



# What open source lovers want?

**Erwin Tenhumberg**  
**Community Development and Marketing**  
**Open Source Group**  
**Sun Microsystems**

September 2006



# What I will talk about

- OpenOffice.org Developer Surveys
- OpenOffice.org User Surveys
- User Feedback == Potential To-Do List Items

# OOoCon Ad-hoc Developer Survey - Top 3

- 1) Build system pain
- 2) Modularization, refactoring, clean-up
- 3) Specifications and code review

n = 25 Participants

## Other issues mentioned












- Community management and process
- Translation process, i18n
- Development docs
- Replacing VCL and UI development
- **Focus on actual user satisfaction**

# OpenOffice.org Contributor Survey










- Promoted on various developer mailing lists
- Focus on code contributors
- 30 people participated

# Contributions of survey participants

## 8. What have you already contributed to THE PROJECT?

Source Code		73.3%	(22)
Bug Reports		80.0%	(24)
Documentation		33.3%	(10)
Document Templates		6.7%	(2)
Feature Specifications		30.0%	(9)
UI Design		13.3%	(4)
Other: Developers		3.3%	(1)
Other: Internationalisation		6.7%	(2)
Other: tech support at OOoForum		3.3%	(1)
Other: Translations		3.3%	(1)
Other: web design discussion		3.3%	(1)

## 9. Which of these contributions have already been accepted by THE PROJECT?

Source Code		63.3%	(19)
Bug Reports		80.0%	(24)
Documentation		33.3%	(10)
Document Templates		10.0%	(3)
Feature Specifications		23.3%	(7)
UI Design		6.7%	(2)
I haven't contributed anything yet			(0)
Other: Internationalisation		6.7%	(2)
Other: tech support at OOoForum		3.3%	(1)
Other: Translations		3.3%	(1)

# OOo Survey: What three things do you like most about OpenOffice.org?

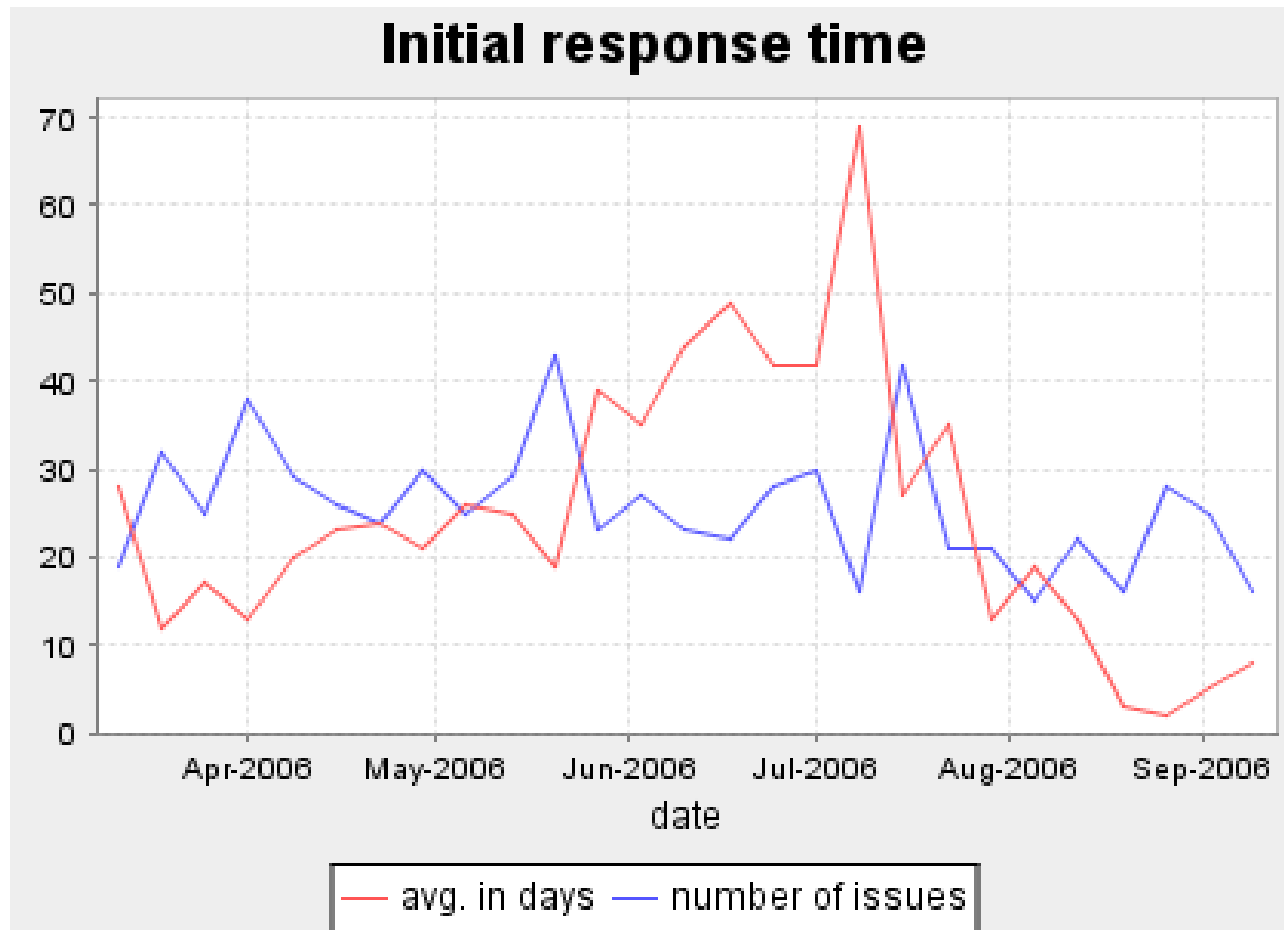
- The high visibility of the project, e.g.
  - > Broadly used end-user product
  - > Best Microsoft alternative
  - > Participation from large companies
- The community experience, e.g.
  - > Distributed development
  - > Team work via IRC and email
  - > OpenOffice.org Conference (OOoCon)
- Technology exposure / learning new skills, e.g.
  - > UNO

