor will be assigned to each student. This will be done after project proposal submission to the dean before students start the project. The students and the supervisors will have regular contact to monitor the progress of the work. It is

encouraged that students should update their supervisors weekly on the progress of the project to avoid last minute changes. Students are free to occasionally approach other teaching staff for help on specific topics.

The project supervisor is appointed by the Dean on submission of a detailed research proposal by the student. The supervisor should be an expert or experienced in the intended area of study. The major role of the project supervisor is to supervise the design and development of the research proposal, the conduct of the research, implementation and the preparation of the final research project document thesis.

The supervisor should ensure that the research project is academically sound, is clearly and correctly written, and provides an original contribution to the field. The supervisor is also responsible for ensuring that the student follows professional guidelines for the protection of human subjects and that the student obtains necessary permission to conduct the research.

1.5 The Research Proposal

The research proposal is a blue print or a plan for an intended study.

Research proposal preparation is essential in the development and pursuit of a research endeavor. The quality of the final research project often depends on the quality of the research proposal. Consequently, each graduate student must develop a comprehensive research proposal before registering for the research project.

To ensure timely allocation of the research project supervisor, the research proposal should be submitted to the Dean at the beginning of the semester in which the student is registered for the research project course. One "loose" (spiral bound) copy of the document should be submitted at this stage.

The research proposal for the project should consist of three major chapters or sections including introduction, literature review and methodology. In addition to the three major chapters, the research proposal should also provide an abstract, reference or bibliography, implementation schedule and, implementation budget. The three major chapters or sections (introduction, literature review, and methodology) of the research proposal should correspond to the first three sections of the research project report in terms quality and comprehensiveness. The only difference being that, the introduction and methodology sections are written in present or future tense in the research proposal and past tense in the research project report.

1.5.1 Introduction Section

The introduction section of the proposal should include:

- Background of the problem
- Statement of the problem
- Purpose of the study or general objective
- Research questions or specific objectives or hypothesis. The hypothesis should be stated if the study involves experimental designs or statistical tests.
- Importance or justification or significance of the study
- Scope of the study
- Definition of terms
- Chapter Summary

1.5.2 Literature Review Section

The literature review section of the proposal should present a review of the literature related to the problem and purpose. The literature review section should therefore be organized or structured according to the research questions or specific objectives in order to ensure relevance to the research problem. It should be written using appropriate writing styles such as the American Psychological Association (APA) style. This section should include:

- Introduction
- Sub sections as per the research questions or specific objectives
- Chapter summary

1.5.3 Research Methodology

The research methodology section of the proposal should provide explanation and description of the methods and procedures used in conducting the study. This section should include:

- Introduction
- Research Design
- Population and Sampling Design (Optional)
- Data Collections Methods
- Research Procedures
- Implementation Approach
- Data Analysis Methods
- Chapter Summary

1.5.4 Appendices

Other relevant documentation including project budget and time schedules should be included here.

1.6 Submission of the Final Research Project

The research project three components: the research project thesis; the implemented product; defense before a panel.

A supervisor will be assigned to each student. This will be done after project proposal submission to the dean before students start the project. The students and the supervisors will have regular contact to monitor the progress of the work. It is encouraged that students should update their supervisors weekly on the progress of the project to avoid last minute changes. Students are free to occasionally approach other teaching staff for help on specific topics.

The supervisor must approve the final document before submission to the dean. The supervisor should ensure that the final document is of high quality and complies with the appropriate writing style such as the American Psychological Association (APA) style.

Once the supervisor approves the final report one "loose" bound copy should be submitted to the Dean for approval. Once the document is approved, then, at least four copies of "hard" bound comprises project documents should be submitted to the Dean for distribution to members of the defense panel at least two weeks before the date of defense. The Student should also send the thesis in electronic form (MS Word, RTF) to the supervisors email advise. This is a requirement.

