REVIEW OF LITERATURE – FINDING TOPIC of RESEARCH

DCE 3004 RESEARCH METHODOLOGY

Research Framework

- Abusive Supervision
- Religiosity
- Psychological Contract Breach
- Perceived Organizational support
- Job Demand
- Emotional exhaustion

- Deviant work behavior
- Organizational Citizenship Behavior
What is the types of your research?

What is the type of the paradigm of enquiry?

- **Paradigm** - Frames of reference we use to organize our observations and reasoning.
  - **Deductive approach – Quantitative study approach:**
    - Theory > Hypothesis > Observation/Data Collection > Conclusion
    - Begins with general and ends with specific
  - **Inductive approach – Qualitative study approach:**
    - Observation > General Description > Interpretation
    - Moving from the specific to the general
5 steps in conducting Literature Review

- **Step 1** - Identify key terms
  - Write a working title (this can be revised)
  - Select your key-words
  - Pose general research question
  - Use words reported by authors in the literature

- **Step 2** - Locate the literature
  - Use both Primary & Secondary sources
    - **Primary sources** (Empirical) – literatures reported by individual who actually conduct the research
    - **Secondary sources** (Review papers) – literature that summarizes primary source. Ex: A Meta-Analysis study
  - Different types of literatures: Journals, books, newspaper, proceedings, encyclopedia, dictionary
  - Online database: Ebscohost, Sage, ScienceDirect, Proquest, Springerlink, Emerald, ebooks, Sage, Wiley

- **Step 3** - Locate literature

- **Step 4** - Critically evaluate & select the literature

- **Step 5** - Organize the literature

- Develop your problem statement
- Write a literature review
A qualitative study of 369 child welfare professionals' perspectives about factors contributing to employee retention and turnover

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Abstract

A qualitative study of 369 child welfare professionals resulting from interviews with child welfare workers. The purpose of the study was to identify factors contributing to employee retention and turnover. The study used a qualitative research design and employed interviews with child welfare workers. The results of the study indicated that the main factors contributing to employee retention and turnover were related to the agency's policies and procedures, management's support of employees, and the work environment. The study also found that employees who were satisfied with their jobs and their managers were more likely to stay with the agency. The results of the study have implications for future research on employee retention and turnover in the field of child welfare.

Keywords: Child welfare; Employee retention; Turnover; Qualitative study

The effect of psychological contract fulfillment on manager turnover intentions and its role as a mediator in a casual, limited-service restaurant environment

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ARTICLE INFO

Keywords

psychological contract, turnover intention, role satisfaction

ABSTRACT

Role satisfaction is the most consistent predictor of turnover intention; however, its correlation with turnover intentions is less robust in casual, limited-service restaurant environments. Psychological contract fulfillment in such environments has been found to be a significant predictor of turnover intentions. The current study examines the role of psychological contract fulfillment in predicting turnover intentions, with a mediational role of role satisfaction. The results suggest that psychological contract fulfillment is positively related to role satisfaction, which in turn is negatively related to turnover intentions. These findings have implications for managing turnover in casual, limited-service restaurants, as well as for future research in the area of psychological contract fulfillment.
Affective, Continuance, and Normative Commitment to the Organization: A Meta-analysis of Antecedents, Correlates, and Consequences

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The authors conducted meta-analyses to assess (a) relations among affective, continuance, and normative commitment to the organization and (b) relations between these forms of commitment and variables identified as their antecedents, correlates, and consequences in Meyer and Allen's (1991) Three-Component Model. They found that the three forms of commitment are related yet distinguishable from one another, as well as from job satisfaction, job involvement, and occupational commitment. Affective and continuance commitment generally correlated as expected with their hypothesized antecedent variables, no unique antecedents of normative commitment were identified. Also, as expected, all three forms of commitment related negatively to withdrawal cognition and turnover, and affective and continuance commitment had the strongest and most favorable correlations with organization-relevant attendance, performance, and organizational citizenship behavior and employee-relevant (stress and work–family conflict) outcomes. Normative commitment was also associated with desirable outcomes, albeit not as strongly. Continuance commitment was related positively or related negatively, to these outcomes. Comparisons of studies conducted within and outside North America revealed considerable similarity yet suggested that more systematic primary research concerning cultural differences is warranted.

Keywords: meta-analysis, affective, continuance, and normative organizational commitment; work conditions; turnover; organizational behavior.

Step 3 - Critically evaluate & select the literature
- Is it good, accurate source? Refereed journals, non-refereed journals, books.

Step 4 - Organize the literature
- Xerox, Download, Filing
- Take note, abstracting studies
- Literature Map
Sample of abstracting studies

<table>
<thead>
<tr>
<th>Reference</th>
<th>Objective of study</th>
<th>Problem</th>
<th>Theory</th>
<th>Methodology (Sample, data collection procedure, instrument)</th>
<th>Results of the study</th>
<th>Limitations/Recommendation for further research</th>
</tr>
</thead>
</table>

- Arrange the studies by topic and determine how each of these topics relates to your own study
- Systematic sequencing
- Begin reading the most recent studies in the field and then work backward through earlier volumes.
- Read the abstract or summary sections of a report first to determine whether it is relevant to the question

Sample Hierarchical Literature Map

In the Sample Hierarchical Literature Map, the topic "Study Abroad Programs" is connected to "The Need for Teaching Programs to Be Culturally Responsive" with references to Bennett, 1995; Eastman, Smith, 1991; Grant, 1994; Noel, 1995. This map illustrates the relationships between different studies and their contributions to the field of educational research.
Step 4 – Organizing your Literature

- Begin reading the most recent studies in the field and then work backward through earlier volumes.
- Read the abstract or summary sections of a report first to determine whether it is relevant to the question.

