

Knowledge and mindset in software development – how developers, testers, technical writers and managers differ – a survey

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Creating software products is a complex endeavor requiring the cooperation of people with different skills/knowledge/thinking. Managers, developers, testers and technical writers have to work together to create and deliver software products. These roles might have different views, perceptions, knowledge even in the same project.

In order to understand their commonalities, differences and the evolution of their skills we run a survey that was filled in by 456 professionals working in software development projects.

We have found among others that (1) Internet is one of the most useful source of information for professionals; (2) trial and error is perceived to be more efficient than formal training; (3) testing skills are among the most important ones; (4) there are little differences in people's way of thinking compared by roles, by size of employing company or by experience levels; (5) at the same time, larger companies seem to be more efficient and their experts are better at monitoring and testing new technologies/methods; (6) interestingly, although most companies support the improvement of internal quality, most respondents have very limited knowledge or are not concerned of anti-patterns.

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