

Component 2 - Research Report

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Digital Skills and Research Methods.

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1. Introduction

This research report is part of the Digital Skills and Research Methods module. This report focuses on using the data collected as a group and analyse it independently in order to write up the research report. Research refers to identifying a topic of study that needs to be resolved or understood by using a method of data collection (Creswell, 2014). Essential digital skills are crucial in order to improve confidence to use technology for work, learning and daily life. These skills are required even for jobs that do not require high levels of qualifications or experience. The Digital Marketing Institute (2022) mentions that digital skills are crucial for businesses across industries that want to raise brand awareness, offer great social customer service, generate leads, and increase revenue. This report focuses on collecting data regarding different digital platforms such as MS Teams, MS Forms, Skype, WhatsApp and so on. Different questions regarding these digital applications were asked in order to gather some results. Ascents (2022) mentions that having digital skills enabled learners to be more digitally mobile and access important information and services, explore technologies which will improve social interactions and help with doing research for studies. As a result of having digital skills, students learn how

to think critically, creatively solve problems and express ideas in compelling ways. Gov Uk (2022) states that having specific digital skills, workers can reduce automation by a dramatic 59%.

2. Research design

This section of this research report will discuss a variety of things. The chosen research questions will be described and discussed, methods used in the research including questions asked and how participants were recruited will be mentioned. Furthermore, any ethical considerations that were made will be described.

2.1. Research Question

In this section, a description of the chosen research questions will be given. The research questions proposed is 'How do students use technology to collaborate at University of Wales Trinity Saint'. This question refers to what digital applications students use to collaborate, communicate, and socialise at University of Wales Trinity Saint. Furthermore, it also refers to what digital applications students use whilst studying and what is the most used application they come across whilst studying. Furthermore, the question tries to explain how these digital applications allow students to engage with their studies and collaborate. As a result of asking this question, a result regarding how students use technology to collaborate at University of Wales Trinity Saint David.

2.2. Method

In this chapter of this research report, the methods used to collect data for this research report will be discussed. Furthermore, questions that were asked will be explained, as well as how participants were recruited to participated. The first method of data collection was by using a Microsoft Form or questionnaire. Downey G. (2021) states that using data collection forms ensure consistency across the type and quality of data the team collects. The author also mentions that digital data collection forms propose a set of questions that guide employees/organisers to record the exact information needed. In the questionnaire created, there was a set of questions. The questionnaire created on MS Forms consisted of a set of six questions. The questions are as followed:

1. I consent to take part in this questionnaire voluntarily
2. Did you think WhatsApp and Microsoft Teams is used more than Skype?
3. Do you use MS Teams more than other digital tools to work with person?
4. Which one of digital tools have you used more?
5. Did you find helpful the module BMSW40002_BIRM Digital Skills and Research module?
6. Rank this application according to how frequently you use to collaborate with others on OneDrive?

These questions have been carefully selected in order to find out different preferences and what students are most likely to use or do. Usually, questionnaire can contain both quantitative and qualitative questions. Quantitative data refers to any information that can be quantified or counted and qualitative is data that is descriptive in nature, expressed in terms of language rather than numbers (EDU Team, 2021). However, for this specific questionnaire, quantitative and qualitative data was used, and this is because participants were given the option to answer 'YES' or 'NO'. The questionnaire has also given participants the option to answer closed and open questions. This can be beneficial as it means both quantitative and qualitative data was obtained.

Harland (2021) states that research questionnaire is one of the primary methods for conducting quantitative research and qualitative research. The main purpose of a questionnaire is to extract data from respondents, and it is an inexpensive, quick and efficient way to collect data. Having participants is really important because they have the ability to determine if they wish to participate in a study and ultimately the responses, they provide generate the data needed for the research study.

In order for a questionnaire to work and get data, people must complete it and participate. In order to get answers and collect data, a variety of students and other people were invited to complete this questionnaire. This has helped come up with results and collect data as required.