# What three things do you find most annoying about OpenOffice.org?

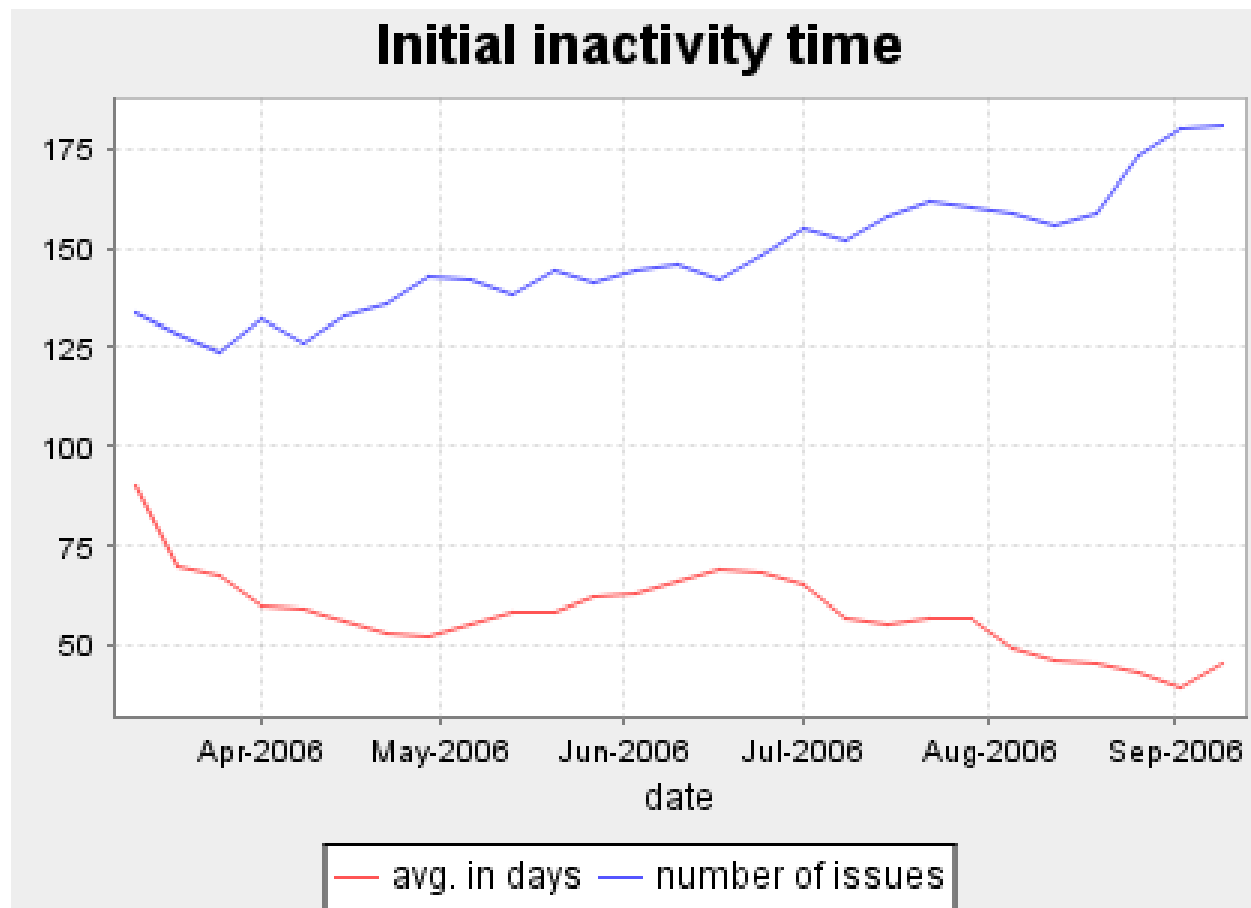
- Bug fix inclusion process, e.g.
  - > Inclusion of bugs takes too long
  - > Complex process
- Code complexity
- Lack of documentation
- Build system, e.g.
  - > Builds take too long
  - > Build system not easy to understand
- Project infrastructure, e.g.
  - > Performance and reliability



