

The Impact of Risk Management Maturity on Investment Portfolios in Infrastructure and Real Estate Industries

Student Name

Faroug Abbas Faroug Abbas

2021200292

Graduation Project -2

Supervisor

Dr.Muna Mostafa Elashry

Faculty Member – Faculty of Management – Midocean University

June.2024

Acknowledgment

Firstly, I would like to express my deepest gratitude to my grandmother, Layla Mohammed Suliman, for her unwavering support and love.

I also extend my heartfelt thanks to Dr. Muna Mostafa Elashry for her invaluable guidance throughout my graduation project.

Special thanks to my mother, my wife, my father, and my sons, for their constant support, encouragement, and understanding.

Lastly, I am grateful to my teachers at Midocean University for their mentorship and support in achieving this milestone.

Thank you all for believing in me and for being part of this significant achievement.

Dedication

I dedicate this final project to all the mentors in my life who have guided and inspired me along the way.

To Mr. Rashid Nimer From Method Company and, Mr. Abubaker Sami from Milestone Training center, Mr. Ashraf Karamallah Coach Human resources trainer, your wisdom and support have been invaluable in shaping my journey. Your mentorship has not only enriched my knowledge but also fueled my determination to strive for excellence.

Thank you for your unwavering belief in me and for being beacons of guidance throughout my academic and personal growth.

Abstract:

This graduation project investigates the impact of risk management maturity on investment portfolios in the infrastructure and real estate industries. In today's dynamic business environment, effective risk management is crucial for organizations to navigate uncertainties and capitalize on opportunities. However, understanding how the maturity level of risk management practices influences organizational outcomes remains a gap in the existing literature.

The research aims to address this gap by examining the current state of risk management maturity across various organizations, identifying key factors contributing to its development, and exploring its impact on organizational performance metrics. The theoretical framework integrates insights from risk management, finance, and organizational behavior disciplines to provide a comprehensive understanding of risk management maturity within the investment sector.

Using a mixed-method approach, the study will administer quantitative surveys to assess risk management maturity levels and organizational performance metrics. Additionally, qualitative interviews with key stakeholders will delve deeper into factors influencing risk management maturity.

Chapter 1

Table of Contents

Acknowledgment	2
Dedication	3
Abstract:.....	4
Introduction:	7
Research Problem:	8
Research Significant:.....	9
Research Questions:	9
Research Objectives:.....	10
Research Hypotheses:.....	10
Research Model:	10
Industry/Organization for Empirical Study:	10
Research Methodology:	10
Scope of Study	11
Project Structure	12
Conclusion:.....	14
Literature Review	16
References List:	17
Research Link	18
Table of Research Instruments	18
Q&S References List:.....	19
Research Methodology	22

Introduction:

In today's dynamic and complex business environment, organizations face various uncertainties and challenges that can significantly impact their ability to achieve strategic objectives and sustain long-term success. As a response to these challenges, the concept of risk management has garnered increasing attention as a critical component of organizational governance and strategic decision-making. However, merely adopting risk management practices is not sufficient; the maturity of these practices within organizations plays a pivotal role in determining their effectiveness and impact (Froot, 2001; Eisenhardt & Martin, 2000).

This research project delves into the realm of risk management maturity within organizations and its profound implications on organizational resilience, performance, and strategic outcomes. By assessing the level of maturity in risk management practices, organizations can gain valuable insights into their ability to anticipate, assess, and mitigate risks effectively, thereby enhancing their capacity to navigate uncertainties and capitalize on opportunities in the ever-evolving business landscape. (Kaplan & Mikes, 2012; Hillson & Murray-Webster, 2007).

The research problem addressed in this study revolves around understanding how the maturity of risk management practices influences organizational outcomes. While the importance of risk management is widely recognized, there remains a gap in understanding how the maturity level of these practices contributes to organizational resilience, competitive advantage, and overall performance. By addressing this gap, the research aims to provide actionable insights for organizations seeking to enhance their risk management capabilities and drive sustainable success.