2.3. Ethical Considerations

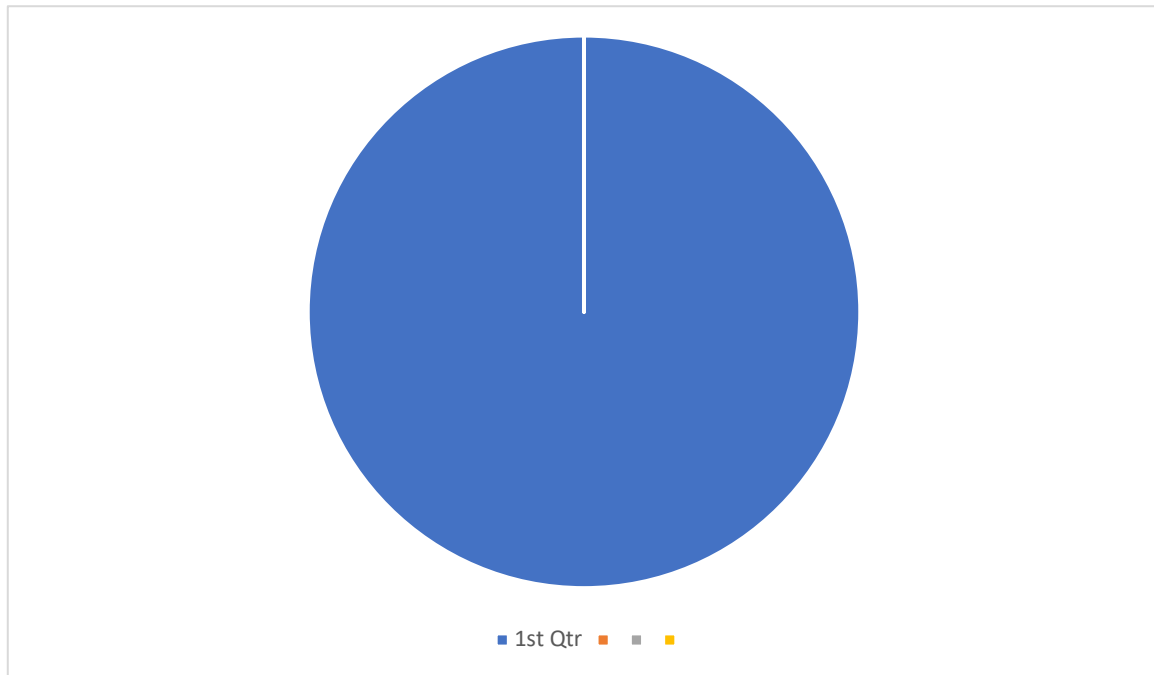
Ethical considerations refer to a set of principles that guide the research designs and practices. Some of these principles include voluntary participation, informed consent, anonymity, confidentiality, potential for harm and results communication. One of the

ethical considerations that was considered was voluntary participation. An important aspect of voluntary participation in research is the capacity to withdraw from an ongoing study. This allows participants to have a choice to participate, answer questions without undue influence and made without coercion. Ethical considerations are crucial because the researched need to adhere to promote the aims of the research imparting authentic knowledge, truth, and prevention of error. Participants were also asked if they wanted their name shown or not, this is also an ethical consideration.

