

# ISTQB Effectiveness Survey® 2013-14



## About the Survey



The ISTQB® testing certification scheme continues to lead the profession with more than over 300 000 testing professionals certified worldwide as of June 30th, 2013. This reflects the confidence that organizations and individuals have in the scheme and the body of knowledge on which it is based.

As part of its commitment to continuous improvement and the advancement of the software testing profession, in 2013 ISTQB® ([www.istqb.org](http://www.istqb.org)) conducted an international online survey of test engineers and managers.

The survey was designed by the ISTQB® Marketing Working Group and endorsed by ISTQB® Member boards, accredited training providers, and exam providers.

It was open from 7 June 2013 to 1 October 2013 and several thousand responses were received from almost 70 countries.

Two versions of the survey were available. One for test engineers, comprising 21 questions, and another for test managers, which contained 24 questions.

This report presents the results of the “ISTQB® Test Certification – 2013-2014 Survey” and we would like to sincerely thank everybody who contributed.

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## Message from the President

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For over 10 years the ISTQB® has been committed to delivering a high quality certification scheme for software testing professionals. To ensure we develop and maintain syllabi that reflect changing testing practices and that meet market demands we conducted the 2013 ISTQB® survey, the results of which are published in this report.

I would like to thank all of you who responded to the survey; your valuable feedback will contribute significantly to the future of the ISTQB® scheme.

*Chris Carter, ISTQB® President*

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# The most significant findings from the first ISTQB® Effectiveness survey.

1

The majority of Test Engineers undertook the ISTQB® CTFL certification in order to enhance their career path [80%] and develop their testing skills [70%].

2

The majority of Test Managers believe that participating in the ISTQB® certification scheme will positively impact testing quality in their projects [75%] and will enable them to provide a positive career path to their employees [55%].

6

Approximately 70% of Test Managers consider it important to obtain Advanced Level certifications, and this opinion is shared by 63% of Test Engineers.

7

The new Expert Level certifications are generating a significant amount of interest.

3

Test Engineers and Test Managers alike are highly satisfied with the ISTQB® CTFL certifications and happy to recommend these to their colleagues [91% - Test Engineers, 94% - Test Managers].

8

There is strong demand for Agile certification throughout the world and across all major industries [85% of respondents are interested].

4

The ISTQB® Foundation Level certification exams are seen as providing a reliable assessment of candidate knowledge.

5

Test Managers would like to have approximately 75% of their staff certified at the Foundation Level.

9

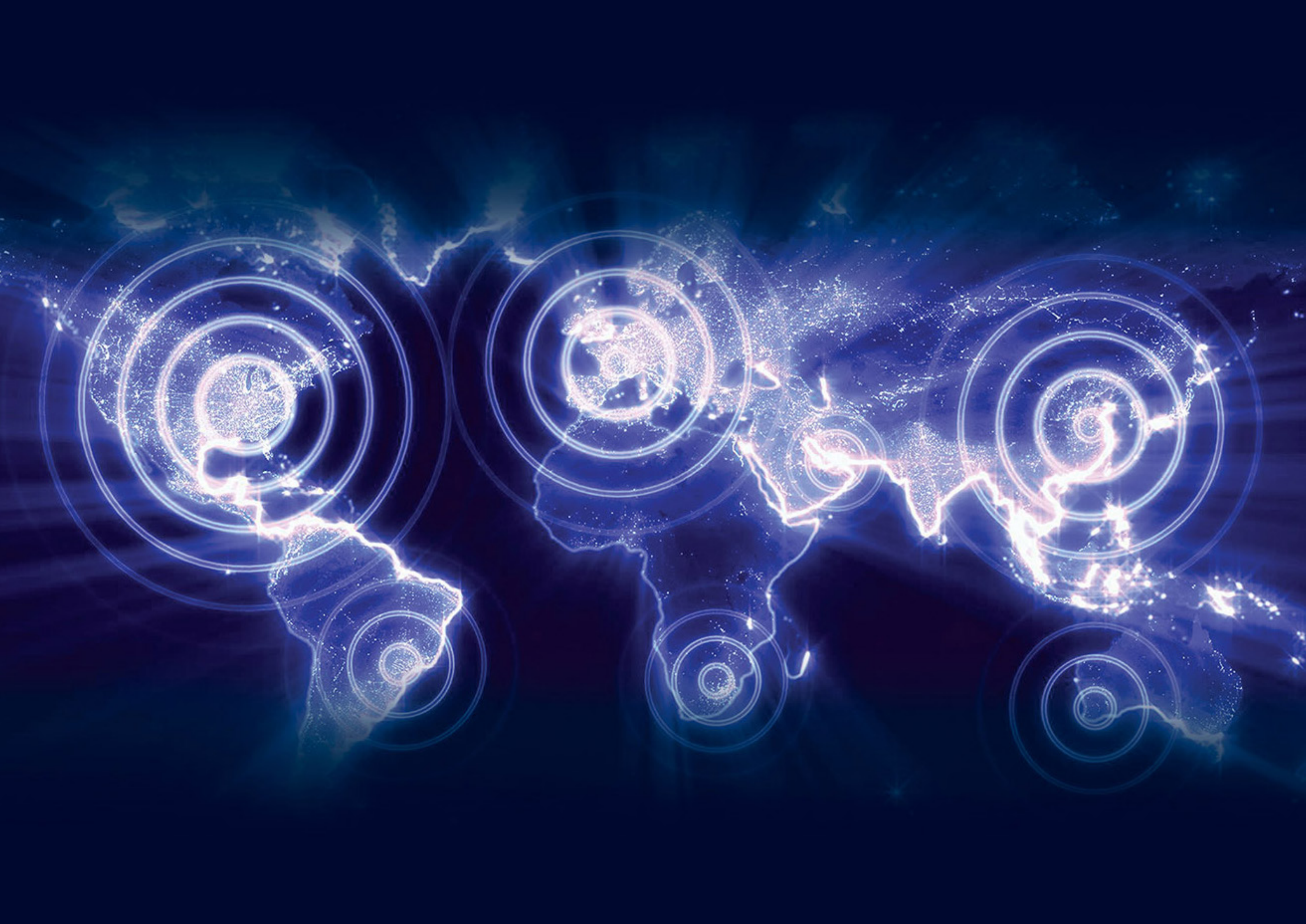
Approximately 70% of survey participants attribute a significant part of their certification success to the courses they undertook from accredited training providers.

10

In addition to Agile Testing, the following have emerged as the most important topics for the future: Performance Testing, Testing for Mobile Devices, and Usability Testing.