A presentation is an oral explanation of the dissertation/project implementation. This usually includes a short summary of the project work. The presentation gains in value when students are able to put their project implementation assignment in a broader perspective. In case the project implementation is done for a company/organization, an earlier presentation might have taken place at the company/organization. The company/organization mentor will be invited to attend the presentation/defense at the University.

The presentation enables the students to show their management view and ability to generalize across the borders of the particular presentation topic. The presentation/defense includes an address about the implementation and discussion with the examiners about this address and the dissertation (defense).

The presentation is a public event; everyone interested is free to attend. In practice, however, the audience is formed by a number of fellow students and two examiners. To underscore the openness and to enliven the presentations each candidate is asked to attend at least two presentations of fellow students. The total time available for the presentation/defense equals 40 minutes. The address should last no more than 20 minutes. In case an individual has not finished by that time, the address will be stopped. After this, examiners and others can ask questions with a maximum duration of 15

minutes. The deliberations about the presentation will take place after the presentation. Students should make proper use of audio-visual aids. Computers and a projector will be available in the presentation's room. Students themselves should take care of timely reservation of the equipment with the ICT department at the University.

1.7 Format and Type Requirements

1.7.1 Length, Spacing and Font Size

The length of the research project report should be approximately 20,000 words or 60 pages excluding references and appendices. One and a half (1 ½) line spacing and a standard font size of 12 should be used for the text and front matter materials except for the title page and tables where different line spacing and fonts may be used. The final document should be of laser print quality. The print quality should be dark and clean.

1.7.2 Margins and pagination

The margins throughout the report or manuscript should be at least 25mm or 1 inch on the right, top and bottom. The left hand margin must be set to 30mm or 1¼ inches to allow for binding. Larger tables may be typed in smaller fonts in order to maintain standard margins.

Front matter should be paginated using the roman system. Each page starting after the Table of contents should have a page number.

1.7.3 Numbers and Percentages

Numbers in text should be typed in "Arabic numbers". For example chapter 1, table 2 or figure 3. A sentence cannot begin with a number. A number beginning a sentence must be spelt out in words. For example: "Twenty-five of the union representatives rejected the employer's offer".

Similarly, percentages should be written in words when they begin a sentence. For example, "Sixty-five percent of the senior managers in the company were local citizens while 35 percent were foreigners".

2.0 RESEARCH PROJECT FORMAT

Research project reports consist of two main sections, the preliminary section or front matter and the text or body.

2.1 The Front Matter

2.1.1 The Sequence of Front Matter

The front matter or preliminary pages in a research project should be presented in the following sequence:

i. First title page (see appendix A)

ii. Second title page (see appendix B)

iii. Student's declaration page (see appendix C)

iv. Copy right page

v. Abstract

vi. Acknowledgement page

vii. Dedication Page (optional)

viii. Table of content

ix. List of tables (if more than four tables are in the report)

x. List of figures (if more than four figures are in the report)

2.1.2 Front Matter Pagination

The front matter or preliminary pages of a research project should be paginated appropriately with small Roman numbers at the bottom center of the page. The pagination should be as follows:

i. Second title page is counted as i, but not paginated

ii. Student's declaration is paginated as ii

iii. Copyright page is paginated as iii

iv. Abstract is paginated as iv - v

v. Acknowledgement is paginated depending on the abstract

vi. Dedication is paginated depending on the acknowledgement

vii. Table of content is paginated depending on the dedication

viii. List of tables is paginated depending on the table of content

ix. List of figures is paginated depending on the list of tables

2.2 The Abstract

The abstract is required with all research projects. The purpose of the abstract is to provide a clear and concise summary of the:

- Purpose of the study (problem) and research questions or specific objectives
- Research methodology used
- Major findings and conclusions
- Major recommendations or suggestions for improvement

The abstract should be approximately 300 - 400 words. It should be prepared after the five chapters or major sections of the project report have been written but presented as front matter material in terms of sequence.

