

Research Methodology  
Kiran Iyer  
Roll Number – 32  
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**Question 1 – Make up 3 different situations in which Motivation to work could be an independent, intervening and a moderating variable.**

**Example of Motivation as Independent variable:**

“At a call centre, quality of solution provided to a inbound customer is dependent on the level of motivation & know how of the call centre employee responding to the call”

Dependent variable - Quality of solution provided.

Independent variable - Motivation & Knowledge

Intervening variable -

Moderating variable -

**Example of Motivation as Intervening variable:**

“Induction & training programs motivate employees to perform better. If all the employees follow the training modules as per the programs the productivity will be at a standard in terms of quality.”

Dependent variable – perform better

Independent variable - Induction & training programs & modules

Intervening variable - Level of Motivation

Moderating variable –

**Example of Motivation as Moderating variable:**

“People are de-motivated to consume alcohol knowing the consequence that it damages the liver leads to liver cirrhosis. Perhaps behavioral therapy works better for males and cognitive therapy works better for females”

Dependent variable – liver cirrhosis

Independent variable – Consumption of alcohol

Intervening variable – Damage to lever

Moderating variable - Gender

**Question 2 – List and label variables in the following situation and explain the relationship among the variables.**

Failure to follow accounting principles causes immense confusion which in turn creates a number of problems for the organization. Those with vast experience in bookkeeping however are able to avoid the problems by taking timely corrective action.

Independent variable - Accounting Principles

Dependent variable - confusion & problems for organisation  
Moderating - Vast experience in Book keeping

Intervening variable - Timely corrective actions

**Question 3 – List and label variables in the following situation and explain the relationship among the variables and diagram them. What may be the problem statement or problem definition for this situation?**

The Manager of XYZ Co. observes that the morale of employees in her company is low. She thinks

that if their working conditions are improved, pay scales raised and vacation benefits made attractive the morale would be boosted. She doubts however an increase of pay scale could raise the morale of all employees. The conjecture is that those who have supplemented incomes will just not be turned on by higher pay and those without side incomes will be happy with increased pay with a resultant boost of morale.

Independent variable - Moral of employees

Dependent variable - improved working conditions, raised pay scale, attractive vacation benefits

Problem definition - To determine whether Morale of employees depend on pay scale