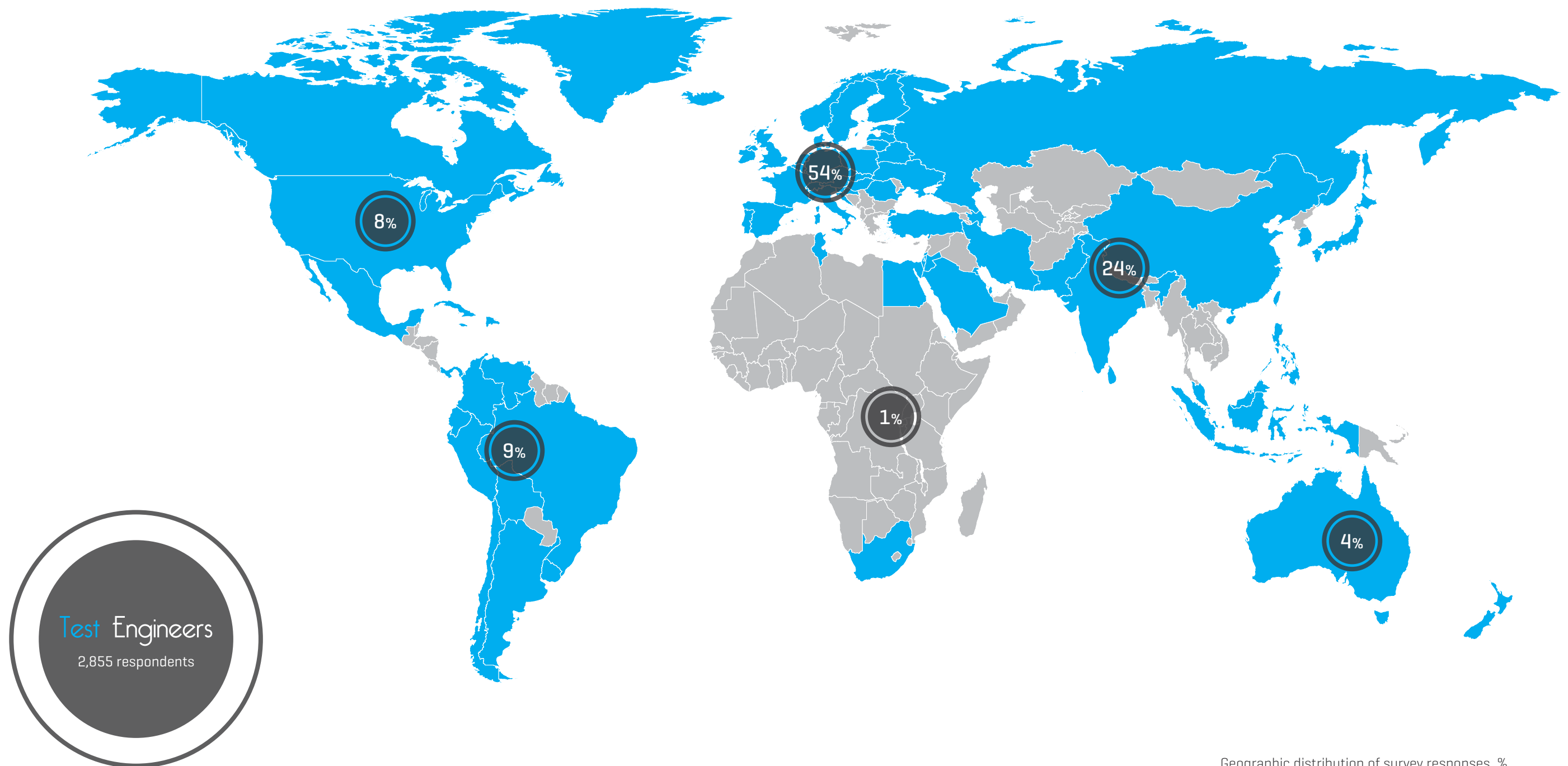




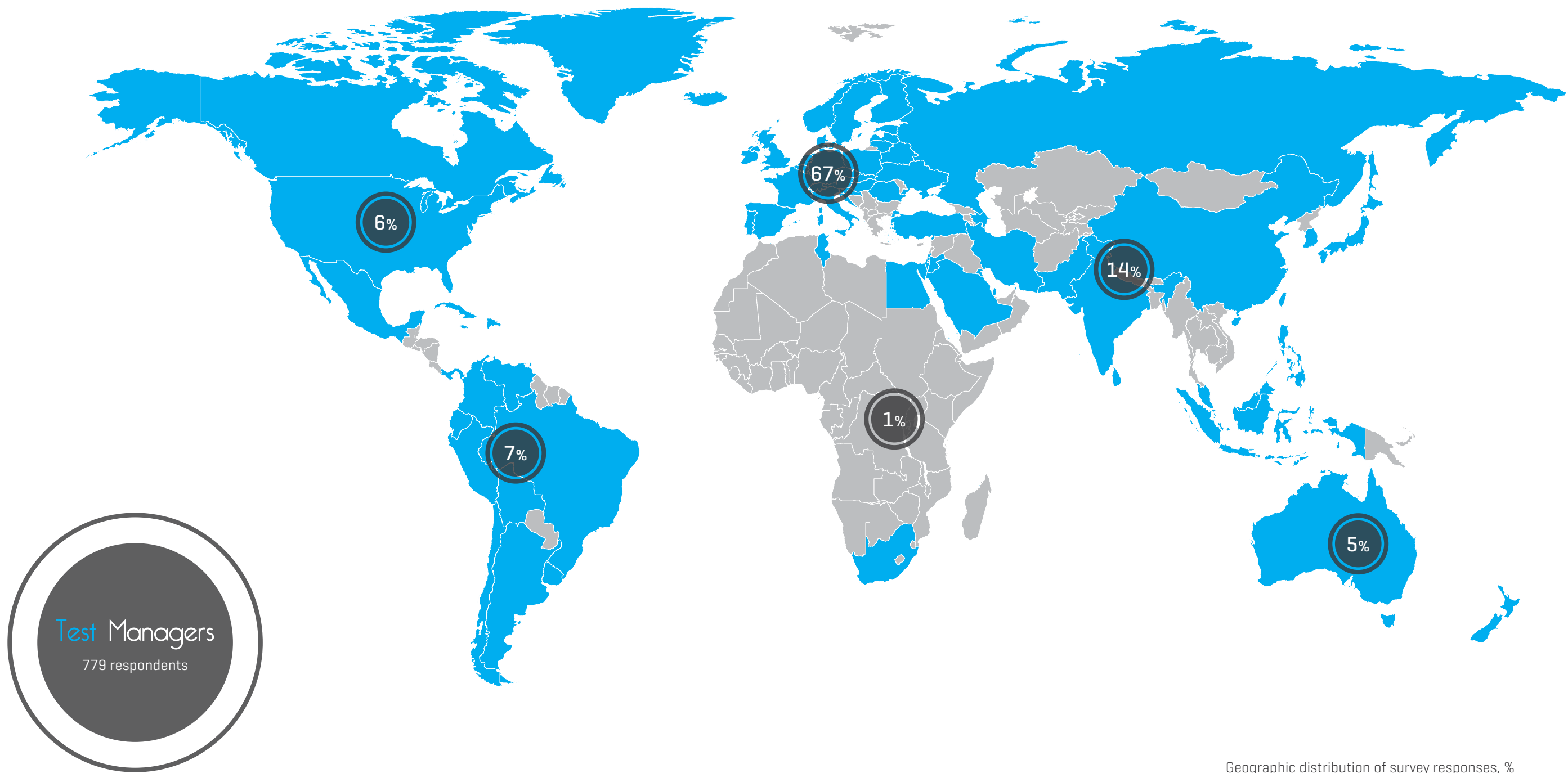


# RESPONDENT PROFILE

Geographic distribution of survey responses, %



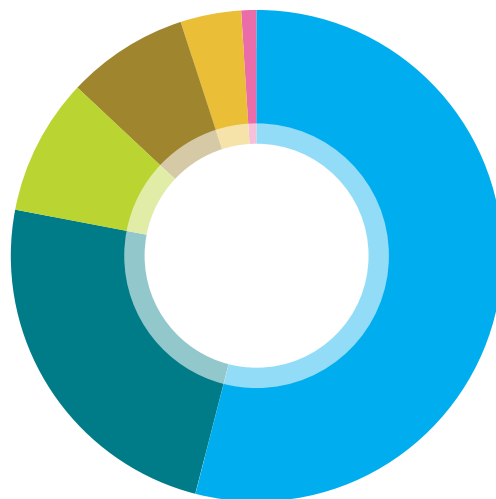
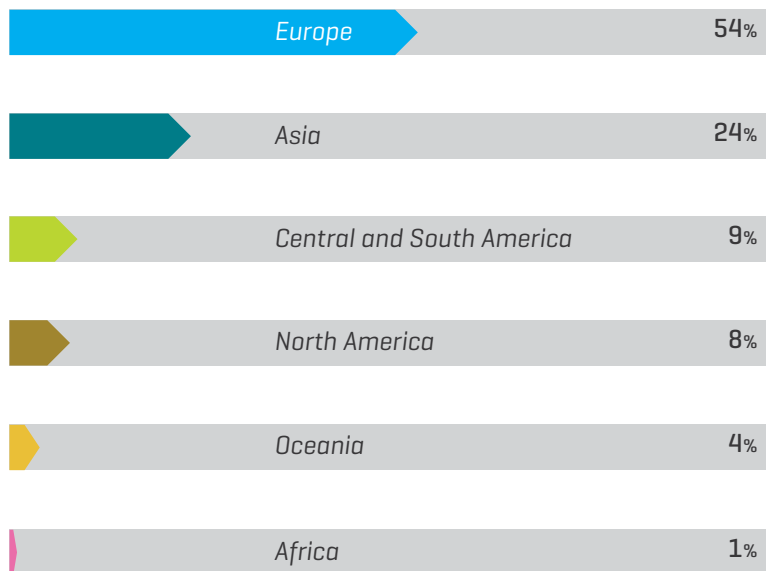
Geographic distribution of survey responses, %



## In which **country** do you currently work?

Test Engineers

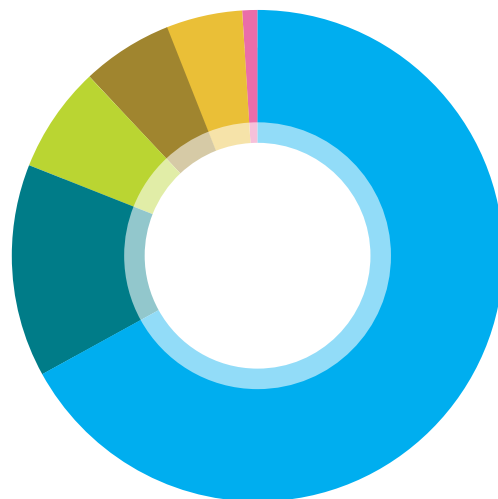
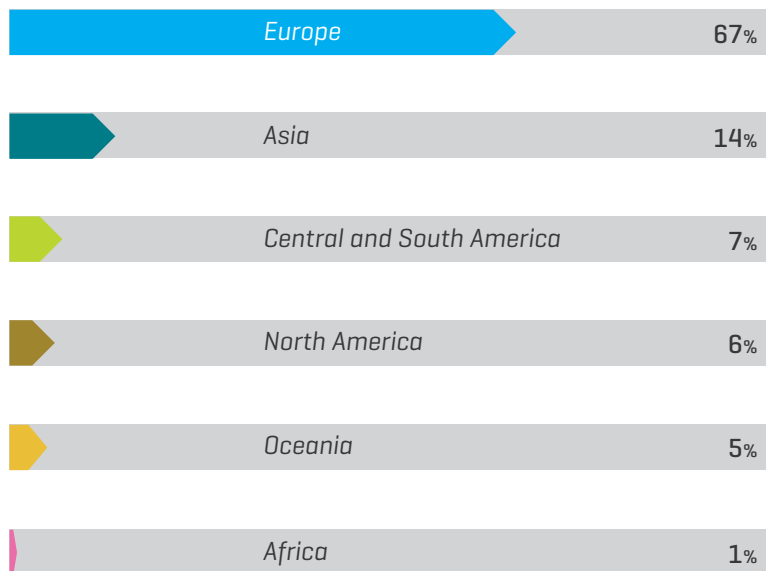
|                |                       |
|----------------|-----------------------|
| Afghanistan    | Lithuania             |
| Algeria        | Luxembourg            |
| Andorra        | Malaysia              |
| Argentina      | Maldives              |
| Australia      | Malta                 |
| Austria        | Mexico                |
| Belgium        | Netherlands           |
| Bolivia        | New Zealand           |
| Brazil         | North Korea           |
| Canada         | Norway                |
| Chad           | Pakistan              |
| Chile          | Palestine             |
| China          | Panama                |
| Colombia       | Peru                  |
| Costa Rica     | Poland                |
| Croatia        | Portugal              |
| Cuba           | Romania               |
| Czech Republic | Russian Federation    |
| Denmark        | Saudi Arabia          |
| Ecuador        | Serbia                |
| Egypt          | South Africa          |
| El Salvador    | South Korea           |
| Estonia        | Spain                 |
| Finland        | Sri Lanka             |
| France         | Sweden                |
| Germany        | Switzerland           |
| Hungary        | Tunisia               |
| Iceland        | Turkey                |
| India          | Ukraine               |
| Indonesia      | Uni. Arab Emirates    |
| Ireland        | U.K. of Great Britain |
| Israel         | U.S. of America       |
| Italy          | Uruguay               |
| Jordan         | Venezuela             |
| Latvia         |                       |