# New Patch Metrics: Initial Response Time (IRT)

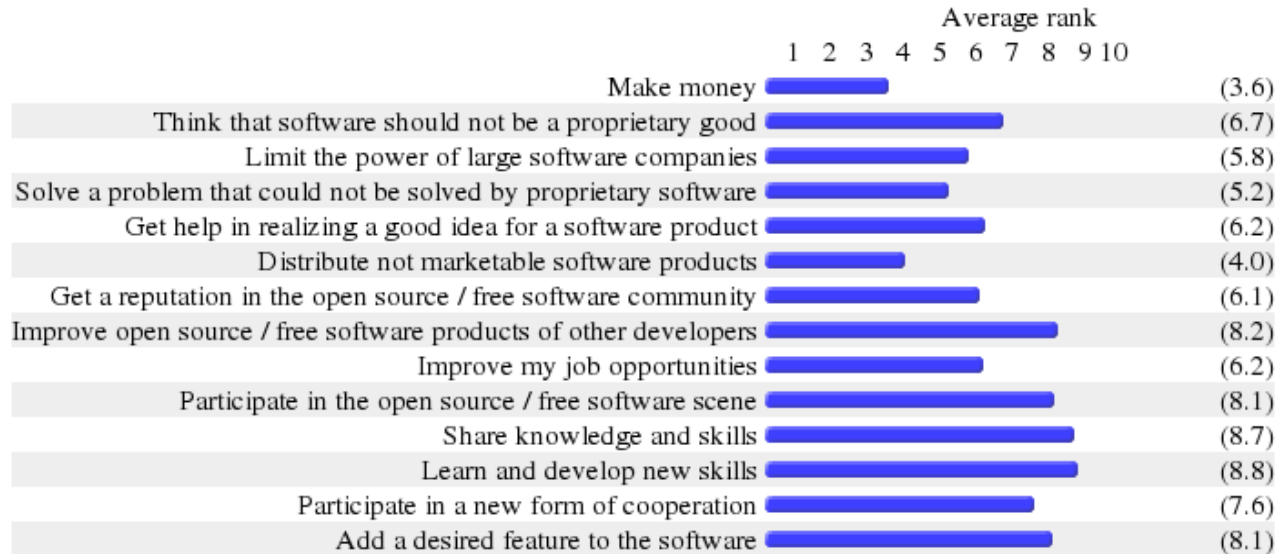


# New Patch Metrics: Issue Inactivity Time (IIT)

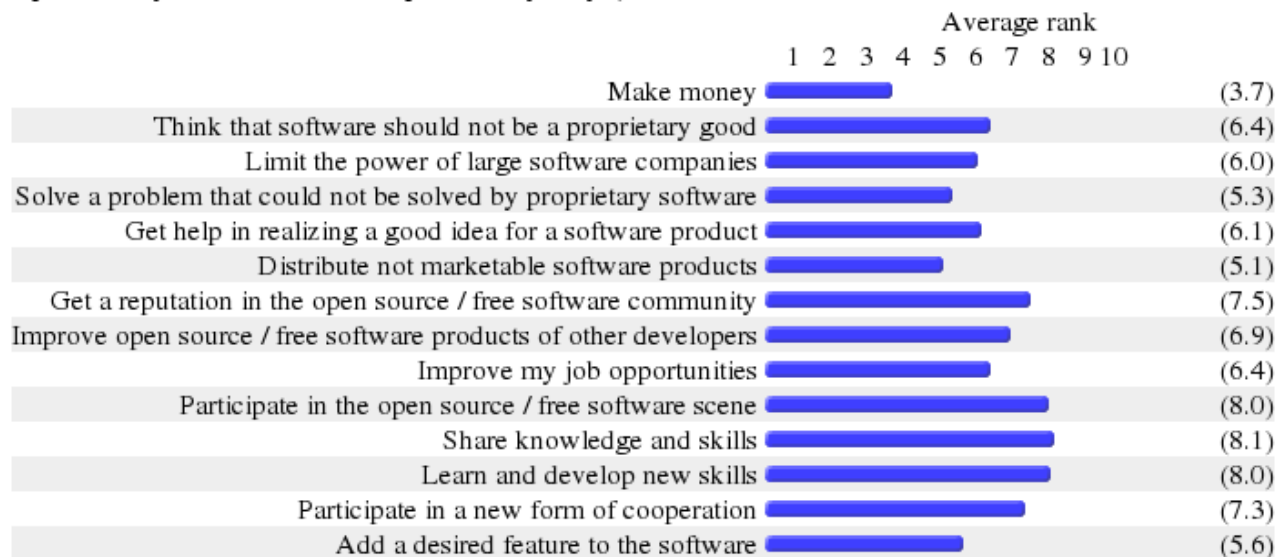


# Motivations for Participation

**4. IN GENERAL, what motivates you to contribute code to an open source project? Rate between 1 and 10 (1 equals "does not motivate at all" and 10 equals "strong motivator"):**

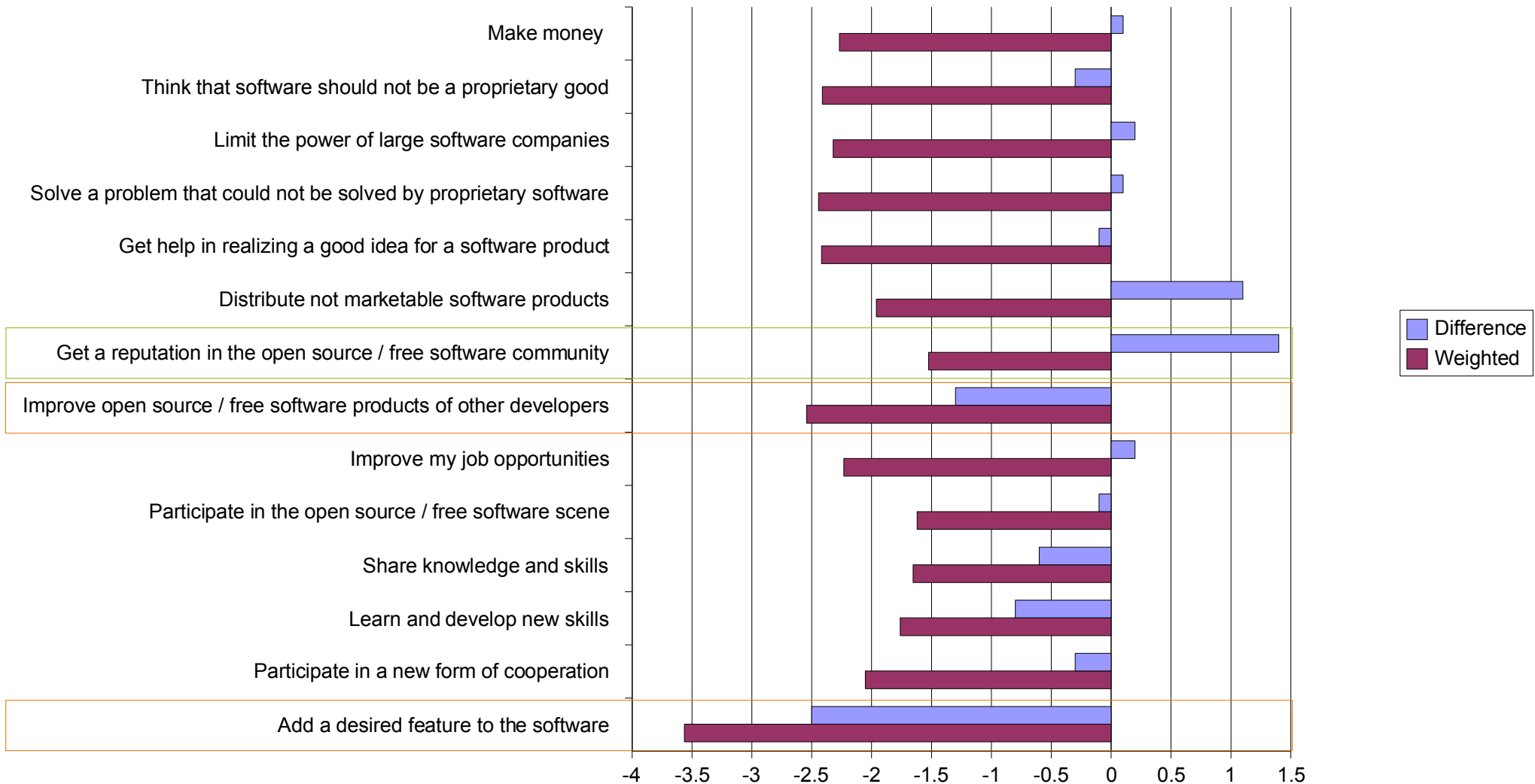


**5. How easily does THE PROJECT make it for you to accomplish your goals? Rate between 1 and 10 (1 equals "very difficult" and 10 equals "very easy"):**



