

SNS COLLEGE OF TECHNOLOGY

Kurumbapalayam (Po), Coimbatore – 641 035

An Autonomous Institution

Accredited by NAAC – UGC with ‘A++’ Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai



DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

**COURSE NAME: 23ITO201- Software Testing
(OPEN ELECTIVE)**

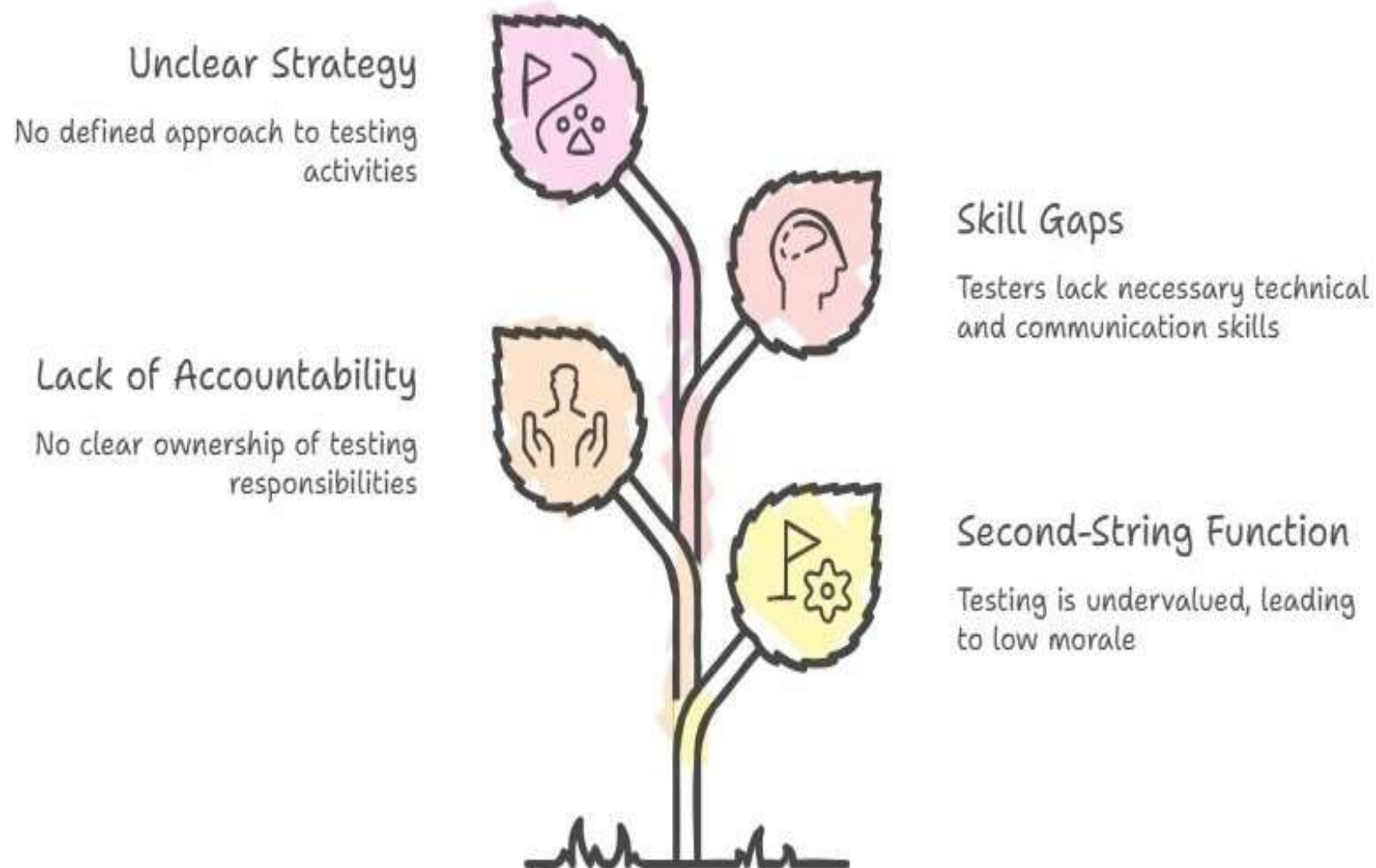
III YEAR / VI SEMESTER

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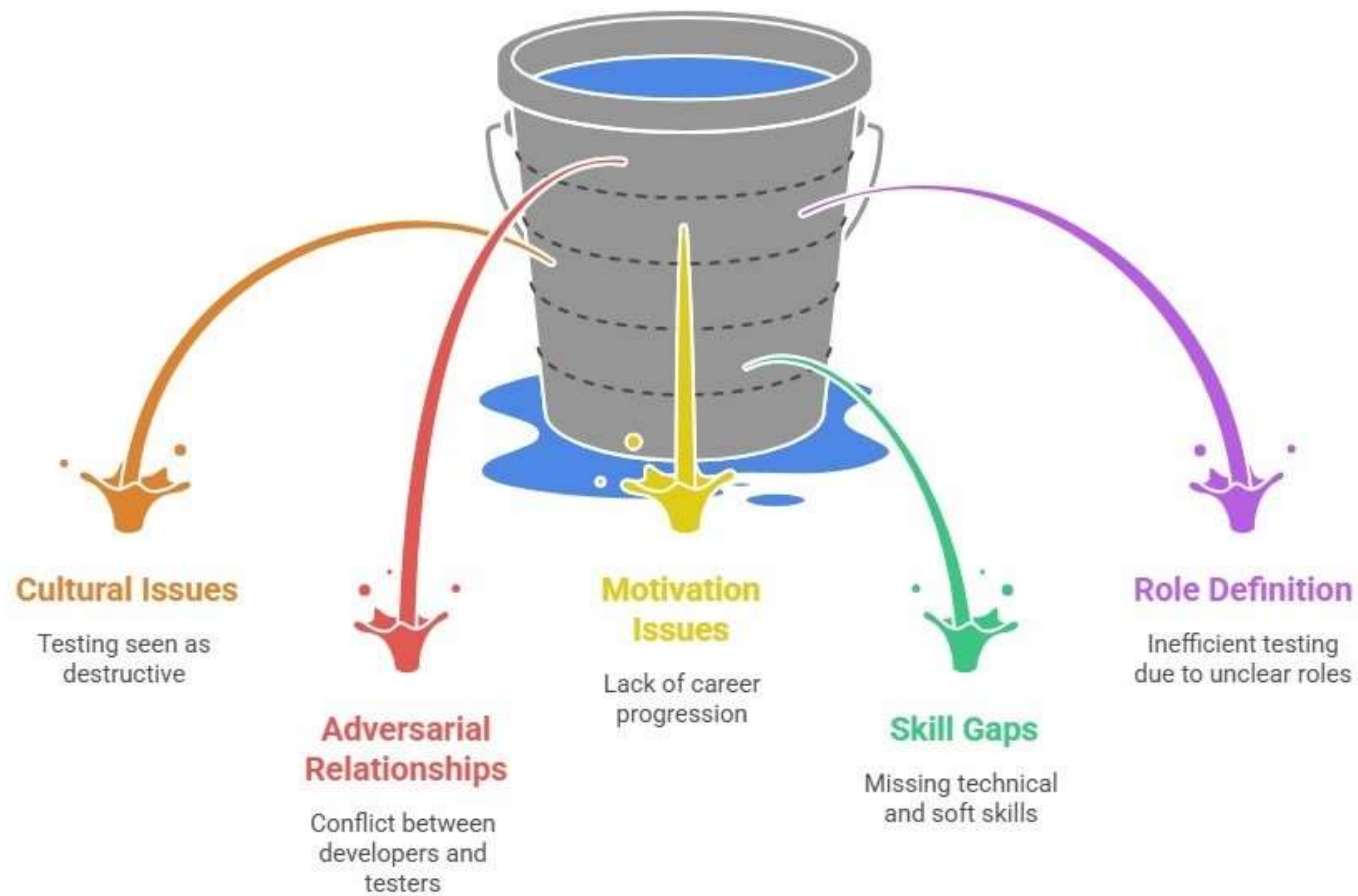
Unit 4 - TEST MANAGEMENT