2.3 The Body or Text

The majority of research projects in Information Systems follow a five-model chapter. The major sections in the six-model chapter include:

- Chapter 1: Introduction
- Chapter 2: Literature Review
- Chapter 3: Methodology
- Chapter 4: Implementation
- Chapter 5: Results or Findings
- Chapter 6: Discussion, Conclusions and Recommendations.

In addition to the six major sections, a research project should include an abstract, reference or bibliography, and appendix for data collection instruments and other relevant materials used in the study.

3.0 THE BODY OF THE RESEARCH PROJECT

3.1 Chapter 1: Introduction

Chapter 1 serves to introduce the problem and the purpose of the study. It acquaints the reader with the problem. The following areas of discussion are frequently included as subsections in the introduction chapter.

- Background of the problem
- Statement of the problem
- Purpose of the study or general objective
- Research questions or specific objectives or hypotheses
- Importance or justification or rationale of the study
- Scope of the study
- Definition of terms
- Chapter summary

3.1.1 Background of the Problem

In this section, the researcher defines the context of the study by providing a brief discussion of key theoretical approaches and findings reported in earlier related studies. Trends related to the problem, unresolved issues and social concerns are discussed. Authoritative sources or citations should be provided in the section.

3.1.2 Statement of the Problem

The problem statement describes the need for the research project in terms of the knowledge gap to be filled. The researcher should present a clear and precise statement

that indicates the gap that previous research studies have not addressed. Authoritative sources or citations should be used to support the problem statement.

3.1.3 Purpose of the Study or General Objective

In this section the major research objective is addressed. The purpose statement should emphasize practical outcomes or products of the study. For example, "The purpose of this study was to determine (measure, examine, or evaluate) factors that influence deployment of Enterprise Resource Planning Systems in medium to large organizations".

3.1.4 Research Questions or Specific Objectives or Hypotheses

Specific research questions to be answered or specific objectives to be investigated should be stated. Either the research questions or specific objectives may be stated. However, most often research questions are preferred. The research questions need to be broad enough to allow further breakdown into questionnaire or interview guide items for the data collection. On the average 3-5 research questions are sufficient. The hypothesis should be stated if the study involves experimental designs or statistical tests.

3.1.5 Importance or Justification or Rationale of the Study

In this section the researcher describes the values or the benefits that will accrue from doing the study. The significance of the study is concerned with the relevance of the problem both to the practice and theory. That is, does the study explore an important question, meet a recognized need or make a useful contribution to practice and theory. Much value is placed on doing research, which has primary value for the solution of practical oriented business problems.

3.1.6 Scope of the Study

In this section, the researcher describes the focus or scope of the study to enable an enthusiastic reader to make generalization of the findings. The scope should address the

limitations of the research in terms of geographical coverage, population or subjects, and time period involved.

The limitations should not be stated in terms of time or financial resources constraints. Researchers are expected to plan and implement research projects within the available time and financial resources.

3.1.7 Definition of Terms

It is necessary to provide definitions of unusual terminologies and concepts in the context of the study. The definitions should be based on authoritative or established sources or references.

3.1.8 Chapter Summary

A synopsis of the major contents of chapter one including the purpose, justification, and scope should be presented. A brief description of the remaining chapters of the project should also be provided at this stage.

3.2 Chapter 2: Literature Review

The literature review section should present a review of the literature related to the problem or purpose of the study. The section should therefore be organized or structured according to the research questions or specific objectives in order to ensure relevance to the research problem.

The literature review examines recent (at most 10 years) research studies, company data or industry reports that act as a basis for the proposed study. Literature review is meant to give the reader an overview of previous relevant contributions to the problem so that they can better understand the research problem and methodology to be used in the study.

Specifically, the purpose of literature review is to:

- Help eliminate duplication of what has been done.
- Provide a clear understanding of existing knowledge base in the problem area.

