

# Psychometric Research

## Measuring team effectiveness of scientists

### Project Outline

A company experienced in research and development had developed a questionnaire for measuring the effectiveness of multi-disciplinary scientific teams and knowledge workers. After refining the process with over 4,000 data sets, the company used a robust structural equation model to develop a report which measured the effectiveness of a new team against the normalised model.

Six years ago the company approached ASR to conduct the survey process on the web.

### Survey Manager Capabilities

The questionnaire was set up in Survey Manager. Once loaded, the same questionnaire was applied to many teams, taking advantage of the system's ability to run the same questionnaire over many survey instances.

Survey Manager maintains an internal mapping of each client group and all the surveys conducted for that team. Invitational emails are sent to team members and followed up using the Survey Manager web admin module.

As the number of teams being surveyed has increased progressively, ASR has constructed an on-line facility to enable the company, and its franchisees, to set up team surveys without any intervention by ASR. This facility includes uploading of team members, sending emails, monitoring of the team's response rate, and the setting of the survey close date. When an individual team survey is completed, ASR is notified and the data automatically extracted and sent for analysis and reporting.

### Outcomes

A report is created for each team. This report has been automated to provide the results together with dynamic insertion of text according to the data analysis. In addition, the data from individual teams is fed into the model to maintain its benchmarks.

Over 400 teams have been surveyed using Survey Manager over the past six years. Teams have included Government researchers, military personnel, scientists in pharmaceutical industries and engineering teams. As well, the company has now franchised the product in Australia and internationally.

“Automating data collection, analysis and reporting”