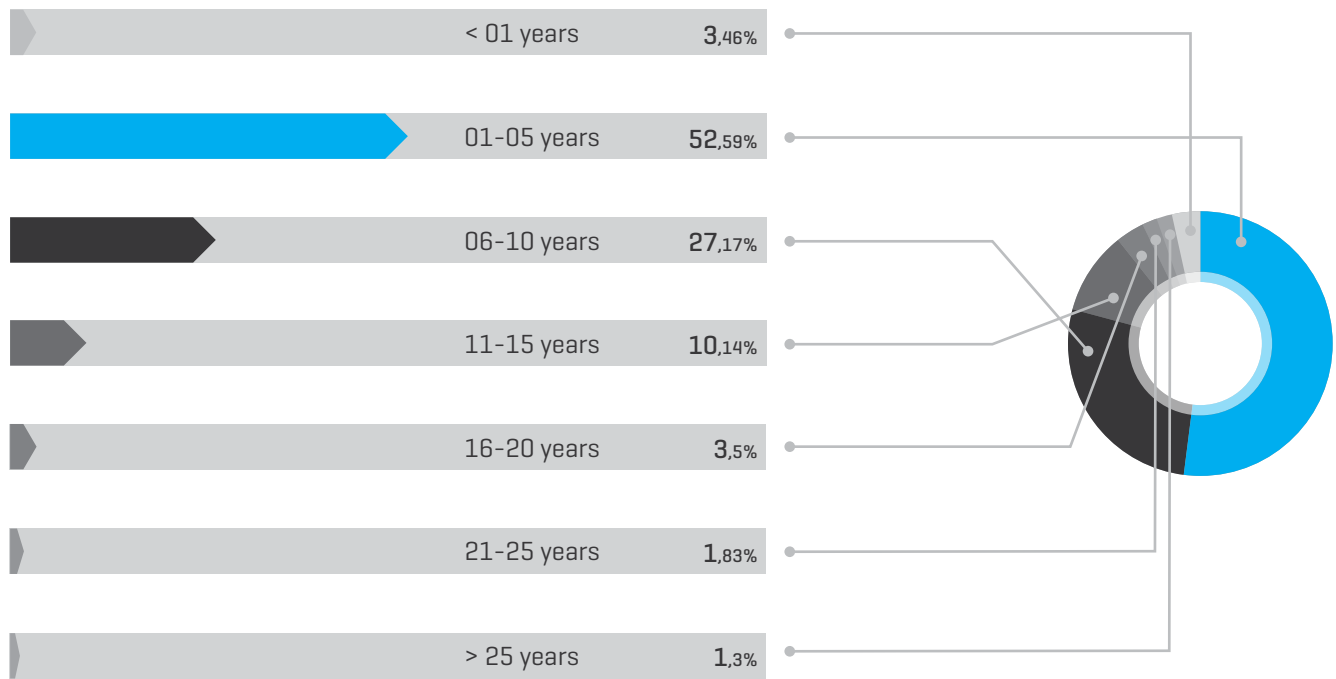
### Test Managers

|                |                       |
|----------------|-----------------------|
| Argentina      | Luxembourg            |
| Australia      | Malaysia              |
| Austria        | Mexico                |
| Azerbaijan     | Netherlands           |
| Belgium        | New Zealand           |
| Bolivia        | Norway                |
| Brazil         | Pakistan              |
| Bulgaria       | Paraguay              |
| Canada         | Peru                  |
| Chile          | Poland                |
| China          | Portugal              |
| Colombia       | Romania               |
| Croatia        | Russian Federation    |
| Cuba           | Serbia                |
| Czech Republic | Slovakia              |
| Denmark        | South Africa          |
| Ecuador        | South Korea           |
| Egypt          | Spain                 |
| Estonia        | Sri Lanka             |
| Finland        | Sweden                |
| France         | Switzerland           |
| Germany        | Tunisia               |
| Hungary        | Turkey                |
| Iceland        | Ukraine               |
| India          | Uni. Arab Emirates    |
| Ireland        | U.K. of Great Britain |
| Israel         | U.S. of America       |
| Italy          | Uruguay               |
| Jordan         | Venezuela             |
| Latvia         |                       |