The literature review should be based on authoritative, recent, and original sources such as journals, books, thesis or dissertations. It should be written using appropriate writing styles such as the American Psychological Association (APA) style. This section should include:

- Introduction
- Sub sections as per the research questions or specific objectives
- Chapter summary

3.3 Chapter 3: Methodology

Research methodology section describes the methods and procedures used to carry out the study. This is an important section, which has direct influence on the findings of the study. Hence, the methodology used should be described very clearly so that another researcher can follow the procedures used to reach similar conclusions without difficulty. The methodology chapter should include the following subsections:

- Introduction
- Research design
- Population and sampling design
- Data collection methods
- Research procedures
- Data analysis methods
- Chapter summary

3.3.1 Introduction

The chapter should start with a brief introduction highlighting the general methodology and organization or structure of the chapter.

3.3.2 Research Design

In this section, the researcher should identify, define, and provide justification for the specific research design or strategy used in carrying out the study. Research designs include experimental, quasi-experimental, correlational, causal-comparative, action research, survey, case study or historical.

In descriptive studies, survey or case study, the emphasis is placed on defining the design, revealing its merits and providing justification for its selection. In experimental or quasi-experimental studies, the tests, equipment and control conditions should be described. The researcher should also define the dependent and independent variables studied, the procedures used to examine the variables and steps taken to control for extraneous influences that might threaten the findings of the study.

3.3.3 Population and Sampling Design

3.3.3.1 Population

The researcher should identify and describe the characteristics of the population involved in the study. Population refers to the entire group of people, events, or things of interest that the researcher wishes to investigate. Population forms a basis from which the sample or subjects for the study is drawn.

3.3.3.2 Sampling Design and Sample Size

In this section, detailed description of sampling frame, sampling technique and the actual sample size should be provided.

Sampling methods or techniques may include probability and non-probability techniques. In non-probability sampling designs, the elements in the population do not have any probabilities attached to their being chosen as sample subjects. This means that the findings from the study of the sample cannot be confidently generalized to the population. Typical examples of non-probability sampling techniques include convenience sampling, and purposive sampling.

To ensure fair representation and generalization of finding to the general population, probability sampling technique should be used. Typical examples of probability sampling include simple random sampling, systematic sampling, stratified random sampling and cluster sampling. The sample size should, therefore, be representative of the general population.

3.3.4 Data Collection Methods

In this section, the researcher should describe the major methods for collecting data from the subjects. The major methods for obtaining data in a study may include interviews, questionnaires and observation techniques. The data collection instruments should be developed and organized on the basis of the research questions or specific objectives to ensure relevance to the research problem. A description of the instruments should be given, whether they are researcher developed or standardized instruments. A description of the nature of instrument items, validity and reliability, and administration procedures should be provided.

3.3.5 Research Procedures

A detailed description of the steps taken in the conduct of research should be provided for the purposes of replicability. The researcher should provide a complete account of the research process including the design and development of the instruments, pilot testing, administration of interviews or questionnaires in terms of scheduling of the subjects or participants, distribution and collection of the instruments and the running of

the experiments. Procedures may also include timing of interviews or questionnaires and instructions given to subjects.

3.3.6 Data Analysis Methods

The researcher should identify and describe appropriate data analysis methods for the study. Quantitative approaches in terms of descriptive statistics or inferential statistics should be described. Descriptive statistics include frequencies, measures of central tendencies (mean, medium or mode) and measures of dispersion (standard deviation, range or variance). Inferential statistics involve measurement of relationships and differences between or among the variables. Inferential statistics include correlation, regression and analysis of variance among others.

Data analysis tools in terms of computer application packages (Excel, SPSS or SAS) should also be described. Data presentation methods in terms of tables, graphs or charts should also be described in this section. Qualitative data should be summarized and categorized according to common themes and presented in frequency distribution tables.

3.3.7 Chapter Summary

The methodology chapter should end with a summary or synopsis of the main elements discussed in the section.

