

# *Knowledge Transfer Survey*

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Preliminary results from 322 submissions collected onsite at KubeCon, Barcelona - May 2019



**instruct**



**KubeCon**



**CloudNativeCon**

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## What is the survey's value?

Tech is evolving fast. New innovations, updates, and microservices are released every day. This survey was designed to capture the mood within the community. We want to understand how individuals are keeping up with the rapid pace of innovation and change in tech - and how their organizations are supporting them to do so.

These preliminary results present a valuable insight and cross-section into the make up of KubeCon attendees - as well as their goals and challenges - which you and your company can use to better calculate the relevance and potential ROI of participating in them.

## Who is running the survey?

**Instruqt.com** is a one year old start-up. We're a hands-on lab platform. Think of us as the YouTube of sandboxes. Using Kubernetes, we host containers of your tech that you can then use to create HTML-embeddable sandboxes.

Then just like a YouTube video, you can share them publicly or privately, and embed them in your documentation - **all via browser**. You can also use our gamified learning platform to build out a series of sandboxes into a sequence of graded hands-on training labs. Creating your own online course or support your instructor-led training on our platform works great for internal or external teams, customer support, or even demos.

## Why launch this survey?

Since we are so young, it's critical for us to make sure we prioritize and develop the right features. So this Knowledge Transfer Survey is a critical piece of market research for us, and the first of several surveys we will be launching in 2019.

For us, these results also throw light on the organizational learning and knowledge transfer that takes place within software companies of different sizes, and with tech of differing levels of complexity. Helping us understand your learning and development pain-points and needs so we can develop the right features for you.

## Where are the results from?

The preliminary results of the Knowledge Transfer Survey are made up of 322 submissions collected onsite at KubeCon & CloudNativeCon, Barcelona 2019.

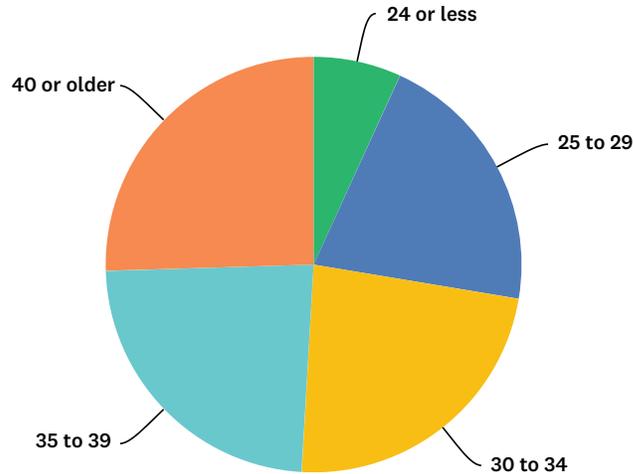
This survey will continue collecting results online and at international tech conferences for the rest of the year. An in depth analysis will be published in an end of year report. This annual report will also compile the final results of several additional surveys.

**Best wishes,**

Julian Jay Roux - CMO - [julian@instruqt.com](mailto:julian@instruqt.com)

# Q1 What is your age?

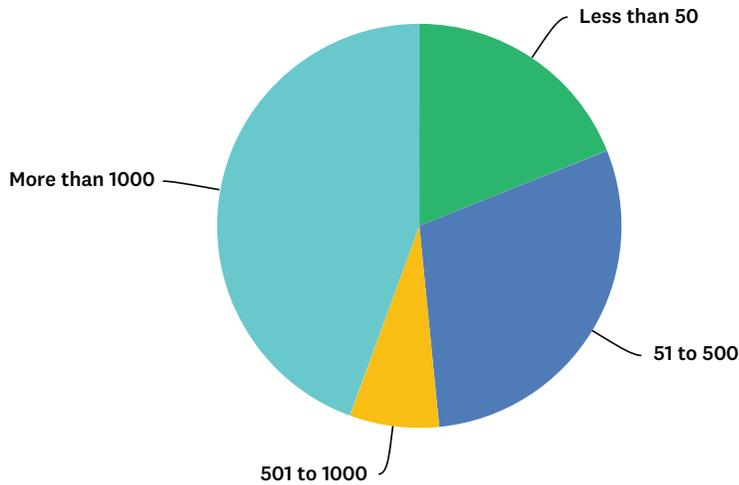
Answered: 322 Skipped: 0



ANSWER CHOICES	RESPONSES	
24 or less	6.83%	22
25 to 29	20.81%	67
30 to 34	23.29%	75
35 to 39	23.60%	76
40 or older	25.47%	82
TOTAL		322

