

Chapter 4: Case Study — Final Exam Answers

1. What are the objectives of a case study?

Answer:

A **case study** is a systematic and detailed study of a particular **organization, situation, problem, event or institution** to understand the problem, analyze relevant information, develop possible solutions and make appropriate decisions.

Objectives of Case Study

The major objectives of a case study are:

1. **To develop managerial skills**
It helps students develop practical managerial skills for dealing with organizational situations.
2. **To develop analytical skills**
It develops the ability to carefully analyze a situation and identify the major causes of a problem.
3. **To identify the problem**
It helps clearly define the **central problem** of an organization or situation.
4. **To formulate pertinent questions**
It helps formulate **relevant and applicable questions** for understanding the case.
5. **To collect and analyze data**
It develops the ability to collect relevant information and analyze it systematically.
6. **To develop alternative solutions**
It helps formulate different possible solutions to the identified problem.
7. **To improve decision-making ability**
It helps select the **most appropriate solution** from the available alternatives.
8. **To connect theory with practice**
It provides a link between **research, theory and practical application**.
9. **To improve problem-solving ability**
It trains students and managers to solve real-life organizational problems systematically.

10. To provide recommendations

It helps provide practical recommendations for improving organizational performance.

Conclusion

Thus, the main objective of a case study is to **analyze a situation, identify the problem, develop suitable solutions and make effective managerial decisions.**

2. Write short notes on: Case Study and its phases.

Answer:

Case Study

A **case study** is a systematic and detailed study of a particular **organization, situation, problem, event or institution** to understand the problem, analyze relevant information, develop possible solutions and make appropriate decisions.

It is an important tool for developing **managerial, analytical, problem-solving and decision-making skills.**

Phases of Case Study

The major phases or stages of a case study are:

1. Organizational Background

Information about the organization is studied, including its:

- History
- Objectives
- Structure
- Major activities
- Existing performance

2. Identification of the Problem

The **central or major problem** of the organization is clearly identified.

3. Developing the Hypothesis

A **tentative explanation or assumption** about the cause of the problem is developed.

4. Preparing the Case Research Design

A plan is prepared to determine:

- What data are required
- Sources of data
- Methods of data collection
- Methods of data analysis

5. Collection and Analysis of Data

Relevant data are collected and analyzed to understand the causes and effects of the problem.

6. Generalization and Interpretation

The findings are interpreted and their broader meaning or implications are determined.

7. Conclusion and Recommendation

Finally, the major findings are summarized and **suitable recommendations** are given.

Easy sequence:

Background → Problem → Hypothesis → Research Design → Data & Analysis → Interpretation → Conclusion & Recommendation

3. Discuss the different steps of conducting case study.

Answer:

The major steps of conducting a case study are:

1. State the Problem

The first step is to clearly state the **central problem** of the case.

2. Collection and Analysis of Data

Relevant data and information are collected and analyzed to understand the problem and its causes.

3. Formulate Tentative Solutions

Based on the analysis, different **possible or tentative solutions** are developed.

4. Select a Recommended Solution

The alternative solutions are evaluated and the **most suitable and feasible solution** is selected.

5. Preparing Written Reports

The findings, analysis, solution and recommendations are presented in a systematic **written report**.

6. Checklist

The final case report is checked to ensure that:

- The problem is clearly identified.
- Relevant data are included.
- Analysis is logical.
- The recommended solution is practical.
- Conclusion and recommendations are complete.

Conclusion

Thus, the major steps are:

Problem → Data Collection & Analysis → Tentative Solutions → Recommended Solution → Written Report → Checklist

4. What is case study? Explain the steps involved in case study.

Answer:

Definition of Case Study

A **case study** is a systematic and detailed study of a particular **organization, situation, problem, event or institution** to understand the problem, analyze relevant information, develop possible solutions and make appropriate decisions.

Steps Involved in Case Study

1. **State the Problem**
2. **Collect and Analyze Data**
3. **Formulate Tentative Solutions**
4. **Select a Recommended Solution**
5. **Prepare Written Report**
6. **Checklist**

Conclusion

A case study follows a systematic process of **identifying the problem, analyzing information, developing solutions and selecting the best decision.**

5. What are the different types of case studies?

Answer:

The major types of case studies are:

1. Exploratory Case Study

It is conducted to **explore and understand a problem or situation** when the issue is not clearly known.

Example: Studying the reasons behind low adoption of smart meters.

2. Descriptive Case Study

It provides a **detailed description** of an organization, event or situation.

Example: Studying the organizational structure and operation of Nepal Electricity Authority.