**Topic : People and organizational issues in testing and Organization
structures for testing teams**

Empathy in Ineffective Testing due to People and Organizational Issues



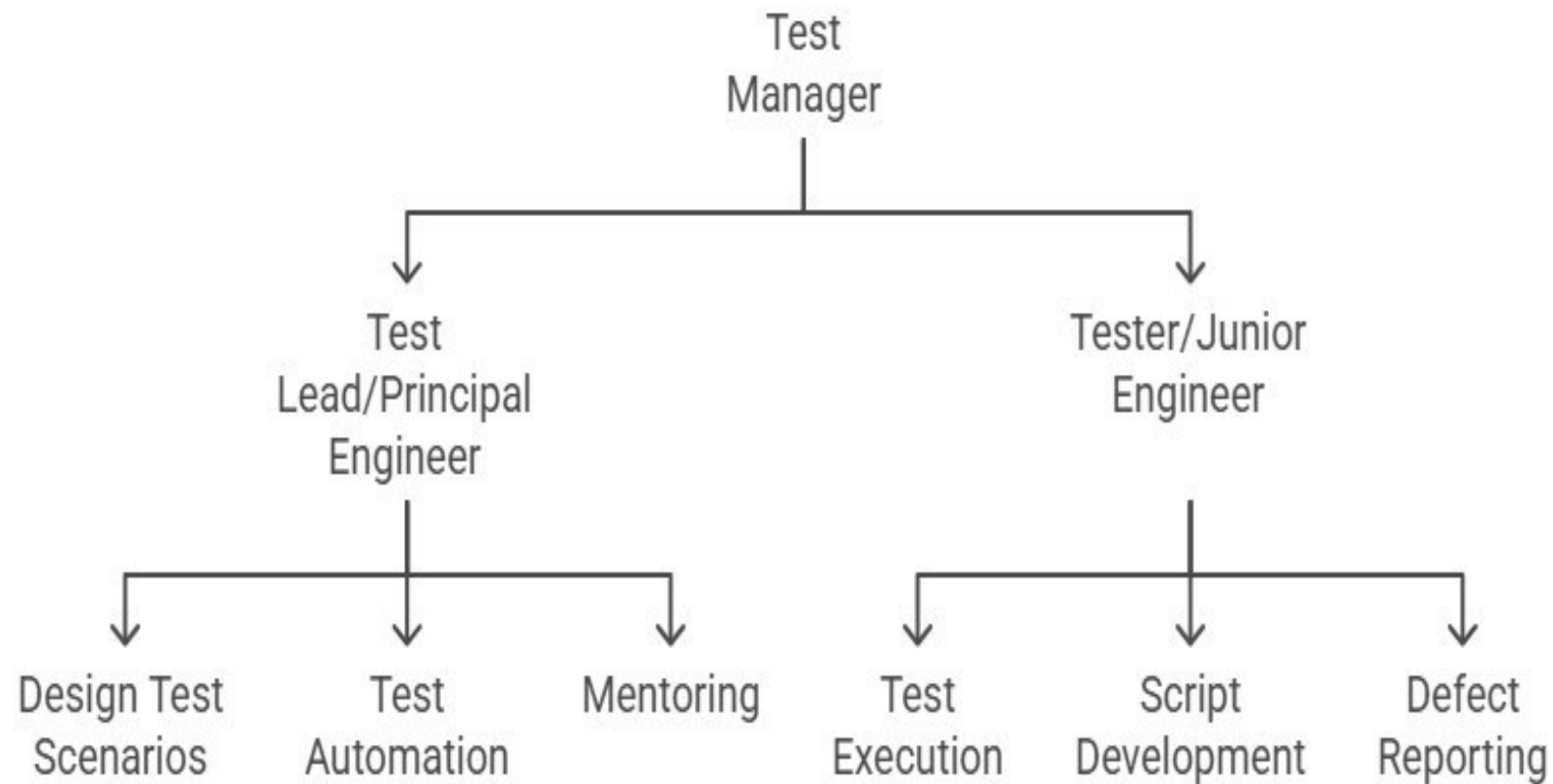
Addressing Key People and Organizational Issues in Testing



Which organizational structure should be used for the testing team?