Step 5 - Write a literature

- Format of writing
- Referencing style
- Type of LR:
  - Thematic review
    - Literature documents the theme identified by researcher
    - Discuss only major ideas or results of study (used frequently in writing journal articles)
  - Study-by-study review
    - Detailed review of each study
    - Studies grouped by themes
    - Summaries linked by transitional sentences and organized under subheadings (see example at Figure 4.6, pg 106, Figure 4.7, pg 107 in Creswell (2008) book)
- Write a concluding statement.
Journal Article Review – ABSTRACT REVIEW

- Abstract review
  - Abstract - A brief description of a research study that appears at the beginning of a journal article.
- Types of Journal Article:
  - Research Articles describe original research findings, usually of one particular project or study. They generally include methodology, findings and recommendations.
  - Literature / Research Review Articles (Concept Paper) survey previously published literature on a particular topic. Often the title or abstract will include phrases such as "review of the literature", "literature review", or the abstract will include a phrase such as "discusses the literature".

Example: Research Articles (Empirical Paper)

Abusive Supervision and Employee Emotional Exhaustion
Dispositional Antecedents and Boundaries

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The authors examined the relationship between subordinates’ core self-evaluations and supervisors’ abusive supervision. Furthermore, they examined whether subordinates’ perceived co-worker support and susceptibility to emotional contagion moderated the relationship between supervisors’ abusive supervision and subordinates’ emotional exhaustion. They analyzed data from 250 subordinates who had immediate supervisors using hierarchical multiple regression. Results shows that core self-evaluations were negatively related to abusive supervision, whereas abusive supervision was positively related to emotional exhaustion. Both perceived co-worker support and susceptibility to emotional contagion moderated the relationship between abusive supervision and emotional exhaustion. It is surprising that the moderating effect of perceived co-worker support showed an unexpected pattern such that a stronger relationship between abusive supervision and emotional exhaustion existed when co-worker social support was high. The authors conclude with a discussion of these findings.
Example of Lit. Rev Article

Abusive Supervision in Work Organizations:
Review, Synthesis, and Research Agenda

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A growing literature explores abusive supervision, nonphysical forms of hostility perpetuated by managers against their direct reports. However, researchers have used different terminologies to explore phenomena that overlap with abusive supervision, and extant research does not derive from a unifying theoretical framework. These problems have the potential to undermine the development of knowledge in this important research domain. The author therefore provides a review of the literature that summarizes what is known about the antecedents and consequences of abusive supervision, provides the basis for an emergent model that integrates extant empirical work, and suggests directions for future research.

Keywords: abusive supervision; workplace hostility; leadership behavior; employee deviance

The topic of supervisory leadership holds an important place in the management literature. Literally thousands of studies have explored how supervisors interact with their subordi-

TECHNIQUES OF NEUTRALIZATION:
A THEORY OF DELINQUENCY

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In attempting to uncover the roots of juvenile delinquency, the social scientist has long since ceased to search for devils in the minds or sigma of the body. It is now largely agreed that delinquent behavior, like most social behavior, is learned and that it is learned in the process of social interaction.

The classic statement of this position is found in Sutherland's theory of differential association, which asserts that criminal or delinquent behavior involves the learning of (a) techniques of committing crimes and (b) motives, drives, rationalizations, and attitudes favorable to the violation of law. Unfortunately, the specific content of what is learned—as opposed to the process by which it is learned—has received relatively little attention in either theory or research.

Perhaps the single strongest school of thought is that of the "neutralizers." Furthermore, he does not accept the delinquent sub-culture as something given, but instead systematically examines the function of delinquent values as a viable solution to the lower-class, male child's problem in the area of social status. Yet, in spite of its virtues, this image of juvenile delinquency as a form of behavior based on competing or countervailing values and norms appears to suffer from a number of serious defects. It is the nature of these defects and a possible alternative or modified explanation for a large portion of juvenile delinquency with which this paper is concerned.

The difficulties in viewing delinquent behavior as springing from a set of deviant values and norms—as arising, that is to say, from a situation in which the delinquent defines his delinquency as 'right'—are be-
Attitudes Toward, and Intentions to Report, Academic Cheating Among Students in Singapore

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This study examines students attitude toward cheating and whether they would report instances of cheating.

The variables in this study are 1) student attitude toward cheating (independent variable) and 2) tendency to report cheating incidence (dependent variable).

The sample of this study is 518 students. Apart from sample size, this abstract does not discuss the methods used in this study.

The result of this study found that student regard cheating behavior involving exam and cheating in the form of not contributing in one’s fair share in a group project as serious and plagiarism is regarded as less serious. The findings also show that students tend to just ignore their peer cheating behavior rather than report the cheating incidence.

Keywords
- Deviant behavior
- Unethical behavior
- Ethical decision making
- Counter-productive behavior
- Ethical behavior/hardworking behavior
- Misbehavior
- Anti-social behavior
- Destructive behavior
- Organizational Citizenship behavior
  - Pro-active behavior
  - Pro-social behavior
  - Extra-role behavior
  - Helping behavior

- Psychological contract breach
  - Psychological contract violation
  - Psychological contract fulfillment
  - Unmet promises

- Religiosity
  - Religious belief/faith
  - Strength of religious faith
  - Spirituality
- Perceived organizational support
  - Management support
  - Supervisor support
- Abusive supervision
  - Workplace bully
  - Workplace harassment
  - Petty tyranny
- Job demand
  - Psychological work demand
  - Physical work demand
  - Workload
  - Role overload
- Emotional Exhaustion
  - Emotional drain
  - Burnout