# Q2 What is the size of your organization?

Answered: 322 Skipped: 0

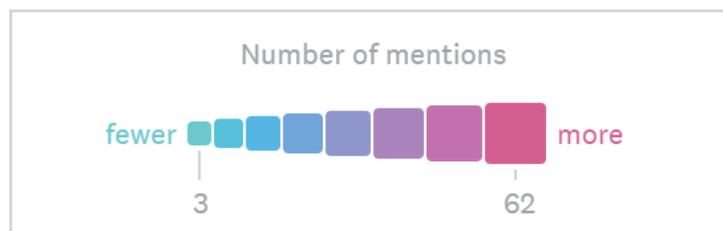


ANSWER CHOICES	RESPONSES	
Less than 50	18.94%	61
51 to 500	29.50%	95
501 to 1000	7.14%	23
More than 1000	44.41%	143
TOTAL		322

### Q3 What is your job title?

Answered: 322 Skipped: 0

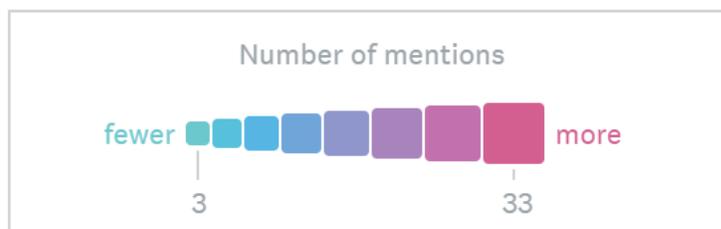
Cto System Administrators Platform Engineer Operation  
Infrastructure eng Sysadmin Chief Architect  
Team Lead Director Dev Ceo Principal sr  
SRE Sales manager Sw Engineer Cloud  
System Software engineer  
Marketing engineer Vp DevOps  
Solution Architect Architect development  
System Engineer Solution Senior  
Tech Lead Consultant Software  
Software developer Developer advocate Ops  
Tech Developer Product Lead Account manager  
Product manager



## Q4 What is your most important professional goal?

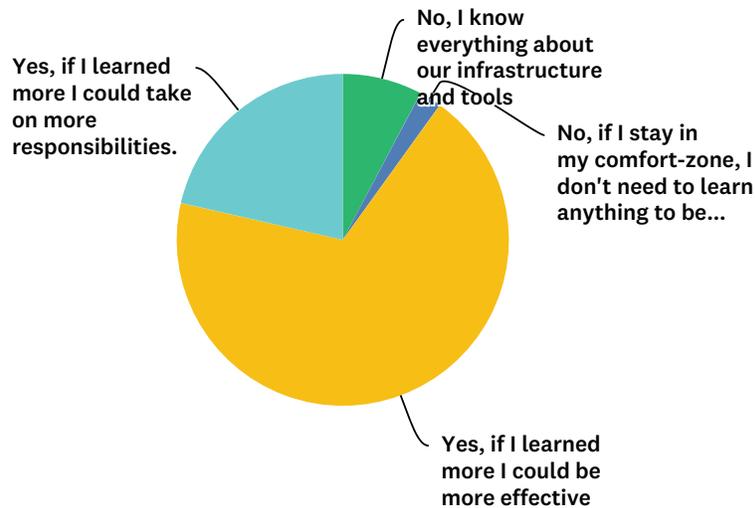
Answered: 283 Skipped: 39

things Career development Improve Cloud native  
technology Automate solutions Success  
Become software developers services  
running cloud Build satisfaction fun great  
product Deliver customers team  
**Learning** stuff **Keep** kubernetes  
better open source Make Develop growth  
work Stability Help k8s Leadership platform new  
knowledge Uptime Create k8s production Technical  
value



