Project Soft Factor Survey

GnostX GmbH

https://gnostx.ch/psfs

Summary

If you want to improve your project team in the area of soft factors, then use the project soft factor survey. Soft factors contribute to a high degree to the quality of work and the success of projects.

How to Use it?

Do monthly surveys of critical soft factors in your project team.

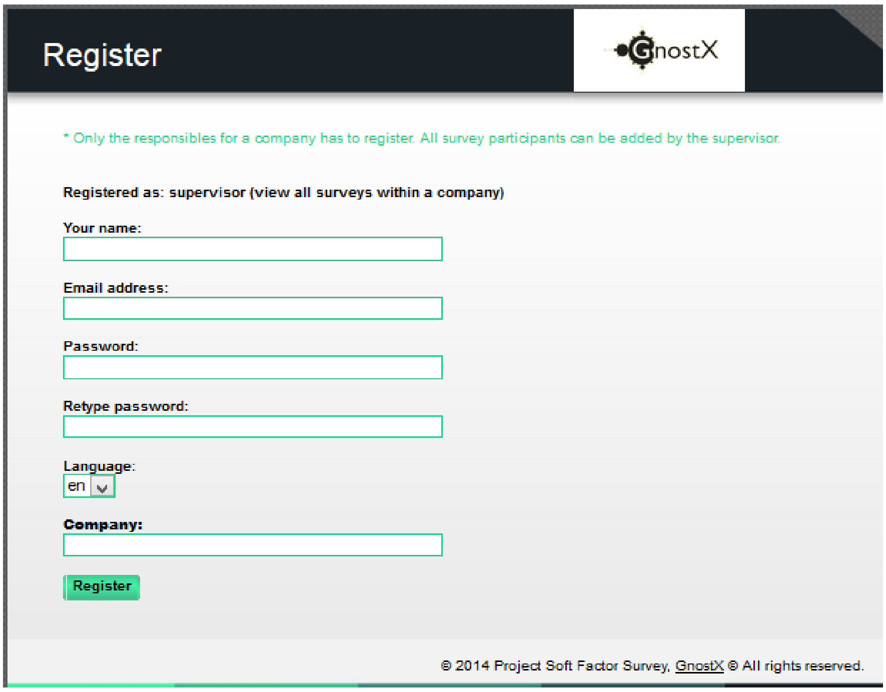
1. Create an account
2. Create a survey
3. Add the project team and other stakeholders
4. Evaluate from month to month

What can be surveyed?

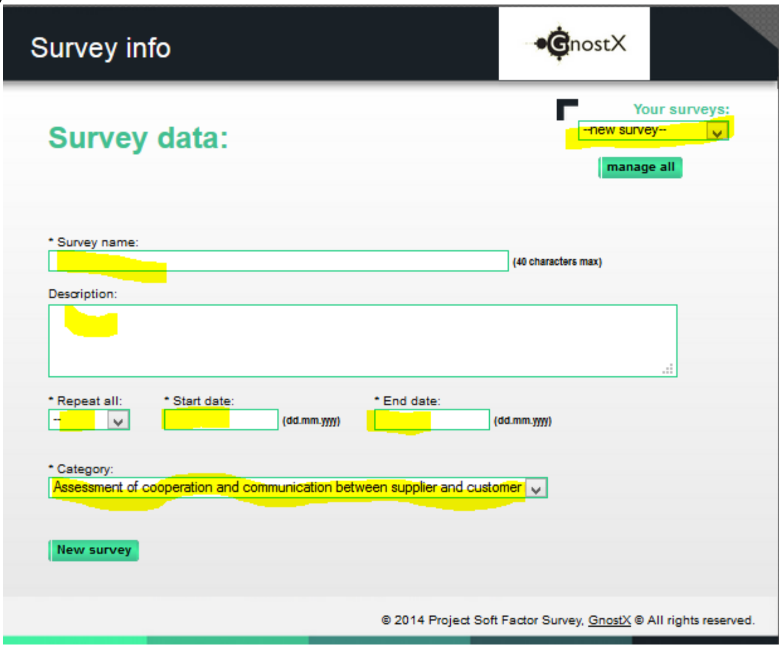
Got to URL: https://gnostx.ch/psfs and press Login

Register

Only the supervisor of a company has to register. She adds all other users afterwards!