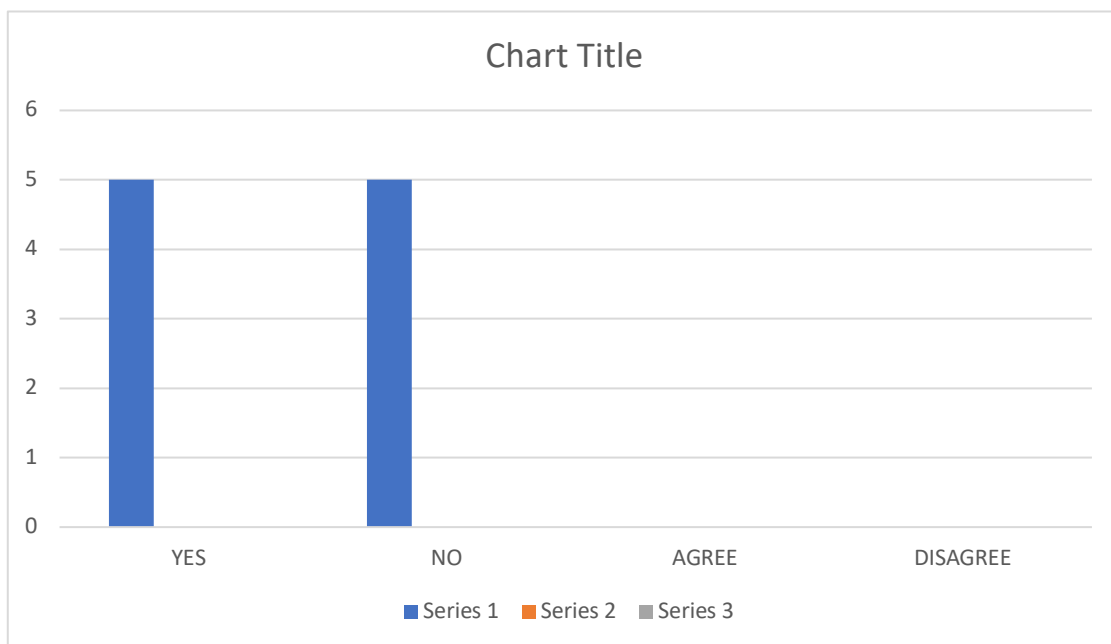
3. Results

This chapter will discuss the results gathered from the questionnaire created. Over 50 people were invited to complete the questionnaire, however only a few responded and participated in the questionnaire. As a results, ten respondents completed the questionnaire regarding How do students use technology to collaborate at University of Wales Trinity Saint'. For the first question all participants have chosen the same answer and that. Using charts such as pie, columns and rating, the results of the questionnaire have been presented down below. For the first question, all participants have answered yes as it is the voluntarily participation question. For the second question regarding if participants think that WhatsApp or Microsoft teams is used more than skype, half of the participants answered yes and half answered no. When participants were asked if MS Teams is used more than other digital tools to work with people. Four of the participants answered yes, three agreed and three answered no. For the question regarding what digital tool participants used more, Microsoft teams received six votes and OneDrive received four votes out of 10 participants. For the fifth question, participants were asked if they think that the Digital Skills and research module has been helpful. All participants have positively answered yes, and the question received 10 rating. For the last question of this questionnaire, participants were asked to choose their most used and favourite digital application. As a result, four respondents chose MS EXCEL, three chose MS Word, another three chose MS Forms and one respondent chose MS Streams.

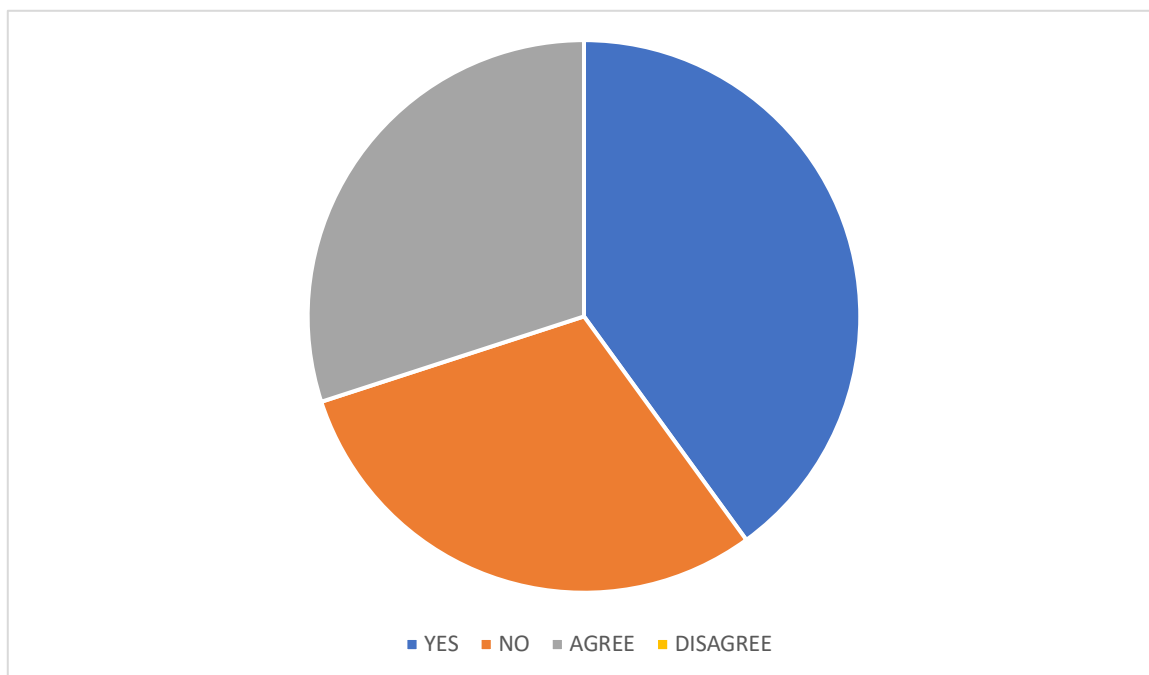
1. I consent to take part In this questionnaire voluntarily.