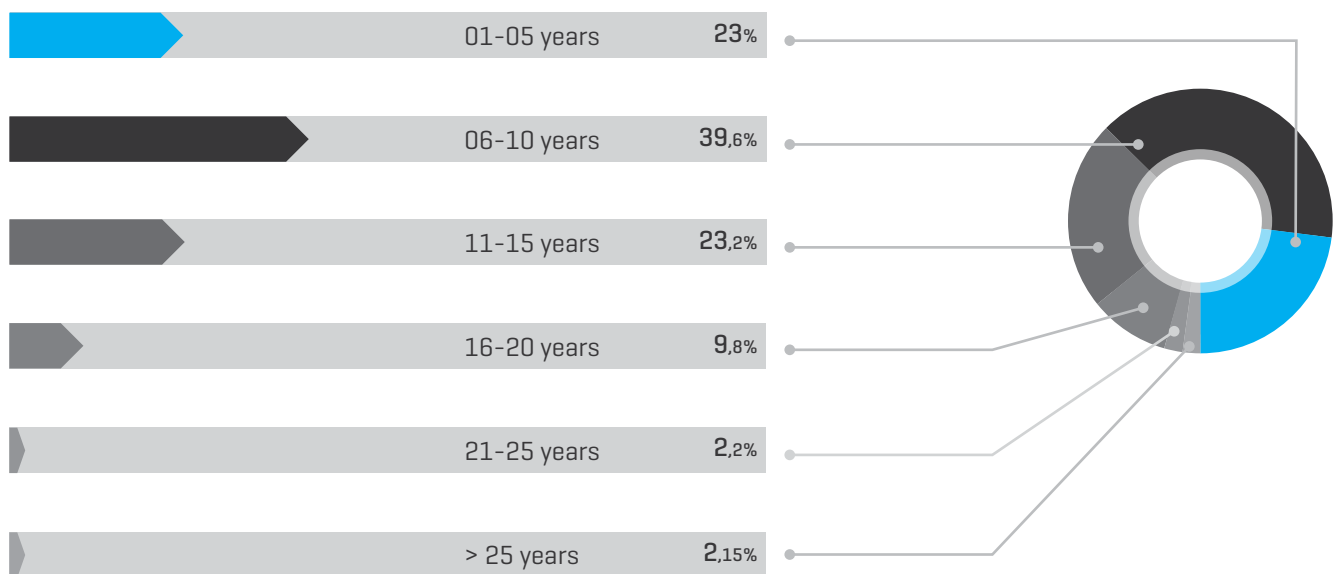


## How many years of experience do you have in software testing?

### Test Engineers

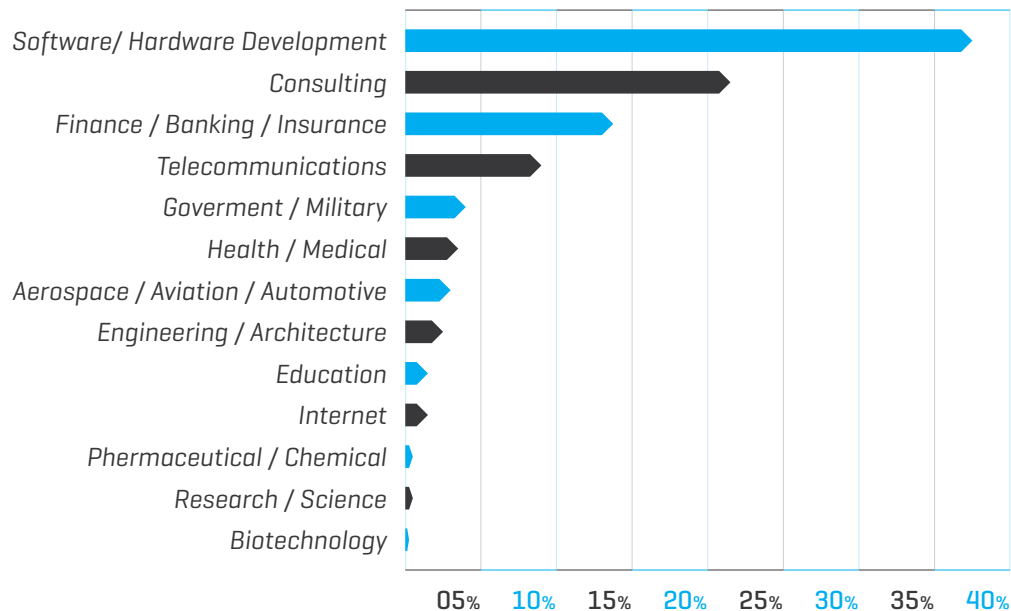


### Test Managers

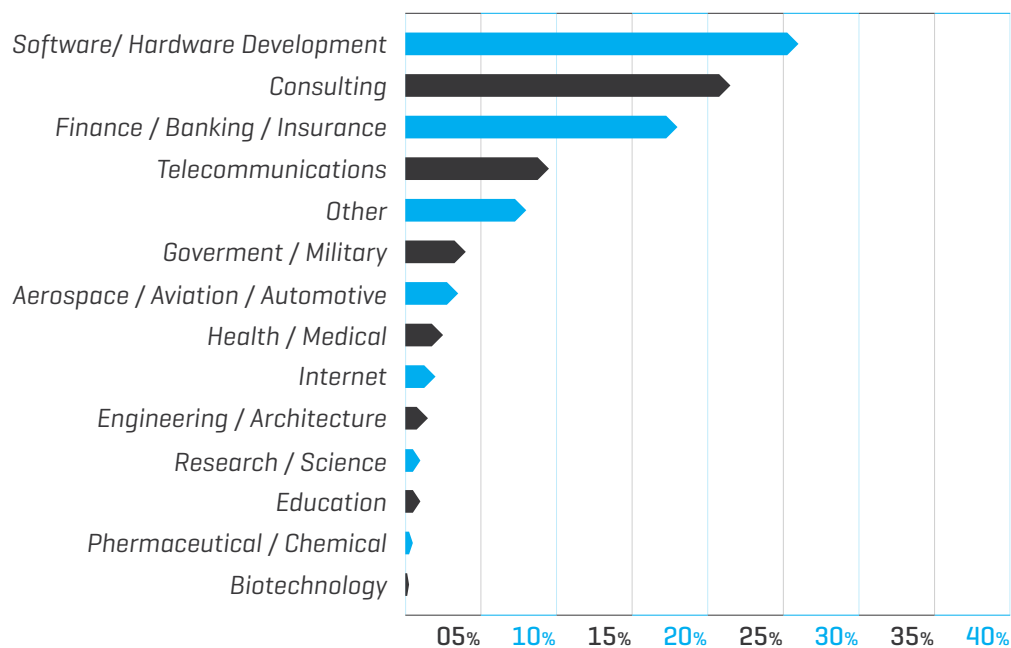


## To which **industry** does your organization belong?

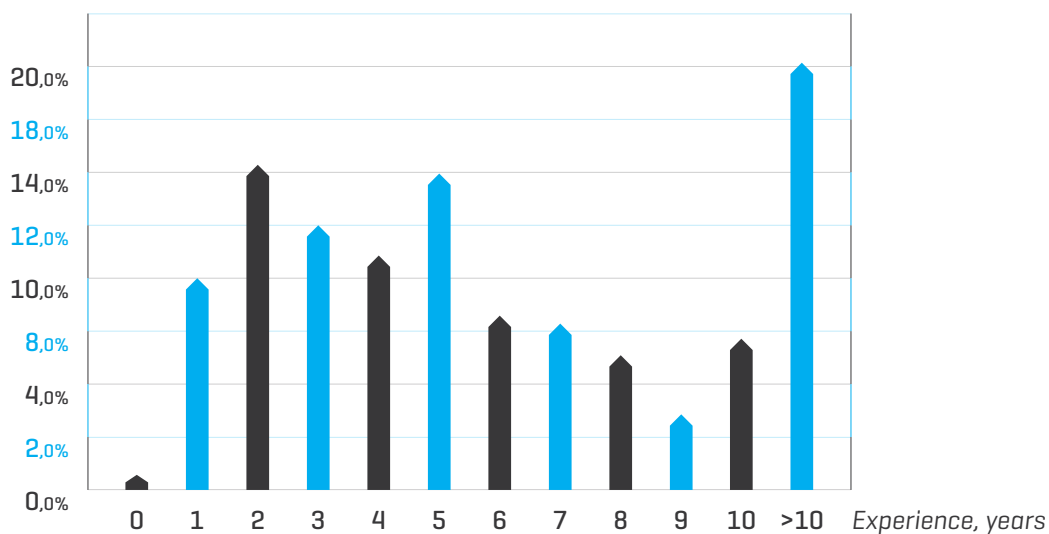
Test Engineers



Test Managers

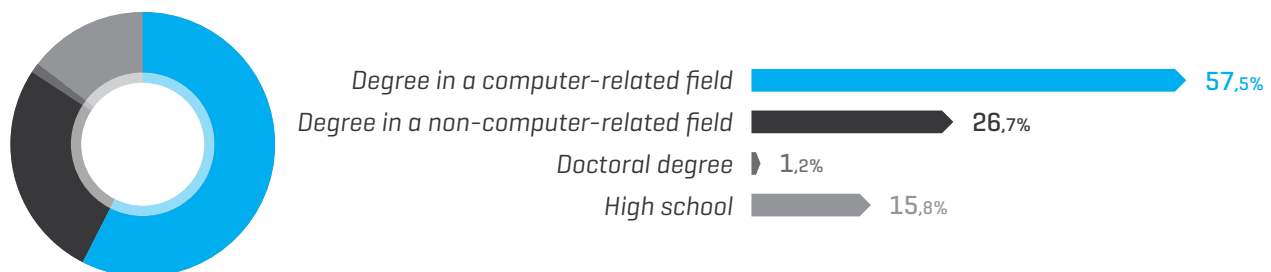


How many years of **management experience** do you have?

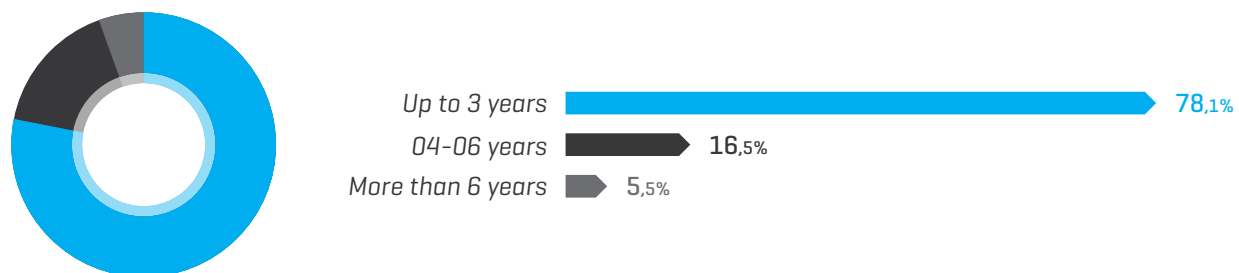


What is your highest **educational level**?

Test Engineers

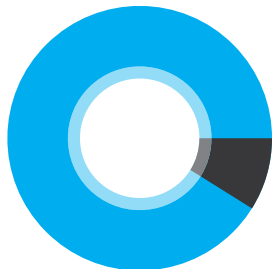


As a Test Engineer, **how long** have you held your ISTQB® Foundation Level (CTFL) certification?





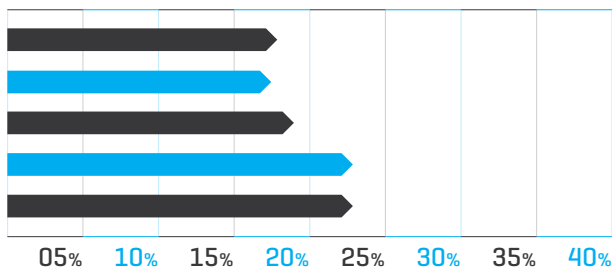
As a Test Manager, do you hold an ISTQB® Foundation Level (CTFL) certification?



Yes 85%  
No 15%

How many test professionals does your organization have?

