



UNIVERSITY  
of  
TECHNOLOGY,  
MAURITIUS

**SCHOOL OF BUSINESS MANAGEMENT AND  
FINANCE  
(SBMF)**

**DISSERTATION GUIDELINES  
For  
Undergraduate Programmes**

**April 2016  
Version 2.0**

# UNDERGRADUATE DISSERTATION GUIDELINES- SBMF 2016

## **A INTRODUCTION**

The dissertation is a significant part of the undergraduate programme. It is equivalent to 9 credits for the Degree courses. These guidelines will provide students with information and guidance on how to undertake their dissertations.

## **B AIMS AND OBJECTIVES**

The dissertation provides students with the opportunity to enable them to strengthen and develop their research skills and techniques and apply theoretical concepts. Students are required to choose a suitable area of study and demonstrate a deep understanding of the topic based upon a range of literature/ideas to master the subject they have chosen. At undergraduate level, they also need to demonstrate research skills.

## **C LEARNING OUTCOMES**

On completion of the dissertation, students should be able to:

- plan a research project
- develop research skills
- perform literature search
- master the scholarly techniques required for an undergraduate dissertation

## **D DISSERTATION TOPIC**

### **D1 Selection Process**

It is important that students choose a topic that is of interest to them and that is within their research capabilities. Students can look for their own pattern of interest by making a list of topics which they have studied during their undergraduate programme. Additionally, they can also look at past assignments, textbooks and articles used, to help them identify an interesting dissertation subject. Students might also want to find a topic according to its viability to future employers.

### **D2 TOPIC ALLOCATION**

The topic statement consists of a page (Appendix A) with the following details:

- The student's name, programme and contact information (address, phone number, e-mail address).
- Three different research areas** indicating their first, second and third choice.

## UNDERGRADUATE DISSERTATION GUIDELINES- SBMF 2016

Please note that students will be required to submit the **Topic Statement** at the beginning of Level 3 as per programme document through the Programme Coordinator. The Programme coordinator will then submit same to the Under Graduate Dissertation Committee.

### **E SUPERVISION**

Supervision is an essential component of a dissertation to ensure that a student completes and submit his/her work within the schedules and in the prescribed manner. The Undergraduate Dissertation Committee will ensure that a Supervisor is allocated to each student. Where there is no appropriate expertise or not enough full-time academic staff to act as Supervisor within the School, a Supervisor may be sought externally and the latter assisted by the Administrative Supervisor. A Supervisor is essentially an academic staff or a professional from the industry, with academic experience in the area in which the dissertation is being carried out.

The supervision period shall be as specified in the Dissertation. For Supervision to be efficient and effective, both the Supervisor and the Student have to understand their respective roles. No supervision will normally be provided in cases of extension.

#### **E1 Roles and Responsibilities of Supervisor**

The primary function of a Supervisor is to provide to the student an overall guidance of the dissertation and to suggest corrective measures when the student's performance is not satisfactory. The Supervisor will inter-alia:

- a) Assist the student in clarifying topics.
- b) Direct the student to relevant areas of information and literature sources.
- c) Guide students on appropriate methodologies, tools and techniques.
- d) Maintain regular supervisory contacts with student in accordance with School policy, as stipulated in the Dissertation Supervision Guide, and keep records of same.
- e) Inform student when his/her work is below standard and/or when progress is not adequate.
- f) Read and comment on draft of report, and advise student where changes are required, if any, to reach desired standard.

## **E2 Roles and Responsibilities of Administrative Supervisor**

- a) Have at least one meeting with main supervisor and student
- b) Provide administrative support to the main supervisor and student (e.g. issue letter for data collection)
- c) May be required to provide continuity of supervision in the event of the departure of the main supervisor
- d) May be required to act as a third marker in case of disparity in marks between the main supervisor and the second assessor

## **E3 Roles and Responsibilities of Student**

The prime responsibility of the student is to manage his/her dissertation and to maintain regular supervisory contacts with his/her Supervisor. Student should realise that the responsibility for the work submitted is entirely his/hers. The students will inter-alia:

- a) Agree with the Supervisor on a schedule of meetings, and adhere to it.
- b) Take the initiative to keep contact with the Supervisor to ensure progress of his/her work.
- c) Keep records of supervisory contacts and meetings with the Supervisor and outcomes of the discussion arising there from
- d) Take the initiative to discuss any problem arising from his/her dissertation with his/her Supervisor, such that they are resolved as early as possible.
- e) Submit deliverable(s) as specified in their respective dissertation guides.
- f) Abide by all regulations in force, in particular, 'Regulations on Anti-Plagiarism'.