Key Personnel Roles in Testing



Testing Perceptions and Misconceptions

Not Technically Challenging

Limits engagement and innovation

No Career Path

Discourages talented individuals

Forced into Testing

Creates feelings of inadequacy

Adversarial Relationships

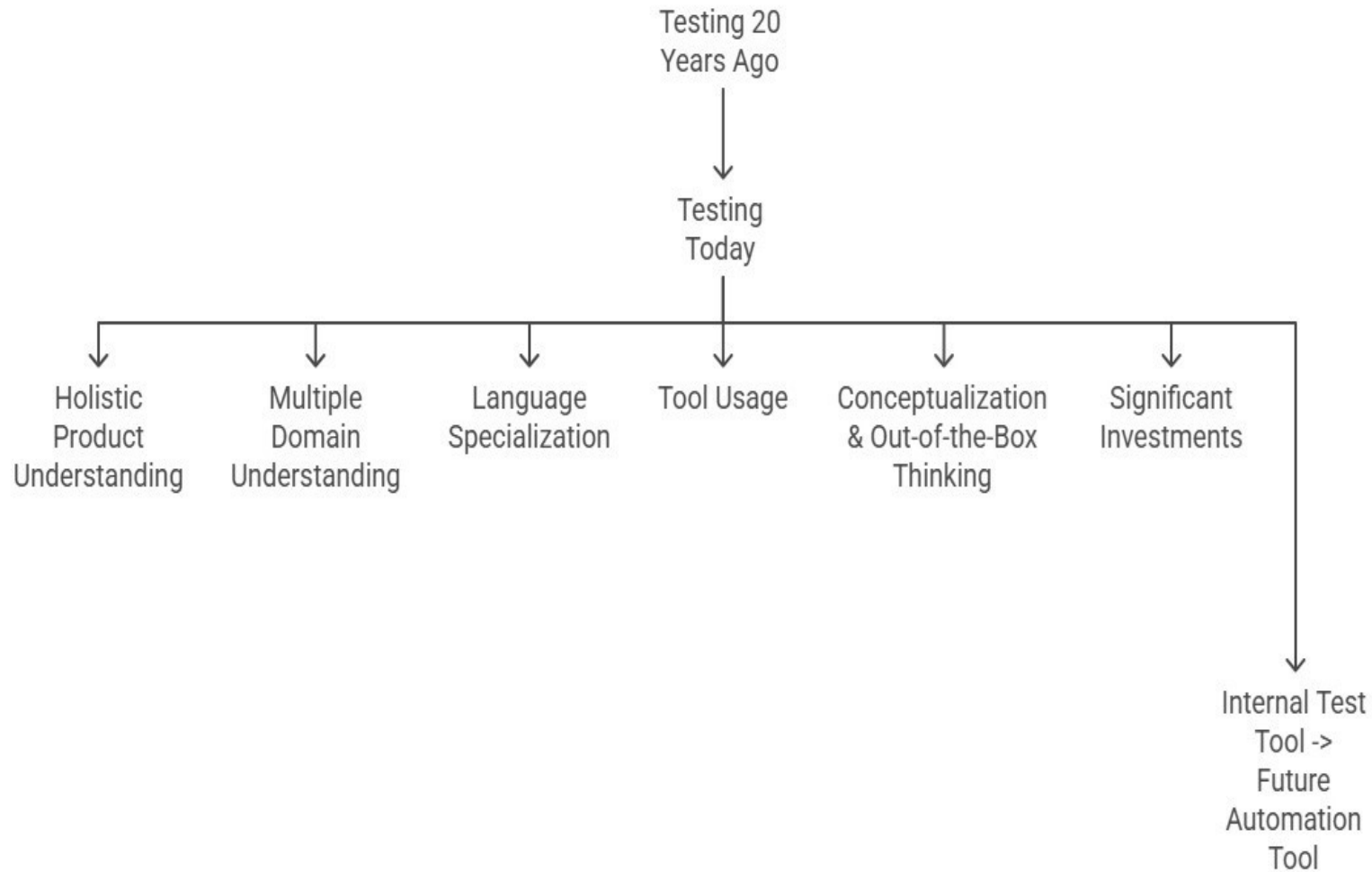
Damages collaboration and trust

Low Priority

Reduces testing effectiveness



Evolution of Testing Challenges



Career Paths in Testing



Activity

Activity: People & Organizational Issues in Testing + Testing Team Structures

Activity 1: Identify People Issues (Group Discussion)

Objective:

Understand human-related challenges in software testing.

Instructions:

1. Divide students into small groups (3–5 members).
2. Each group discusses a testing scenario:
 1. A project fails due to missed defects.
3. Identify at least **5 people-related issues**.