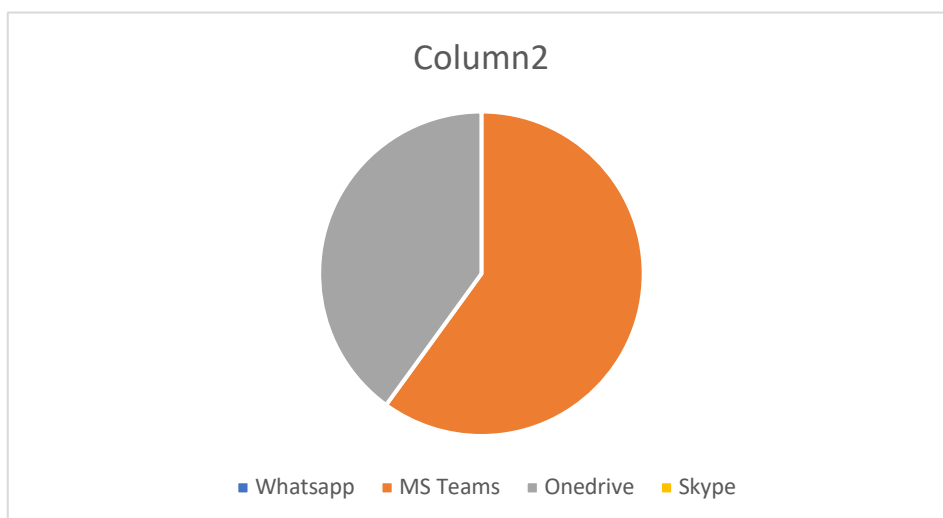
2. Did you think the WhatsApp and Microsoft Teams is used more that Skype