## **F TERMS OF REFERENCE OF DISSERTATION COMMITTEE**

The Terms of Reference of the Dissertation Committee are as follows:

- a) To assess the feasibility and relevance of the dissertation proposal and/or synopsis with respect to the Programme of Study.
- b) To recommend to the Head of School the allocation of Supervisors, Administrative Supervisor and Second Assessors, as applicable.
- c) To establish deadlines for the deliverable(s) and considers extension of same in very exceptional circumstances.
- d) To inform Supervisors, Administrative Supervisor, Second Assessors and Students of their respective allocations.
- e) To deal with matters arising in the course of Dissertation progress such as interruption and non-submission.
- f) To schedule in very exceptional circumstances presentation/viva voce where applicable.
- g) To compile the agreed marks submitted by the Supervisor. In case of disagreement, the Committee will make appropriate recommendations to the HOS.

## **G SCHEDULE OF DELIVERABLES**

Students are required to submit one (1) soft copy together with 2 draft copies (with no hardcover binding) of their dissertation. All dissertations will be handed at the **SBMF Registry**. It is the duty of the students to ensure that they submit their work and the duly signed submission form (Appendix H). Students Deadline for submission of dissertation will be communicated by the Undergraduate Dissertation Committee through the programme coordinators.

### **G.1 Unauthorized late submission**

Penalty would be applied as follows for unauthorized late submissions:

- Up to one week (-) 5% of total marks;
- Up to two weeks (-) 10% of total marks;
- Up to three weeks (-) 15% of total marks;
- Up to four weeks (-) 20% of total marks;
- Beyond four weeks, students would be deemed to have failed and would need to re-submit with the next cohort and pass marks would be applied. Students will be eligible for actual marks obtained if they opt for submission of a new dissertation.

### **G.2 Authorized extension**

For cases of illness or special cases (e.g. death of a close relative), medical certificates as per Regulations or other appropriate documentary evidence for non-medical cases should be produced along with a report from the Supervisor.

Students would then be granted authorised extension. The deadline for submission and marks allocated would be as follows:

- Up to four weeks, marks obtained would be awarded;
- Beyond four weeks, students would submit with the next cohort and marks obtained would be awarded.

Cases of late submission will be considered by the Head of Department concerned and Head of School where the relevant Dissertation Committee is unable to meet.

**Students should note that when granted extensions, there will be a postponement in the proclamation of their results and subsequently their convocation will be delayed.**

## UNDERGRADUATE DISSERTATION GUIDELINES- SBMF 2016

Submission of final report shall be accompanied by the Student Diary Summary (*APPENDIX I*) and shall be made to the Administrative Officer of the School and duly acknowledged. Students Deadline for submission of dissertation will be communicated by the Undergraduate Dissertation Committee.

If students are having difficulties at any point in time, they should inform the UGDC through **Administrative Supervisor and/or Supervisor**.

A final copy (hard bound and soft) of all dissertations scoring *Grade A* should be submitted to the Resource Centre for reference.

### **H THE REPORT**

#### **H1 CONTENT**

##### **1. PRELIMINARIES**

a) Title Page	Compulsory
b) Certification of Own Work	Compulsory
c) <i>Dedicace</i>	If Applicable
d) Abstract	Compulsory
e) Acknowledgements	Compulsory
f) Table of Contents	Compulsory
g) List of Tables	If Applicable
h) List of Figures	If Applicable
i) List of Acronyms	If Applicable

##### **2. MAIN TEXT (in chapters)**

a) Introduction	Compulsory
b) Review of Literature	Compulsory
c) Methodology	Compulsory
d) Results may be combined (Results and Discussion)	Compulsory
e) Discussion	Compulsory
f) Conclusions and Recommendations	Compulsory

##### **3. REFERENCE SECTION**

a) References	Compulsory
---------------	------------

##### **4. APPENDICES**

a) Questionnaires and other relevant materials referred to in main text.	If applicable
--	---------------

The third column indicates the compulsory and the optional parts of the dissertation.

