

**Open University of Mauritius**  
**Commonwealth of Learning**  
**MBA with Specialisation in Project Management**

**1. Background**

The delivery of MBA/MPA/CEMBA/CEMPA programmes has been in the past quite expensive and restrictive due to the high cost of higher education and the physical limitations of the traditional mode of delivery. The Commonwealth of Learning has developed the above programmes to respond to the need to increase access to such programmes. The Open and distance Learning mode of delivery was identified as the privileged mode of learning to overcome such traditional barriers as time constraints and high cost of studies. COL acted as a facilitator for the development of the programmes by a consortium of partner institutions in the Commonwealth.

**2. Entry requirements**

In general, admission to the MBA with specialisation in Project Management: OUpm006 requires the following:

A Bachelor's degree with at least second class from a recognised University or alternative qualifications, including professional qualifications, acceptable to the Open University of Mauritius. Candidates must have a good mastery of English Language. Applicants may be asked to pass an entry/apptitude test.

**3. The rationale for the programme and objectives:**

The MBA with Specialisation in Project Management programme provides a blend of management theories including Logical Framework Approach (LFA), specialised areas of project management and practical application with real business-case scenarios. This programme prepares learners to develop techniques and best practices to effectively contribute to the success of their organizations. The programme also stresses on technical skills such as Microsoft Project software to achieve cost-effective results and provides Learners with an overall view of project management objectives, tools, and measurements.

**4. Educational aims of the programme:**

At the end of the program the learner will:

- Be able to identify, analyse and solve decision -making problems by applying conceptual business frameworks, both individually and as part of teams to achieve organisation effectiveness in a rapidly changing environment;
- Develop a high level practical skills and theoretical concepts to lead complex projects, including Logical Framework Approach (LFA)
- Understand project integration management, including: scope, time management and project management scheduling tools.
- Gain skills in facilitating project management functions: Communications management, risk management, procurement management and motivating team members, problem solving, directing projects and budgeting while adhering to quality standards;

## 5. Learner Support

The Open University Learner support addresses learners' needs depending on the unique situation, location and characteristics of the learner. Its main objectives are to assist students to maintain and develop as a successful and independent learner.

Since it is not mandatory for our learners to attend face to face sessions, The Open University will provide the following support:

- Special videos will be produced on Project Management I and Project Management II
- For Project Management II, the contact hours with learners will be doubled to ten practical classes (20 hours) since it is heavily reliant on Microsoft Project Software
- Skype Sessions will be provided for overseas or learners with special needs
- Printed materials will be posted to overseas learners with low internet connectivity
- All relevant educational materials and resources will be shared on the University's E-learn platform (Moodle)
- Computer Lab facilities for practical sessions will be provided under the supervision of qualified practitioners
- Counselling and regular meetings with program managers
- Large prints will be made available for learners with visual impairment
- Extra time or special arrangements for examination will be provided for learners with special needs
- Industry visit will be organised
- Progress of learners will be monitored through evaluation reports by resource person at phases interval to assess their progress in the practical sessions

## 6. Assessment

For MBA with specialisation in Project Management: OUpm006, each module carries 100 marks and will be assessed as follows (unless otherwise specified):

Assessment will be based on a written examination of 3 hours' which would account for 70% of the final module grade and continuous assessment would account for 30% of the final module grade. (unless otherwise specified):

Continuous assessment will be based on assignment(s), portfolios and mini-projects. For a learner to pass a module, an overall total of 40% for combined continuous assessment and written examination components would be required without minimum thresholds within the individual continuous assessment and written examination. Learners may re-sit up to a maximum of two failed modules for the semester of the programme. (unless otherwise specified):

## 7. Duration

A minimum of 2 years (4 semesters)

A maximum of 5 years

## 8. Grading (Open University of Mauritius)

Marks (x) %	Description	Grade	Grade Point
$x \geq 70$	Excellent	A	5
$60 \leq x < 70$	Very Good	B	4
$50 \leq x < 60$	Good	C	3
$45 \leq x < 50$	Satisfactory	D	2
$x < 40$	Ungraded	U	0