3.4 Chapter 4: Implementation

This chapter describes hoe the student implemented a solution ti the studied problem. The general structure for the different concentrations is:

- Analysis
- Modeling & Design
- Proof-of-Concept
- Testing
- Show the implementation and testing criteria used on the system

3.5 Chapter 5: Results and Findings

The objective is to present and explain the data rather than draw interpretations or conclusions. The findings should be presented and analyzed on the basis of the research questions, specific objectives or hypotheses.

Tables, charts or graphs should be used to present quantitative data when appropriate. A brief description in words of what is shown in the table or figure should be provided. A general rule is to prepare the table or figure and the text, in such a way that they can stand alone in describing the outcomes of the study.

A summary or synopsis of the major findings of the study should be provided at the end of the chapter.

3.6 Chapter 6: Discussion, Conclusions and Recommendations

This chapter is generally considered as the most critical section of the research project and the most difficult part to write. The chapter, however, should have a framework that includes the following:

- Introduction
- Summary
- Discussion
- Conclusions
- Recommendations

3.6.1 Introduction

The section should start with a brief summary of the structure or organization of the chapter.

3.6.2 Summary

The final chapter of the research project should provide a summary of important elements including the purpose of the study and research questions or specific objectives, research methodology used and major findings or results.

3.6.3 Discussion

The discussion section should focus on the major findings of the study and should be organized or structured according to the research questions or specific objectives. The section should not be a repeat of the study findings and results as presented in chapter 4, instead it should provide interpretation of the results or major findings by comparing them to the findings of previous studies or theoretical background presented in the literature review.

3.6.4 Conclusions

In this section, major conclusions drawn from the research findings should be presented. Conclusions should be drawn on the basis of research questions or hypothesis.

3.6.5 Recommendations and Further Work

Research projects should provide recommendations for practice or improvement and for further studies. In applied research, recommendations are often provided for practice or improvement. In this case the researcher offers suggestions for improvement with justification. Research projects often pave way for further work. Consequently, the researcher should provide suggestions for future research work based on the findings and conclusions generated from the study.

4.0 DOCUMENTATION OF SOURCES

4.1 Documentation Styles

To avoid plagiarism in research projects, a researcher is required to acknowledge the sources of words, facts, or ideas borrowed from other scholars. Most academic disciplines or professional bodies require special documentation formats or styles in research project reports. Consequently, the style used should be consistent with the requirements of each discipline. For example, the American Psychological Association (APA) style is commonly used in social sciences, business and economics fields; the Institute of Electrical and Electronics Engineers (IEEE) style is used in electrical engineering and computer science fields; the Chicago style is used in history, philosophy and humanities; and the MLA style is commonly used as a guide in English and foreign languages fields.

Most professional publications have abandoned the use of footnotes or endnotes as a method of referencing within text and have adopted instead the author/year method of documentation. The author year method provides the reader with names and dates in the text that can be used to identify complete bibliographic listings in the reference list. One main advantage of the author/year method is that it offers key documentary information where appropriate within the text in order to ensure continuity in reading and economic use of the page particularly where lengthy documentary information is required.

4.2 The APA Style

The American Psychological Association (APA) publication style started way back in 1928 as a writing style among the psychologist scholars and professionals. Over the years, the APA style gained acceptance in other scientific and non-scientific fields such as business and economics as a standard format for writing scholarly papers. Today, it is estimated that thousands of scholarly journals, magazines, and book publishers in the United States and other countries in the world require authors to use APA style.

APA style uses the author-date method of citation. That is, the surname of the author and the year of publication are inserted in the text at the appropriate point.

4.2.1 Documentation in Text

Citation of an author's work in text is used to document work, briefly identify the sources for readers, and to enable the readers to locate the source of information in the alphabetical reference list at the end of the paper. The sources of reference chosen should be relevant and current.

i. Work by a Single Author

APA style uses the author-date method of citation; that is the surname of the author and the year of publication are inserted in the text at the appropriate point.