## Q5 Do you need to know more to do your job better?

Answered: 322 Skipped: 0



ANSWER CHOICES	RESPONSES	
No, I know everything about our infrastructure and tools	7.76%	25
No, if I stay in my comfort-zone, I don't need to learn anything to be sufficient	2.17%	7
Yes, if I learned more I could be more effective	68.63%	221
Yes, if I learned more I could take on more responsibilities.	21.43%	69
TOTAL		322

### Q3 COMMENTS:

These word cloud visualizations collect instances of words within individual responses and aggregate them: representing volume by size and colour. It is clear to see from Q3 results, that **engineer and variations of that role were the primary job function present at KubeCon**. DevOps and Cloud following in 2nd and 3rd place.

### Q4 COMMENTS:

Q4 results represents individual words present in responses about attendee goals. Learning, as the most used word within attendee's goal descriptions, strongly suggests that **learning is the most important professional goal within the tech community**. This gives us, as a Hands-on training labs platform, a great sense of validation that we're providing something useful and relevant to the community.

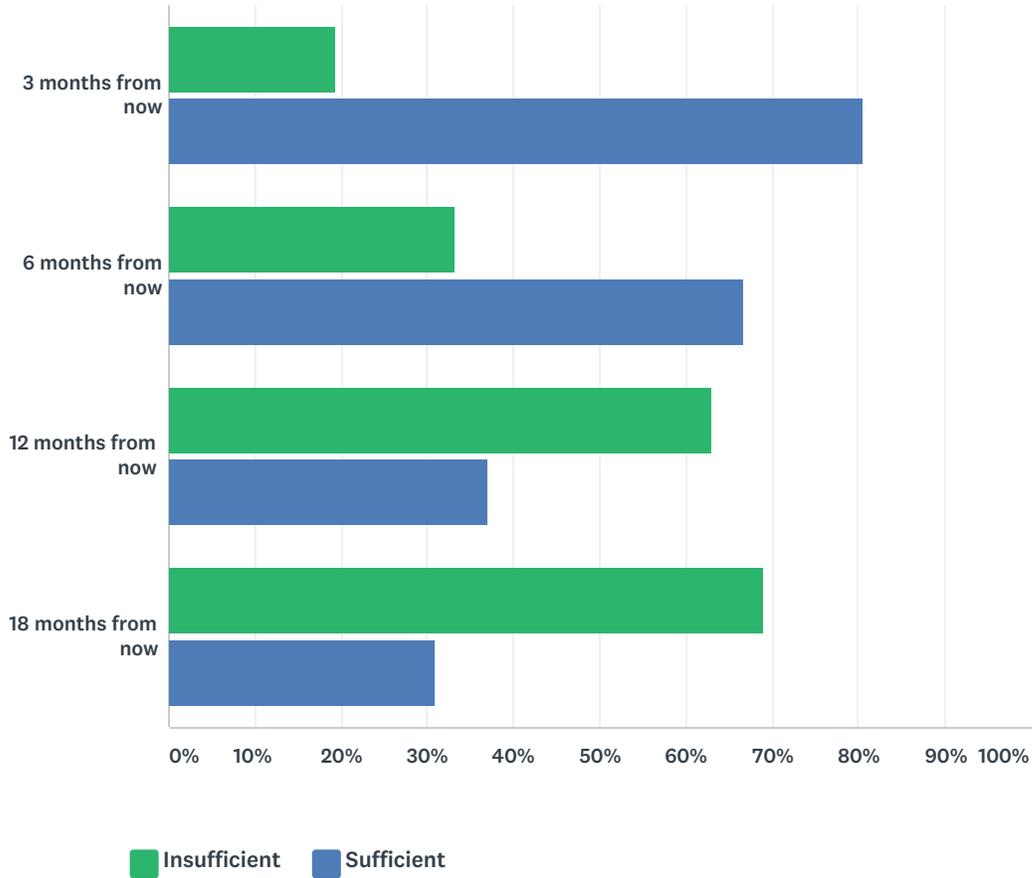
### Q5 COMMENTS:

Q5 is a yes or no question, with a more intensive yes and no response and less intensive yes and no response. **Over 90% of KubeCon attendees agree that they need to know more to do their job better** - with almost 70% scoping their response to becoming more effective with more knowledge - while over 20% agree that if they learned more they could take on more responsibilities.

### NOTES:

## Q6 Given the current rate of change in Tech, do you believe your current skill-level and skill-set will be sufficient...

Answered: 324 Skipped: 0



	INSUFFICIENT	SUFFICIENT	TOTAL	WEIGHTED AVERAGE
3 months from now	19.47% 51	80.53% 211	262	4.22
6 months from now	33.33% 88	66.67% 176	264	3.67
12 months from now	63.02% 167	36.98% 98	265	2.48
18 months from now	69.14% 177	30.86% 79	256	2.23

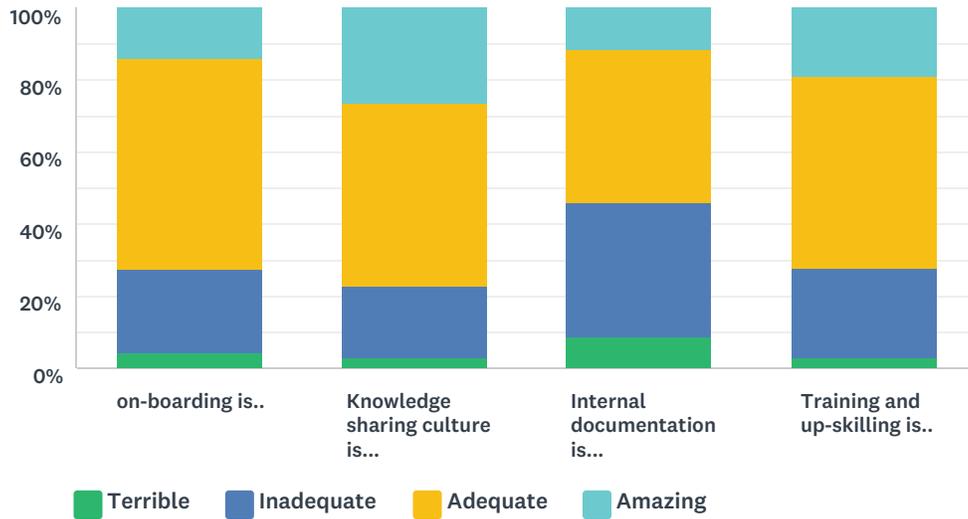
### Q6 COMMENTS:

This is probably the most important question in the survey. This question attempts to get a sense of how fast the community feels tech is evolving by looking at the expected life-span of an individual's current skill-level and skill-set. **Most people believe their current skill-level and skill-set will be insufficient in the next 9-12 months.** This means organizations should **provide training to their employees every 9 months - if not continuously.**

### NOTES:

## Q7 In terms of learning, my company's ...

Answered: 317 Skipped: 5



	TERRIBLE	INADEQUATE	ADEQUATE	AMAZING	TOTAL	WEIGHTED AVERAGE
on-boarding is..	4.56% 14	22.80% 70	58.63% 180	14.01% 43	307	3.55
Knowledge sharing culture is...	2.89% 9	20.26% 63	50.16% 156	26.69% 83	311	3.77
Internal documentation is...	8.77% 27	37.01% 114	42.53% 131	11.69% 36	308	3.11
Training and up-skilling is..	3.25% 10	25.00% 77	52.92% 163	18.83% 58	308	3.59