## 9. Award

Exit Point	Number of course	Credits
Diploma in Business Administration	8 core Modules required for MBA	<b>48</b>
Post Graduate Diploma Business Administration	10 (8 core + 2 specialised compulsory)	<b>60</b>
Master in business administration with specialisation in Project Management	15 (9 core + 2 specialised + 2 electives + 2 required Modules)	<b>90</b>

For MBA with specialisation in Project Management: OUpm006:

- Master's degree 90 Credits
- Postgraduate diploma 60 Credits (without dissertation)
- Postgraduate certificate 30 Credits (without dissertation)

## 10. Programme Structure

(15 courses per programme - Total No. of credits: 90)

Semester 1		
Code	Modules (Core)	Credits
OUpm0061101	Managing Information Systems	6
OUpm0061102	Operations Management	6
OUpm0061103	Economic Environment of Business	6
OUpm0061104	Marketing Management	6
Semester 2		
Code	Modules	Credits
	<b><u>Core Modules:</u></b>	
OUpm0061202	Management in Organisations	6
OUpm0061203	Managing Human Resources	6
OUpm0061201	Public Systems Management	6
	<b><u>Elective Modules-Choose 1 of the following:</u></b>	
OUpm0061204	Quantitative Techniques	6
OUpm0061205	Accounting and Finance	6
Semester 3		
Code	Modules	Credits
	<b><u>Core Modules:</u></b>	
OUpm0062101	Strategic Management	6
OUpm006214	Quality Management	6
	<b><u>Required Modules:</u></b>	
OUpm0062103	Research Methods	6
	<b><u>Specialised Modules:</u></b>	
OUpm0062123	Project Management I	6
Semester 4		
Code	Modules	Credits
	<b><u>Specialised Modules:</u></b>	
OUpm0062209	Project Management II	6
	<b><u>Required Modules:</u></b>	
OUpm0062201	Dissertation	6
	<b><u>Elective Modules-Choose 1 of the following:</u></b>	
OUpm0062203	Disaster Management	6
OUpm0062204	Corporate Finance	6
OUpm0062206	Business Ethics	6

## **11. Course Content**

### **CORE COURSES**

#### **Management Information Systems (OUpm0061101)**

##### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain the major business functions and processes and business strategy planning processes
- Analyse how information systems (IS) can add value to strategic planning
- Identify how IS strategies are aligned to organizational strategies.
- Distinguish key applications through supply chain management principles to the IS applications portfolio.
- Compare and contrast the factors influencing success and failure in the implementation of IS strategic plans.
- Evaluate national IT environment issues in respect of legal, ethical and social concerns.

##### **CONTENT**

- Introduction to MIS and Global Concepts of Electronic Business
- e-Business Markets and Competition
- Strategic Frameworks for IS and e-Business
- Strategic Information Systems Planning for e-Business Networks
- Evaluating Strategies for IS and e-Commerce Applications
- Creating Global Systems and Global Brands
- Transforming and Managing Information Organisations.

#### **Management in Organisations (OUpm0061202)**

##### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain the basic premises of management and public administration
- Compare different theories and approaches of organisation
- Distinguish behavioural patterns, advantages, disadvantages, and dysfunctions of bureaucracies
- Categorize the different management trends in the work environment.

##### **CONTENT**

- Introduction to Management and Organisational Behaviour
- Individual and Group Behaviour in Organisations
- Decision-making and Communications in Organisations
- Leadership, Organisational Structure & Environment
- Power and Politics
- Organisational Culture
- Organisational Change
- Conflict and Negotiations.

## **Managing Human Resources (OUpm0061203)**

### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain the role and significance of human resources
- Identify required skills in recruitment, selection, training and development of human resource
- Compare group dynamics and inter-group processes in different work environments.
- Categorise the inputs and processes for compensation planning
- Distinguish key issues regarding union-management relationships, collective bargaining and industrial relations.

### **CONTENT**

- Introduction to Human Resource Management
- A Brief History of HRM and Its Origins
- Strategic HRM
- Human Resources Planning
- Job Analysis and Job Design
- Acquiring Human Resources: Recruitment, Selection and Orientation
- Developing the Human Resource: Learning & Development, Training and Management Development
- Rewarding Employees: Performance Appraisal, Compensation Including Job Evaluation
- Grievances & Discipline
- Employee Safety, Health and Welfare
- Industrial and Labour Relations
- International Human Resources Management (IHRM)
- Other Emerging Issues.