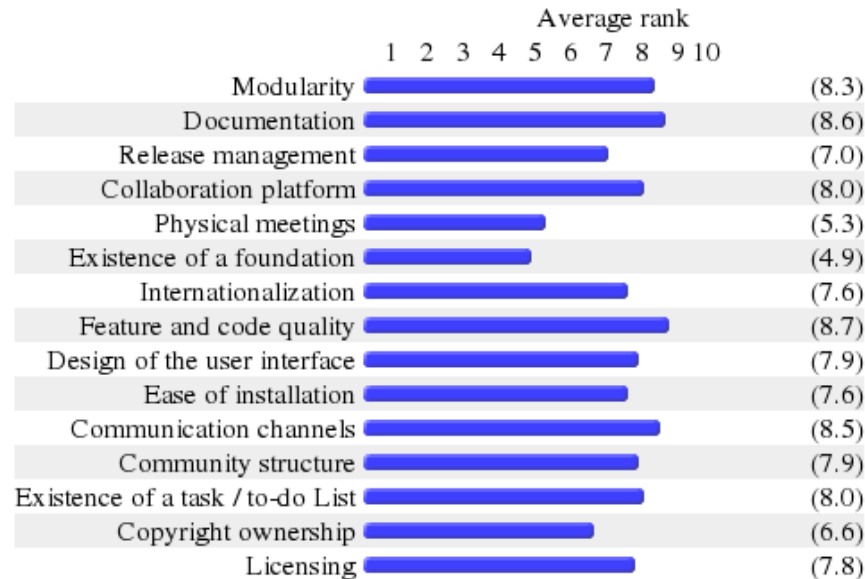
# Motivations - The Good and the Bad

## Contributor Goals

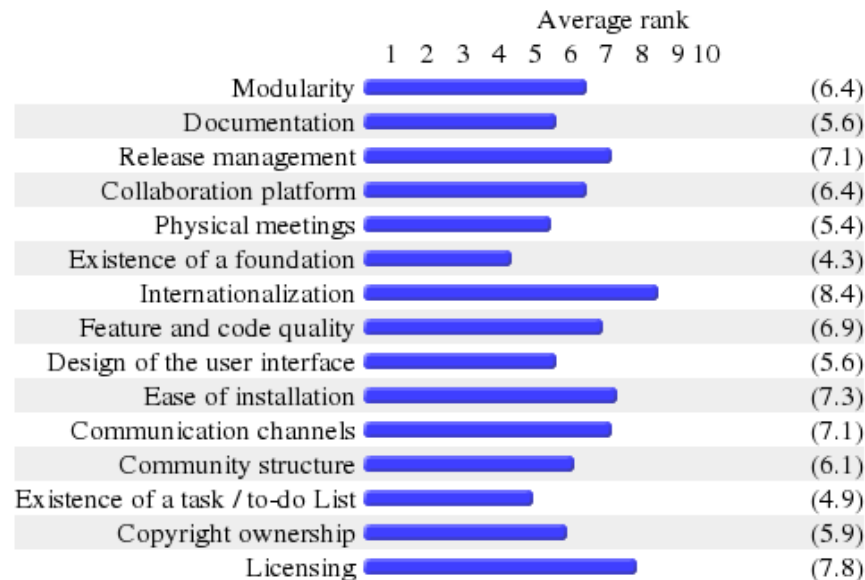


# Key influencing Factors

6. IN GENERAL, what do you think are the key influencing factors for community building for an open source project (1 equals "NOT important at all" and 10 equals "very important")!

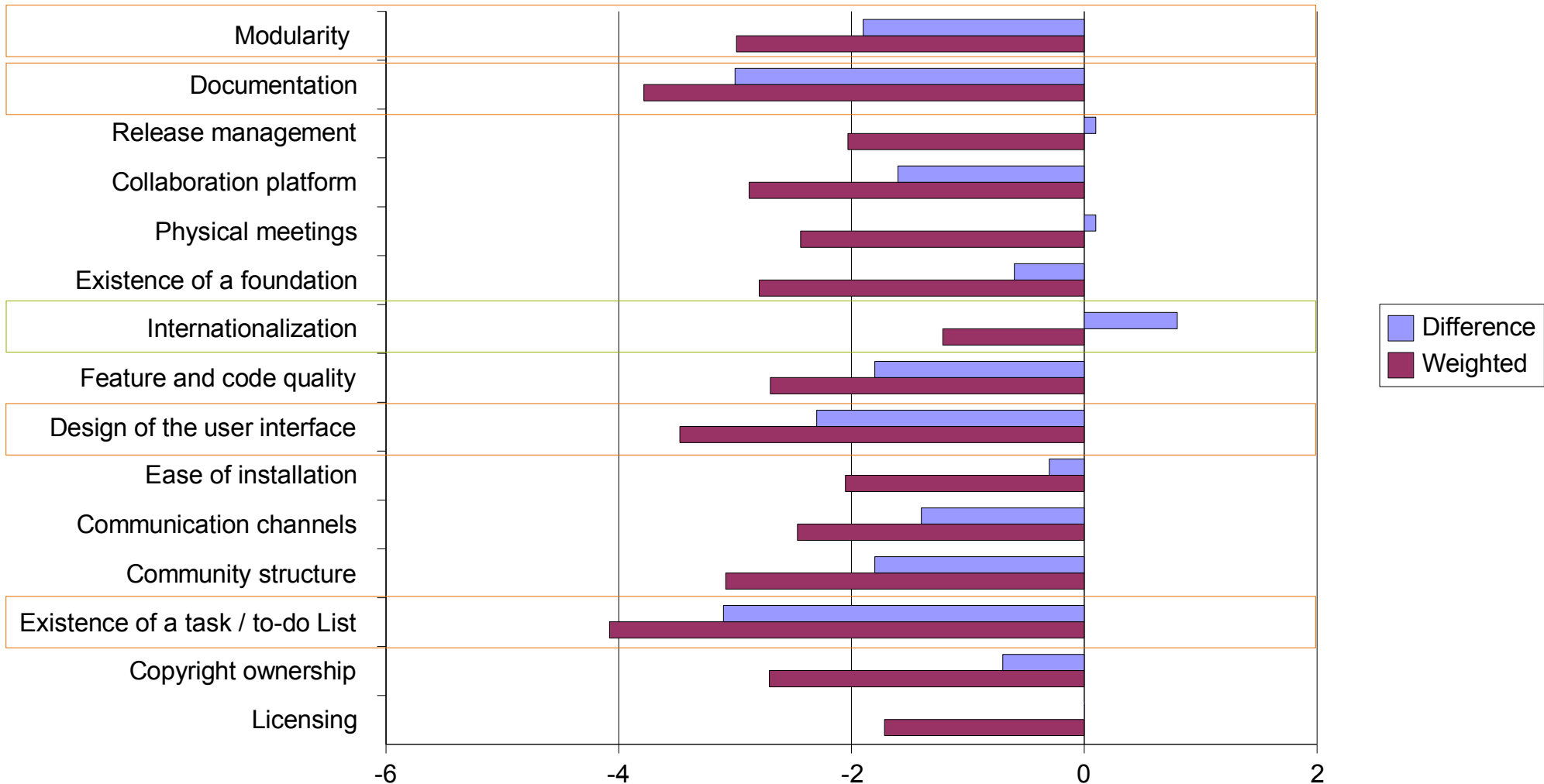


7. How well does THE PROJECT address the different influencing factors? Rate between 1 and 10 (1 equals "not well at all" and 10 equals "very well")!