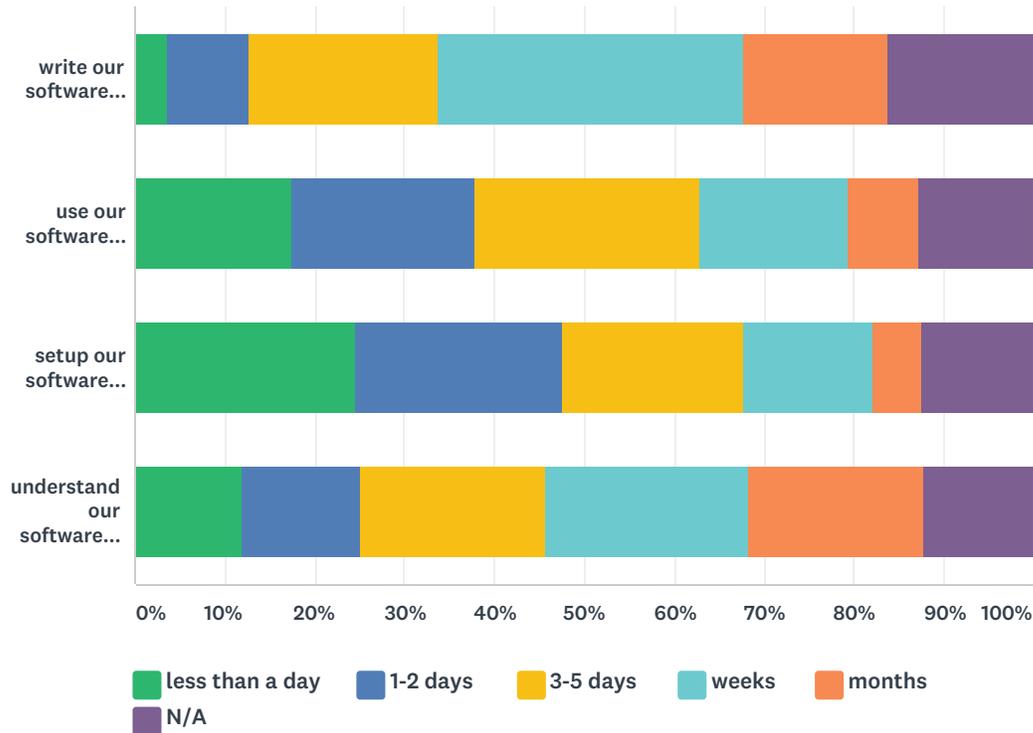
### COMMENTS:

Q7 attempts to build a sense of how tech companies are performing in 4 important areas of organizational learning. **Over 25% feel that on-boarding within their company is terrible or inadequate.** However, over 75% feel that the knowledge sharing culture within their company is adequate or amazing. Even so, when it comes down to practical application of knowledge transfer through internal documentation **over 45% feel their company's internal documentation is terrible or inadequate.** That means most companies could benefit by using our embeddable labs to improve their existing documentation. **Over 28% feel that training and up-skilling within their company is terrible or inadequate.** This isn't great when you consider most people feel they need to train and up-skill every 9-12 months to keep with innovation in tech (according to Q6 results).

### NOTES:

# Q8 In terms of usability and learning curves, learning to...

Answered: 313 Skipped: 9



	LESS THAN A DAY	1-2 DAYS	3-5 DAYS	WEEKS	MONTHS	N/A	TOTAL	WEIGHTED AVERAGE
write our software takes...	3.56% 11	9.06% 28	21.04% 65	33.98% 105	16.18% 50	16.18% 50	309	3.60
use our software takes...	17.43% 53	20.39% 62	25.00% 76	16.45% 50	7.89% 24	12.83% 39	304	2.74
setup our software takes...	24.42% 74	23.10% 70	20.13% 61	14.52% 44	5.28% 16	12.54% 38	303	2.46
understand our software takes...	11.88% 36	13.20% 40	20.46% 62	22.77% 69	19.47% 59	12.21% 37	303	3.28

## Q8 COMMENTS:

Q8 attempts to build out a sense of how complex infrastructure is and, overtime, will become.