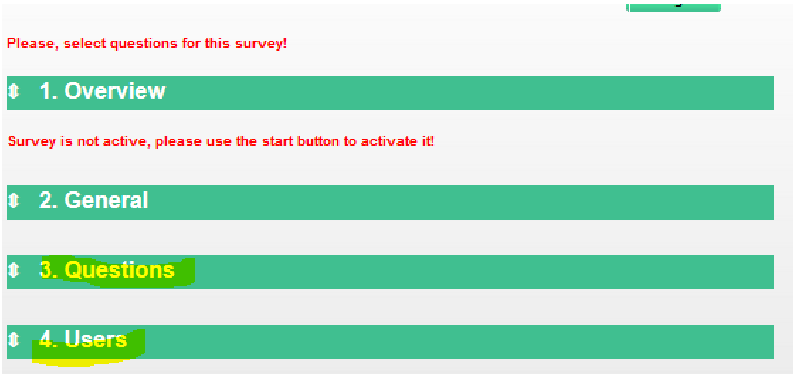


Create a new survey

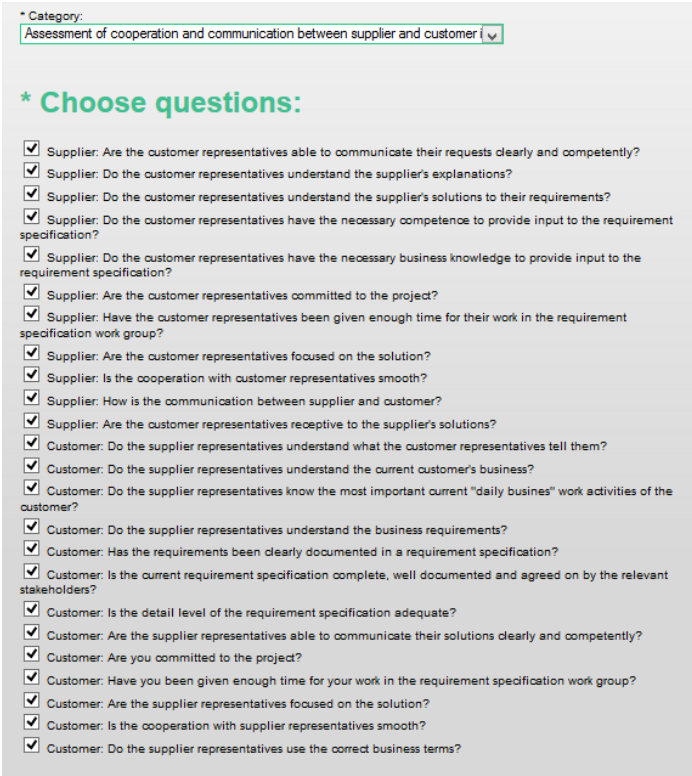


Fill in Questions

The Questions differ from category to category of survey.

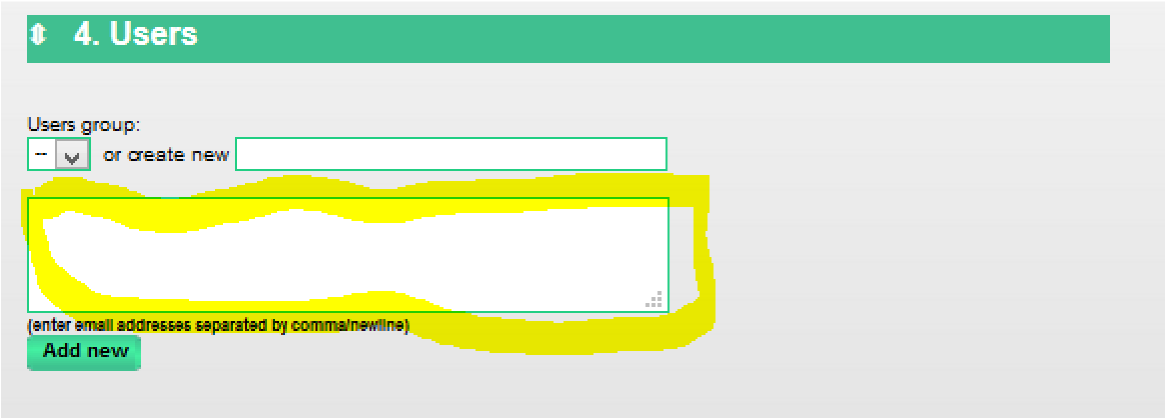


The questions look like this:

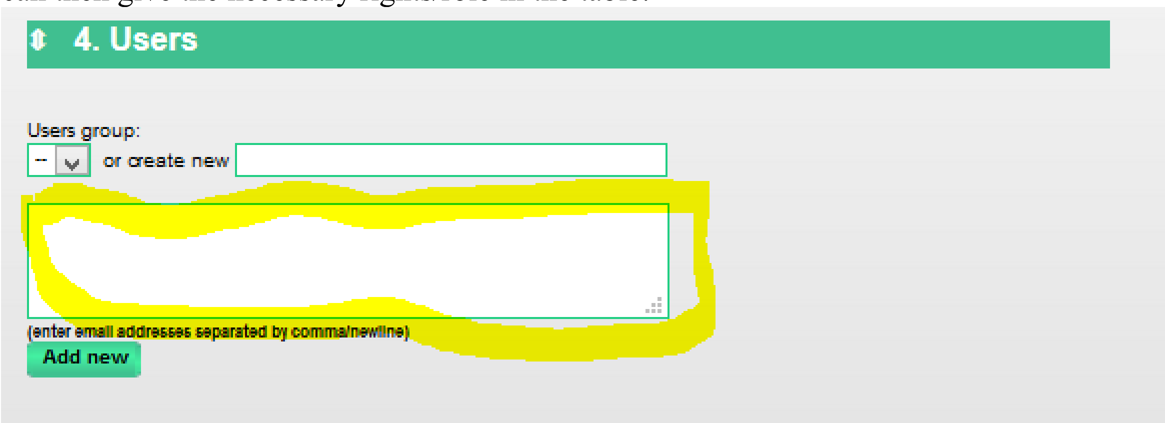


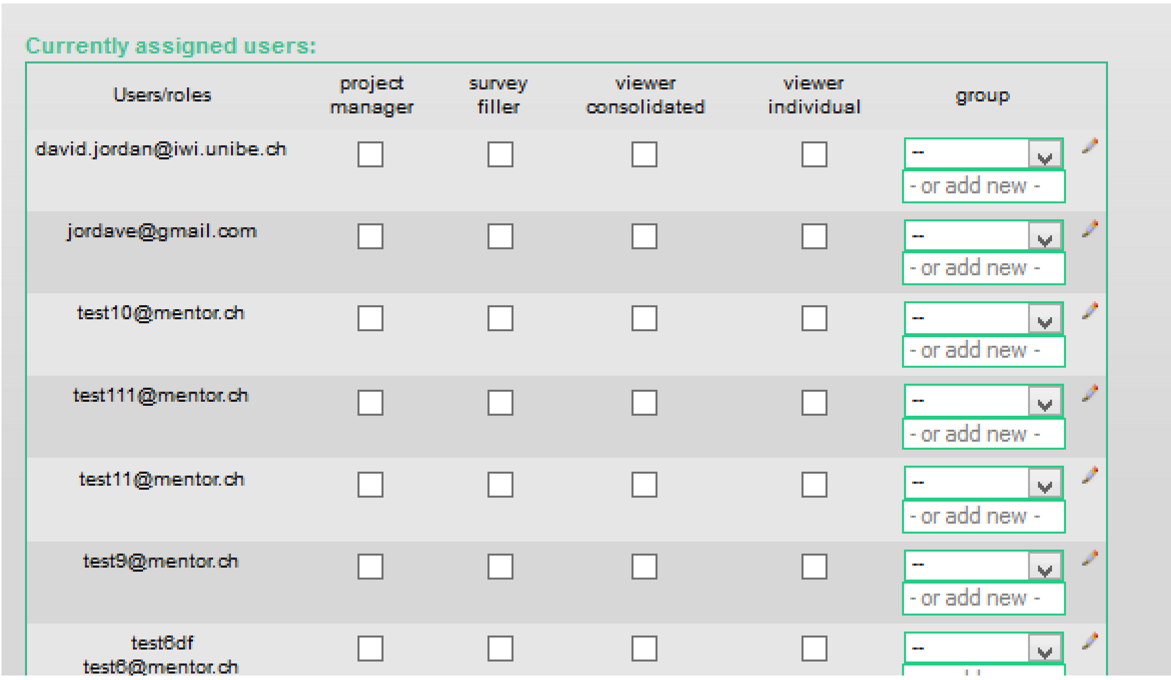
Users

Add users by email. Users that were created for your company already are added automatically in the list.
You can add new users by adding their email-address:



You can then give the necessary rights/role in the table:




Currently assigned users:

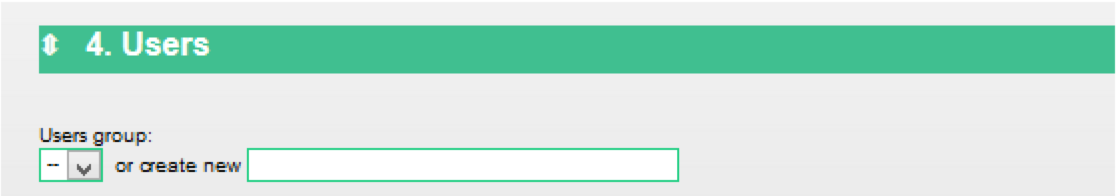
Users/roles	project manager	survey filler	viewer consolidated	viewer individual	group
david.jordan@iwi.unibe.ch					-- / - or add new -
jordave@gmail.com					-- / - or add new -
test10@mentor.ch					-- / - or add new -
test111@mentor.ch					-- / - or add new -
test11@mentor.ch					-- / - or add new -
test9@mentor.ch					-- / - or add new -
test6df test6@mentor.ch					--

Roles/Rights:

- "Project Managers" can create and manage surveys.

- "Survey fillers" can fill in a survey.
- "Viewer consolidated" can see consolidated results (only the totals).
- "Viewer individual" can see each result of each member.

Groups



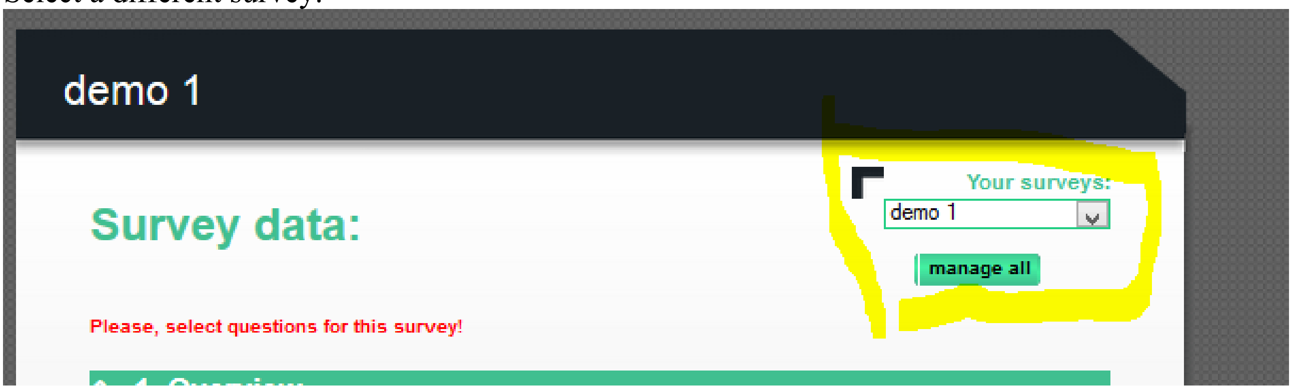
Groups are used in the statistics. E.g. "project team" and "stakeholders" or "IT" and "business". This allows you to find out, if there are problems within a group and not in the whole team.

Starting Survey

Start the survey, when you are ready

Changing Surveys

Select a different survey:



You can then change all information directly. Don't forget to save the changes.