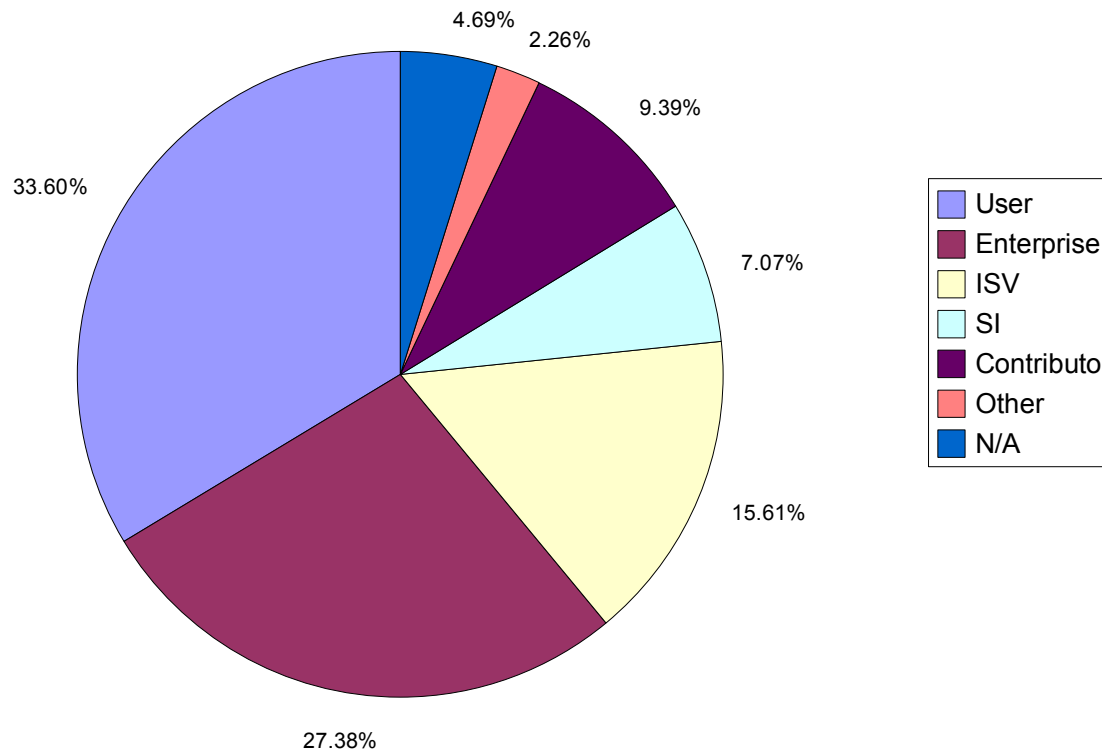
# Influencing Factors - Good/Bad

## Influencing Factors



# OpenOffice.org Developer Survey on development.openoffice.org (ended)

OO.o Developer Interest by Company Type



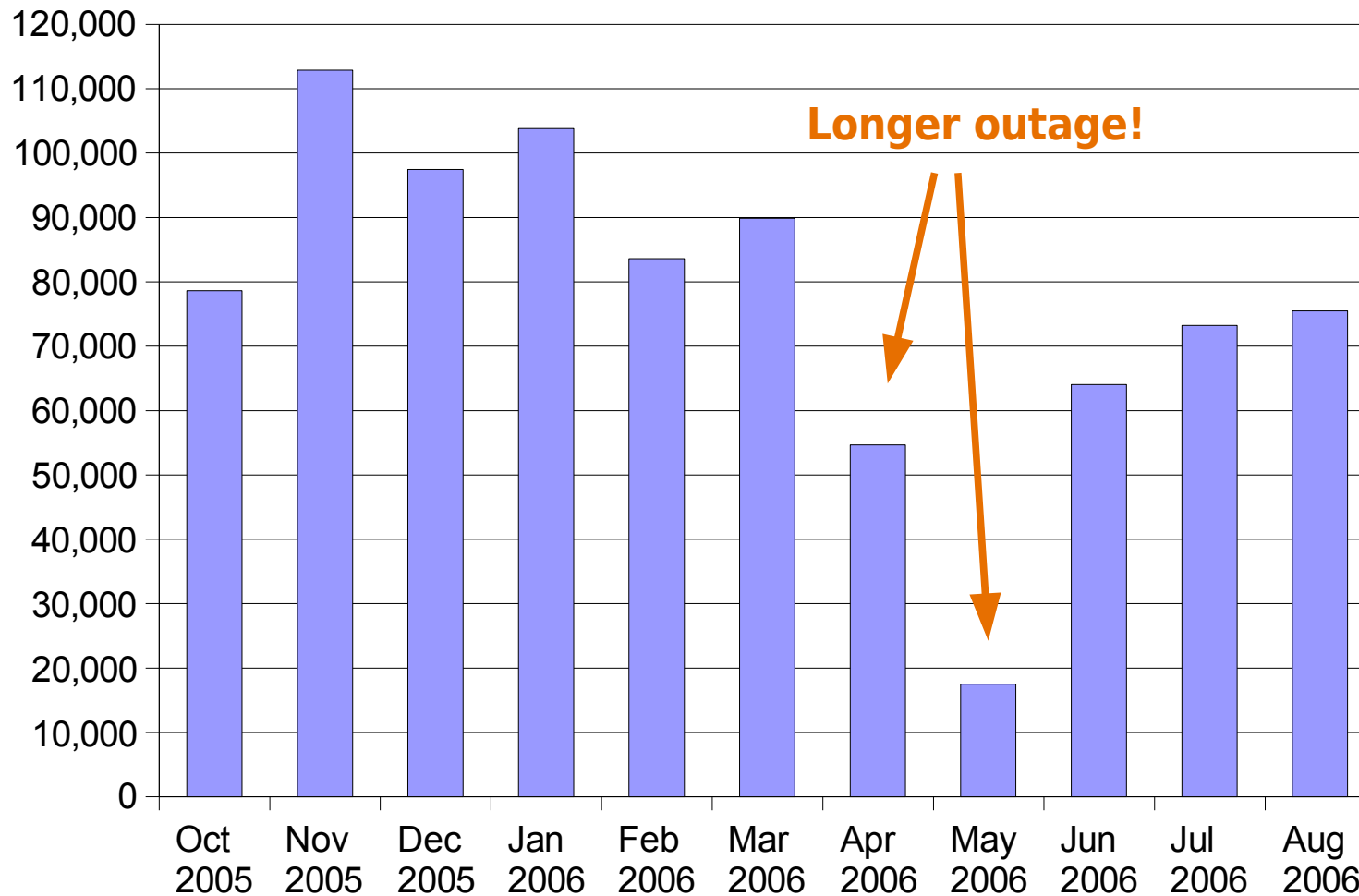
# OpenOffice.org User Survey

- Started 20 October 2005, i.e. the launch of OpenOffice.org 2.0
- Only available in English!!!
- People get to the survey via the registration dialog
- Link to the survey has been deactivated by quite a few (Linux) distributions
- More than 900,000 participants so far