3. Do you use MS Teams more than other digital tools to work with person?



4. Which one of digital tools have you used more ?

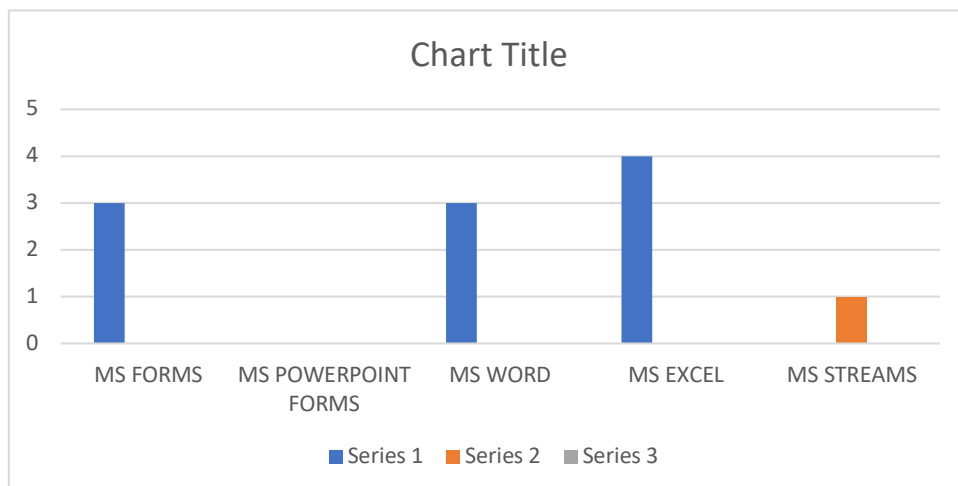


5. Did you find helpful the modules BMSW4003_BIRM Digital Skills and Research Methods.



10.00 Average Rating

6. Rank these application according to how frequently you use to collaborate with others on OneDrive? (Most frequent at the top)



4. Discussion

In this section of this research project, the results presented above from the questionnaire will be discussed and analysed. Dunton R (2021) states that the discussion section is one of the final chapters of a research where the author describes, analyses, and interprets their findings.

It is clear to say that the opinions and choices presented in the questionnaire are diversified. Participants have different point of views in terms of different things and subjects. However, it appears to be that most answers received from the questionnaire are half and half. What this means is that out of 10 participants, 5 agreed and 5 disagreed. This shows that participants were not under any influence and responded truthfully to the questions being proposed. This was an expected finding considering that the participants are all students. Some students may be more comfortable with using different digital applications than others and that is totally normal, that's why the results received are balanced. What was surprising is that, when participants were asked which digital application they use frequently, MS Excel came up with the most votes. This is an unexpected finding because MS Excel is more used than known to be. What was expected, is that all participants agreed that the Digital Skills and Research Methods module was helpful.

As previously mentioned in ethical considerations, one of the considerations taken was to ask participants to participate voluntarily. In this statement, all participants answered 'Yes'. This is really important because it allows for the questionnaire to

deliver authentic knowledge and prevention of error. For question three, where participants were asked if they use MS Teams more than other digital application. The results were a little surprising, because a majority answered yes but then there were some who did not agree with this statement. However, looking at question four and seeing the results from there. It is safe to say that a majority of the participants prefer MS Teams and support it. On the other hand, when looking at the last question, where students were asked which digital application they used most, MS Excel came up with the most votes.

Overall, the results received from the questionnaire created, are a little mixed. Participants have different point of views and opinions. Which is a good thing because it allows researchers to understand students' preferences.

5. Conclusion

After carefully analysing, discussing different point regarding the results received from the questionnaire. It is safe to conclude that participants had different preferences and the results received on the questions were diversified. Referring to the research question which is 'How do students use technology to collaborate at University of Wales Trinity Saint'. It has been found that students are more comfortable with using MS Teams and MS Excel which was quite unexpected. Students have found the Digital Skills and Research Methods module helpful which is great to know. Overall, it was a successful research report and a variety of things have been identified in order to understand how students at university of Wales trinity Saint David collaborate.

6. Reference List

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7. **Appendix A** – A blank copy questionnaire.

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Digital and Research Methods-BMSW4003 ---
Saturday AM group 11

1. I consent to take part In this questionnaire voluntarily.

- ☒ Yes ✓
- ☐ No
- ☐ Agree
- ☐ Disagree
- ☐ Prefer to not say

2. Did you think the WhatsApp and Microsoft Teams is used more that Skype

2. Did you think the WhatsApp and Microsoft Teams is used more than Skype

- ☐ Yes
- ☐ No
- ☐ Agree
- ☐ Disagree
- ☒ Strongly agree ✓
- ☐ Strongly disagree

3. Do you use MS Teams more than other digital tools to work with person?

- ☒ Yes ✓
- ☐ No
- ☐ Agree
- ☐ Disagree

4. Which one of digital tools have you used more ?

- ☐ WhatsApp
- ☒ MS teams ✓
- ☐ Onedrive
- ☐ Skype

5. Did you find helpful the modules BMSW4003_BIRM Digital Skills and Research Methods.



6. Rank these application according to how frequently you use to collaborate with others on OneDrive? (Most frequent at the top)

- ☒ MS Forms ✓
- ☐ MS Powerpoint
- ☐ MS Word
- ☐ MS excel