Developing a web application to improve communication at a software company.

**E. Dreyer**

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Supervisor: Dr. Suné Van Der Linde

Co-supervisor: Mr. Luke Coetzee

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EU European Union (Abbreviation)

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Chapter 4: Data Analysis

# 1. Introduction

The goal of this study is to develop a web application that can be used to enhance communication between developers and management at a South African software development company. As discussed in Chapter 2, this study follows the Vijay Vaishnavi (2004) process model, this chapter will focus on the “Suggestion” phase.

According to Valenzuela and Shrivastava (2002) the reason behind conducting an interview is to get a better understanding and insight on how to design the artifact. An interview was done with an experienced project manager from the industry, as part of the analysis that is required to design the artifact.

This chapter will firstly give background of the participant, followed by the interview questions. The section that follows will provide the feedback from the interview. An analysis of the feedback obtained is discussed in the section that follows. The chapter will end with a conclusion.

# 2. Problem description and background

In the corporate world, businesses rely on effective communication to succeed. Developers lack the number of screens that they need to keep all their important tabs open. This makes it harder for important messages to reach developers and influences productivity and creativity (Schrader, 2018).

As a solution, an artifact has to be developed to assist with the effectiveness of communication in the industry.

# 3. Aims and objectives of project

This study proposes the development of a communication web application that can easily be viewed in an office by all employees to allow easy access to important communication regarding specific software development projects. Where the primary objective is to develop a web application for a South African software development company that allows for easy access to important communication relating to specific project.

# 4. Data Analysis

## 4.1. Introduction

According to Seers (2012) qualitative research uses a rigorous and systematic approach to answer questions on what people feel or think about something. This can address why something is what it is, or why something happened. Qualitative data takes the form of text or words, for example an interview.

Qualitative data analysis is then making sense of the data gathered from the interview that was conducted (Caudle, 2004). The Analysis makes what would have been important to the study clearer.

## 4.2. Participant

The participant that is applicable to this study is a specialist in project management and has experience in working in the industry. The feedback that is going to be obtained will benefit towards the design and layout of the artefact, as the participant has developed, designed, and managed various artefacts that are similar in the ways of client’s expectations and needs.

Project managers are superior in understanding a system as a whole

# 6. Summary

The goal of this chapter was to gain insight into the different ways in which communication can take place in the industry, as well as human-computer interaction. This is achieved by looking at what communication method is most suitable for each scenario.

By looking at human-computer interaction principles, the artifact can be designed in the most user-friendly manner and be used as a “check-list” to ensure that every principle is followed.

# 7. Reference List

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