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CONTENTS

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INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESIS (ES)

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

LIMITATIONS

SCOPE FOR FURTHER RESEARCH

REFERENCES

APPENDIX/ANNEXURE

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FACTORS INFLUENCING EMPLOYEE EFFICACY WITH RESPECT TO SOFTWARE QUALITY ASSURANCE: A STUDY

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ABSTRACT

Effective implementation of IT (information technology) projects is a critical strategic and competitive necessity for firms in all industrial sectors today. Though, due to cost overruns, schedule delays, unfilled requirements, and poor quality, it is reported that IT Employees are perceived to be successful. Much has been written about the causes of project failure and many employees have provided best practices and critical success factors for effective management projects, yet projects continue to fail. As a first step to overcoming systemic causes of inefficiency, we study focusing on developing and expanding the efficiency of the employees working in Software Quality.

KEYWORDS

software quality assurance, employee efficiency, effective management.

JEL CODES

M15, O22, O33.

INTRODUCTION

Quality assurance techniques are seeking to prevent, spot, and correct glitches in the quality of services provided to individuals and populations. Quality perfection plans an effort to enhance quality through continuous study and adjustment of the services being provided. Although these approaches tend to have different quantitative, they are inextricably linked. In another way, an effective quality assurance program is not an end in itself; rather, it is a means of maintaining and improving care. Quality measures: To assess the quality of service, three fundamentals or types of measures need to be considered: structure, process, and outcomes. Structural measures refer to the group and elements of the system of care. Process measures study how the care is provided. Outcomes relate to the final effects or results of the care rendered. Software fortifies nearly every business process. Therefore, sinking the cost of testing and improving the quality of your software is important. These four indicators will help you improve software quality and improve testing efficiency. Test at the right time: Testing in advance helps detect and solve bugs rather than having to solve them at the end of the release. The later software defects are detected, the longer and further expensive they are to solve. Fixing defects early can be a game-changer. In a client case study, documented in experiments 'Shift left and compress' white paper, the firm cut development time by 25 percent and bug fixing costs by 31 percent. Get test engineers involved during the requirements and design stage so they can help frame a more effective test agenda. More than 70 percent of software issues in a production environment can be traced back to poor requirements. Implementing Static quality tests early in the life cycle to give immediate reactions on quality issues regarding the software development. Improve testing organization: Is professional in testing or risk spoiling the business. Innovation leads to development: Every software development group quality test its products, yet delivered software always has bugs. Test engineers strive to catch them before the product is released but they always creep in and they often reappear, even with the best manual testing procedures. Automation software testing is the best way to increase the success, efficiency, and coverage of software quality testing. Buy into automated testing wherever possible to make the testing process more effective and make sure testing is targeted too. By using test design techniques and risk-based testing one can make sure to use fewer, but more worthwhile tests. Keep reviewing: Just for the reason, that those certain methods have worked in the past doesn't mean they always will. Processes of assessment and refactoring allow the testing team to maximize efficiency by reviewing what worked well. Implementing a Root cause analysis process that decides whether issues were a 'testing miss', a 'development miss', or a 'requirements or design miss'. This will help to identify areas for improvement throughout the whole software development process [1]. Industry Profile: While speaking about software quality assurance, it is valuable to talk about the history of quality assurance and how we have come to use certain approaches, such as Agile and Waterfall, because, in many ways, the disappointments and achievements of the past have had an impact on our perception of quality today. Quality has constantly been something civilization has strived for since early human evolution. It can derive back as far as stipulations for constructions in olden Greece to the Egyptian's construction of the pyramids. For the sake of quality in products, the ideologies seen in contemporary quality testing first came glaringly with unions in the Middle Ages. Unions were formed in part to figure a standard of quality uttered by sovereigns for certain trades, such as blacksmithing. Goods would be inspected by other union masters to ensure that a standard of quality was maintained by members within the union. Adding to this, you could not officially master a trade until you had created a masterpiece of quality. Unions lasted until the late 19th century, and degenerate, at least in part, due to the Industrial Revolution. The unions stalled free trade, so they were done away with almost completely. The Industrial Revolution started the contemporary ideology of quality assurance. Instead of skilled workers joining Unions to make a living, these workers had to work in factories. This was due to the methods prescribed by Frederick Winslow Taylor. Taylor was an American mechanical engineer whose ideas pushed the methods of efficacy and production in manufacturing. These methods included training employees rather than having them train themselves, employing and enforcing stringent documentation and practice based on scientific study, and dispersing work equally among workers and managers. This viewpoint became known as methodical administration. From the methods of scientific management came the work of Walter Shewhart, who, in the 1930s, improved on the system Taylor had made famous. Shewhart was an expert in quality at Bell Labs and saw that there was an increasing need for quality developments. He familiarized the use of plan-do-study-act (PDSA) in the expansion process. It was this structure that first introduced cycles for maintaining quality. After WWII, General MacArthur worked to prop up Japan after their defeat. With the help of a man named W. Edwards Deming, the idea was to make Japan an industrial force. Due to his work, which led to a rise in factory efficiency and quality, Deming is considered a hero in Japan. Contrary to previous methods, the idea was that more time would be attentive to the quality of products instead of upsetting about the total cost. Due to this better form of the PDSA model, particularly in the auto industry, clients started selecting to buy goods from Japan over the United States due to the noticeably sophisticated quality of goods. Therefore, we see two different types of expansion methodology today. Waterfall progress's emphasis on documents and spending more time to flawless the code, while Agile was built upon the success of quick sprints, such as in the case of the Trident submarine command and control console. Either of the mockups