Test Managers



"<5 Testing Professionals"  
"6 - 10 Testing Professionals"  
"11 - 25 Testing Professionals"  
"26 - 100 Testing Professionals"  
">100 Testing Professionals"







ISTQB®

CTFL – CERTIFIED TESTER

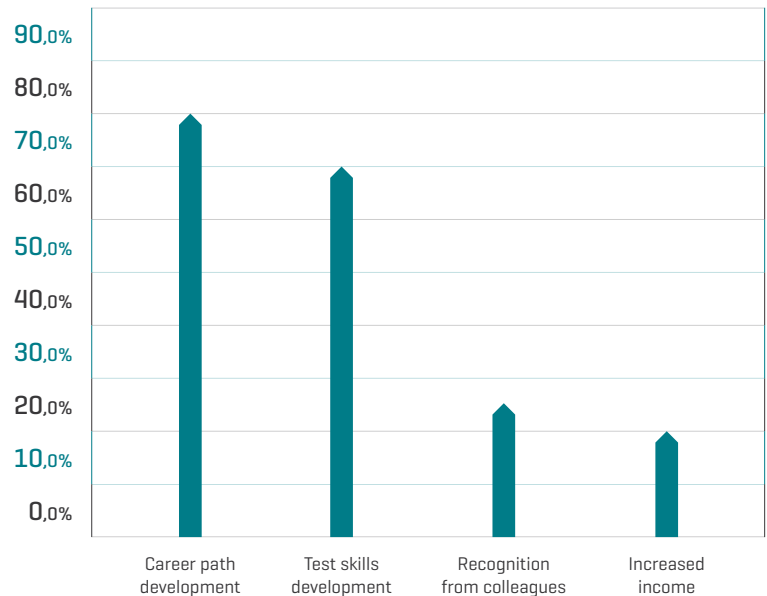
FOUNDATION LEVEL

## As a Test Engineer, what was your motivation in obtaining your ISTQB® CTFL certification?

### Test Engineers

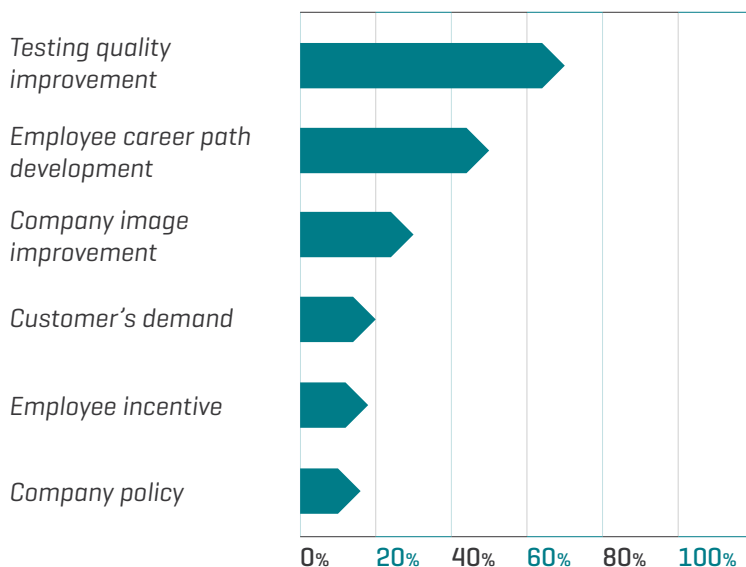
The majority of Test Engineers took the ISTQB® CTFL certification in order to enhance their career path [80%] and develop their testing skills [70%]

Some believe it will help them get more recognition from their colleagues [25%] or increase their income [20%].



## As a Test Manager, what was your motivation to have your employees achieve ISTQB® Foundation Level (CTFL) certification?

### Test Managers



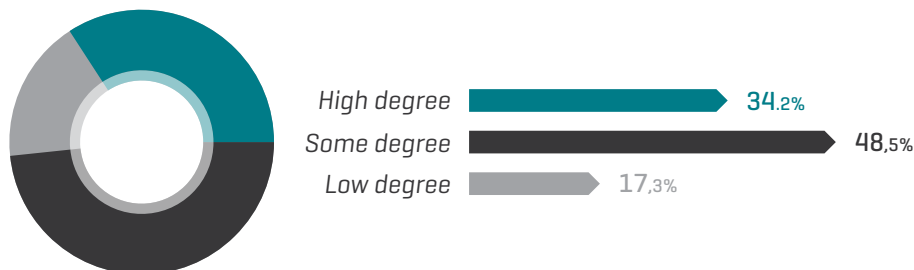
The majority of Test Managers believe that participating in the ISTQB® certification scheme will positively impact testing quality in their projects [75%], and will enable them to provide positive career path to their employees [55%].

Some Test Managers believe their company image will improve [30%] as a result of having their employees participate in the ISTQB® certification.

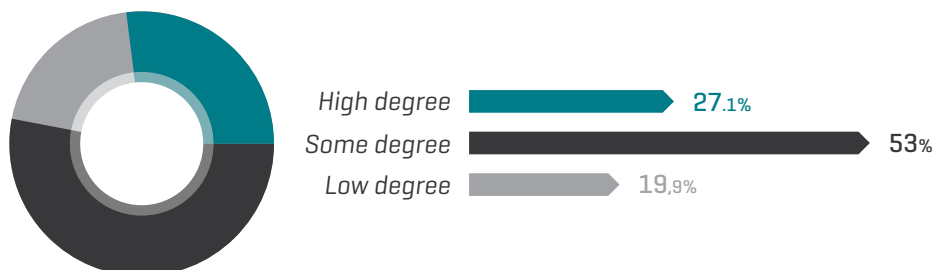


# As a Test Engineer, to what extent do you think the ISTQB® CTFL certification will affect/improve your future?

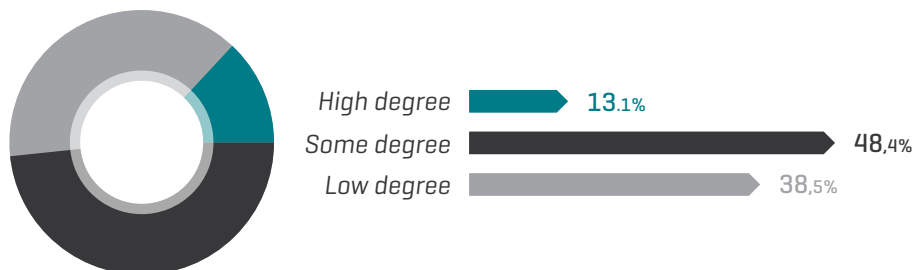
## Your test skills



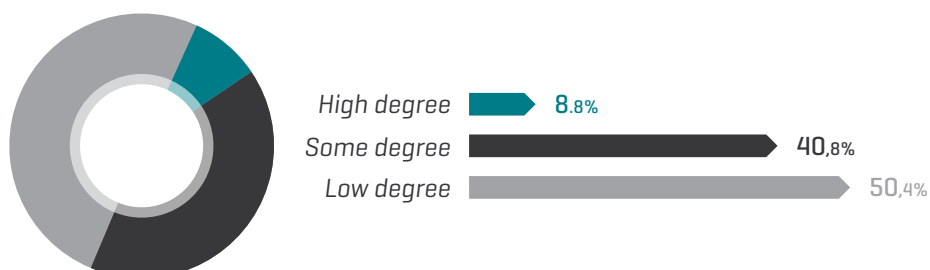
## Your career path



## Colleagues' recognition



## Your income



The majority of respondents [82.7%] felt that ISTQB® CTFL certification would improve their testing skills, strengthen their career prospects [80.1%], and result in increased recognition from colleagues [61.5%]. Almost half the respondents also felt that this might result in a salary increase.

These results reflect the importance people see in ongoing skills development.

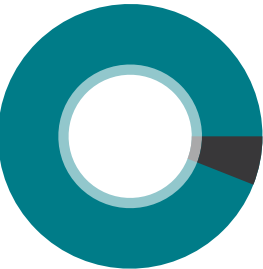
# Would you recommend the ISTQB® Foundation Level (CTFL) certification to your colleagues?