### **H.1.1 Title Page**

The Title Page should start with the name of the University, the School, the title of the dissertation, the student's full name, the submission statement and the date (Appendix C).

### **H.1.2 Certification of Own Work**

Students must state that their dissertation is the product of their own work and that all sources have been fully acknowledged. The following statement must be presented and signed on the page following the Title Page (Appendix D).

### **H1.3 Acknowledgements**

This page should contain the recognition of the assistance of supervisors, other University staff and other people whom students would like to thank for their contribution. As a matter of principle, students are expected to acknowledge the contribution of the supervisor to the dissertation in the first instance before acknowledging the help of others.

### **H1.4 Abstract**

The abstract should not exceed ONE page and the *Italic* font should be used. It must represent a summary of the whole dissertation (including a brief summary of the objectives of the study, methods used, results and conclusions) without including tables or figures.

### **H1.5 Table of Contents**

The Table of Contents follows the abstract and should show the titles, sub-titles and page numbers.

- The Title Page should not be included in the Table of Contents.
- Appropriate headings and subheadings should be assigned to every chapter (Appendix E).

### **H1.6 List of Tables**

The page referring to the List of Tables follows that of the Table of Contents. It should consist of the table number and heading as well as the page where the table is situated.

#### **For example:**

Table 2.3: Juran's Method to Quality Improvement

### **H1.7 List of Figures**

This page should follow the List of Tables and should consist of the number and heading of the figure as well as the page number.

#### **For example:**

Figure 3.1: The Hierarchical Structure of Company A

Students should ensure that the number, title and page number in the List of Figures and List of Tables corroborate with those in the main text.

### **H1.8 List of Acronyms**

Students may use acronyms when a term is used more than once. It should be in alphabetical order.

For example:

HRM                Human Resource Management

UNESCO        United Nations Education, Scientific and Cultural Organisation

UTM              University of Technology, Mauritius

## **H2 MAIN TEXT**

This part consists of the Introduction, Literature Review, Methodology, Results, Discussion and Conclusions. Students should note that they should maintain a flow from chapter to chapter.

### **H2.1 Introduction**

The Introduction should include the objectives of the study and should clearly state the problem that is being addressed.

### **H2.2 Literature Review**

This section should be structured in explanatory headings and subheadings, but well integrated together. It should consist of a background of previous research which has been carried out on the subject.

### **H2.3 Methodology**

The methodology states the methods used in carrying out the research, such as surveys and interviews.

### **H2.4 Results**

Students should provide a summary of the results of their research. In this section, Tables and Figures are often used because they enable students to clearly illustrate information.

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- Every Table should be given a number and an explanatory heading. This should be stated at the **TOP** of the table.
- Every Figure should be given a number and an explanatory heading. This should be stated at the **BOTTOM** of the figure.

### **H2.5 Discussion**

This section consists of an interpretation of the results based on the work that has been done.

### **H2.6 Conclusions and Recommendations**

This part highlights the main points that have emerged from the study and attempts to provide answers and recommendations to the problem that has been addressed in the Introductory Chapter.

### **H2.7 Referencing**

Students need to indicate the sources from which materials have been derived. They should make sure that the reference section consists of **ALL** and **ONLY** the sources that have been referred to in the dissertation.

- **Books** should be referenced by first stating the surname(s) of the author(s), the latter's initials, the year published, the title (in italics, underlined or bold but must be consistent throughout the reference list), edition (if applicable), the place published and the publisher.

#### **For example:**

Bateson, J. (1989) *Managing Services Marketing: Text and Readings*. London: The Dryden Press.

Beer, M.; Spector, B. and Lawrence, P. R. (1984) *Managing Human Assets*. New York: Free Press.

- **Books of collected writing** should be referenced by stating the name(s) of the author(s) of the chapter that students have cited from, the year of publication, the title of the chapter, the name(s) of the editor(s), (eds.), the title of the book, the place published and the publisher.

#### **For example:**

Gummesson, E. (1995) 'Relationship Marketing: its role in the service economy'. In Glynn, W. J. and Barnes, J. G. (eds.) *Understanding Services Marketing*. Chichester: Wiley.