# More than 2,000 participants per day!!!

## OpenOffice.org User Survey Participation



# 80% new survey participants

## Is this the first time you are completing an OpenOffice.org registration survey?

Yes - this is the first time I take the registration survey.	595,535	80.62%
No - I took the same survey on an older OpenOffice.org software version.	68,217	9.23%
No - I took the same survey from another computer with the same OpenOffice.org software version installed.	20,020	2.71%
No - I have completed an older version of the user survey.	13,188	1.79%
I cannot remember.	41,721	5.65%

# More than 60% new users

## How long have you been using OpenOffice.org?

I just installed it for the first time.	460,826	62.74%
1-6 months	84,368	11.49%
6-12 months	48,134	6.55%
1-2 years	75,631	10.30%
more than 2 years	65,515	8.92%

# How People find out about OpenOffice.org

## How did you find out about OpenOffice.org?

Someone recommended it to me.	257,510	43.35%
I read about it.	203,746	34.30%
A web search (e.g. Google) led me to it.	48,723	8.20%
I found a link on a website other than www.openoffice.org.	44,621	7.51%
It has been installed in my company's desktops	22,085	3.72%
I heard about it on the radio or TV.	10,956	1.84%
At a conference/presentation/public demonstration.	6,341	1.07%

# OpenOffice.org Distribution/Acquisition

## How did you obtain your copy of OpenOffice.org software ?

Download from the main OpenOffice.org website.	436,501	69.90%
Download from mirror site	73,642	11.79%
Magazine CD.	41,666	6.67%
A friend gave it to me.	20,433	3.27%
Download through peer-to-peer network (bittorrent).	14,449	2.31%
Bundled together with my operating system.	7,903	1.27%
It came pre-installed on my new computer.	7,492	1.20%
Bought OpenOffice.org CD	7,412	1.19%
It has been installed in my company/school/university desktops.	5,127	0.82%
My company/school/university gave me a copy.	4,664	0.75%
Free CD give-away at a public meeting/presentation/trade show.	4,386	0.70%
Bought StarOffice	790	0.13%

# Majority is using OpenOffice.org 2.0.x

**What version of the OpenOffice.org software do you use ?**

0.x	1,689	0.24%
1.0	5,099	0.72%
1.0.x	4,838	0.68%
1.1	13,695	1.93%
1.1.x	36,125	5.08%
1.9.x	9,385	1.32%
2.0	319,845	44.98%
2.0.x	260,094	36.57%
I don't know.	60,383	8.49%

# Platform Importance

**What platform (operating system) are/will you mainly be using OpenOffice.org on?**

WindowsXP	569,209	79.64%
Linux(Intel x86)	43,231	6.05%
Windows2000	42,428	5.94%
Windows98(SE/ME)	31,741	4.44%
Mac OS X	15,963	2.23%
WindowsNT4.0	3,007	0.42%
Other	2,502	0.35%
Windows95	1,647	0.23%
FreeBSD	1,439	0.20%
Linux(PowerPC)	1,387	0.19%
Solaris	568	0.08%

# OpenOffice.org Users by Country (Top 15)

What country do you live in ?

United States	196,990	27.39%
Germany	74,722	10.39%
France	68,719	9.56%
United Kingdom	47,055	6.54%
Canada	28,804	4.01%
Italy	25,514	3.55%
Netherlands	22,322	3.10%
Australia	16,469	2.29%
Brazil	14,346	2.00%
Spain	12,656	1.76%
Belgium	12,031	1.67%
Japan	11,983	1.67%
Poland	11,174	1.55%
Switzerland	9,250	1.29%
Norway	8,894	1.24%



# Importance of Languages (Top 15)

What language do/will you mainly work in when you use your OpenOffice.org software?

English (en)	367,797	51.70%
Deutsch (de)	80,846	11.36%
Français (fr)	77,419	10.88%
Nederlands (nl)	23,423	3.29%
Español (es)	23,008	3.23%
Italiano (it)	21,832	3.07%
Português do Brasil (br)	11,509	1.62%
Japanese (ja)	11,223	1.58%
Polish (pl)	9,397	1.32%
Russian (ru)	8,811	1.24%
Norwegian (no)	7,986	1.12%
Dansk (da)	7,954	1.12%
Chinese (zh-CN, zh-TW)	6,933	0.97%
Česky (cs)	6,099	0.86%
Suomi (fi)	5,760	0.81%

# Primary Use of OpenOffice.org

## Where are/will you primarily using OpenOffice.org ?

at home	541,154	75.28%
at work	136,989	19.06%
at university	29,011	4.04%
at school	11,722	1.63%

# Industries / Verticals

## What is the industry sector/vertical of your company?

Other	46,068	23.33%
IT: Software / Hardware / Services	36,965	18.72%
Education / Research / Science	28,363	14.36%
Manufacturing	13,118	6.64%
Government / Defense / Military	10,333	5.23%
Healthcare	8,928	4.52%
Financial Services	8,927	4.52%
Media/Entertainment/Publishing	8,251	4.18%
Retail Trade	7,808	3.95%
Telecommunication	6,136	3.11%
Automotive	4,669	2.36%
Not for Profit / Church	4,541	2.30%
Legal	4,122	2.09%
Energy	3,941	2.00%
Agriculture	3,273	1.66%
Life Sciences	2,007	1.02%

# Company Sizes

## How many office suite users does your company have?

1-9	92,212	49.56%
10-99	32,695	17.57%
100-999	18,287	9.83%
1,000-9,999	9,809	5.27%
10,000-99,999	4,485	2.41%
100,000 and more	2,291	1.23%
I do not know.	26,269	14.12%

# Switch/Migration Rate

What is the percentage of those users that have already switched to OpenOffice.org?