3. Explanatory Case Study

It explains **how and why** a particular situation or problem occurs.

Example: Studying why power losses are high in a particular distribution area.

4. Problem-Solving Case Study

It focuses on identifying a problem and developing **practical solutions** to solve it.

Example: Developing solutions to frequent transformer failures.

5. Intrinsic Case Study

It is conducted to obtain a deeper understanding of a **particular case itself** because of its special importance.

6. Instrumental Case Study

A particular case is studied to understand a **broader issue, concept or phenomenon.**

Conclusion

Thus, different types of case studies are used depending on the purpose of **exploring, describing, explaining or solving** a problem.

6. What do you mean by Case Study? Explain the objective of case study.

Answer:

Definition of Case Study

A **case study** is a systematic and detailed study of a particular **organization, situation, problem, event or institution** to understand the problem, analyze relevant information, develop possible solutions and make appropriate decisions.

Objectives of Case Study

- To develop **managerial skills**.
- To develop **analytical skills**.
- To identify the **central problem**.
- To formulate **pertinent questions**.
- To collect and analyze **relevant data**.
- To develop **alternative solutions**.
- To improve **decision-making ability**.
- To connect **theory with practice**.
- To improve **problem-solving ability**.
- To provide suitable **recommendations**.

Conclusion

The case study helps transform theoretical knowledge into **practical analysis and effective decision-making**.

7. What are the phases and steps involved in Case Study?

Answer:

Phases of Case Study

The major phases or stages are:

1. **Organizational Background**
2. **Identification of the Problem**
3. **Developing the Hypothesis**
4. **Preparing the Case Research Design**

5. **Collection and Analysis of Data**
6. **Generalization and Interpretation**
7. **Conclusion and Recommendation**

Steps of Case Study

The major practical steps are:

1. **State the Problem**
2. **Collection and Analysis of Data**
3. **Formulate Tentative Solutions**
4. **Select a Recommended Solution**
5. **Preparing Written Reports**
6. **Checklist**

Conclusion

The **phases** represent the major stages of developing and conducting a case, while the **steps** emphasize the practical process of analyzing the problem and arriving at a recommended solution.

8. Discuss the major steps of case study with relevant examples related to your field of study.

Answer:

A case study in **Electrical Engineering** can be conducted as follows:

1. State the Problem

The central problem is clearly identified.

Example: A distribution system is experiencing **high power losses and frequent interruptions**.

2. Collection and Analysis of Data

Relevant data are collected, such as:

- Power supplied
- Power consumed
- Distribution losses

- Transformer loading
- Fault frequency
- Maintenance records

The data are analyzed to identify the major causes.

3. Formulate Tentative Solutions

Alternative solutions are developed, such as:

- Upgrading transformers
- Replacing old conductors
- Installing smart meters
- Improving preventive maintenance
- Using real-time monitoring systems

4. Select a Recommended Solution

The alternatives are evaluated on the basis of **cost, technical feasibility, reliability, time and effectiveness**.

The most suitable solution is recommended.

5. Preparing Written Report

A report is prepared containing:

- Background
- Problem
- Data and analysis
- Alternative solutions
- Recommended solution
- Conclusion and recommendations

6. Checklist

The report is reviewed to ensure that all important information, analysis and recommendations are correctly presented.

Conclusion

Case study helps an electrical engineer solve practical problems using a systematic process of **analysis, solution development and decision-making**.

9. Explain about the case study and explain about the objectives of case study in detail.

Answer:

Case Study

A **case study** is a systematic and detailed study of a particular **organization, situation, problem, event or institution** to understand the problem, analyze relevant information, develop possible solutions and make appropriate decisions.

It provides a practical connection between:

Research → Theory → Practice

It is useful in management because real organizational situations often involve multiple factors and require careful analysis before making decisions.

Objectives of Case Study

1. Develop Managerial Skills

It develops practical skills required to handle organizational situations effectively.

2. Develop Analytical Skills

It improves the ability to examine facts, identify relationships and determine the causes of problems.

3. Identify the Central Problem

It helps distinguish the **main problem from minor symptoms**.

4. Formulate Pertinent Questions

It helps formulate questions that are **relevant and applicable** to the particular case.

5. Collect and Analyze Data

It develops the ability to gather relevant information and analyze it logically.

6. Develop Alternative Solutions

It encourages the development of multiple possible solutions.

7. Select the Best Solution

It helps compare alternatives and select the most appropriate solution.

8. Improve Decision-Making

It develops the ability to make **logical and evidence-based decisions**.

9. Apply Theory to Practice

It allows theoretical management concepts to be applied to actual organizational situations.