has its rewards and drawbacks, but it is most important to understand that each of these ideas was created from the achievements and disappointments of previous projects.[2]

SCOPE AND OBJECTIVES OF THE STUDY

The comprehensive objective of this project is to bring out significant efficiency by evaluating the testing and execution of the various changes made in the existing functionalities and assessing the new features of the application to come up with information about the level of quality products and provide a real picture to the stakeholders. Insure2Save, UK has contracted with BB Technologies, to test the reports of their new software applications. This article will report the different standards that will apply to the unit, integration, and system testing of the specified web application. The design, development, and testing of these reports will be based on the client's "Release 98" management project. Throughout the testing process, we will be applying the test documentation specifications described in the standard BB processes for Software Testing.

RESEARCH METHODOLOGY

Sample Size – Number of people (Lead + Employee) The sample size contains all the employees working under the project to reduce the errors. The sample must take CFTs per representation which contain differential roles effecting the total outcome of the project. Roles are as follows: Project Manager, Manager QA, Team Lead, Senior Tester/Senior Test Engineer, Associate Test Engineer, Junior Tester Total number of employees selected for Sampling methodology is 50. Sampling Method to improve the quality process Anonymous questionnaire feedback – OFAT (One factor at a time) was chosen. The questionnaire was circulated in two methods a) Questionnaire printout/Pamphlet and b) Google Forms**. The following for data and methodology** A questionnaire format is given for the survey.

