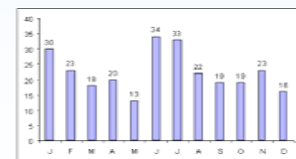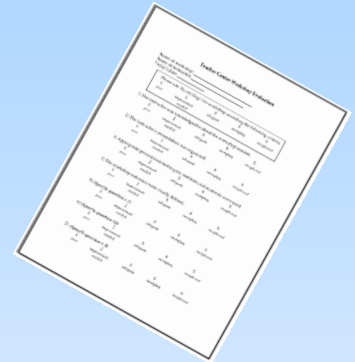# Fact Finding Techniques…

Questionnaires

❖ **Special purpose documents**

❖ **Allow the analysts to collect information and opinions from a large audience.**

Advantages :

▪ **Most questionnaires can be answered quickly**

▪ **Allow individuals to maintain anonymity**

▪ **Relatively inexpensive way of gathering data.**

▪ **Responses can be tabulated and analyzed quickly** *etc.*

Fact Finding Techniques…

Questionnaires…

Disadvantages:

- The number of respondents is often low

- Mostly suited for closed questions

- No guarantee that an individual will answer or expand on all the questions

- Good Questionnaires are difficult to prepare

- No immediate opportunity to clarify a vague or incomplete answer to any question.
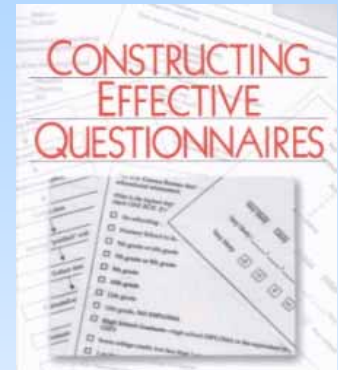
Fact Finding Techniques…

Questionnaires…

Types of Questionnaires

- *Free-format* : **A question is asked, and the respondent records the answer in the space provided after the question.**

- *Fixed-format* : **contains questions that require specific responses from individuals**

Fact Finding Techniques…

Questionnaires…

There are 3 types of fixed-format questions

1. *multiple-choice questions*: Given several answers to select one. e.g. Yes, No type

2. *rating questions:* Given a statement and asked to use supplied responses to state an opinion.

3. *ranking questions*: Given several possible answers to be ranked in order of preference or experience

Refer Page 221-222 Ref1

Fact Finding Techniques…

Interviews

- – Most commonly used technique in analysis
- – Collects information from individuals face to face.
- – Must possess good human relations skills for dealing effectively with different type of people

- - Can be used to achieve any of the following goals:
  - * find facts   * get the end-user involved
  - * verify facts   * clarify facts
  - * generate enthusiasm   * identify requirements
  - * solicit ideas and opinions.

Fact Finding Techniques…
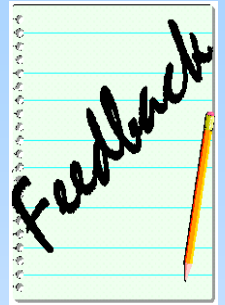
Interviews…

Advantages

- Gives the analyst an opportunity to motivate the interviewee to respond freely and openly to questions.

- Allow the analyst to look for more feedback from the interviewee.

- Permit the analyst to ask questions from each individual etc.
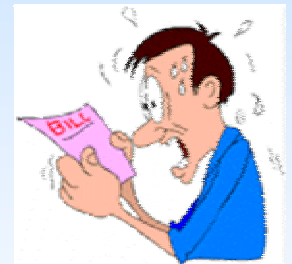
- New ideas may arise

Fact Finding Techniques…

Interviews…

Disadvantages

- Very time consuming. Therefore costly approach

- Success of interviews is highly dependent on the systems analyst's human relations skill.

- Interviews may be impractical due to the location of interviewees etc.

Fact Finding Techniques…

Interviews…

Types of Interviews

- **Unstructured interviews**
  - conducted with only a general goal / subject in mind
  - contain only a few questions if any, specific ones
  - Interviewer counts on interviewee to provide a frame work and direct the conversation

- **Structured interviews**
  - interviewer has a specific set of questions to ask of the interviewee

Fact Finding Techniques…

Interviews…

Types of Interview Questions

- **Open-ended questions**
  - Allows the interviewee to respond in any way that seems appropriate

- **Closed-ended questions**
  - Restrict answers to either specific choices or short, direct responses