

BUSINESS COMMUNICATIONS – OUTCOME 2

Investigative Report Structure

- You will write an investigative report of at least 1000 words in which you will analyze and evaluate the Recycling Plan for one of the university departments as well as make suggestions on how to start/improve it.
- You will include an **Appendix** which contains the interview and survey questions you used in your personal research. Only 200 words can be in the appendix.
- The total word count does not include the cover page, contents page or references page.
- The report must be in your own words and must not be copied directly from other sources or reports from the internet.

Cover Page—Title of the report, your name, student number, Teacher's name, date and word count.

Contents Page—List of items contained in the report, numbered in order with page numbers.

1. Introduction

You should provide the following information:

- For whom is the report being written.
- A brief summary (1 to 2 sentences) of the report's content.

2. Procedures

You should describe the stages of your research. **What did you do?**

2.1 *Published Data Review* – How did you collect data from other people's research? Did you use printed materials / online materials / both? What types of materials did you use? (scientific / business / general news)

2.2 *Personal Interview* – Who did you interview? When? Why?

2.3 *Personal Survey* – Who did you survey? When? Why? How many?

3. Findings

You should tell the reader what you learned from your research. This is one of the most important and longest parts of the report. **It must contain facts and no opinions.** It is where all the researched information is presented, analyzed, evaluated and interpreted. **What did you learn?**

2.1 *Published Data Review* – What did you learn? Was the knowledge helpful? What evidence did you find to support your arguments?

2.2 *Personal Interview* – What did you learn? Was the knowledge helpful? What evidence did you find to support your arguments?

2.3 *Personal Survey* – What did you learn? Was the knowledge helpful? What evidence did you find to support your arguments?

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4. Conclusions

Based on your findings, explain what you have learned about recycling at work for your organization? You should give your ideas about what you learned in the findings. This is where you state your opinions. Use bullet points. Use complete sentences but be brief. **What do you think about what you learned?**

5. Recommendations

Based on your conclusions, explain what should be done, by whom and when. You may use bullet points for this section as well. You should have specific things that can be done to either improve a current Recycling plan or start an effective one. **What should be done?**

6. References: This is a list of all sources used for the report—books, articles, websites, interviews, surveys or other materials. **What public materials did you use?**

- **Start on a new page.**
- **Arrange reference sources in alphabetical order.**
- For each item, include information that would help the reader to find the source. For example, include the title, author's name, publication date, web address, etc).
- Use the sample references given in class as a guide.
- Try your best to use articles that have author's name listed. **These are more reliable.** If you find an article that you want to use but there is no author's name listed, follow the reference example I will give you.
- Don't use Wikipedia or baidu as a reference source for this paper.

7. Appendix: This is where you will provide your actual interview and survey questions for review. Start on a new page. **What personal tools did you use?**

- Appendix 1 – Interview Information. (You should include the name of the person interviewed, their position in the department, the date of the interview and all interview questions that were asked.) **Answers are not included. They should be discussed in your Findings.**
- Appendix 2 – Survey Information. (You should include the number of people surveyed, how the survey was delivered [in person, wechat, etc.], the date of the survey and all survey questions that were asked.) **Answers are not included. They should be discussed in your Findings.**

Finally, make sure you remember to:

- ♦ Check all information for accuracy.
- ♦ Make sure your sources are relevant.
- ♦ Use headings and subheadings that enhance the communication.
- ♦ Number each section clearly.
- ♦ Check that your spelling, punctuation and grammar are accurate.
- ♦ Record your sources of information in a 'References' section at the end of your report.

Make sure your style is clear and businesslike. Avoid using the first person (I) in the body of the report. However you may choose to use the first person in the recommendations (eg I recommend that ...).

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Plagiarism

- You **must** write the report yourself.
- You may access a range of sources, including websites, to find information. If you want to use some of the exact words from an article you have found, use quotation marks to make it clear when you are quoting. Then include the source within your references.
- You will fail this assignment if you are found to be copying the work of others.

I have read and understand the instructions given to me on this handout._____