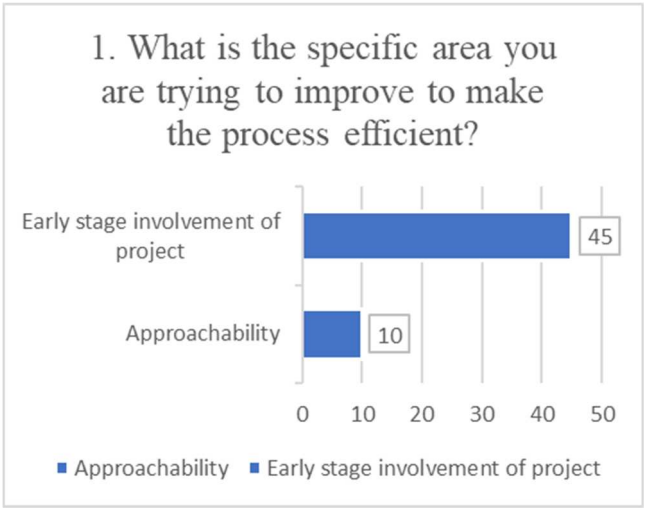
EMPLOYEE OPINION SURVEY

1. What is the specific area you are trying to improve to make the process efficient?
(a) Approachability (b) Early-stage involvement of project
2. How can you measure our success?
(a) Defect leakages (b) Communication channels
3. Who are the people that must support our goal to improve efficacy?
(a) Learning & Development (b) Business
4. Are you clear about the requirements or changes which we are working on?
(a) Yes (b) No
5. Has timely feedback resulted in improvement in work?
(a) Yes (b) No
6. On what specific process would you like to be involved in?
(a) Early-stage process (b) Late-stage process
7. Is there anything we could have improved related to application process you have been through so far?
(a) Performance (b) Ability to prioritize tasks
8. What factors influences most for the increase in efficiency of the process?
(a) Technology (b) Communication Channels
9. What suggestions would you make for the effective workers participation in management for improving production?
a) Refresher training program (b) Motivation made by supervisors
10. What is your view that workers participation in management tend to promote?
(a) Increase in production (b) Improve relation b/w Workers & management

ANALYSIS AND INTERPRETATION

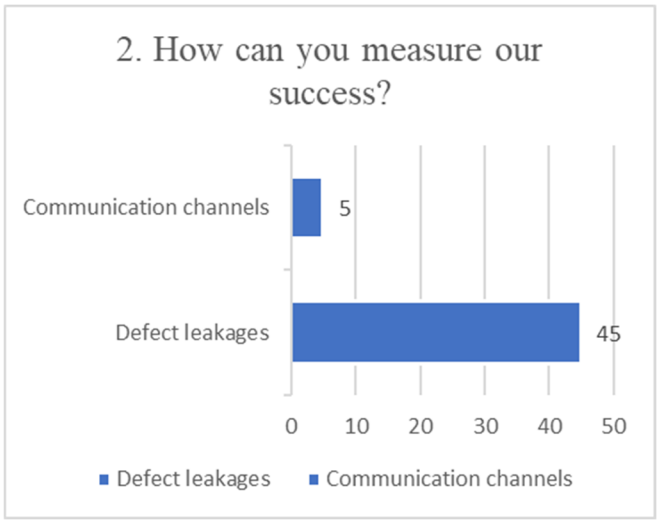
Considering the primary objective in lieu of the title the survey was conducted as per the questionnaire format the employees were given with the standard set of questions as per annexure 1 based on the survey analytical tools were used to interpret the outcomes.

CHART 1



As per the survey above for question 1, it can be interpreted that the majority of the sample population(employees) 82% feel that they get owning and are responsible for the project if they are involved from the initiation or from the early-stage involvement of the project that projects the self-interest eventually leading to improving efficiency.

CHART 2

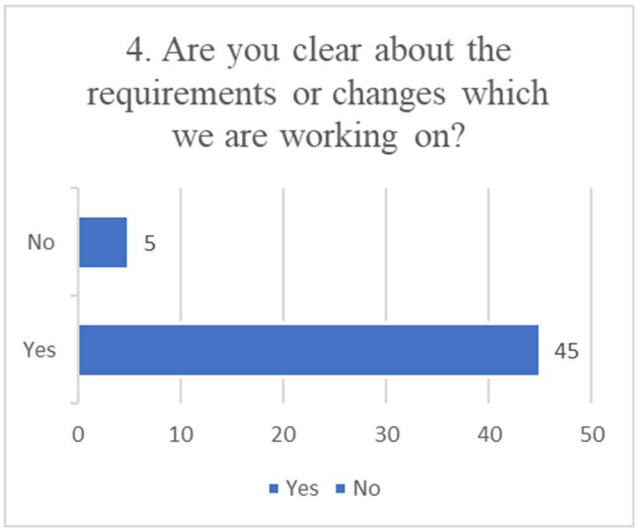


Defect Leakage is the Metric that is used to identify the efficiency of the QA testing. Although both communication channels and defect leakages are major factors influencing the process efficacy as per the survey above for question 2, it can be interpreted that the majority of the sample population(employees) 90% feel defect leakages are major influences.

