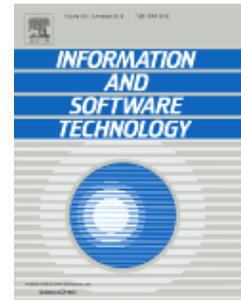




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*Information and Software Technology* is the international archival journal focusing on research and experience that contributes to the improvement of **software development** practices. The journal's scope includes methods and techniques to better 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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**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 process improvements.

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[2] J. van der Geer, J.A.J. Hanraads, R.A. Lupton, 2018. The art of writing a scientific article. *Heliyon.* 19, e00205. <https://doi.org/10.1016/j.heliyon.2018.e00205>.

Reference to a book:

[3] W. Strunk Jr., E.B. White, *The Elements of Style*, fourth ed., Longman, New York, 2000.

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[4] G.R. Mettam, L.B. Adams, How to prepare an electronic version of your article, in: B.S. Jones, R.Z. Smith (Eds.), *Introduction to the Electronic Age*, E-Publishing Inc., New York, 2009, pp. 281–304.

Reference to a website:

[5] Cancer Research UK, Cancer statistics reports for the UK. <http://www.cancerresearchuk.org/aboutcancer/statistics/cancerstatsreport/>, 2003 (accessed 13 March 2003).

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