The objectives of this research project are multifaceted. Firstly, it seeks to examine the current state of risk management maturity across a diverse range of organizations, spanning various industries and sectors. Secondly, it aims to identify key factors that contribute to the development and enhancement of risk management maturity within organizations, including organizational culture, leadership commitment, and resource allocation. Thirdly, the research explores the impact of risk management maturity on organizational performance metrics such as financial performance, operational efficiency, and stakeholder satisfaction.

The significance of this research lies in its potential to inform strategic decision-making and organizational development efforts aimed at enhancing risk management capabilities. By providing empirical evidence and insights into the relationship between risk management maturity and organizational outcomes, this research can assist organizational leaders, risk managers, and stakeholders in identifying areas for improvement, allocating resources strategically, and fostering a culture of risk awareness and resilience.

In summary, this research project aims to shed light on the critical role of risk management maturity in organizations and its implications for organizational resilience and performance. By addressing the research problem, objectives, and significance outlined in this introduction, the study endeavors to contribute to the existing body of knowledge on risk management and offer practical recommendations for enhancing organizational effectiveness in managing uncertainties and seizing opportunities.

Research Problem:

A. Theoretical Gaps:

Theoretical gaps in the existing literature on risk management maturity within investment portfolios include:

Lack of detailed examination of how different aspects of risk management maturity, such as organizational culture, leadership commitment, and resource allocation, specifically influence organizational outcomes in the investment sector (Carver & Candoo, 2012).

Limited exploration of the theoretical underpinnings of risk management maturity within the context of investment portfolios, including the unique challenges and opportunities it presents compared to other industries (Swayne et al., 2012).

Insufficient integration of theoretical frameworks from related disciplines, such as finance and organizational behavior, to provide a comprehensive understanding of risk management maturity and its implications for investment performance (Chapman & Ward, 2003).

Addressing these theoretical gaps is essential for developing a robust theoretical framework that can guide empirical research and practical applications in the field of risk management within investment portfolios.

References:

Carver, J., & Candoo, K. (2012). The integrated risk management framework: A structured approach to managing uncertainty and risk. *Risk Management*, 14(2), 71-86.

Chapman, C., & Ward, S. (2003). *Project risk management: Processes, techniques, and insights* (2nd ed.). John Wiley & Sons.

Swayne, L. E., Duncan, W. J., & Ginter, P. M. (2012). *Strategic management of health care organizations* (6th ed.). John Wiley & Sons.

B. Empirical Gaps:

Empirical gaps in the existing research on risk management maturity within investment portfolios include:

Limited empirical studies specifically focusing on the relationship between risk management maturity and organizational outcomes, such as financial performance, operational efficiency, and stakeholder satisfaction, within the investment sector (PricewaterhouseCoopers, 2019).

Scarcity of empirical evidence on the current level of risk management maturity across diverse organizations within the investment sector, hindering the ability to generalize findings and identify industry-wide trends (ISO 31000:2018).

Lack of longitudinal studies that track the development of risk management maturity within investment portfolios over time, making it difficult to assess the effectiveness of risk management practices and their impact on organizational resilience and performance (Project Management Institute, 2017).

Addressing these empirical gaps through rigorous empirical research will provide valuable insights into the dynamics of risk management maturity within investment portfolios and

Research Significant:

- **Practical Implications:** By examining the impact of risk management maturity on investment portfolios in the infrastructure and real estate industries, this research provides actionable insights for organizations operating in these sectors. Understanding the relationship between risk management maturity and organizational outcomes can help companies develop strategies to enhance their risk management capabilities, thereby improving performance and resilience.
- **Academic Contribution:** The research addresses theoretical and empirical gaps in the existing literature on risk management maturity within investment portfolios. By integrating insights from risk management, finance, and organizational behavior, it contributes to the development of a robust theoretical framework. Additionally, the empirical findings contribute to the body of knowledge by providing empirical evidence on the relationship between risk management maturity and organizational performance metrics (Carver & Candoo, 2012; Swayne et al., 2012).
- **Professional Development:** For professionals in risk management, finance, and related fields, this research offers valuable insights into the factors influencing risk management maturity and its impact on organizational outcomes. It can inform strategic decision-making and help professionals in developing effective risk management strategies tailored to the specific needs of the infrastructure and real estate industries (Hillson & Murray-Webster, 2007).
- **Policy Implications:** The findings of this research may have implications for policymakers and regulatory bodies concerned with risk management practices in the investment sector. By highlighting the importance of risk management maturity and its relationship to organizational performance, policymakers can develop regulations and guidelines to promote best practices and enhance market stability (ISO 31000:2018; Project Management Institute, 2017).
- **Long-term Sustainability:** Improving risk management maturity within organizations can contribute to their long-term sustainability by enabling them to better anticipate and mitigate risks, seize opportunities, and adapt to changing market conditions. This research, therefore, aligns with the broader goals of promoting sustainable development and resilience in the infrastructure and real estate industries (Vose, 2008).

Research Questions:

- What is the current level of risk management maturity across NIT Company ?
- What factors contribute to the development and enhancement of risk management maturity within NIT Company ?
- How does risk management maturity influence organizational performance metrics such as financial performance, operational efficiency, and stakeholder satisfaction?

Research Objectives:

- To assess the level of risk management maturity across various industries and sectors.
- To identify key factors influencing the development and enhancement of risk management maturity within organizations.
- To examine the impact of risk management maturity on organizational performance metrics.

Research Hypotheses:

- H1: There is a positive relationship between risk management maturity and organizational performance.
- H2: Organizational culture significantly influences the development of risk management maturity.
- H3: Leadership commitment positively impacts the enhancement of risk management maturity.
- H4: Resource allocation is positively correlated with risk management maturity within organizations.

Research Model:

The research model will involve assessing the relationship between risk management maturity (independent variable) and organizational performance metrics (dependent variables), while also considering the influence of organizational culture, leadership commitment, and resource allocation as mediating factors.

Industry/Organization for Empirical Study:

The empirical study will focus on the risk management maturity in the investment portfolio for the industry of Infrastructure and Real Estate.

Research Methodology:

The research will employ a mixed-method approach, incorporating both quantitative surveys and qualitative interviews. The quantitative phase will involve administering surveys to assess risk management maturity levels and organizational performance metrics. The qualitative phase will entail conducting interviews with key stakeholders to delve deeper into factors influencing risk management maturity.

Scope of Study

The scope of this study is to explore the impact of risk management maturity on investment portfolios within the infrastructure and real estate industries. Specifically, the study aims to:

1. Assess Risk Management Maturity:

- Evaluate the current level of risk management maturity in organizations within the infrastructure and real estate sectors.
- Identify variations in risk management maturity across different organizations and industries.

2. Identify Influencing Factors:

- Investigate the key factors that contribute to the development and enhancement of risk management maturity, such as organizational culture, leadership commitment, and resource allocation.

3. Examine Organizational Impact:

- Analyze the impact of risk management maturity on organizational performance metrics including financial performance, operational efficiency, and stakeholder satisfaction.

4. Develop a Comprehensive Framework:

- Integrate insights from risk management, finance, and organizational behavior to create a robust theoretical framework for understanding risk management maturity in the investment sector.

5. Provide Practical Recommendations:

- Offer actionable recommendations for organizations to enhance their risk management practices.
- Inform strategic decision-making and policy development for professionals and regulatory bodies in the investment sector.

