Statement and Confirmation of Own Work

***A signed copy of this form must be submitted with every assignment.***

***If the statement is missing your work may not be marked.***

**Student Declaration**

I confirm the following details:

|  |  |
| --- | --- |
| **Candidate Name:** | SHIHAB MIRZA |
| **Candidate ID Number:** | P00190603 |
| **Qualification:** | NCC L5DC |
| **Unit:** | Information systems Analysis (ISA) |
| **Centre:** | ZCAS University. |
| I have read and understood both NCC Education’s *Academic Misconduct Policy* and the *Referencing and Bibliographies* document. To the best of my knowledge my work has been accurately referenced and all sources cited correctly.  I confirm that this is my own work and that I have not colluded or plagiarised any part of it. | |
| **Candidate Signature:** |  |
| **Date:** | 08/03/2023 |



**OPS020\_Candidate Statement of Own Work**

**TASK 1 (Analysis)**

**a)**

|  |  |  |
| --- | --- | --- |
| **Method** | **Advantages** | **Disadvantages** |
| **Interviews (face to face)** | * Provide an opportunity to ask open-ended questions to gather detailed information. * Allow the interviewer to clarify questions and responses as necessary. * Enable the interviewer to explore the interviewee's attitudes, opinions, and beliefs. * Can be tailored to specific individuals, roles, or departments. | * Can be time-consuming and may not be feasible for large groups. * Some interviewees may not feel comfortable speaking candidly with an interviewer. * The interviewer may unintentionally bias responses or fail to ask important questions. * The interviewer may not accurately document responses or may misinterpret responses. |
| **Observation** | * Allows the observer to see how employees interact with each other, systems, and customers in real-time. * Can provide insight into areas where employees may be experiencing difficulty or frustration. * Can identify non-verbal communication and other factors that may not be captured through interviews. | * May not capture all necessary information. * May be influenced by the observer's biases or preconceptions. * May not be feasible in all situations or for all types of information. |
| **Documentation sampling** | * Provides a comprehensive view of the current system. * Enables the analyst to see how different elements of the system are related to one another. * Can identify inconsistencies or inaccuracies in documentation. | * May not capture all necessary information. * May not reflect current practices or changes that have been made to the system. * May be time-consuming to review all documentation. * May not provide insight into employee or customer perspectives. |
| **Questionnaires**  **(Paper and email)** | * Allow for a large number of responses to be gathered quickly. * Enable the analyst to ask standardized questions and gather quantitative data. * Can be distributed to a large number of individuals. | * May not capture detailed or nuanced information. * May not be answered by all individuals. * May not provide insight into employee or customer perspectives. * May be subject to response bias or incomplete responses. |

**Recommended methods:**

After analyzing the advantages and disadvantages of the four information gathering methods, I would recommend using a combination of face-to-face interviews and documentation sampling.

Face-to-face interviews allow for a more personalized approach and can provide detailed information regarding the roles and responsibilities of different users in the company, their interests, and their level of participation in the new system. It also enables the interviewer to ask follow-up questions and clarify any uncertainties. However, it can be time-consuming and may not be suitable for employees who are based in remote locations.

Documentation sampling is a useful method for collecting information about existing processes and procedures, identifying areas of inefficiency and potential problems. It is also easier to access and can provide a broader picture of the current situation. However, it may not provide in-depth information about user roles and their level of participation in the new system.

Therefore, a combination of both methods would allow for a more comprehensive understanding of the current system and its users, providing valuable insights that can be used to design a new system that is efficient and effective.

*Continued ->*

**b) stakeholder matrix**

| **Stakeholder** | **Power** | **Interest** |
| --- | --- | --- |
| Managing Director | High | High |
| IT Manager | High | High |
| Claims Representatives | Medium | High |
| Customer Service Advisors | Medium | Medium |
| Employees | Low | Low |
| Customers | Low | High |
| Competitors | Low | Low |
| Regulatory bodies | High | High |
| Investors | High | Low |

**TASK 2 (Ethics)**

Questions to establish Customer Service Advisors' overall job satisfaction:

1. Knowledge: How confident do you feel in your ability to handle complex customer inquiries?
2. Psychological: How do you feel about the level of support and recognition you receive from your team and superiors?
3. Task-Structure: Do you feel that your daily tasks are clearly defined and that you have the necessary tools to complete them effectively?
4. Efficiency: Do you feel that the current Information System helps you perform your job effectively, or do you encounter any barriers that hinder your productivity?
5. Ethical: Have you encountered any situations in which you felt pressured to prioritize company goals over ethical or moral considerations when dealing with customers?

These questions were chosen to address a range of factors that can impact job satisfaction, including knowledge and skill level, team support and recognition, task clarity and efficiency, as well as ethical considerations. By gathering feedback on these areas, the company can better understand the strengths and weaknesses of its current system and make informed decisions about how to improve it in ways that align with the company's values and the needs of its employees. Additionally, by including an ethical question, the company can demonstrate a commitment to ethical behaviour and address concerns over data protection and privacy, which is particularly relevant given their plans to increase their market share of business insurance.