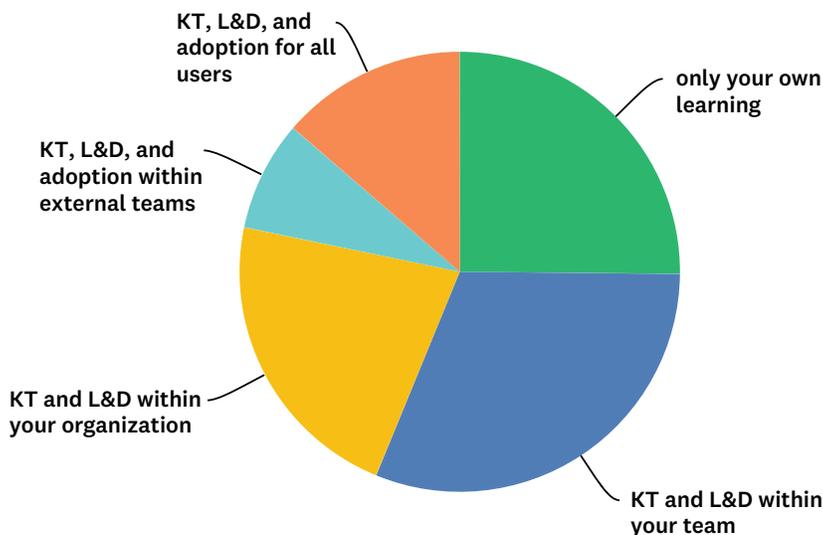
**Most software - 50% - takes weeks to months to learn to write** vs. 34% that takes less than 5 days to learn to write. This indicates that **an extended learning process is necessary for new developers**. [Something the instrukt.com has been specifically designed to provide.] In contrast, 68% of software takes less than 5 days to setup, of which 24% can be setup in less than a day. Vs. 20% that takes weeks or months to setup.

63% of software takes less than 5 days to learn to use vs. 24% that takes weeks to months to learn to use. However, **35% of software takes weeks or months to understand**. Indicating that learning to use software may be relatively easy for new customers, but fully understanding it takes them longer. This is important to note for **customer success concerns**.

## NOTES:

## Q9 In terms of Knowledge Transfer (KT) and Learning and Development (L&D) you're primarily responsible for:

Answered: 322 Skipped: 0



ANSWER CHOICES	RESPONSES	
only your own learning	25.16%	81
KT and L&D within your team	31.06%	100
KT and L&D within your organization	22.05%	71
KT, L&D, and adoption within external teams	8.07%	26
KT, L&D, and adoption for all users	13.66%	44
TOTAL		322

### Q9 COMMENTS:

Q9 was designed to work with Q3 (the job title question) to see where learning and development responsibility sits in most companies. With more responses we will be able to drill down deeper in the end of year report. What is most surprising about these preliminary results is that **75% are responsible for the learning and development of others**. This indicates two things:

One, that **learning and development is mostly decentralized within tech companies**.