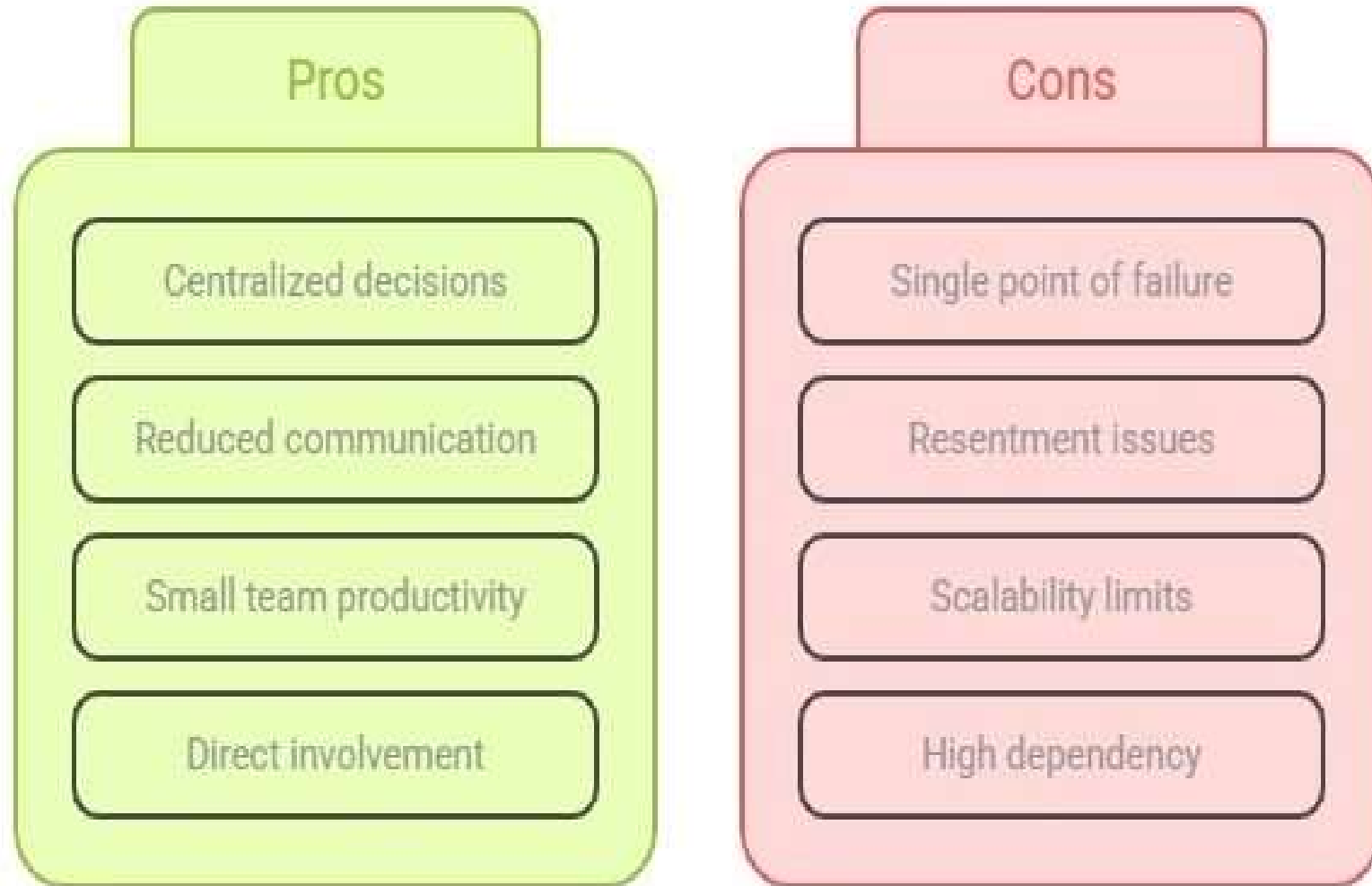
Examples students may find:

- Lack of skills in automation
- Poor communication between teams
- Negative attitude toward testing
- Lack of domain knowledge
- Resistance to new tools

Output:

- Write issues on chart paper
- Present findings to class

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MCQ

MCQs: People & Organizational Issues in Testing

1. Which of the following is a people-related issue in testing?

- A. Lack of test tools
- B. Poor communication between teams
- C. Inadequate infrastructure
- D. Tight deadlines