## **Operations Management (OUpm0061102)**

### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Examine the scope and relevance of operation management in today's competitive business environment, and to various organisations.
- Distinguish among the variables involved in facilities planning, product and process selection
- Analyse operations planning and control theories and applications, including value engineering and quality assurance
- Evaluate materials- and logistics-management processes.

### **CONTENT**

- Introduction-strategy & competitiveness- The nature and role of operations management
- Balancing supply with demand
- Processes and products
- Inventory, supply chain, projects and measurements.

## **Economic Environment of Business (OUpm0061103)**

### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain how basic economic concepts operate in organizations
- Distinguish among environmental variables in the environment and how they influence an organization.
- Analyse factors operating in different economic sectors - private, public, not-for-profit, etc.
- Evaluate various economic policies and their implications.

### **CONTENT**

- Introduction to the Economic Environment
- Measures of Economic Activity
- Understanding the Market Mechanism and Analysing Market Demand
- Market Demand and Pricing Decisions
- Production, Costs and Profit
- Market Structure
- Aggregate Demand, Aggregate Supply and Economic Fluctuation
- Inflation and Unemployment
- Financial Markets, Monetary and Fiscal Policy
- The Open Economy

## **Public Systems Management (OUpm0061201)**

### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain the importance and relevance of public systems management
- Distinguish among the components of the public management system
- Analyse policy/programme/project processes for public management;
- Evaluate contemporary issues in public systems management;
- Compare and contrast various administrative skills and techniques for public systems management.

### **CONTENT**

- Introduction to Public Systems Management
- Policies, Programmes and Projects
- Implementation
- Responsive Administration in Public-sector Management
- The Public Manager: Skills and Techniques
- Monitoring and Evaluation
- Public Systems Management: Contemporary Issues.

## **Quantitative Techniques (OUpm0061204)**

### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain the advantages and disadvantages of quantitative techniques for effective managerial decision-making
- Evaluate information analysis through central tendency and variance analysis, basic portability and sampling distribution concepts.
- Compare and contrast forecasting methods and applications for short term and long term decision-making
- Assess quantitative techniques used in network applications, game theory and time motion and work studies
- Recommend appropriate quantitative tools for specific organizational challenges.

### **CONTENT**

Content not available at this stage but could include

- Basic Mathematics for managers
- Data collection and analysis
- Probability and probability distributions
- Sampling and sampling distributions.

## **Marketing Management (OUpm0061104)**

### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain Marketing's role, functions and applications in a modern economy, and its relevance to business, social and economic life.
- Analyse consumer behaviour among individuals, business and governments. (B2B, B2C, B2G)
- Evaluate planning, organising, implementing and controlling marketing efforts through effective decision-making and implementing
- Compare and contrast approaches to goods and services marketing.

### **CONTENT**

- Marketing management
- The marketing mix
- Marketing planning, implementation and control
- Application areas of marketing
- Strategic marketing
- International marketing
- Customer relationship marketing
- Develop a marketing plan



## Accounting & Finance (OUpm0061205)

### OBJECTIVES

*Upon successful completion of this course, learners will be able to:*

- Explain basic accounting concepts and standards
- Evaluate accounting information and applying it for decision-making purposes
- Analyse cost-behaviour and costing applications
- Examine financial statements, key ratios and investment analysis
- Evaluate financial decision-making for capital structuring, dividend decision-making and management control.

### CONTENT

- Types and Forms of Business
- Accounting Theory & Forecasts Defined
- The Recording Process
- Cash Flow Statements
- Stocks 141
- Activity Based Costing (ABC)
- Common Size and Indexed Statements for Trend Analysis
- Risk and Return
- Ratio Analysis
- Management of Working Capital
- Managing Cash Needs
- Cost of Capital
- Dividend Policy

## Specialist Courses (2 courses for each program)

### Strategic Management (OUpm0062101)

#### OBJECTIVES

*Upon successful completion of this course, learners will be able to:*

- Explain the scope of strategic management in a competitive and dynamic global economy.
- Analyse strategic processes and various sequences.
- Analyse an environmental challenge and formulate strategic objectives.
- Examine criteria for strategic decision-making and strategy implementation and control.
- Compare and contrast relevant strategies for global markets.