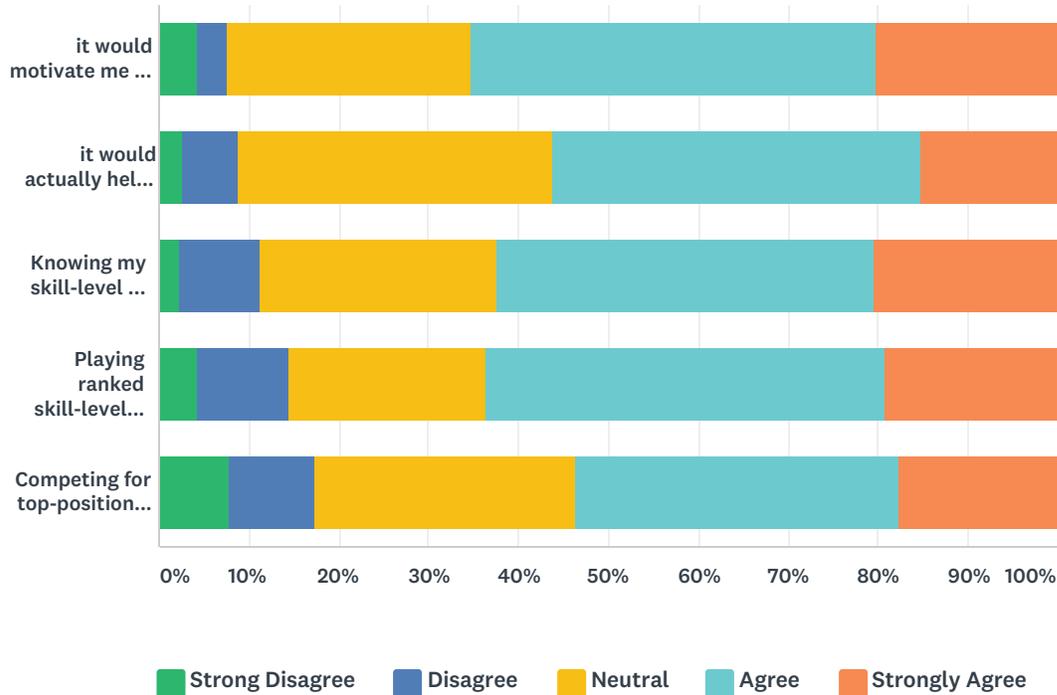
Secondly, when combined with the results of Q3, this suggests that **engineers and the developers are responsible for educating each other**.

Of course, learning and development is not their main job function or speciality which perhaps explains why internal documentation and onboarding are rated as so often as terrible or inadequate. Instruqt is built by developers for developers - we understand that knowledge transfer is an essential but low priority task in relation to actually executing your main functions. So we want to make it as easy as possible to make and digest training material for everyone.

### NOTES:

# Q10 How strongly do you agree with the following statements about gamified learning?

Answered: 317 Skipped: 5



	STRONG DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
it would motivate me to learn more	4.18% 13	3.54% 11	27.01% 84	45.02% 140	20.26% 63	311	3.74
it would actually help me learn better	2.59% 8	6.15% 19	34.95% 108	41.10% 127	15.21% 47	309	3.60
Knowing my skill-level was ranked below average would motivate me to learn more	2.27% 7	9.06% 28	26.21% 81	42.07% 130	20.39% 63	309	3.69
Playing ranked skill-level tournaments with colleagues would be good team-building	4.18% 13	10.29% 32	21.86% 68	44.37% 138	19.29% 60	311	3.64
Competing for top-position on a ranked skill-level leader board would motivate me to learn more	7.84% 24	9.48% 29	29.08% 89	35.95% 110	17.65% 54	306	3.46

## Q10 COMMENTS:

in learning psychology, boredom is well known to be the enemy of learning. To make learning more engaging and remove boredom as an obstacle, Instruqt is integrating gamification into our hands-on labs training platform. To understand and validate our intuition, Q10, the final question of this survey, attempts to get a feeling for the tech communities general attitude towards gamification.

**65% agree or strongly agree gamified learning would motivate them to learn more** vs. 8% that disagree or strongly disagree. **56% agree or strongly agree gamified learning would help them learn more effectively** vs. 9% that disagree or strongly disagree. These results really make us feel validated and that gamified learning is something the tech community appreciates. The question about **team-building was the most divisive question** (with the least neutral responses). It is also the question where the most people agree or strongly agree. This implies we should be careful to make sure **gamification remains discreet and potentially optional**.

# ***About Instruqt***

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Our mission is to empower everyone in the tech community to develop new skills, by enabling a culture of continuous learning and knowledge-sharing.

## ***How we do it***

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Think of us as the YouTube of sandbox environments.

We host your tech so you can deliver in-browser hands-on training via instructor-led labs - or as self-paced learning via our course platform. Whether it's for internal or external training, P.O.C demo's, customer support, or embedding sandboxes into your website or documentation - we've got you covered.

## ***Contact us***

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