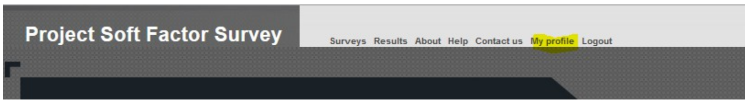
What happens when the start date has passed and you change a survey: When the start date is already in the past. It is possible that already data was filled in. You can still change the survey, but this can distort the statistics. The software gives you a warning.

Sending Reminders

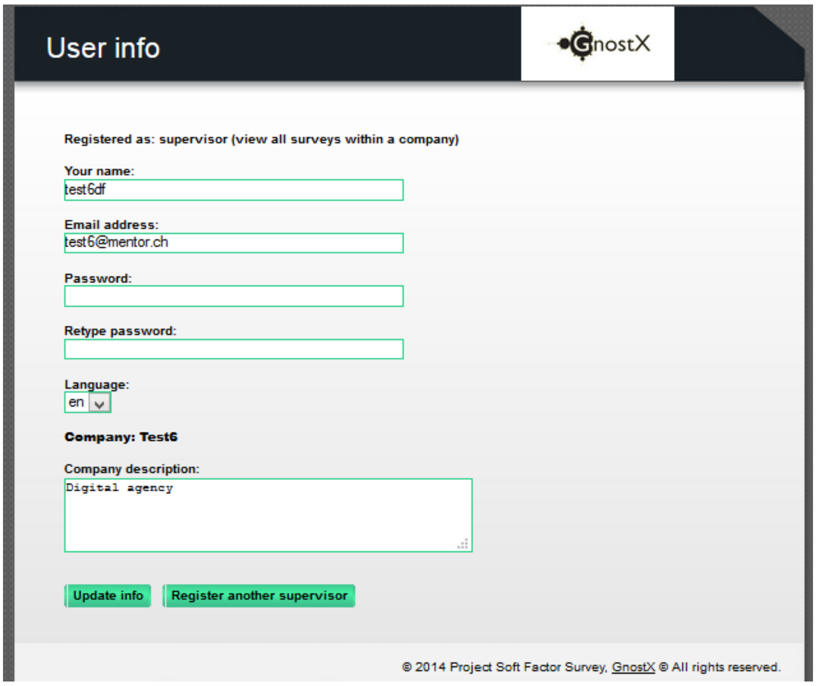
The software sends reminders to survey fillers that has not filled it in. However, not filling in a survey is also an interesting result in itself.

Account Management

Click on "manage profile":



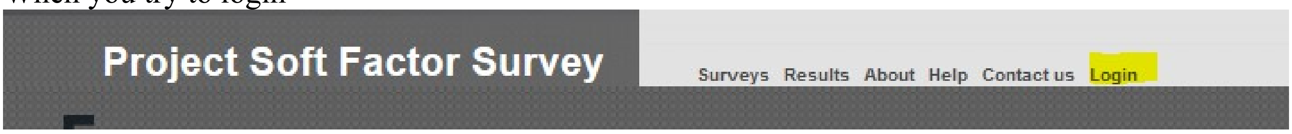
Use can change password and user-name there:



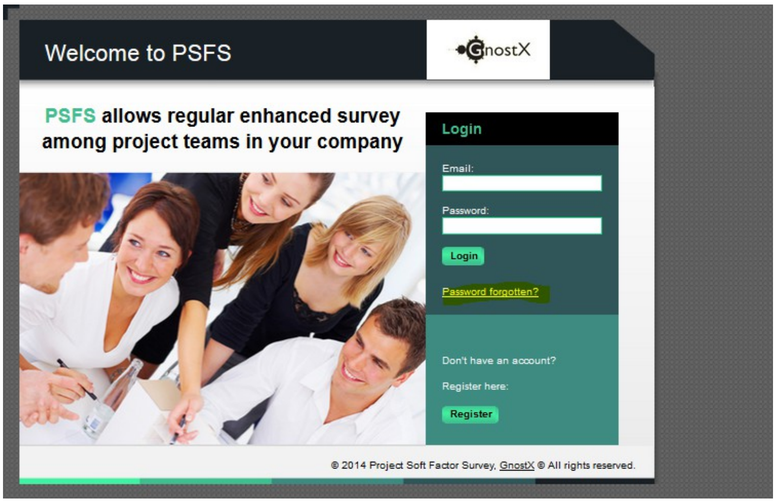
Be aware that from the registration by a superuser only the email is set.