#### CONTENT

- Introduction to Strategic Management
- Managing the Strategy Cycle
- Organisational Analysis
- Strategic Analysis and Choice
- The Industry Environment
- Strategy Implementation
- Control Processes

## Quality Management (OUpm006214)

### OBJECTIVES

Upon successful completion of this course, learners will be able to:

- Analyse key definitions of quality, focusing on a customer-centric approach.
- Examine the Baldrige Award system and its focus on Total Quality Management (TQM).
- Identify key characteristics for management's role and responsibility for TQM in organizations and functional areas.
- Analyse the relationship between leadership and management in the context of TQM.
- Compare and contrast quality assessment and interpretation measures for organizations.
- Explain the ISO family of quality standards and its role as a systematic international framework for managing quality

### CONTENT

- Introduction to Quality Management
- Leadership and Strategic Planning
- Customer and Market Focus
- Quality in Human Resources
- Tools and Techniques for Quality Management
- The ISO 9000 Family of Standards
- Change Management in the Context of Quality

## Project Management I (OUpm0062123)

### Learning Objectives

Upon successful completion of this course, learners will be able to:

- **Initiate the project**
  - Prepare a project feasibility study based on available information from stakeholders taking into consideration assumptions and constraints
- **Plan the project**
  - Assess requirements, constraints and assumptions based on lessons learned to establish project deliverable on a project charter
  - Create the work breakdown structure derived from the project scope
  - Develop a project schedule, human resource management plan, communication plan, procurement management plan, quality management plan and stakeholder management plan
  - Develop a risk management plan by analyzing and defining risk response strategies in order to manage uncertainty from the project life cycle

- **Execute the project**
  - Execute the task as defined in the project plan while implementing quality management plan using appropriate tools and techniques to achieve project deliverables within the required quality standards, budget and schedule
- **Monitor and control the project**
  - Measure performance using appropriate tools and techniques to identify and assess any variances and communicate with stakeholders and minimize their impact on project schedule, cost and resources
- **Close and deliver the project**
  - Ensure that project deliverables conform to the quality standards established
  - Obtain final acceptance of project, transfer ownership of deliverables to the client, prepare administrative closure, file project records, document lessons learned and update organization's knowledge base.

**CONTENT** – 10 hours Face to face sessions

- **Unit 1- Introduction to Project Management**
  - Definition of project
  - Project Life cycle
  - Definition of Project management
  - Logical framework approach
  - Ethics in Project Management and skills of Project Manager
  - Principles of Project Governance
  - Triple Constraint Triangle
  - Project and Development life cycle (Predictive, Iterative and Incremental)
  - Tools and techniques in project management
- **Unit 2- Project Charter (knowledge areas)**
  - Project Management Knowledge Areas
  - Formalizing project charter
  - Identifying stakeholders
- **Unit 3 – Project Scope (Initiation)**
  - Trends and Agile Considerations
  - Project management plan
  - Scope management
  - Collecting requirements
  - Cost Benefit Analysis and Net Present Value
  - Creating the Work Breakdown Structure
- **Unit 4 – Project Schedule**
  - Defining activities
  - Sequence activities process
  - Estimating activity resources
  - Estimating activity duration
  - Developing the project schedule
  - Critical path method

- **Unit 5 –Budget and Communication plan**
  - Creating the project cost management plan
  - Estimating cost
  - Establishing Cost baseline
  - Plan communication management
  - Managing project information
  - Managing stakeholder engagement
  
- **Unit 6 – Risk Management plan**
  - Planning risk management
  - Identifying potential risk
  - Analyzing risk
  - Planning risk response plans
  
- **Unit 7 - Project Resources plan and team development**
  - Developing HR management plan
  - Quality planning
  - Acquiring the project team
  - Developing the project team
  - Managing the project team
  
- **Unit 8 - Procurement Management plan**
  - Planning Procurement Management
  - Conducting procurements
  - Quality assurance procedures
  