## Test Engineers



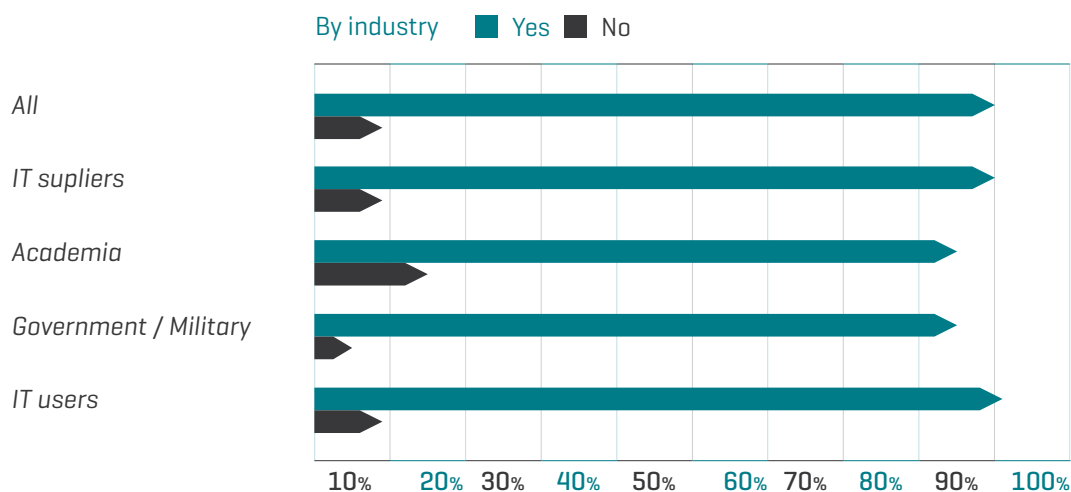
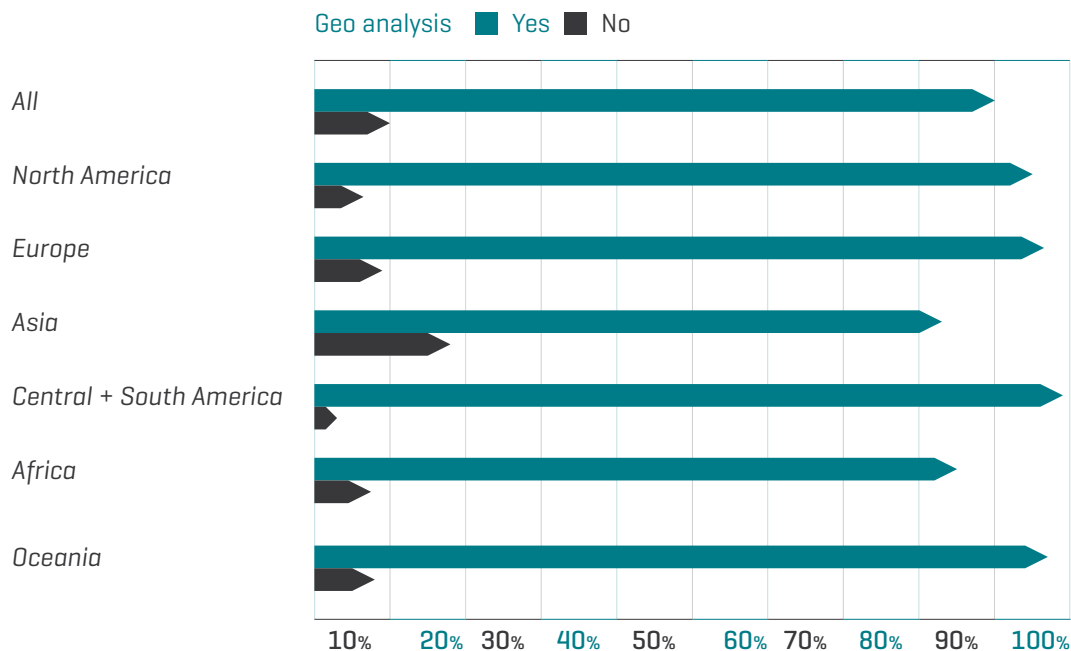
Both Test Engineers and Test Managers are highly satisfied with the ISTQB® CTFL certifications and happy to recommend these to their colleagues [91% - Test Engineers, 94% - Test Managers].

## Test Managers



## Would you recommend the ISTQB® Foundation Level (CTFL) certification to your colleagues?

### Test Engineers

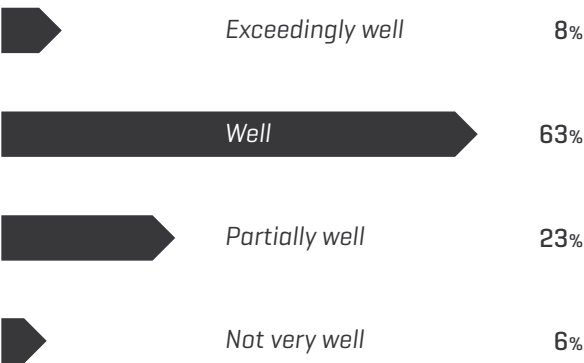


### Predictions

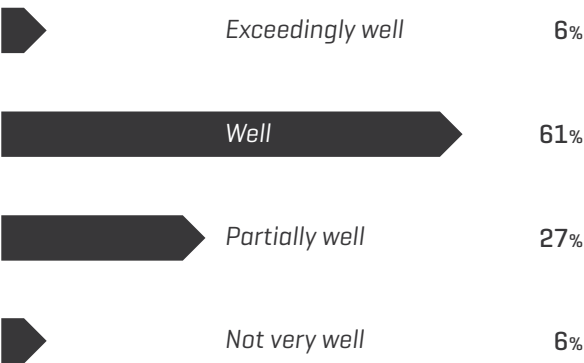
The high satisfaction rate of the ISTQB® Foundation Level throughout industries and geographic areas will be a driving force in the continued growth of the ISTQB® at a global level. The forthcoming extensions [like Agile, Model-Based Testing and more] are expected to meet further expectations.

# To what extent do you feel the ISTQB® Foundation Level certification exam reflects the knowledge of the candidates?

Test Engineers



Test Managers



More than 70% of respondents regard the ISTQB® Foundation Level certification exam as reliable and these results are consistent throughout the world.

# As a Test Manager, what percentage of your testing staff would you like to see certified at the ISTQB® Foundation Level?

Test Engineers



Test Managers appear to see a high value in having their staff trained and certified. Around 88% of Test Managers would like to see more than half of their testing staff being certified at the ISTQB® Foundation Level. On average, the desired number of certified staff is 75%.







ISTQB®

CTAL - CERTIFIED TESTER

ADVANCED LEVEL

# How important do you think it is to obtain the ISTQB® Advanced Level (CTAL) certification?

## Test Engineers



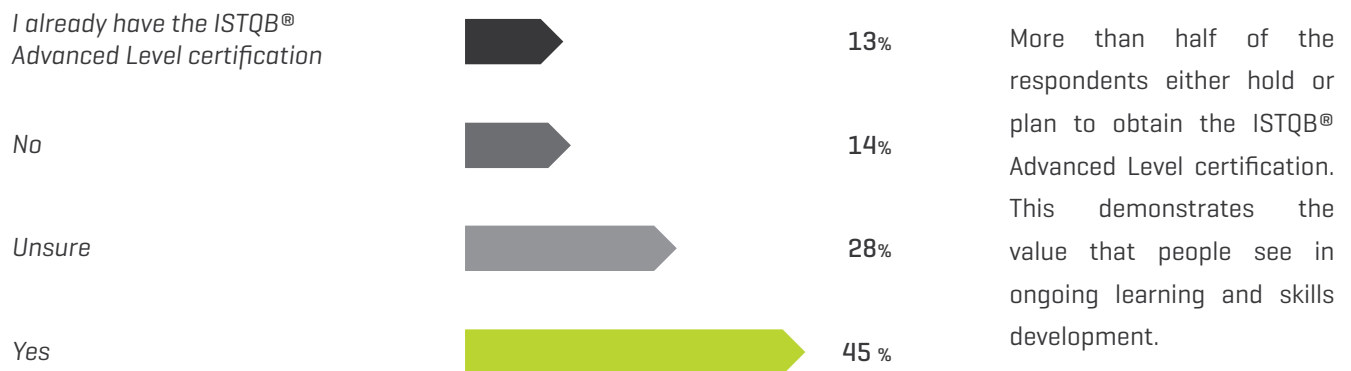
Approximately 70% of Test Managers identified that it is important to obtain the Advanced Level Certification, and this was supported by 63% of Test Engineers.

## Test Managers



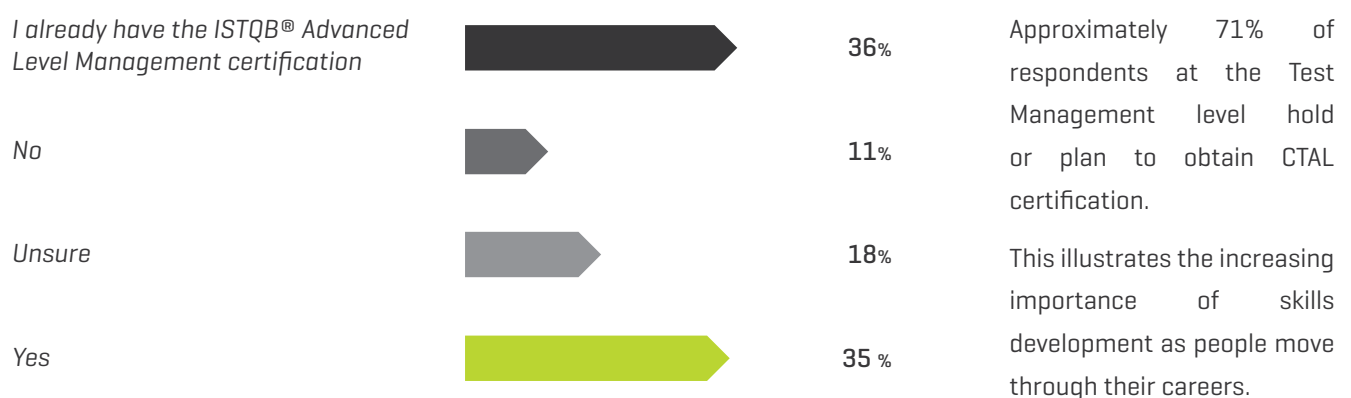
## As a Test Engineer, do you plan to obtain the ISTQB® Advanced Level certification?

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## As a Test Manager, do you plan to obtain the ISTQB® Advanced Level Test Management certification for yourself?

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As a Test Manager, what percentage of your testing staff would you like to **see certified** at the ISTQB® Advanced Level?



Almost all of the Test Managers surveyed would like to see ISTQB® Advanced Level certified staff within their test team. Half of the respondents would like to have 26% or more of their staff certified at the advanced level.

Clearly, there is a demand for advanced level certifications and we can expect that ISTQB® Advanced Level certification will become as important in recruitment processes, as is the Foundation certification.