Project Structure

1. Introduction

- Background and context of the study
- Problem statement
- Objectives of the research
- Significance of the study

2. Literature Review

- Theoretical foundations of risk management maturity
- Empirical evidence from various industries
- Factors influencing risk management maturity
- Integration of theoretical perspectives from related disciplines

3. Research Methodology

- Mixed-method approach: Quantitative surveys and qualitative interviews
- Description of the research model and variables
- Sampling methods and data collection procedures
- Analysis techniques for quantitative and qualitative data

4. Assessment of Risk Management Maturity

- Evaluation of current risk management practices in the infrastructure and real estate industries
- Analysis of variations in maturity levels across organizations

5. Factors Influencing Risk Management Maturity

- Examination of organizational culture, leadership commitment, and resource allocation
- Qualitative insights from stakeholder interviews

6. Impact on Organizational Performance

- Analysis of the relationship between risk management maturity and organizational performance metrics
- Discussion of findings in relation to financial performance, operational efficiency, and stakeholder satisfaction

7. Development of a Comprehensive Framework

- Synthesis of theoretical and empirical insights

- Creation of a robust framework for assessing and enhancing risk management maturity

8. Practical Recommendations

- Strategies for organizations to improve risk management maturity
- Implications for professionals, policymakers, and regulatory bodies

9. Conclusion

- Summary of key findings
- Contributions to theory and practice
- Suggestions for future research

10. References

- Comprehensive list of all sources cited in the study

11. Appendices

- Supplementary materials such as survey instruments, interview guides, and additional data analyses.

Conclusion:

In conclusion, this graduation project has investigated the impact of risk management maturity on investment portfolios within the infrastructure and real estate industries. Through an extensive review of existing literature, theoretical frameworks, and empirical evidence, several key findings and implications have been identified.

The research has highlighted the critical role of risk management maturity in organizational resilience, performance, and strategic outcomes. Organizations with mature risk management practices are better positioned to navigate uncertainties, capitalize on opportunities, and sustain long-term success. However, there are significant gaps in understanding how different aspects of risk management maturity influence organizational outcomes within the investment sector.

Theoretical gaps in the literature underscore the need for a more detailed examination of the specific factors driving risk management maturity in investment portfolios, as well as the integration of theoretical frameworks from related disciplines to provide a comprehensive understanding of risk management maturity. Empirical gaps emphasize the scarcity of studies focusing on the relationship between risk management maturity and organizational outcomes in the infrastructure and real estate sectors, as well as the lack of longitudinal research tracking the development of risk management maturity over time.

Despite these gaps, this research project offers valuable insights for both theory and practice. It provides actionable recommendations for organizations seeking to enhance their risk management capabilities and contributes to the academic literature on risk management maturity within investment portfolios.

The practical implications of this research include guiding organizations in developing strategies to improve risk management maturity, thereby enhancing performance and resilience in the face of uncertainty. Additionally, it offers valuable contributions to professional development by providing insights for risk management professionals, finance experts, and other stakeholders in the investment sector.

Furthermore, the findings of this research may inform policymakers and regulatory bodies concerned with risk management practices in the investment sector. By highlighting the importance of risk management maturity and its relationship to organizational performance, policymakers can develop regulations and guidelines to promote best practices and enhance market stability.

In conclusion, this research project underscores the critical role of risk management maturity in organizational effectiveness and long-term sustainability. By addressing theoretical and empirical gaps and providing actionable insights, the study contributes to the advancement of knowledge in the field of risk management and suggests avenues for further research to continue exploring this important topic.

Chapter 2

Literature Review

Risk management maturity within organizations has emerged as a critical area of study, particularly in industries such as infrastructure and real estate, where uncertainties and complexities are inherent. This section provides a comprehensive review of existing literature, addressing theoretical and empirical insights into risk management maturity, its determinants, and its impact on organizational performance.

- Theoretical Foundations:

Theoretical frameworks underpinning risk management maturity emphasize the importance of organizational culture, leadership commitment, and resource allocation in shaping risk management practices (Carver & Candoo, 2012). According to Chapman and Ward (2003), risk management maturity evolves through structured processes and insights gained from past experiences. Hillson and Murray-Webster (2007) emphasize the role of risk attitude and perception in determining the maturity level of risk management within organizations.

- Empirical Evidence:

Empirical studies examining risk management maturity in various industries highlight the positive correlation between maturity levels and organizational performance metrics (PricewaterhouseCoopers, 2019). However, empirical evidence specific to the infrastructure and real estate sectors is limited, warranting further investigation (ISO 31000:2018). Longitudinal studies tracking the development of risk management maturity over time are particularly scarce, hindering the ability to assess its long-term impact on organizational resilience and performance (Project Management Institute, 2017).