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- **Journal articles** should be referenced by first stating the surname(s) of the author(s), the initials, the date of publication, the title of the article, the title of the journal (in italics, underlined or bold but must be consistent throughout the reference list), the number/volume of the issue, the month, and the page of the article.

### **For example:**

Anderson, C. and Zeithaml, C. P. (1984) 'Stage of the product life cycle, business strategy and business performance', *Academy of Management Journal*. No. 27, March, pp. 5-24.

Berry, L. L. (1981) 'The employee as a customer', *Journal of Retail Banking*. Vol. 3, No. 1. pp. 33-40.

- **Newspaper articles** should be referenced by first stating the name of the author, the year printed, the title of the article, the title of the newspaper, the date printed and the page number.

### **For example:**

Permal, M. (2003) 'The Mauritian Heritage'. *L'Express*. 15th January, p. 6.

- Information cited from the **World Wide Web** should be referenced by first stating the name(s) of the author(s), the year the web page was created, the title of document, from: <URL> [the date the information was accessed by the students].

### **For example:**

Kotler, P. (2002) *Responding to the Marketing Environment*, from: <<http://www.prenhall.com/kotler>> [Accessed 20 April, 2003]

- **Dissertations** should be referenced by first stating the name of the author, the year submitted, the title of the dissertation, the award, the name of the University, the number of pages.

### **For example:**

Ibarra, C. T. (1990) A Study of the Roles and Problems of Extension Workers in the Transfer of Technology in Tarlac, Philippines. Msc Thesis, University of Queensland, 120 pp.

- If there is **more than one publication by the same author(s) in the same year**, a lower case of the alphabet should be used to differentiate them.

### **For example:**

Bateson, J. (1989a) *Managing Services Marketing: Text and Readings*. London: The Dryden Press.

Bateson, J. (1989b) *Managing Human Assets*. London: The Dryden Press.

## UNDERGRADUATE DISSERTATION GUIDELINES- SBMF 2016

- References should be single-spaced with double-spaced between references.
- The reference section should be organised in an alphabetical order.
- The title of books/journals may be either **bold**, underlined or in *italics* but must be consistent throughout the reference section.

### **H2.8 Acknowledging sources in the text**

- Students should provide full details of the sources of information in the reference section. However, the author's name and date of publication only should be provided in the main text.

#### **For example:**

Bateson (1989a) stresses the importance of leadership and training.

- If there are three authors or more, the surnames of all the authors must be stated in the text when it is cited the first time.

#### **For example:**

(Singh, Hosany, and Jones, 2000)

- However, after the surnames have been stated more than once, the surname of the first author should be followed by *et al.* (in italics) in the text.

#### **For example:**

Singh *et al.* (2000)

- If more than one source of information is referred to at the same time, they should be referred to chronologically and should be separated by a semicolon.

- **For example:**

(Ryan, 1992; Middleton, 1997 and Kotler, 2003)

- It is compulsory that all materials quoted straight from sources should be in inverted commas or italics but must be consistent throughout the text with the author's name, date of publication as well as the page from which the extract was taken.

**For example:**

Berry (1981, p. 34) defines internal marketing as *viewing employees as internal customers.*

### **H3 FORMAT**

#### **H3.1 WORD COUNT**

The word count for the dissertation is 10, 000-12,000 words for the Degree. The word count does not include references and appendices.

#### **H3.2 LAYOUT**

- The dissertation must be printed on one side of A4 white paper with 1.5 line-spacing for the main text except for tables and figures where single-spacing may be used.
- 12 size fonts (Times New Roman) should be used except for the Title Page and headings where slightly larger fonts can be used. 10 size fonts may be used in tables and figures.
- The top and left margin should be around 1.5 inches. The right and bottom margin around 1 inch respectively.
- The text alignment should be justified.
- Pagination for the Preliminaries part should be done using lower case Roman figures, e.g. (i), (ii), (iii)
- The Title Page should not be numbered.
- It is the student's responsibility to make sure that the dissertation is free of spelling and punctuation errors.

#### **H3.3 BINDING**

The hardcover bound copies of the dissertation have to be in a black binder with gold lettering. The cover will read the Name of the University, Title of the Dissertation, Name of Student and the Year of Graduation. The spine will bear the Title of the Diploma/Degree, Name of Student and the Year of Graduation. (Appendix F).