0%	35,528	19.52%
1-19%	55,433	30.46%
20-39%	11,847	6.51%
40-59%	11,106	6.10%
60-79%	6,064	3.33%
80-99%	5,653	3.11%
100%	19,318	10.62%
I don't know.	37,032	20.35%

# Feature Area Importance

## What tasks do you frequently do (at least one per month) ?

Create and modify TEXT document templates	561,512	65.88%
Create new TEXT documents based on existing templates	473,579	55.56%
Open/read TEXT documents	646,919	75.90%
Create and modify SPREADSHEET document templates	333,603	39.14%
Create new SPREADSHEET documents based on existing templates	313,975	36.84%
Open/read SPREADSHEET documents	416,289	48.84%
Generate/create/develop/modify MACROS	103,615	12.16%
Use documents containing MACROS	137,965	16.19%
Use financial and statistical FORMULAS	200,224	23.49%
Create and modify PRESENTATION document templates	253,587	29.75%
Create new PRESENTATION documents based on existing templates	257,775	30.24%
Open/read/view PRESENTATION documents	335,248	39.33%
Create new desktop/Access-like DATABASES	156,873	18.41%
Use desktop/Access-like DATABASES	186,822	21.92%

# Opportunities for Complementary Products

## What else would you like to learn about?

OpenOffice.org Books	205684	24.13%
Databases	171387	20.11%
OpenOffice.org Training	166617	19.55%
OpenOffice.org Support	147161	17.27%
Linux Desktops	146321	17.17%
Clipart Graphics	142913	16.77%
Document Templates	142398	16.71%
Development Tools	107359	12.60%
MS Exchange Alternatives	92694	10.88%
(Macro) Migration Tools	68574	8.05%
(Macro) Migration Services	60372	7.08%
Integrated solutions for your industry sector/vertical	49196	5.77%

# About 70% of the users are not interested in contributing back to OpenOffice.org – Can we change that?

Would you be interested in contributing to the OpenOffice.org project? If yes, what would you mainly want to do?

No, I'm not interested.	468,893	69.04%
Help with QA and testing	75,023	11.05%
Create and distribute CDs	26,672	3.93%
Donate money	24,568	3.62%
Translate documentation	20,820	3.07%
Do marketing	18,639	2.74%
Write documentation	17,084	2.52%
Write bug fixes	10,499	1.55%
Help to localize the application	10,193	1.50%
Provide help on mailing lists	6,756	0.99%



What users want,  
and what new developers  
could look at

# Top-12 Wishes (“announce”, Dec. 2004)

- Microsoft interoperability incl. macro support
- Microsoft Access clone/alternative
- Performance and stability
- Groupware client (PIM / Microsoft Outlook clone/alternative)
- Dictionaries, spell checking, grammar checking
- Mac version
- Modern UI
- PDF export and import
- Bibliographic tool
- AutoUpdate
- Support for distributed editing / collaboration
- Document templates

# Top Barriers for Businesses (User Survey)

- Microsoft compatibility (including roundtrip)
- Inertia
- Existing vendor relationship
- Training costs
- Visibility of OpenOffice.org
- Open source / non-Microsoft mistrust
- Third party integration/support
- Existing Microsoft Office licenses
- Missing Outlook alternative
- Missing VBA macro support
- Support availability (internal and external)
- Migration costs
- Usability

# Top Annoyances (User Survey, 1 of 2)

- Microsoft Office compatibility
- Startup performance
- General performance
- Ease-of-use
- Stability
- Microsoft UI compatibility
- Memory usage
- Macro recorder

# Top Annoyances (User Survey, 2 of 2)

- Mail merge
- Developer documentation
- Base functionality
- Microsoft Access import/support
- Chart functionality
- Bullets and numbering
- Poor HTML export
- Online help

# Things that should be added (1 of 2)

- Improved compatibility (including rountrip)
- Outlook alternative
- MS Access alternative (including reports)
- Better macro recorder/editor
- PDF import
- VBA macro migration/conversion
- HTML/XHTML editor (including CSS support)

# Things that should be added (2 of 2)

- Improved/extended PDF export (e.g. security features)
- More/better photo editing features
- More/better templates
- Grammar check
- Developer documentation
- More/better dictionaries
- Better PivotTable support

# Top Issue Tracker RFE's

Issue list - Mozilla Firefox

File Edit View Go Bookmarks Tools Help deljcio.us

http://www.openoffice.org/issues/buglist.cgi?resort=1&Submit%20query=Submit%20query;issue\_type=ENHANCEMENT;issue\_type=FE

Getting Started Latest Headlines

Proxy: Sun Holland Apply Edit Remove Add Status: Using Sun Holland Preferences

Issue list (6934 issues found)

This list exceeds Issue Tracker's history capacity; the Next/Prev/First/Last buttons won't appear.

Wed Sep 6 01:07:37 -0700 2006

ID	Type	Pri	State	Votes	Summary	Long Summary
<a href="#">2497</a>	ENHANC	P3	NEW	324	allow import of SVG (Scalable Vector Graphics)	allow import of SVG (Scalable Vector Graphics)
<a href="#">12686</a>	FEATUR	P3	NEW	146	Tabbed Document Windows	Tabbed Document Windows
<a href="#">30631</a>	FEATUR	P3	STARTE	137	R2L enabled controls	R2L enabled controls
<a href="#">972</a>	ENHANC	P3	STARTE	131	Alignment of baselines of formula and text in writer	Alignment of baselines of formula and text in writer
<a href="#">4260</a>	ENHANC	P5	STARTE	125	Proposals for Bibliographic facility enhancements.	Proposals for Bibliographic facility enhancements.
<a href="#">49991</a>	FEATUR	P3	NEW	112	Allow embedding SVG vector graphics into all documents.	Allow embedding SVG vector graphics into all documents.
<a href="#">10384</a>	ENHANC	P3	NEW	100	filter to import pdf files	filter to import pdf files
<a href="#">6193</a>	ENHANC	P3	NEW	99	Notes hard to see and edit	Notes hard to see and edit
<a href="#">32117</a>	FEATUR	P3	NEW	98	SQLite SDBC driver for OOo	SQLite SDBC driver for OOo
<a href="#">28526</a>	ENHANC	P3	NEW	93	Allow anti-aliasing of drawing objects	Allow anti-aliasing of drawing objects
<a href="#">8949</a>	FEATUR	P3	NEW	86	[RFE] query on several tables of a DBase/Calc database	[RFE] query on several tables of a DBase/Calc database
<a href="#">18024</a>	ENHANC	P3	STARTE	84	Direction of weak characters: A new method for dealing with	Direction of weak characters: A new method for dealing with text direction without using keyboard layout
<a href="#">3395</a>	ENHANC	P3	STARTE	73	Reveal formatting codes	Reveal formatting codes
<a href="#">4914</a>	FEATUR	P3	NEW	68	"normal" view option needed	"normal" view option needed
<a href="#">1761</a>	ENHANC	P3	NEW	65	Zoom should align to center, not left	Zoom should align to center, not left
<a href="#">3959</a>	ENHANC	P3	NEW	62	Outline View (aka MS Word)	Outline View (aka MS Word)
<a href="#">15666</a>	ENHANC	P3	STARTE	62	Search and Replace - can't substitute regular expression sub	Search and Replace - can't substitute regular expression subexpression in replace
<a href="#">25072</a>	FEATUR	P3	NEW	62	Specification: Cross-References to Headings	Specification: Cross-References to Headings
<a href="#">386</a>	FEATUR	P3	STARTE	61	Select 'Range' for error bars	Select 'Range' for error bars
<a href="#">22406</a>	ENHANC	P3	STARTE	59	Mozilla / Firefox-like plug-in (stand alone) for viewing OOo	Mozilla / Firefox-like plug-in (stand alone) for viewing OOo documents online.
<a href="#">19291</a>	FEATUR	P3	NEW	57	Split Windows for single document	Split Windows for single document
<a href="#">33851</a>	FEATUR	P3	NEW	57	Behavior with cut/copy/paste/fill cells and autofilter	Behavior with cut/copy/paste/fill cells and autofilter
<a href="#">10547</a>	FEATUR	P4	NEW	57	Add UML symbols to OO Draw	Add UML symbols to OO Draw
<a href="#">24969</a>	ENHANC	P4	NEW	56	Presentation should play a sound file over more than one sli	Presentation should play a sound file over more than one slide
<a href="#">3997</a>	FEATUR	P2	STARTE	55	Flexible source ranges - Add option, to select	Flexible source ranges - Add option, to select x-values for different y-values / columns separately