- Factors Influencing Risk Management Maturity:

Organizational culture emerges as a key determinant of risk management maturity, with a supportive culture fostering a proactive approach to risk management (IRM, 2017). Leadership commitment is another critical factor, as leaders play a pivotal role in driving risk management initiatives and embedding risk awareness within organizational processes (PMI, 2017). Resource allocation, including investment in risk management technologies and training, is also essential for enhancing risk management maturity (Vose, 2008).

- Integration of Theoretical Perspectives:

Integrating insights from risk management, finance, and organizational behavior disciplines provides a holistic understanding of risk management maturity and its implications for organizational effectiveness (Swayne et al., 2012). By synthesizing theoretical perspectives, researchers can develop robust frameworks for assessing and enhancing risk management maturity within organizations operating in dynamic environments such as the infrastructure and real estate sectors.

In conclusion, the literature review highlights the significance of risk management maturity in organizational resilience and performance, particularly in industries characterized by inherent uncertainties. Future research should focus on filling empirical gaps and developing comprehensive frameworks to guide organizational efforts in enhancing risk management maturity.

References List:

1. Bannister, F., & Remenyi, D. (2005). Risk management and the strategy-executing process. *Journal of Business Strategy*, 26(6), 17-25.
2. Carver, J., & Candoo, K. (2012). The integrated risk management framework: A structured approach to managing uncertainty and risk. *Risk Management*, 14(2), 71-86.
3. Chapman, C., & Ward, S. (2003). *Project risk management: Processes, techniques, and insights* (2nd ed.). John Wiley & Sons.
4. Hillson, D., & Murray-Webster, R. (2007). *Understanding and managing risk attitude*. Gower Publishing Ltd.
5. Institute of Risk Management (IRM). (2017). Risk management maturity model. Retrieved from <https://www.theirm.org>
6. ISO 31000:2018. (2018). *Risk management – Guidelines*. International Organization for Standardization.
7. PricewaterhouseCoopers (PwC). (2019). Global risk management survey. Retrieved from <https://www.pwc.com>
8. Project Management Institute (PMI). (2017). *A guide to the project management body of knowledge (PMBOK® Guide)* (6th ed.). Project Management Institute.
9. Swayne, L. E., Duncan, W. J., & Ginter, P. M. (2012). *Strategic management of health care organizations* (6th ed.). John Wiley & Sons.
10. Vose, D. (2008). *Risk analysis: A quantitative guide* (3rd ed.). John Wiley & Sons.

Research Link

<https://forms.gle/6hohcSeJuB72tJFe9>

Table of Research Instruments

Research Variable	Measurement Item (Questionnaire Item)	Scale Type
Risk Management Maturity	1. Overall maturity rating 2. Integration into strategic planning 3. Formal processes and procedures 4. Frequency of review and update	Multiple Choice
Organizational Culture	1. Proactive approach to risk management 2. Encouragement to report risks	Multiple Choice
Leadership Commitment	1. Senior management involvement 2. Prioritization in decision-making	Likert Scale
Resource Allocation	1. Adequate resources for risk management 2. Investment in training and development	Multiple Choice
Organizational Performance	1. Financial performance improvement 2. Enhancement in operational efficiency 3. Influence on stakeholder satisfaction	Multiple Choice
Demographic Information	1. Organization name 2. Industry sector 3. Number of employees 4. Position in the organization 5. Years of experience in the industry	Multiple Choice

Q&S References List:

- **Carver, J., & Cando, K. (2012)** - The integrated risk management framework: A structured approach to managing uncertainty and risk. *Risk Management*, 14(2), 71-86.
 - Provided foundational concepts on the integration and structuring of risk management practices within organizations.
- **Chapman, C., & Ward, S. (2003)** - Project risk management: Processes, techniques, and insights (2nd ed.). John Wiley & Sons.
 - Offered techniques and processes for assessing and improving risk management practices, which informed the survey questions on risk management maturity.
- **Hillson, D., & Murray-Webster, R. (2007)** - Understanding and managing risk attitude. Gower Publishing Ltd.
 - Provided insights on the role of organizational culture and leadership in shaping risk attitudes, which guided the development of questions related to organizational culture and leadership commitment.
- **Institute of Risk Management (IRM). (2017)** - Risk management maturity model. Retrieved from <https://www.theirm.org>
 - Presented a comprehensive maturity model that helped define the levels of risk management maturity assessed in the survey.
- **ISO 31000:2018. (2018)** - Risk management – Guidelines. International Organization for Standardization.
 - Provided guidelines for effective risk management practices, influencing the structure and content of questions related to risk management processes and procedures.
- **PricewaterhouseCoopers (PwC). (2019)** - Global risk management survey. Retrieved from <https://www.pwc.com>

- Offered empirical data and trends in risk management practices across industries, which informed the design of survey questions on the impact of risk management on organizational performance.
- **Project Management Institute (PMI). (2017)** - A guide to the project management body of knowledge (PMBOK® Guide) (6th ed.). Project Management Institute.
 - Provided methodologies and best practices in project management, influencing the survey's focus on resource allocation and strategic integration of risk management.
- **Swayne, L. E., Duncan, W. J., & Ginter, P. M. (2012)** - Strategic management of health care organizations (6th ed.). John Wiley & Sons.
 - Contributed to the understanding of strategic management and its relationship with risk management practices, informing the development of research questions.
- **Vose, D. (2008)** - Risk analysis: A quantitative guide (3rd ed.). John Wiley & Sons.
 - Provided quantitative methods and approaches for risk assessment, which helped shape the survey's focus on measuring the impact of risk management maturity on performance metrics.

Chapter 3

Research Methodology

Introduction

This research aims to investigate the impact of risk management maturity on investment portfolios in the infrastructure and real estate industries. To achieve this, a structured and systematic research methodology is employed. This section outlines the operational definitions, research design, research population, sampling methods, data collection methods, types of data, statistical analysis procedures, and concludes with an overview of the methodology.

Operational Definitions for Research Variables

1. **Risk Management Maturity:** The extent to which risk management practices are integrated and standardized within an organization, including aspects like organizational culture, leadership commitment, and resource allocation (Hillson & Murray-Webster, 2007).
2. **Organizational Performance Metrics:** Metrics used to evaluate the performance of an organization, including financial performance, operational efficiency, and stakeholder satisfaction (PricewaterhouseCoopers, 2019).
3. **Organizational Culture:** The values, beliefs, and behaviors that shape how an organization's members interact and handle risk (Institute of Risk Management, 2017).
4. **Leadership Commitment:** The level of involvement and prioritization of risk management by senior management (Project Management Institute, 2017).
5. **Resource Allocation:** The distribution of resources, including investment in risk management technologies and training (Vose, 2008).

Research Design (Research Onion)

The research onion framework by Saunders et al. (2019) provides a structured approach to the research design, encompassing the following layers:

1. **Philosophy:** Positivism, which focuses on objective and quantifiable data (Saunders et al., 2019).
2. **Approach:** Deductive approach, aiming to test hypotheses derived from existing theories (Bryman & Bell, 2015).
3. **Strategy:** Mixed-method approach combining quantitative surveys and qualitative interviews (Creswell & Plano Clark, 2018).
4. **Choice:** Mono method for each phase, using surveys for quantitative data and interviews for qualitative data (Tashakkori & Teddlie, 2010).
5. **Time Horizon:** Cross-sectional, capturing data at a single point in time (Saunders et al., 2019).
6. **Techniques and Procedures:** Detailed below in the data collection and analysis sections.

Research Population & Sampling Methods and Technique

1. **Population:** Organizations within the infrastructure and real estate industries.
2. **Sampling Frame:** Organizations registered with relevant industry bodies and databases.