#### **H3.4 APPENDICES**

Appendices include materials which are too detailed to be included in the body of the text, for example, a questionnaire used in the study.

## I ASSESSMENT

### II Credit System

The credits assigned to the Project/Dissertation shall be as specified in the programme document. Details of Credit System are available in the **Student Quality Assurance Handbook**.

The assessment will take into consideration whether the students are able to critically read (e.g. books, articles) and understand well established knowledge relevant to their chosen dissertation/project. They must also demonstrate that they are able to incorporate these materials in their dissertation/project. The layout, structure and clarity of the dissertation will also be assessed.

A detailed Dissertation Marking Criteria can be found in Appendix G.

Students should be reminded of the following extracts of the Regulations: Undergraduate:

*A student who fails an Undergraduate's Dissertation and subsequently passes, it will only be eligible for the award of Pass Degree.*

*Assessment(s) submitted after the deadline will carry a penalty of 10 per cent, for each working day after the deadline. No assessment shall be accepted more than 5 working days after the deadline save under exceptional circumstances*

#### **VIVA VOCE:**

In case a *Viva Voce* is necessary, students will be informed shortly after their submissions. The *Viva Voce* session will be carried in the presence of a moderator. The main reasons for holding a *Viva Voce* for an undergraduate dissertation are:

- *The examiners wish to use the Viva Voce to decide on a borderline mark*
- *The examiners disagree on the student's final mark and they would like to use the Viva Voce to take a decision*
- *The examiners have identified a major problem with the student's dissertation and they feel the need for a Viva Voce to clarify the situation*

## **J. PLAGIARISM**

The University Regulations on Anti-Plagiarism defines Plagiarism as an act of intellectual and academic dishonesty and shall under no circumstance be accepted or tolerated. All dissertations shall be subjected to the 'Regulations on Anti-Plagiarism'.

The University reserves the right to refer any student suspected of committing plagiarism to the relevant disciplinary committees for taking appropriate actions against him/her.

**Plagiarism is the act of copying materials without acknowledging the source of information and passing it as one's own writing. It is a breach of university regulations which will render students liable to penalisation.**

Students should therefore ensure that ideas which are not their own are properly referenced.

## **K. APPENDICES**

- K1. Appendix A- **TOPIC STATEMENT**
- K2. Appendix B- **STUDENT DIARY**
- K3. Appendix C & F- **COVER PAGE**
- K4. Appendix D- **CERTIFICATE OF ORIGINALITY**
- K5. Appendix E- **TABLE OF CONTENTS**
- K6. Appendix F- **COVER PAGE**
- K7. Appendix G- **GRADE CRITERIA**
- K8. Appendix H- **DISSERTATION SUBMISSION FORM K9.**
- K9. Appendix I - **STUDENT DIARY SUMMARY**



UNIVERSITY  
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La Tour Koenig  
Pointe-aux-Sables  
Republic of  
Mauritius  
Tel: (230)2075250  
Fax: (230) 2346727

**School of Business Management and Finance**

**TOPIC STATEMENT**

Name: .....

Programme (FT/PT): .....

Cohort : .....

Address: .....

.....

..... Phone Number.....

Email Address: .....

**PROPOSAL FOR DISSERTATION TOPIC**

1st choice	
2nd choice	
3rd choice	

**Appendix B**

**SCHOOL OF .....**

**Student Diary**

1. Student's Name:.....
2. Programme Name: ..... Cohort: .....
3. Supervisor's Name: .....
4. Student Telephone No.: Residential/Office .....Mobile: .....
5. Student Email Address:.....
6. Date of Meeting: .....

7. Comments
-------------

8.Actions Taken
-----------------

9. Action to be taken for next time
-------------------------------------

10. Date for Next Meeting: .....

Student Signature: .....

Date: .....

Supervisor's Signature: .....

Date:.....

**APPENDIX C**

**UNIVERSITY OF TECHNOLOGY, MAURITIUS**  
**SCHOOL OF BUSINESS MANAGEMENT AND FINANCE**

**TITLE OF DISSERTATION**

by

This dissertation is submitted in partial fulfilment for the requirements of  
(name of the award: e.g. Bachelors Degree) in (name of the programme:  
e.g. Purchasing and Supply Management)

Month

Year

**Appendix D**

**CERTIFICATE OF ORIGINALITY**

**For Undergraduate and Postgraduate Dissertation / Project Report**

I hereby declare that the intellectual content of this dissertation / project report\* is the product of my own work and that, to the best of my knowledge and belief, it contains no material previously published or written by another person nor material which has been accepted for the award of any other degree or diploma of the University or any other institute, except where due acknowledgement and references are made in the text.