For example:

Human resource management can be defined as the management of activities undertaken to attract, develop, motivate, and maintain a high performing workforce within the organization (Harvey, 2001).

Kamau (1998) compared reaction times……

In a recent study of reaction times, Kamau (1998), described the .. ……. Kamau also found that ……..

Within a paragraph, you need not include the year in subsequent references to a study as long as the study cannot be confused with other studies cited in the article.

ii. Work by Two or More Authors

When a work has two authors, always cite both names every time the reference occurred in text.

For example:

According to Bowin and Harvey (2001) human resource management can be defined as the management of activities undertaken to attract, develop, motivate, and maintain a high performing workforce within the organization.

When a work has more than two authors and fewer than six authors, cite all the authors the first time the reference occurs. In subsequent citations, include only the surname of the first author followed by "et al." and the year.

For example:

Kamau, Otieno, Patel, Smith, and Wanjiku (1998) found. …[first citation]

Kamau et al. (1998) found. ……[subsequent citations]

Join the names in a multiple –author citation in running text by the word "and". In the reference list join the names by and ampersand "&".

For example:

Wanjuki and Otieno (1999), demonstrated that ……..[in text]
Wanjuki, M. & Otieno, J. (1999). *Customer satisfaction* ..[in reference list]

iii. Corporate Authors

The names of corporate authors are usually spelled out each time they appear in a text citation. The name of some corporate authors are spelled out in the first citation and abbreviated there after. Corporate authors include organizations, associations or government agencies.

For example:

First text citation:
(National Institute of Mental Health [NIMH], 2001)

Subsequent text citations:
(NIMH, 2001)

iv. Authors with the Same Surname

If a reference list includes publications by two or more authors with the same surname, include the author's initials in all text citations to avoid confusion even if the year of publication differs.

For example:
S. E. Patel (1996) and G. K. Patel (1990) also found ……

v. Specific Parts of a Source or Quotation of Sources

To cite a specific part of a source, indicate the page or chapter at the appropriate point in text. Always give a page number for quotations. Note that the word page and chapter are abbreviated in text citations.

For example:

(Doti and Ruby, 1999, p. 10)

(Wilmarth, 2001, chap. 3)
Smith (1999) stated that "The placebo effect disappeared when ….. behaviors were studied in this manner" (p. 276).

4.2.2 Reference List

The reference list at the end of the project report or term paper provides the information necessary to identify and retrieve each source. Researchers should choose references judiciously and must include only the sources that were used in the preparation of the research project

i. Agreement of Text and Reference List

Reference cited in the text must appear in the reference list, conversely, each entry in the reference list must be cited in the text. The author must make certain that each source referenced appears in both places and that the text citation and reference list entry are identical. Failure to do so can result in an expensive change after the research project report has been bound.

ii. Reference List Format and Order

The reference list format should provide the author's last name and initials, the year of publication, the title, the city, and publisher in that sequence.
The entries in the reference list should be arranged in alphabetical order by the surname of the first author.

For example:

Achieng, O. (1998, December 14). Computer groups plan standards. *The New York Times, p. D5.*

Booker, C. (1997). *Technology and Innovation in the International Economy*. Cheltenham, UK: Edward Elgar Publishing Company.

Cooper, J. & Michie, J**.** (1997). *Technology Innovation and Competitiveness* (ed) Cheltenham, VI/C: Edward Elgar Publishing.

Dessler, G. (2000). *Human Resource Management,* Upper Saddle River, NJ: Prentice Hall

Hussey, D. (1997). *The Innovation Challenge. New York: John Willey & Sons.*

Leenan, B. (2000). *Customer Satisfaction Surveys Miss the Mark,* [Online] Available: http://www.findarticles.com

Spinner, M.P. (1990). *Elements of Project Management: Plan, Schedule and control.* Englewood Cliff, N.J: Prentice Hall.

Syrett, M. & Lammiman, J**.** (1998). *Managing Live Innovation*. Oxford: Butterworth – Heinemann.

