

S1.6: Requirements 2

You can work in pairs for today's activities so that you get the opportunity to discuss your answers to the questions with your partner. Your tutor will facilitate a whole class discussion during the session to discuss your answers.

Tasks

1. The questionnaire below is about to be sent to all Viv's Vintage Wear employees:

Hi! All Employees

What's new? I'm thinking we might get some new computers. Here are some questions for you to think about.

- 1) How long have you used the old computer? _____
- 2) How often does it go down? _____
- 3) Who repairs it for you? _____
- 4) When was the last time you suggested an improvement to the computer system and was it put into use? What was it? _____
- 5) When was the last time you suggested an improvement to the computer system and nobody used it? What was it? _____
- 6) Do you use a VDT or printer or both? _____
- 7) How fast do you type? _____
- 8) How many people buy items in your store? Is there anyone who you think would prefer to? _____

Thanks, The Boss x

- a. Advise 'The Boss' on the suitability of the questionnaire.
 - b. Write two or more questions that would be more suitable for gathering information about the current systems used at Viv's.
2. Read the Social Paws case study on Blackboard.
 - a. What do you think was the purpose of the interview?
 - b. Did the interviewer listen, keep the interview on track, clarify, summarise, etc.?
 - c. Did the interviewer get any meaningful insight from the interview?

- d. The transcript of the interview does not give details of what happened during the 'Introductions and pleasantries' or the 'closing remarks' of the interview. Discuss what should happen during these parts of the interview and why.
3. With the help of the lecture notes and further reading around the topic, complete the table below to compare the different approaches that are used to gather information. Your comparison should show when it is appropriate to use or not use (new/established business, size of workforce, type of information to be gathered, timescales, etc.) and the positives/negatives of each approach.

Technique	Good for	Not good for	Pros	Cons
Document Analysis				
Observation				
Shadowing				
Questionnaires				
Interviews				
Group Interviews				
Workshops				

4. Here are some situations that require analysis in order to gather their requirements. Using your table above, which approaches would be the most suitable for each situation, and which approaches should definitely not be used:
- You have been employed by a local bowling alley to investigate their current business operation in order to try and streamline their way of working and enable them to keep a closer eye on the operation of their business (making money, utilising equipment, resourcing issues, etc).
 - You need to find out the requirements of a small business with around eighty employees (you can decide what they do/make/sell, so start your answer with a sentence or two explaining the business you have chosen).
 - You need to find out the requirements of a larger business with more than five hundred employees (you can decide what they do/make/sell, so start your answer with a sentence or two explaining the business you have chosen).
 - Robbie owns and runs a record shop in town, mainly dealing in vinyl singles and albums, although he also sells CDs and band T-shirts. He currently doesn't have a computer, but is thinking of buying one for stock control, recording sales, etc.
5. Complete the questionnaire that has been set up for this week [Survey: Course to Date](#). Please note that this is a real questionnaire that we require you to complete, not just for fun – please answer all questions (about 20) as accurately and truthfully as you can, as we will be using the data for academic purposes, such as improving our provision, and possibly publications. All responses will be anonymised.

6. Discuss the following questions related to the [Survey: Course to Date](#) questionnaire.
 - a. What do you think of the structure of the questionnaire - the types of questions and how the questions have been organised.
 - b. Which of the questions did you find difficult to answer? Why? How would you improve them?
 - c. Which do you think are the key questions on this questionnaire and which do you think are just 'filling'?
 - d. How do you think the responses (both the closed and the open questions) will be analysed?
 - e. Could this information have been gathered using interviews instead? What would be the benefit/drawback of this?

Any of the above not completed in class should be completed as 'homework'.