ISTQB®

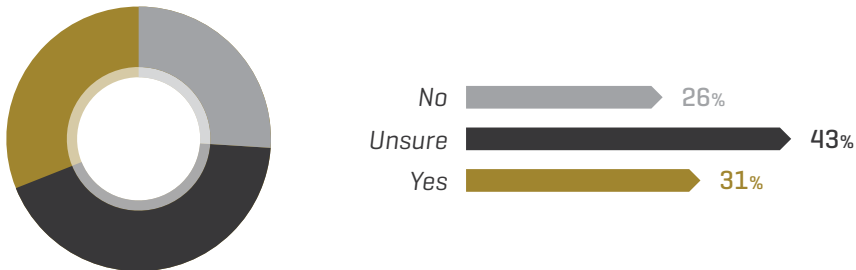
CTEL – CERTIFIED TESTER

EXPERT LEVEL

# Do you plan to obtain an ISTQB® Expert level certification in next 3 years?

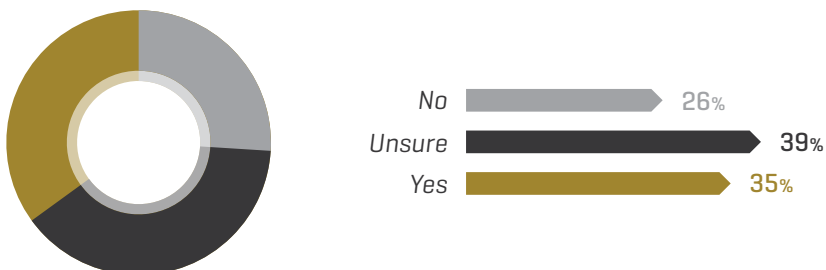
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## Test Engineers



More than 75% of respondents, spanning Test Engineers and Test Managers, are definitely or possibly interested in the expert level certifications. ISTQB® is working to make training and exams available as soon as possible to meet expected demand.

## Test Managers



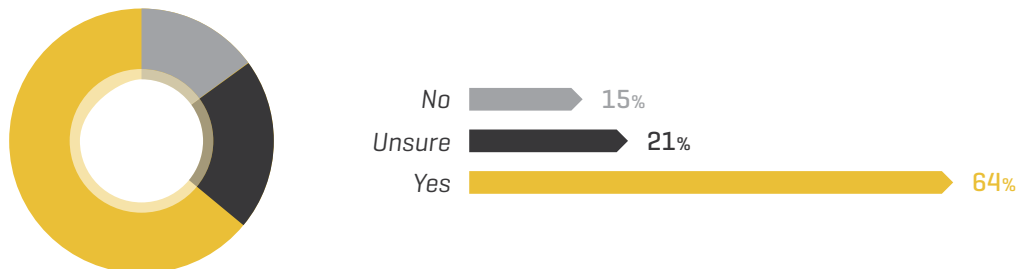
ISTQB®

CTfL - AGILE TESTER

## Would you be interested in Agile testing certification?

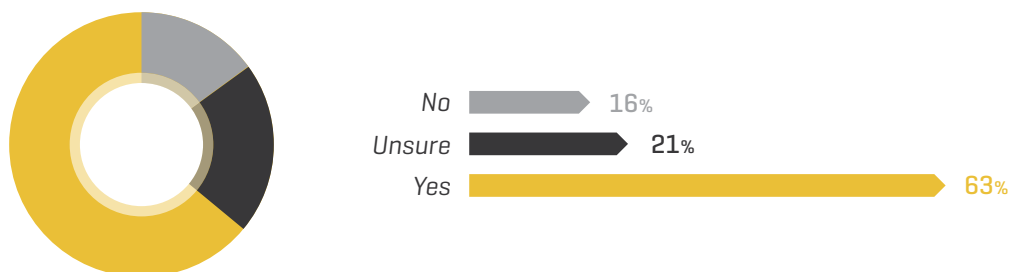
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### Test Engineers



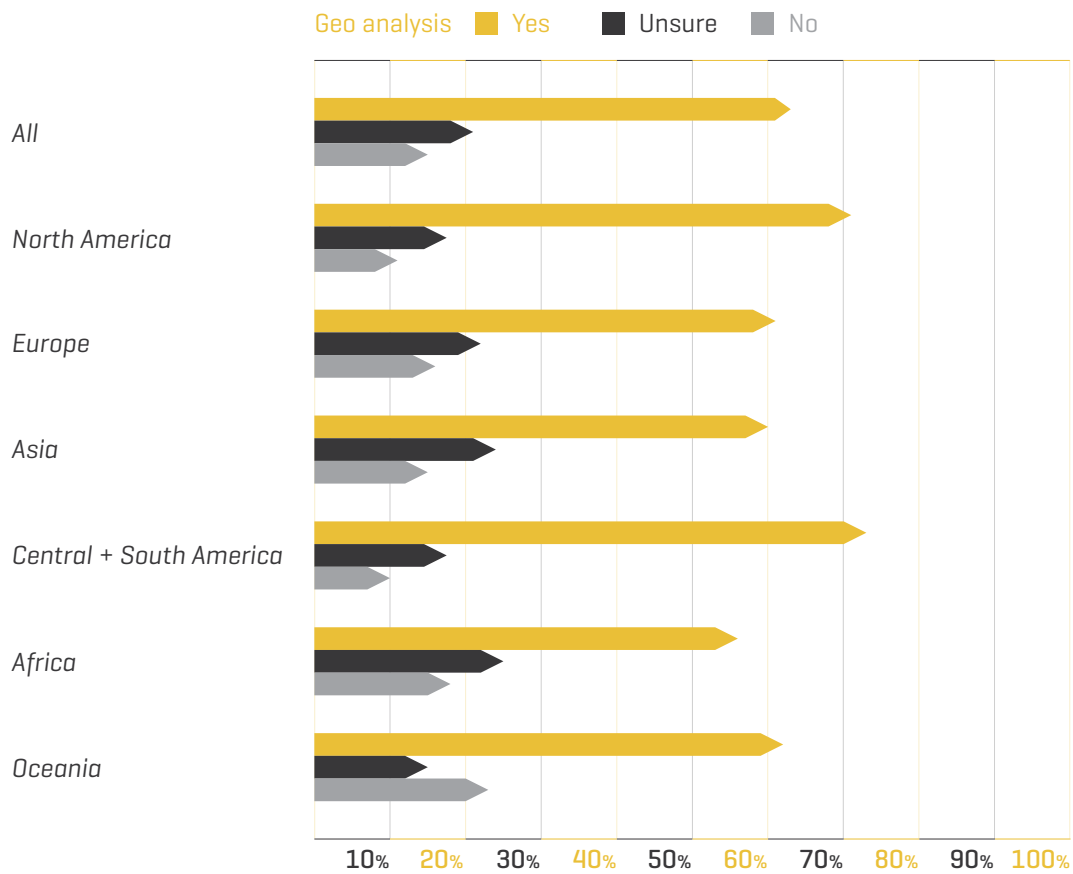
Approximately 85% of the respondents are definitely or possibly interested in Agile testing certification. With the planned release in early 2014 of the Agile tester certification extension to the Foundation Level, ISTQB® is well-positioned to respond to the expected demand.

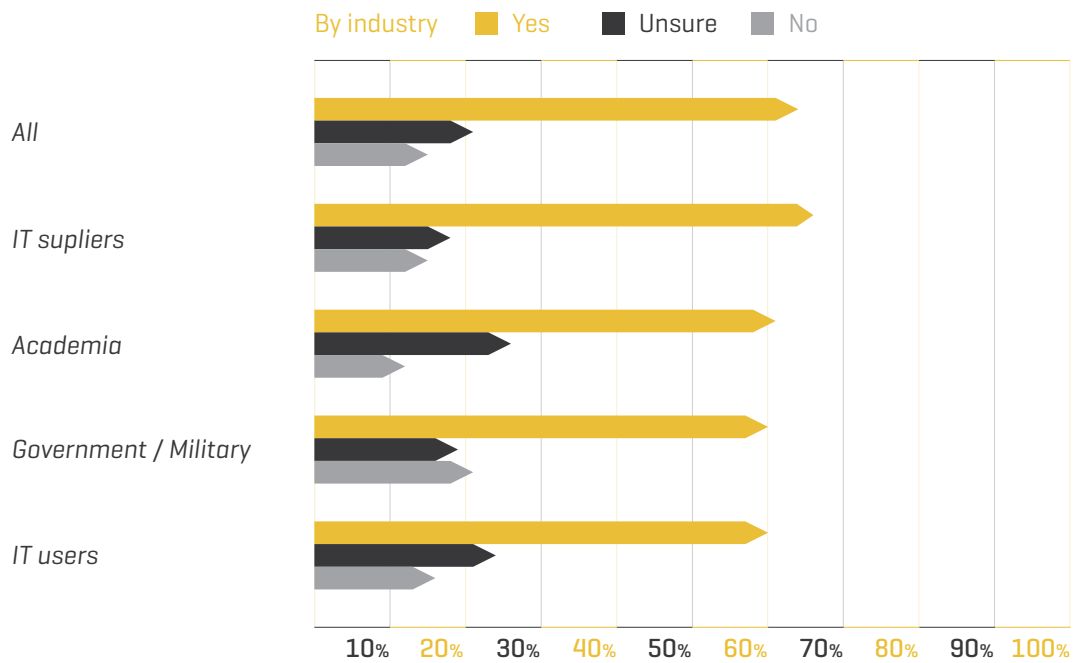
### Test Managers





## Would you be interested in Agile testing certification?



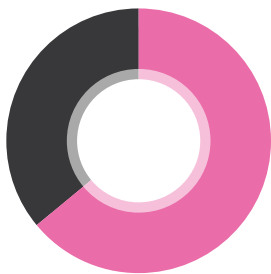


There is a strong demand for Agile certification throughout the world and across all major industries.