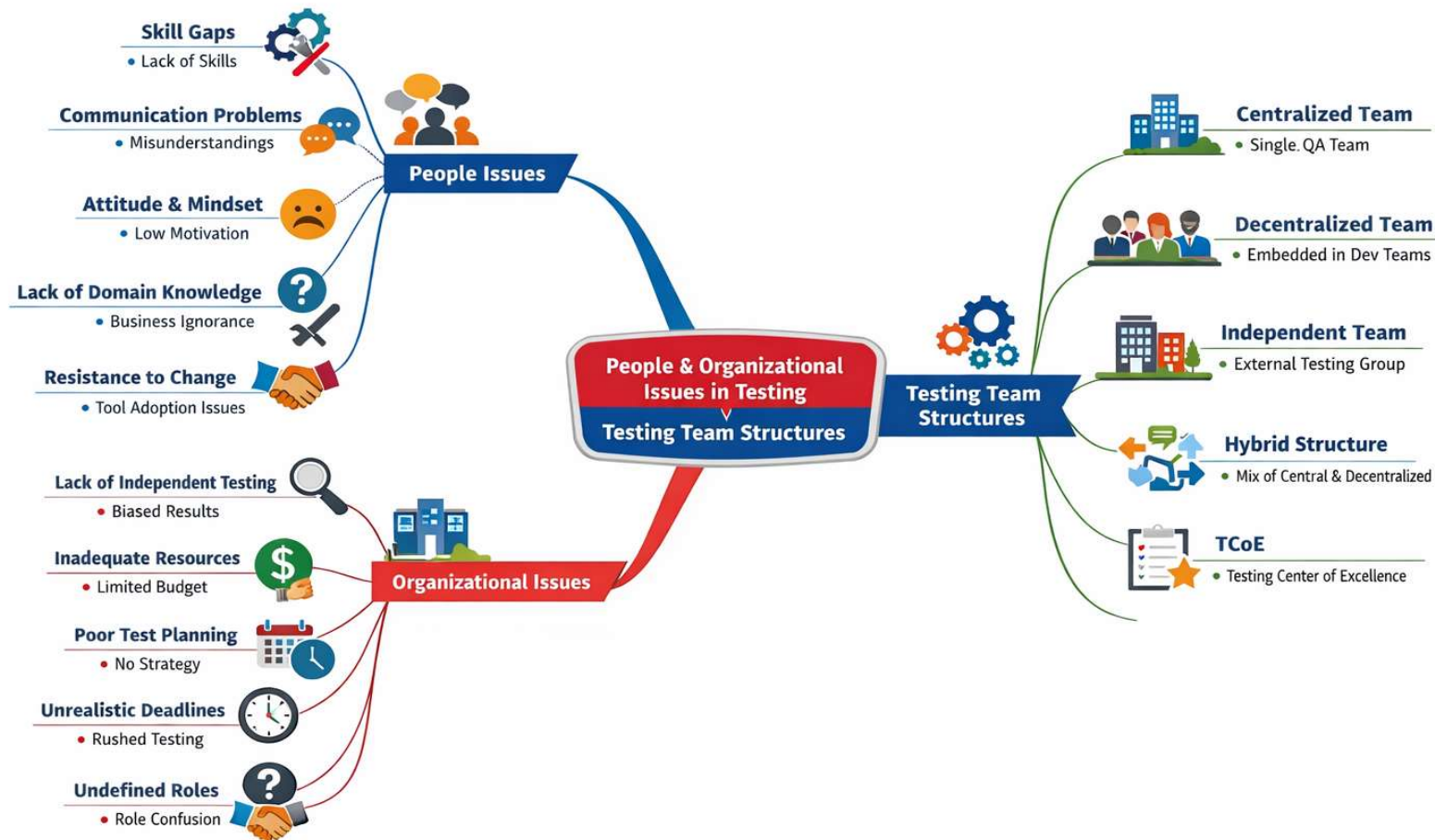
Answer: B

2. Resistance to adopting new testing tools is an example of:

- A. Technical issue
- B. People issue
- C. Process issue
- D. Financial issue

Answer: B

MINDMAP



| TEXT BOOKS | |
|------------|--|
| 1. | Srinivasan Desikan and Gopalaswamy Ramesh, —Software Testing – Principles and Practices, Pearson Education, 2006. |
| REFERENCES | |
| 1. | Ilene Burnstein, —Practical Software Testing, Springer International Edition, 2003 |
| 2. | Edward Kit, Software Testing in the Real World – Improving the Process, Pearson Education, 1995 |
| 3. | Boris Beizer, Software Testing Techniques – 2nd Edition, Van Nostrand Reinhold, New York, 1990. |
| 4. | Aditya P. Mathur, —Foundations of Software Testing _ Fundamental Algorithms and Techniques, Dorling Kindersley (India) Pvt. Ltd., Pearson Education, 2008. |

THANK YOU!

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