Password forgotten

When you try to login



You can then press the link:



Categories of Surveys

The following categories of questions exist.

Assessment of cooperation and communication between supplier and customer in requirement specification working groups

Context

Often requirement specification is conducted in group meetings ("Arbeitgruppe") where the group is composed of the supplier representatives (in other use cases called project team members) and customer representatives. Usually these meetings are held during most of the project time when more requirements are discovered and also the detail level is continuously increased. Misunderstanding in requirement specification may lead to huge costs in the development phase of the project.

Purpose

Assess the cooperation and communication between supplier and customer representatives. Ultimately we want to avoid misunderstandings which are a high risk of the project, especially when there is a misunderstanding early in the project which is not discovered until late.

What is measured

Atmosphere in group, trust between supplier and customer, communication quality between supplier and customer. Important is the differentiation in the two stakeholder groups, suppliers and customer. Large discrepancies between the measured values (e.g. of trust) of the two groups is an indication of a problem.

Who enters data

Supplier and customer representatives. Each group has a separate question list.

Transparency

Consolidated results are shown to all supplier and customer representatives.

Anonymity

Individual results are shown to the supplier's project leader and also to the project sponsor. The reason for showing individual results is that when analyzing the results (especially problematic ones) it may become necessary to contact people who provided irregular answers.

Feedback on the project leader’s leadership

Context

In some companies it is a standard process that subordinates also assess their superiors. This is often done with paper surveys.

Purpose

Efficient, anonymous and effective leadership feedback of the project leader. The first two are achieved by the platform, the last one by an optimized standard question set.

What is measured

Leadership skills of project leader or, in big projects, the leadership skills of sub-project leader.

Who enters data

Subordinates project team members

Transparency

Only owner of survey in platform can see results. This may be the project leader himself/herself or the HR department.

Anonymity

Yes

Inside-outside comparison Controlling

Context

The project sponsor is often not involved enough in the project. A possible reason is that each top manager sponsors many projects and so may not follow project close enough.

Purpose

Keeps the project sponsor involved in the project and acts as reminder that the project exists. In addition having both the inside view (project team members) and outside view (project sponsor) provides a controlling with high validity (e.g. it is more difficult to pad the reporting).
In cases of low values it may be necessary that the project management clarifies the situation with the project sponsor.

What is measured

Project status. Self-assessment, assessment of other persons and also of situations.

Who enters data

All stakeholder groups, but for large stakeholder group only subsample of people.

Transparency

Everybody sees consolidated results.

Anonymity

Configurable (depends on the culture of company). But with less than 8 people non-anonymous.

Measure team atmosphere for project management and team development

Context

In big projects it is not easy to assess the team atmosphere. In companies' line management this is sometimes done with a job satisfaction survey.

Purpose

To find specific problems related to team atmosphere which can be acted upon and also to improve trust inside project team. This use case is useful for large project teams. In small teams the atmosphere can normally be evaluated by the project leader directly.

What is measured

Collaboration characteristic inside team.

Who enters data

Project team members

Transparency

Project management and project team see the results, probably not project sponsor.

Anonymity

Configurable (depends on culture), preferably not anonymous

Support Change process

Purpose

Involve stakeholders affected by, but not normally directly involved in the project. This improves the acceptance of the project or at least shows in early stage that there is a problem with acceptance. It is important to have this feedback and involvement during the whole project. Often the change support starts too late.

What is measured

Awareness and acceptance of project

Who enters data

Ideally all stakeholders not directly involved but affected by the project. For every such stakeholder group at least one representative should take part.

Transparency

Project management and stakeholder who entered the data should see consolidated results (it probably don't hurt if everybody sees the results).

Anonymity

Configurable (depends on the culture of company).

Support of Scrum Retrospective

Context

A retrospective is a part of the software development framework Scrum (*http://en.wikipedia.org/wiki/Scrum_(software_development)*). It is a meeting held by a project team at the end of a part of the project (normally after an iteration which takes 2-4 weeks) to discuss what happened, what was good and what could be improved. Normally everybody thinks about it beforehand and the results are discussed in plenum.