CHART 3

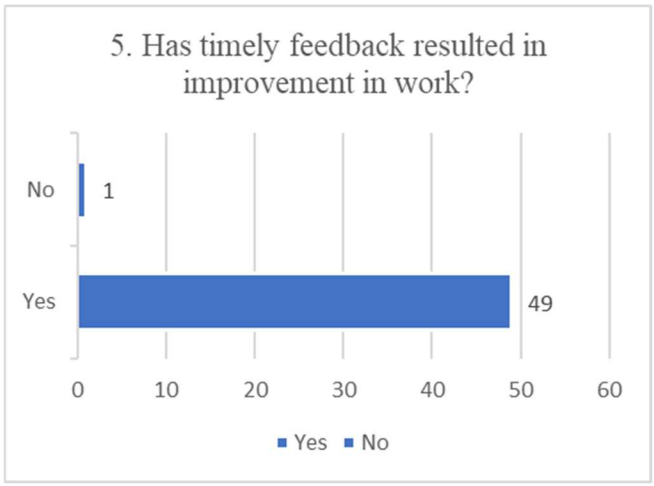
From a quality perspective, the goal is improving the effectiveness of the unit process, among the two factors in the survey 60% of the employees feel that they should have more Learning & Development towards the assigned tasks over Business. But increasing the Learning & Development eventually increases the brand value on the Business.

CHART 4



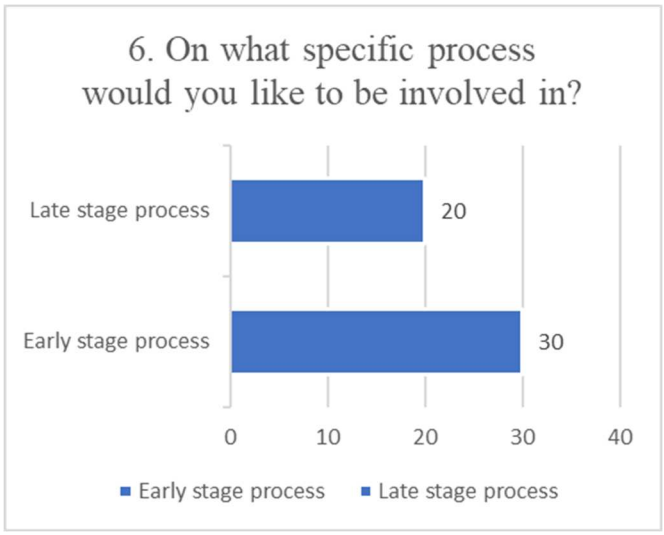
90% of the employee feels that they are clear about the requirements and changes in the process they are working on which helps in identifying bugs and improving efficacy.

CHART 5



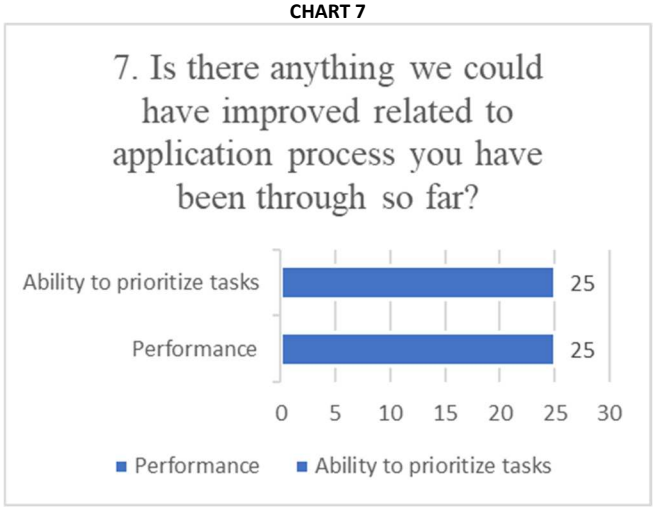
Feedback for the employee during the execution is a general process that improves confidence, empowerment, and capabilities. In this scenario, 98% of the employees feel that timely feedback has improved their effort effectiveness.

