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DESCRIPTION

*Information and Software Technology* is the international archival journal focusing on research and experience that contributes to the improvement of software development practices. The journal's scope includes methods and techniques to better engineer software and manage its development. Articles submitted for review should have a clear component of software engineering or address ways to improve the engineering and management of software development. Areas covered by the journal include:

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structured abstract:

Context: Throughout an organisation, people have different responsibilities and worktasks, hence,
it is probable that different roles have different priorities when it comes to what should be improved
within a company. This has been found in previous studies in marketing, but is this true for software
improvement as well?

Objective: This paper evaluates how different roles in a software development organization view
different issues in software process improvement and if such differences could be used in order to
provide more tailor-made process improvements within an organization and uses this as a working
hypothesis.

Method: A quantitative questionnaire containing five different weighted questions related to software
process improvement was developed. 84 employees from all levels of a Swedish telecommunication
company were then approached, of which 63 responded.

Results: The different roles disagreed in three of the questions while they agreed in two of the
questions. The disagreement was related to issues about importance of improvement, urgency of
problems, and threat against successful process management, while the questions where the roles
agreed focused on communication of the processes (documentation and teaching).

Conclusion: It is concluded that it is important to be aware and take into account the different needs
of different roles. This will make it possible to provide improvements tailored to specific roles which
will probably help to overcome resistance to process improvements. It is also important to look into
other areas and companies (for example, marketing) where it could be beneficial when conducting
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