- **Unit 9 – Measuring and Controlling project performance**
  - Directing and Managing Project work
  - Managing Team
  - Conducting and controlling procurements
  - Controlling communications
  - Controlling quality standards
  - Monitor and control project inputs and outputs
  - Controlling stakeholder engagement
  - Implement risk responses
  - Managing cost changes
  - Performing Integrated change control
  
- **Unit 10 – Closing and delivery of project**
  - Validating scope
  - Earned Value Analysis
  - Formulating project closeout
  - Closing out the project
  - Closing out procurements
  - Internal testing
  - User (client) testing
  - Project delivery
  - After sales and customer service

## Project Management II (OUpm0062209)

### Objectives

This module will consist of ten practical sessions which will provide learners with a comprehensive introduction to the highly popular Microsoft Project application which is one of the most highly used tools by professional project Managers. Learners will receive in-depth instruction on managing project plans, tasks and resources, as well as project progress sharing, advanced task scheduling, project troubleshooting, and creating customized reporting views. This module will also not only show learners how to execute processes and deliver projects on time but also give them practice required to master the tool.

Learners will be able to:

- Manage projects from start to finish using the Microsoft Project application
- Manage resources and assignments within a project
- Track the project progress using various key features
- Create a task-based schedule for each project
- Follow schedules precisely and manage conflicts quickly
- Share project information and create reports
- Manage budgets and anticipate risk

### Assessment

Assessment will include:

- a) **Coursework (50%)** - A project based coursework will be given during the semester where learners will have to create a scenario based project from scratch based on proposal submitted in Project Management 1. For a learner to pass this module, an overall total of 40% for the coursework and an overall total of 40% for practical examination would be required without minimum thresholds within the coursework and practical examination.
- b) **Viva Presentation (50%)** - The viva presentation will account for 50% of the final module grade. Learners will have to present a project, build from scratch from a given project scenario. They will be assessed on their knowledge of Microsoft Project and the methodologies used to solve given problems by the examiners.

**Contents** – 20 hours Face to face sessions

#### ➤ **Unit 1 - Overview & basics of Microsoft Project**

- Importance of Microsoft Project for Professionals
- Importance of Microsoft Project for Organisations
- Basics of Microsoft Project
- Features of Microsoft project 2016
- Calendar types
- Project Options
- Business Scenario Changing Currency in Project Options
- Business Scenario Customising the Ribbon & Quick Access Toolbar Preview

➤ **Unit 2 – Creating a project plan**

- Basic Information for A New Project
- Create Project from A Blank Project Template
- Components of A Blank Project Template
- Create Project from an Existing Template
- Business Scenario Creating a Project from an Existing Template
- Create Project from an Existing Project
- Create Project from Microsoft Excel Workbook
- Business Scenario Importing Tasks from Excel
- Create Project from Microsoft SharePoint Tasks Lis
- Base Calendar
- Business Scenario Updating the Working Days in a Project Calendar
- Create New Base Calendar
- Set Baseline

➤ **Unit 3 – Project Tasks**

- Add New Task in Microsoft Project
- Manually Scheduled Tasks Vs Auto Scheduled Tasks
- Project Outline
- Creating Task Dependencies with Links
- Organizing Tasks Preview
- Create Project Milestones
- Rearranging Tasks
- Inactive Tasks
- Timeline View
- Project Summary

➤ **Unit 4 – Project resources**

- Advantages of Creating Resources
- Responsibility Matrix
- Types of Resources
- Add Resources
- Add a Work Resource Preview
- Add Material Resources
- Cost Resources
- Add a Cost Resource Preview
- Generic resources
- Assign Work Resources to Tasks
- Resource Assignments
- Create Resource Assignments
- Assign Material Resources to Tasks
- Add Part Time Generic Work Resource to Task

## **Unit 5 - Tracking Progress**

- Resource allocation
- Display Current Resource Allocations and Assignments
- Resource Sheet View
- Resource Usage View
- Team Planner View
- Replace Resources On Tasks
- Resources Leveling
- Resource Leveling Options
- Resource Assignment
- Resource Calendar
- Cost Accrual Method