Purpose

Evaluation whether project is following the Scrum methodology.
Allows anonymous input to Retrospective and also input from stakeholders who are unable (e.g. due to too high time demand) to attend meeting. In addition having a time series of Scrum related measurements allows figuring out trends in the project.

What is measured

Is project following the Scrum methodology.

Who enters data

All relevant stakeholders: Project team, Scrum Master and product owner

Transparency

Everybody should see consolidated results.

Anonymity

Anonymous if anonymity is the main reason for using this usecase. But should be configurable as the usecase could be used because of the other reasons mentioned above.

Transparency of problems and avoidance of unproductive criticism

Purpose

Being able to locate where in the organization people are not happy with (parts of) the project and also to avoid unproductive criticism. Not satisfied project members can either express their dissatisfaction which allow you to locate the problematic groups and act accordingly or they don't

express it in which case they forfeit the moral right to complain about the project. Even applying this use case it may be that projects members don't answer truthfully but the use case is one of the most promising approaches to get the information.
This use case is especially useful for projects which have severe problems.

What is measured

People's opinion about the project. This includes its status, but also its goals and vision.

Who enters data

Every relevant stakeholder

Transparency

Everybody sees consolidated results.

Anonymity

Configurable (depends on the culture of company), but maybe somebody (project leader) sees the individual results.

Unfiltered inside view of project status for important outside stakeholders

Context

Important outside stakeholders, like project sponsor, project committee and management board, are often not directly or actively involved in the project, yet are interested that project's goals are achieved. The information they get is normally heavily filtered by the project management.

Purpose

The outside stakeholders get a systematic, unfiltered inside view of the project which allows them to more accurately assess the project situation.

What is measured

Project situation, focus on project's "team atmosphere"

Who enters data

Project team members

Transparency

Although results are mainly targeted at outside stakeholders, everybody should see the results (especially the project leader should also be included)Anonymity & Only consolidated results are shown.

Anonymity

Only consolidated results are shown.

User feedback to applications of IT department

Context

Often providers of applications gather data from users to assess their applications (sometimes by paper surveys). As this is a quite general task it should be possible to create a standardized set of questions. By speeding up the entry process the platform may increase the number of users taking part in the survey.

Purpose

Get feedback from users of applications of IT department in an efficient and effective manner. This could be combined with the key performance indicators which were agreed on in the Service Level Agreements.
In contrast to the other use cases the focus here is on the operation of applications. For some software development methods the operation part is also included in the project.

What is measured

Satisfaction of application users. The measurements should help to locate the source of displeasure. Some questions measure conditions which don't change quickly. For these questions stable values over time are expected.

Who enters data

Users of applications

Transparency

Operation of IT department sees the results. It should be configurable if the applications users see the results.

Anonymity

Yes

User feedback to services of IT department

Context

Often providers of services gather data from users to assess their services (sometimes by paper surveys). As this is a quite general task it should be possible to create a standardized set of questions. By speeding up the entry process the platform may increase the number of users taking part in the survey.

Purpose

Get feedback from users of services of IT department in an efficient and effective manner.
This could be combined with the key performance indicators which were agreed on in the Service Level Agreements.
In contrast to the other use cases the focus here is on the operation of services. For some software development methods the operation part is also included in the project.

What is measured

Satisfaction of service users. The measurements should help to locate the source of displeasure. Some questions measure conditions which don't change quickly. For these questions stable values over time are expected.

Who enters data

Users of services

Transparency

Operation of IT department sees the results. It should be configurable if the services users see the results.

Anonymity
Yes

Validation and Extension of Controlling

Purpose

Improve quality and validity of controlling. By asking questions to stakeholders which are not considered in normal controlling a differentiated view of the project status is provided which helps to increase validity of the controlling. By asking questions which are not normally asked in normal controlling the quality and scope of the controlling is increased. Especially soft factors can be made visible.

What is measured

Project status (mainly not assessment of people) and also trust between stakeholders and {\it gut feeling} about the project.

Who enters data

Every stakeholder group (including project environment). From each group a subsample of people may be asked.

Transparency
Everybody sees consolidated results.

Anonymity
Configurable (depends on the culture of company).

Suggestions

You can contact us on changes, updates questions. We can also help to design your own survey or help you to solve soft factor issues with projects.

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