3. **Sampling Technique:** Stratified random sampling to ensure representation from various segments within the industries (Fowler, 2013).
4. **Sample Size:** Determined using Cochran's formula to ensure statistical significance (Cochran, 1977).

Data Collection Method

1. Quantitative Phase:

- **Instrument:** Structured questionnaires designed to measure risk management maturity and organizational performance metrics (Appendix A).
- **Distribution:** Online surveys distributed via email and industry networks (Dillman et al., 2014).

2. Qualitative Phase:

- **Instrument:** Semi-structured interview guides focusing on organizational culture, leadership commitment, and resource allocation (Appendix B).
- **Procedure:** Interviews conducted with key stakeholders using purposive sampling to select participants with relevant expertise (Patton, 2015).

Types of Data

1. **Primary Data:** Collected directly from surveys and interviews.
2. **Secondary Data:** Industry reports, academic literature, and organizational documents to contextualize and support the primary data (Saunders et al., 2019).

Statistical Analysis Procedures

1. Quantitative Data Analysis:

- **Descriptive Statistics:** Mean, median, mode, and standard deviation to summarize the data (Field, 2013).
- **Inferential Statistics:** Correlation and regression analysis to test hypotheses (Bryman & Cramer, 2011).
- **Software:** SPSS for statistical analysis (Pallant, 2020).

2. Qualitative Data Analysis:

- **Thematic Analysis:** Coding and identifying themes from interview transcripts (Braun & Clarke, 2006).
- **Software:** NVivo for qualitative data management (Bazeley & Jackson, 2013).

Conclusion

This research methodology provides a comprehensive approach to investigating the impact of risk management maturity on investment portfolios within the infrastructure and real estate industries. By employing a mixed-method approach, the study aims to provide robust and actionable insights, contributing to both academic literature and practical applications in risk management.

References

1. Operational Definitions:

- Hillson, D., & Murray-Webster, R. (2007). Understanding and managing risk attitude. Gower Publishing Ltd.
- PricewaterhouseCoopers (PwC). (2019). Global risk management survey. Retrieved from <https://www.pwc.com>
- Institute of Risk Management (IRM). (2017). Risk management maturity model. Retrieved from <https://www.theirm.org>
- Project Management Institute (PMI). (2017). A guide to the project management body of knowledge (PMBOK® Guide) (6th ed.). Project Management Institute.
- Vose, D. (2008). Risk analysis: A quantitative guide (3rd ed.). John Wiley & Sons.

2. Research Design:

- Saunders, M., Lewis, P., & Thornhill, A. (2019). Research methods for business students (8th ed.). Pearson.
- Bryman, A., & Bell, E. (2015). Business research methods (4th ed.). Oxford University Press.
- Creswell, J. W., & Plano Clark, V. L. (2018). Designing and conducting mixed methods research (3rd ed.). SAGE Publications.
- Tashakkori, A., & Teddlie, C. (2010). SAGE handbook of mixed methods in social & behavioral research. SAGE Publications.

3. Sampling Methods:

- Fowler, F. J. (2013). Survey research methods (5th ed.). SAGE Publications.
- Cochran, W. G. (1977). Sampling techniques (3rd ed.). John Wiley & Sons.

4. Data Collection:

- Dillman, D. A., Smyth, J. D., & Christian, L. M. (2014). Internet, phone, mail, and mixed-mode surveys: The tailored design method (4th ed.). John Wiley & Sons.
- Patton, M. Q. (2015). Qualitative research & evaluation methods: Integrating theory and practice (4th ed.). SAGE Publications.

5. Data Analysis:

- Field, A. (2013). Discovering statistics using IBM SPSS statistics (4th ed.). SAGE Publications.
- Bryman, A., & Cramer, D. (2011). Quantitative data analysis with IBM SPSS 17, 18 & 19: A guide for social scientists. Routledge.
- Pallant, J. (2020). SPSS survival manual: A step by step guide to data analysis using IBM SPSS (7th ed.). McGraw-Hill Education.