I understand that there are regulations against Plagiarism and that I am fully aware of consequences of breaching such regulations.

**Student Name/Number:**

.....

**Title of Dissertation:**

.....

**Programme:** .....

**School in which registered:** School of .....

**Signature:** .....

**Date:** .....

(\* Please cross out as appropriate)

**APPENDIX E  
TABLE OF CONTENTS**

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**APPENDIX F**

The cover page should read as follows:

**University of Technology, Mauritius**

**Title of Dissertation**

**Student's Name**

**Year of Graduation**

The spine of the dissertation should be as follows:

**Diploma/Degree**

**Student's Name**

**Year of Graduation**

**APPENDIX G**

**GRADE CRITERIA**

The following grade criteria will be used to assess the students' dissertation

<b>Grades</b>	<b>Assessment Criteria</b>
<b>A</b>	<p>Well-organised and well-structured. Concise and coherent arguments. Full acknowledgements of all sources of information.</p> <p>Wide and deep knowledge used to clarify the question/topic and ability to make links with other issues.</p> <p>Deep analysis of issues and arguments. Originality of exposition and treatment of material. Research incorporated effectively into work. Critical awareness of theories and concepts used. Clarity of expression/presentation and demonstrating a subtle understanding of chosen medium.</p>
<b>B</b>	<p>Clear structure. Coherent argument. Acknowledgement of sources of information.</p> <p>Good knowledge used to clarify the question/topic and ability to make links with other issues.</p> <p>Good analysis of issues and arguments. Correct exposition and treatment of material. Work conversant by diligent, but not especially broad or deep research or investigation. Fair presentation showing understanding of the chosen medium.</p>
<b>C</b>	<p>Appropriate structure and correctly used basic concepts and ideas.</p> <p>Limited knowledge related to question/topic.</p> <p>Limited analysis of issues. Accurate exposition and treatment of material with some omissions or errors. Limited research and investigation incorporation in the work. A good answer to a related question, but not for the one set.</p>
<b>D</b>	<p>Evident structure but partially incomplete.</p> <p>Basic knowledge with a lack of depth.</p> <p>Little analysis of subject matter. Very limited research and investigation incorporation in the work. Does not answer the question directly.</p>
<b>F</b>	<p>Inappropriate or missing structure.</p> <p>Knowledge not clear.</p> <p>No evidence of appropriate analysis of subject matter. Only basic issues in reaching a conclusion and those are insufficient/ inadequate information. Does not answer the question or anything similar to it.</p>

**APPENDIX H**

**SCHOOL OF** .....

**Dissertation Submission Form**

**PART 1 - TO BE COMPLETED BY THE STUDENT IN BLOCK LETTERS**

Undergraduate / Postgraduate Degree: .....

Dissertation Title:.....

.....

Surname: .....

First Name(s): .....

Student ID Card No:.....

Submission Date:.....

I wish to submit two copies of the Project/Dissertation detailed above in compliance with the requirements for the programme

I confirm that this Project/Dissertation is submitted as part requirements of the abovementioned programme.

Student Signature:.....

Date:.....

**PART 1 - TO BE COMPLETED BY THE SUPERVISOR**

Supervisor's Name:.....

I hereby grant the abovementioned student consent to submit his/her dissertation. The student has complied with all the requirements as per the Project/Dissertation Guideline.

Supervisor's Signature: .....

Date: .....

**APPENDIX I**

**SCHOOL OF .....**

**Student Diary Summary**

1. Student's Name: ...
2. Programme Name: ..... Cohort: .....
3. Supervisor's Name:.....
4. Number of meetings with Supervisor since the start of Project/Dissertation:.....
5. Has any meeting been cancelled/re-scheduled: Yes  No

If 'Yes', please give reasons for cancellation/re-scheduling.

6. Overall Comments

Student Signature: .....

Date: .....

Supervisor's Signature: .....

Date:.....