## ➤ **Unit 6 - Task Scheduling**

- Logical Scheduling Model
- Tracking Project Actuals
- Adding Actual Dates, Durations, and Work
- Adding Date Constraints
- Setting Deadlines
- Adding Project Percentage
- Task Usage View
- User-Controlled Schedules
- Duration Equation and Task Types
- Effort Driven Scheduling
- Applying Calendars to Tasks
- Estimated Duration
- Warnings and Suggestions
- Creating Formula with IIF Function
- Using Graphical Indicators with Formulas

## ➤ **Unit 7 - Reporting & Troubleshooting**

- Reporting
- Troubleshooting
- Schedule Variance Task Slippage
- Schedule Variance Late Task
- Grouping of Related Tasks Preview
- Filtering of Related Tasks
- Task Inspector Preview
- Task path
- Critical Path Method
- Slack Time

- Reports and Dashboards
- Cumulative Fields

#### ➤ **Unit 8 – Customizing Views**

- Work with Views
- Customize Existing Views
- Customizing Views
- Apply Filters to Views
- AutoFilter
- Share A View with Another Project
- Business Scenario - Share a View with Another Project
- Create A New Table
- Customize a Table

#### ➤ **Unit 9 – Sharing Project Information**

- Sharing Data with Excel
- Sharing Data with Other Office Apps
- Embedding and Linking Files to Other Office Apps
- Exporting Data from Microsoft Project 2016 to Visio and Vice Versa
- Sharing Data with SharePoint
- Ways to Extend the Capability of Microsoft Project 2016
- Automating Tasks with VBA

#### ➤ **Unit 10 – Resource Pooling & Consolidation**

- Introduction to Resource Pool
- Create A Shared Resource Pool
- Business Scenario - Create a Resource Pool
- Connect to Resource Pool
- Business Scenario - Share Resource Pool
- Master Projects and Subprojects
- Business Scenario - Add Tasks to a Resource Pool Preview
- Inter-Project Dependencies
- Resolve Resource Conflicts Between Shared Projects
- Business Scenario - Resolve Conflicts in Shared Resource Pool
- Overall Project Status
- **Mock Presentation (VIVA Preparation)**



## **Electives (1 to be selected)**

### **Disaster Management (OUpm0062203)**

#### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain the basic concepts, aims, and elements of disaster and emergency management
- Analyse the relationships among hazard, vulnerability and disasters
- Evaluate the range of available preparedness/mitigation approaches, limitations and modalities of implementation through development
- Examine the purpose, functions and responses of UN agencies involved in emergency situations' in particular the UN Disaster Management Team.

#### **CONTENT**

- Introduction and Overview of Disasters
- Proactive Approach to Disaster Mitigation
- Capacity Building and Training for A Disaster Resilient Society
- Preparing for Emergency Response
- Institutional Arrangements and Legal Frameworks for Disaster Mitigation
- Post-Disaster Management
- Business Continuity Planning
- Goal Setting and Decision Making in Managing Disasters

### **Corporate Finance (OUpm0062204)**

#### **CONTENT**

- The Financial System and the Economy
- Financial Modelling
- Leasing, Derivatives and Hybrids
- Managing Financial Risks
- Mergers and Acquisitions
- International Managerial Finance.

### **E24 - Business Ethics (OUpm0062206)**

#### **REQUIRED COURSES (2 COURSES)**

##### **Research Methods (OUpm0062103)**

#### **OBJECTIVES**

*Upon successful completion of this course, learners will be able to:*

- Explain frequently-used research methods in business or public administration studies.
- Discuss various sampling, measurement and analysis issues associated with different forms of research strategy.
- Explain the limitations associated with each kind of research method, and read and evaluate research reports critically

- Identify a research problem that warrants further investigation as either a thesis topic or major paper topic.

### *Content*

- Introduction to Research Methodology
- Data Collection and Measurement
- Data Presentation and Analysis
- Report Writing and Presentation

### **Dissertation (OUpm0062201)**

#### **Objective**

The Objective of the project course is to help the student to develop the ability to apply multidisciplinary concepts, tools and techniques to solve organizational problems.

#### **Type of Project**

The project may be from any one of the following types:

- Comprehensive case study (covering single organization/multifunctional area problem formulation, analysis and recommendations).
- Inter-organizational study aimed at inter-organizational comparison/validation of theory/survey of management or developmental practices.
- Field study (empirical study).