10. Improve Organizational Performance

The final recommendations can help improve the **efficiency and effectiveness** of the organization.

Conclusion

Therefore, case study is an important managerial learning method that develops the ability to **analyze problems, formulate solutions and make effective decisions**.

10. If you are asked to prepare the case study considering the planning horizon, leadership, motivation and human resource development for either Nepal Electricity Authority or Nepal Telecom to improve the existing performance of these institutions, how do you prepare the case study following its structure?

Answer:

Case Study of Nepal Electricity Authority (NEA) for Performance Improvement

1. Organizational Background

First, the background of **Nepal Electricity Authority (NEA)** is studied, including:

- Its establishment and objectives
- Organizational structure
- Major functions
- Existing performance
- Human resources
- Major challenges

2. Identification of the Problem

The major problems affecting performance may include:

- Weak long-term planning
- Delay in project implementation
- Ineffective leadership and coordination

- Low employee motivation
- Skill gaps
- Inefficient use of human resources

3. Developing the Hypothesis

A suitable hypothesis may be:

“Improved planning, effective leadership, higher employee motivation and systematic human resource development can improve the performance of NEA.”

4. Planning Horizon

Short-Term Planning

Focus on:

- Improving maintenance
- Reducing operational delays
- Improving coordination
- Addressing immediate employee and service problems

Medium-Term Planning

Focus on:

- Developing skilled manpower
- Improving management systems
- Strengthening project implementation
- Upgrading operational practices

Long-Term Planning

Focus on:

- Infrastructure modernization
- Sustainable electricity development
- Advanced technology adoption
- Long-term human resource requirements

5. Leadership

Effective leadership can be improved through:

- Clear goals
- Better communication
- Accountability
- Faster decision-making
- Teamwork
- Employee participation

6. Motivation

Employee motivation can be increased through:

- Performance-based rewards
- Recognition and appreciation
- Promotion based on merit
- Training opportunities
- Better working conditions
- Participation in decision-making

7. Human Resource Development

HR development should include:

- Technical training
- Management training
- Leadership development
- Digital and automation skills
- Safety training
- Continuous professional development

8. Preparing the Case Research Design

The research design should specify:

- Required data
- Data sources
- Data collection methods
- Data analysis methods

9. Collection and Analysis of Data

Data can be collected through:

- Employee surveys
- Interviews
- Organizational records
- Performance reports
- Customer feedback

The collected data are analyzed to determine how **planning, leadership, motivation and HR development** affect performance.

10. Generalization and Interpretation

The findings are interpreted to understand the major causes of poor performance and determine which managerial factors require improvement.

11. Conclusion

The case may conclude that improved institutional performance requires:

Effective Planning + Strong Leadership + Employee Motivation + Human Resource Development

12. Recommendation

The major recommendations are:

- Prepare clear **short-, medium- and long-term plans**.
- Strengthen leadership and accountability.
- Establish effective employee reward and recognition systems.
- Provide regular technical and managerial training.
- Develop human resources according to future technological requirements.
- Encourage employee participation and teamwork.
- Adopt modern systems for monitoring and performance evaluation.

Case Structure to Remember

Organizational Background → Problem Identification → Hypothesis → Research Design → Data Collection & Analysis → Generalization & Interpretation → Conclusion & Recommendation

11. Explain how case studies are conducted.

Answer:

Case studies are conducted systematically through the following stages:

1. Organizational Background

First, detailed information about the organization, its objectives, structure, activities and performance is studied.

2. Identification of the Problem

The **central problem** faced by the organization is identified.

3. Formulation of Hypothesis

A tentative explanation about the cause or nature of the problem is developed.

4. Preparation of Research Design

A research plan is prepared specifying the required data, sources, collection methods and analysis methods.

5. Collection and Analysis of Data

Relevant data are collected and analyzed to understand the problem and identify its causes.

6. Generalization and Interpretation

The findings are interpreted and their implications are determined.

7. Conclusion and Recommendation

Finally, conclusions are drawn and suitable recommendations are provided.

Conclusion

Thus, a case study is conducted through:

Background → Problem → Hypothesis → Research Design → Data Collection & Analysis → Interpretation → Conclusion & Recommendation

★ Most Important Things to Memorize

For your exam, these three sequences should be very clear:

A. Phases of Case Study

Background → Problem → Hypothesis → Research Design → Data & Analysis → Interpretation → Conclusion & Recommendation

B. Steps of Case Study

Problem → Data & Analysis → Tentative Solutions → Recommended Solution → Written Report → Checklist

C. Foundation for Effective Management Practice

Research → Theory → Practice