# ACCREDITED TRAINING

Did you take a formally accredited training course before the certification exam?

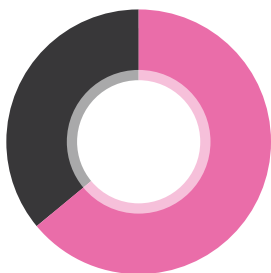
## Test Engineers



Yes 64%  
No 36%

Almost two thirds of respondents indicated that they had undertaken a formally accredited training course before sitting the certification exam. As the availability of accredited training courses across all ISTQB® certification levels increases, we are expecting a corresponding increase in the number of ISTQB® certifications.

## Test Managers



Yes 64%  
No 36%

# How significant do you think the training was in your certification success?

## Test Engineers



Almost 70% of the survey participants felt that formal training was a significant part of their certification success.

The ISTQB® provides strong support for training providers and accredited training will continue to be an integral part of certification success.

## Test Managers



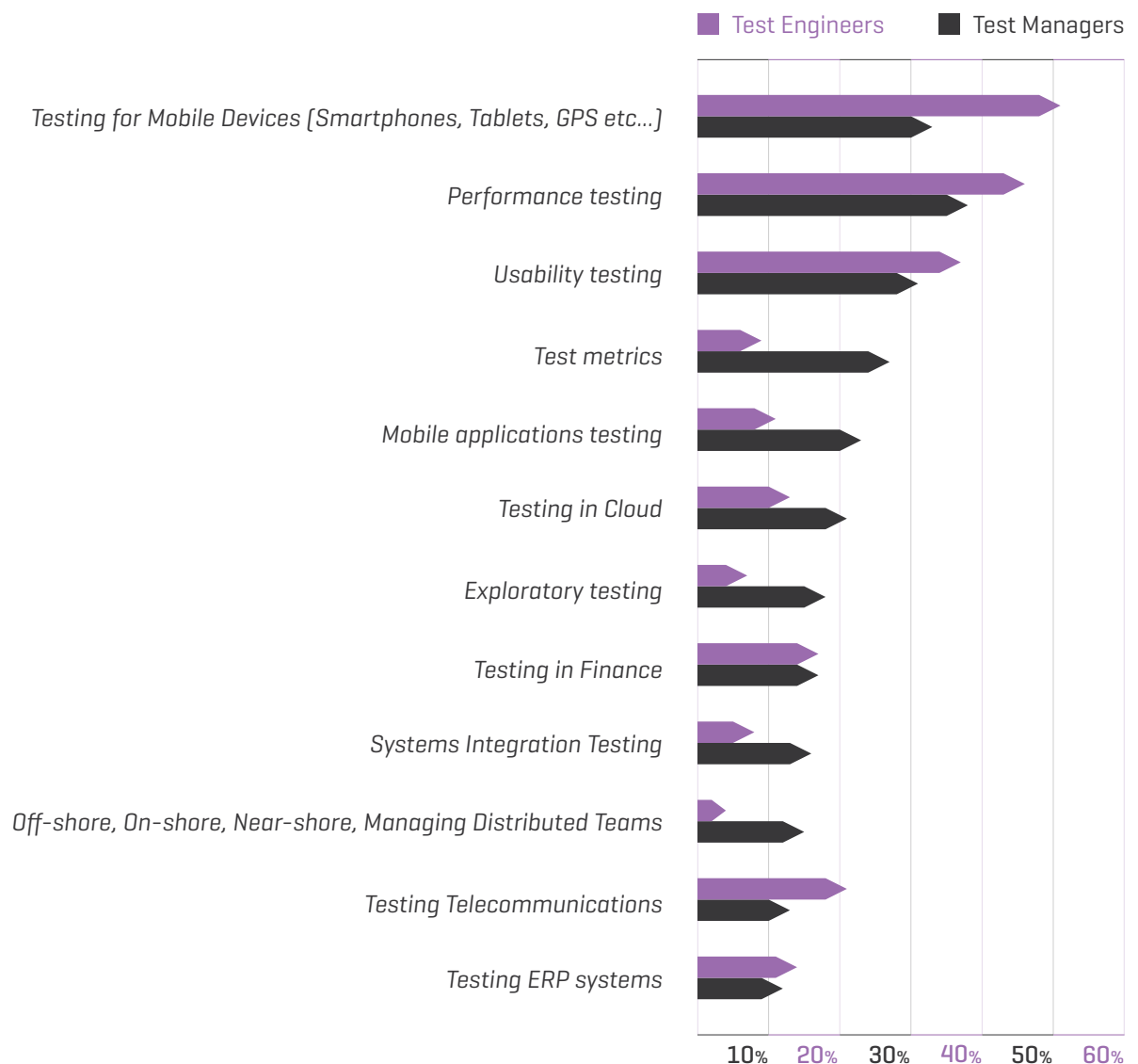






# TOPICS FOR THE FUTURE

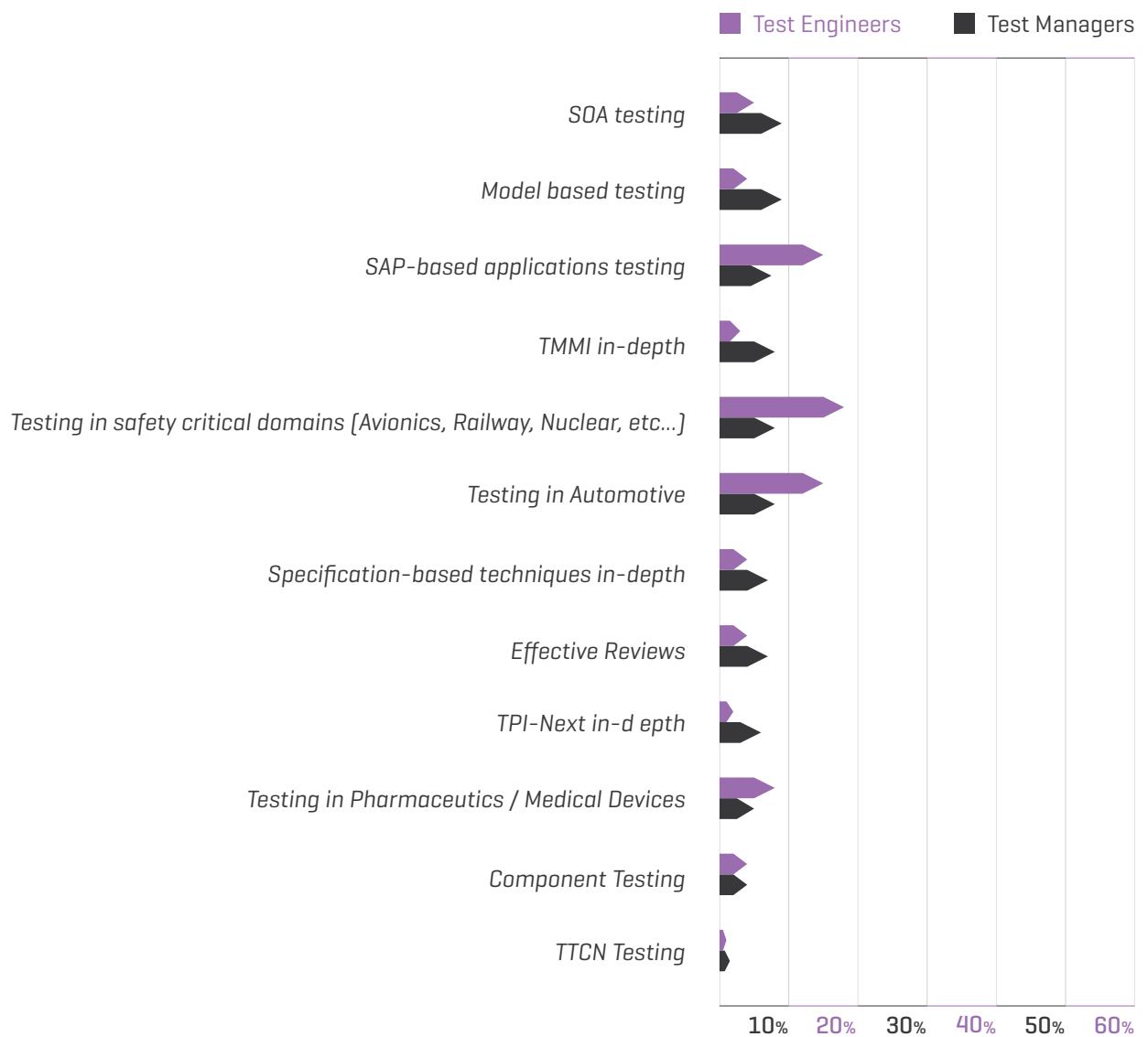
Please select at least 3 topics that you would like ISTQB® to address in the future.





In addition to Agile Testing [which was addressed by a specific question in the survey], Performance Testing, Testing for Mobile Devices, and Usability Testing have emerged as the most important topics in the industry. This finding was supported by both Test Managers and Test Engineers.

These three mainstream topics will be considered by ISTQB® as extensions to the current syllabi.



# CREDITS

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## Graphic



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