Zahra, S.A., & Ali, A.J. (1997). *The Impact of Innovation and Technology in the Global Marketplace.* New York: International Business Press.

5.0 PLAGIARISM IN RESEARCH PROJECT

Plagiarism is the presentation of someone else's ideas or words as your own. Whether deliberate or accidental plagiarism is a serious and punishable offense in research projects. Students found guilty of plagiarism get an F grade in research project or may be disqualified from a degree candidacy.

Deliberate or accidental plagiarism occurs when a writer draws words, phrases or passages from someone else's work and presenting them verbatim as his/her own work without providing complete documentation or source citation.

Deliberate plagiarism may include:

- Copying or downloading someone else's work (a phrase, a sentence or a longer passage) and passing it off as your own without proper source citation.
- Handing in as your own work, a paper you have bought, had a friend write, or copied from another student.
- Summarizing, or paraphrasing someone else's idea without acknowledgement in a source citation.

Accidental plagiarism may include:

- Forgetting to place quotation marks around another writer's words.
- Omitting a source citation for someone else's ideas without acknowledgement in a source citation.

To avoid plagiarism the researcher should always acknowledge other people's ideas that are not common knowledge.

6.0 APPENDCES

6.1 APPENDIX A: FIRST TITLE PAGE (COVER PAGE)

RESEACH PROJECT TITLE

BY

NAME OF THE STUDENT

UNITED STATES INTERNATIONAL UNIVERSITY

SEMESTER AND YEAR

VIRTUALIZATION AND CLUSTERING: PHYSICAL OR VIRTUAL SERVER OPTIONS IN DATA CENTERS FOR HIGH VOLUME DATA ORGANIZATIONS IN KENYA

BY

ESTHER K. RIMITHU

UNITED STATES INTERNATIONAL UNIVERSITY

SUMMER 2014

6.2 APPENDIX A: SECOND TITLE PAGE

RESEACH PROJECT TITLE

BY

NAME OF THE STUDENT

A Project Report Submitted to the School of Science and Technology in Partial Fulfillment of the Requirement for the Degree of Master of Science in Information Systems and Technology

UNITED STATES INTERNATIONAL UNIVERSITY

SEMESTER AND YEAR

VIRTUALIZATION AND CLUSTERING: PHYSICAL OR VIRTUAL SERVER OPTIONS IN DATA CENTERS FOR HIGH VOLUME DATA ORGANIZATIONS IN KENYA

BY

ESTHER K. RIMITHU

A Project Report Submitted to the School of Science and Technology in Partial Fulfillment of the Requirement for the Degree of Master of Science in Information Systems and Technology

UNITED STATES INTERNATIONAL UNIVERSITY

SUMMER 2014

6.3 APPENDIX C: STUDENT'S DECLARATION

STUDENT'S DECLARATION

I, the undersigned, declare that this is my original work and has not been submitted to any other college, institution or university other than the United States International University in Nairobi for academic credit.

Signed: _____ **Date:** _____

Student's Name and ID

This project has been presented for examination with my approval as the appointed supervisor.

Signed: _____ **Date:** _____

Name of the Supervisor

Signed: _____ **Date:** _____

Dean, School of Science and Technology (Do not put the Name)

Signed: _____ **Date:** _____

Deputy Vice Chancellor, Academic Affairs (Do not put the Name)

STUDENT'S DECLARATION

I, the undersigned, declare that this is my original work and has not been submitted to any other college, institution or university other than the United States International University in Nairobi for academic credit.

Signed: _____ **Date:** _____

Esther Kanini Rimithu (ID No 695643)

This project has been presented for examination with my approval as the appointed supervisor.

Signed: _____ **Date:** _____

Dr. A.N. Other

Signed: _____ **Date:** _____

Dean, School of Science and Technology

Signed: _____ **Date:** _____

Deputy Vice Chancellor, Academic Affairs