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Delphi Method and Its working

The Delphi method is very good when some people are expert in some domain but they may not have a strong personality in a group meeting. This techniques priorities everyone’s opinion. In my sense, If there are more people in the group of an expert then it takes more time to come up with one result as some may strongly disagree with the majority. Or it can be hard on the coordinator side to manage all the expert's response. It will be easy enough to conduct the Delphi method when the group of expertise is small, but it can be a biased result with a small group of people.

One thing I liked about the Delphi method is I was getting an unpredictable response back from my coordinator. During the week 13 assignment, we were predicting cost, total lines of codes and difficulty. I said that web application complexity shouldn’t be high and I gave complexity very high score. When I gave my response I underpredict the complexity. I realized I was wrong when I rechecked after a day when I got the response back from the coordinator. But the response that I got from the coordinator was overpredicted. He said in the report that web application that has a lot to do with the database is a real-time application. He put web application in the second spot in term of complexity. Also, the total lines of code were lesser in the report than what I predicted. I am not very good at designing the big application so I accepted the total lines of codes but the complexity I couldn’t accept it, and I have to write back to the coordinator.

Here, when an expert is not satisfied with the report and he has to write back. It is a loss of time. Delphi method takes a very long time. If the group of expert wherein one meeting they could have solved the problem in very less amount of time. Every time the report is given back to the expert, expert has to go through it and reprocess the whole thing again. I didn’t like this either. I myself had to go over the paper and my homework four times to complete the whole Delphi method process. Not only a long time I was little unsatisfied with the final result we got. It is obvious when you are working in a group you have to accept the group decision, but in Delphi, method unsatisfaction is higher because a lot of time you don’t understand the reason why the expert chooses certain numbers over others. Most of the time it can be insufficient reasoning for his choice.

The aspects of the Delphi method that worked really well are: The decisions report that comes from the coordinator are completely anonymous and it helps in making decision making unbiased as much as possible. Everyone decision counts in this method. It is mostly done in written format which is a good thing; this helps in decision making based on the domain expertise not on personality and reputation of an expert. The information flow was good; there was good reasoning for the result which I really liked. It helped me to see other’s perspective in the Delphi process. I don’t know how much domain expertise did or facilitator or coordinator had, but I think it is best to have a facilitator from the different background then the expert.

Something that could be done better in this process is more number of experts. I don’t what was going on in my group but there was only one response recorded in the first phase of the Delphi method. In the report I felt like the result were not very broad or was kind of biased from the facilitator side. When I got the result back second time, I was not getting a lot of information about what others choices and why did they choose. So lack of expert was one of the problems that should be considered very important in the Delphi method.