Survey Management System

* Vision -

# Introduction

## Purpose

Surveys provide a means of measuring a population’s characteristics, self - reported and observed behaviors, awareness of programs, attitudes or opinions, and needs.

Web-based surveys are able to conduct large scale data collection. Web-based survey management system emphasizes how the organizations organize, run and manage various types of surveys through the internet networks. It lets the user not only to build questionnaires but also to publish questionnaires to the respondents. This technology provides an inexpensive mechanism for conducting surveys online instead of through traditional survey methods.

Also, it speeds up the distribution and response cycles. Web-based surveys are expected to be popularly used.

## Definitions, Acronyms, and Abbreviations

A survey management system is an ideal mechanism to gather and analyze large amounts of direct feedback about someone’s members, prospects, and employees.

A web-based survey is the collection of data through a self-administered electronic set of questions on the Web.

W-SMS stands for Web-based Survey Management System.

## References

Web-based Survey Management System (W-SMS): Usefulness and Ease of Use, 2010, University Utara Malaysia

# Positioning

## Problem Statement

The problem which arises is how to gather amounts of data from a number of persons. There are many types of surveys carried out by researchers which are by distributing the questionnaires to potential respondents manually through mail, or from door to door. This method requires cost, time, and efforts for researchers. A successful solution to this problem would be to make the surveys accessible to the potential respondents in an online environment. Having a web-based application for managing surveys would also ease the efforts and the time consumption of the researches. Moreover, data collected from the participants attending the surveys is stored in a database, preventing the loss of information in time.

## Product Position Statement

The target customers of the application are researchers (organizations or individuals) looking for a way of evaluating some problems and concerns based on statistics. The W-SMS is an online mechanism that collects and analyzes large amounts of direct feedback about   
miscellaneous matters. Unlike the manual surveys made through mail or from door to door, the W-SMS offers more comfort because the online surveys can be completed at any time and a registered answer from a participant may be updated.

# Stakeholder and User Descriptions

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Employees  Individuals | Are part of an organization which is looking for managing some issues or concerns.  Simple customers which use the application for individual research. | - ensures the management of collected data  - ensure reports based on the collected data  - monitors the statistics based on reports  - monitor the progress of the research or the problem being solved |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Participants  Administrator | A sample of people which take part in the research / problem matter  The person which administrates the survey system | - vote / contribute with personal opinion on the conducted research / problem  - manages the existing and new surveys  - transfers the results of the surveys | Employees |

## User Environment

The working environment of the researchers consists of a number of participants taking the surveys. The number of participants may differ from one survey to another, depending on the needs of the researcher. The amount of time completing or managing a survey is also variable, since the researcher is the one who decides the quantity and the content of such a survey. The system platform used by the user is a web application.