
User Study: Analyzing Net Based Working Methods

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Abstract

Today, many companies offer a wide choice of IT tools and infrastructure to support the collaboration of local and remote production teams. However, studies show a certain impediment introducing these new media into existing industrial processes, and reveal a preference for established and partially even analogue working methods. To face these circumstances, we want to analyze the current behavioural code within a user study and elaborate an easy-to-use manual to support each user's learning process with concrete guidelines. This user manual therefore must take into account the specific situation-related communication challenge, and offer a tool independent decision process. The goal is to focus on the user's needs, and to reduce the ramp-up time launching supportive IT tools.



Environment

Today's rising complexity of products as well as their globally distributed production and development require additional efforts in the communication and collaboration of remote team members. Thereby, people from various engineering disciplines are confronted with the challenge of an information exchange across diverging languages, several time zones, and cultural differences. These circumstances result in a complex working environment with many challenges for the involved individuals. The usual answer to these challenges is a launch of dedicated technology to support remote teamwork. However, the massive number of different tools to ameliorate this unsatisfying situation often becomes an additional impediment itself, which results in a diffuse rejection. Many users are afraid to spend too much time learning the usage of new applications or even fear to lose track of the applicable behavioral code.

Work Packages

- Become acquainted with related work
- Learn about preliminary work conducted at ICVR
- Extend existing communication guidelines theory
- Design easy-to-use manual
- Prepare user study
- Conduct user study at ICVR
- Analyze results
- Intermediate as well as final presentation and written report

Support & Additional Information

Adrian Steinemann, CLA G19.2, steinemann@inspire.ethz.ch

PD Dr. habil. Andreas Kunz, CLA G9, kunz@iwf.mavt.ethz.ch