CHART 6



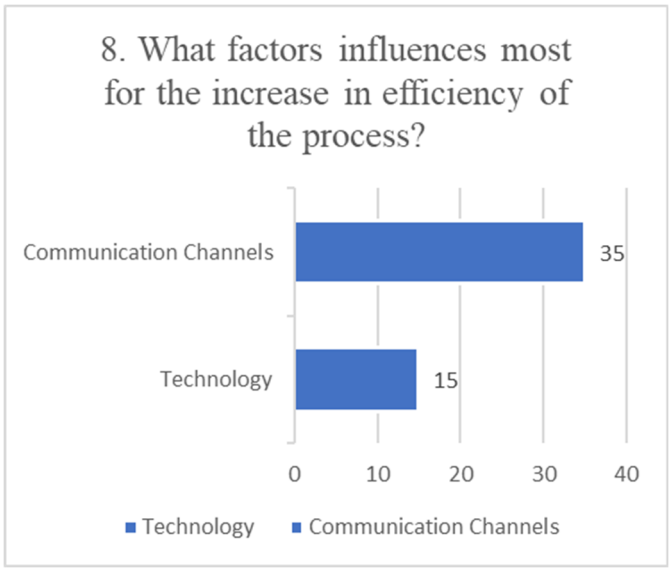
For any process, both early stage and late stage are major influencer and important for successful completion of that project or unit process. But, as per the survey in this scenario, a few percent of S.D standard deviation or biasness can be observed since the employees have a customized skill set for their respective roles. Hence, the employees feel that early-stage process involvement helps to learn more about the products and process they will be working on which eventually bring out a better outcome.

CHART 7



Scheduling tasks and unit performance are independent entities for an application process. The performance of an employee has been judged both ways by the employee and his manager. Whereas scheduling the task and its priorities are managed by the project manager the prioritizing of the tasks is influenced based on delivery, timeline, and need of the client. According to the survey, the employees have split opinions on the above matter. Here, we should also consider the fact regarding the scope and tenure of employees.

CHART 8



Though technology plays a major role in digital development today, Communication channels are also an influencing factor through which the information flows in any process from within. 70% of the employees in this survey select communication channels as a factor for improving efficacy.

CHART 9

Suggestions are subjective to an individual in improvement view. Here, the scope has been divided into two choices refresher training program and motivation made by supervisors. These two are convergent factors that that and in hand. Refresh. The refreshing program is conducted with the purpose to train employees with the new skills, methods, and processes required to improve their performance on the job. According to the survey, the employees have split opinions on the above matter. Here, we should also consider the fact regarding the scope and tenure of employees.

CHART 10

Views are subjective to an individual and can be biased. Here, the scope of view is reduced to two opinions an Increase in production and improved relationship between workers & management. As per the survey, 80% of the employee population thinks that improving relations between the workers and management significantly tend to promote participation in the assigned task which eventually increases the efficiency of the process.

CONCLUSION

The study indicates through sampling methodology that most of the employees were satisfied with the process they follow, and new pieces of training should be implemented to improve the services of the employees within the project. A skilled resource can serve the best. The support of supervisors is important for employees to effectively implement what they learn during training in their organizations. recognizing their employees and highlighting the importance to the organization of the skills gained can help build that support among controllers. Educating the employees on how to prioritize to get more out of the limited time they have each day. It's one of the cornerstones of efficiency and once they know how to properly prioritize, it can help with time management. These interpretations were discussed and are to be implemented in the next project releases during the next financial year which also helps in dropping the budget of the project.

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