Done Proxy: Sun Holland



# Top Issue Tracker RFE's

Issue list - Mozilla Firefox

File Edit View Go Bookmarks Tools Help deljicio.us

http://www.openoffice.org/issues/buglist.cgi?resort=1&Submit%20query=Submit%20query;issue\_type=ENHANCEMENT;issue\_type=FE

Getting Started Latest Headlines

Proxy: Sun Holland Apply Edit Remove Add Status: Using Sun Holland Preferences

<a href="#">10547</a>	FEATUR	P4	NEW	57	Add UML symbols to OO Draw	Add UML symbols to OO Draw
<a href="#">24969</a>	ENHANC	P4	NEW	56	Presentation should play a sound file over more than one sli	Presentation should play a sound file over more than one slide
<a href="#">3997</a>	FEATUR	P2	STARTE	55	Flexible source ranges - Add option, to select x-values for	Flexible source ranges - Add option, to select x-values for different y-values / columns separately
<a href="#">14007</a>	FEATUR	P3	NEW	50	Allow moving rows and columns via drag and drop. Microsoft E	Allow moving rows and columns via drag and drop. Microsoft Excel allows to move rows and columns. Moving column copy and paste of the data. No empty columns should be left behind.
<a href="#">46333</a>	FEATUR	P3	NEW	50	Native Linux install package using autopackage	Native Linux install package using autopackage
<a href="#">4219</a>	ENHANC	P5	STARTE	49	Make Maximum page size 2m x 2m	Make Maximum page size 2m x 2m
<a href="#">18486</a>	ENHANC	P3	NEW	48	Dual Screen Support.	Dual Screen Support.
<a href="#">16032</a>	ENHANC	P3	STARTE	46	OOo should support OpenType fonts, features	OOo should support OpenType fonts, features
<a href="#">45491</a>	ENHANC	P4	NEW	43	Allow configuration of behaviour when a line break is insert	Allow configuration of behaviour when a line break is inserted
<a href="#">4032</a>	ENHANC	P3	STARTE	41	cannot merge certain table cells	cannot merge certain table cells
<a href="#">22905</a>	ENHANC	P3	REOPEN	41	Registration and license agreement should not appear when us	Registration and license agreement should not appear when using -alluser during installation
<a href="#">17964</a>	ENHANC	P3	NEW	40	Q-PCD affiliate: Enhance Word count feature	Q-PCD affiliate: Enhance Word count feature
<a href="#">5289</a>	FEATUR	P3	NEW	37	TrendLine/graphing functionality in OpenOffice	TrendLine/graphing functionality in OpenOffice
<a href="#">4040</a>	ENHANC	P3	NEW	36	Convert text to columns	Convert text to columns
<a href="#">14163</a>	ENHANC	P3	STARTE	35	EPS content is not exported to pdf properly	EPS content is not exported to pdf properly
<a href="#">16036</a>	FEATUR	P3	STARTE	35	Animations in Macromedia Flash Export	Animations in Macromedia Flash Export
<a href="#">1596</a>	ENHANC	P3	NEW	34	Select rectangular region of text should be possible	Select rectangular region of text should be possible
<a href="#">4499</a>	ENHANC	P3	STARTE	33	Export to bitmap file has fixed DPI (resolution)	Export to bitmap file has fixed DPI (resolution)
<a href="#">1598</a>	FEATUR	P3	NEW	33	Display multiple pages beside each other while editing	Display multiple pages beside each other while editing
<a href="#">5038</a>	FEATUR	P2	NEW	32	Outline numbering lacks commonly-used abilities	Outline numbering lacks commonly-used abilities
<a href="#">5156</a>	ENHANC	P3	STARTE	32	colors in formulas	colors in formulas
<a href="#">12719</a>	FEATUR	P3	STARTE	32	Support for multiscreen displays (dual monitors)	Support for multiscreen displays (dual monitors)
<a href="#">18004</a>	ENHANC	P5	STARTE	32	Line Number of Cursor Position Should Be Shown in Status Bar	Line Number of Cursor Position Should Be Shown in Status Bar
<a href="#">16895</a>	FEATUR	P3	NEW	31	Allow RTF filter to generate inline images/objects	Allow RTF filter to generate inline images/objects
<a href="#">56629</a>	ENHANC	P3	NEW	30	PDF convert tool - relative links to files from file system	PDF convert tool - relative links to files from file system are converted as URLs not
<a href="#">3545</a>	FEATUR	P3	NEW	30	Easier Cropping and rotating of images	Easier Cropping and rotating of images
<a href="#">8811</a>	ENHANC	P2	NEW	29	Allow multiple users to edit the same spreadsheet through wo	Allow multiple users to edit the same spreadsheet through workbook sharing
<a href="#">5991</a>	ENHANC	P3	NEW	28	Overline for text in word processor	Overline for text in word processor
<a href="#">8275</a>	ENHANC	P3	NEW	28	more border types (dashed, dotted, etc)	more border types (dashed, dotted, etc)

Done Proxy: Sun Holland

## Next steps

- “Deep dive” into the survey data
- Redesign of the user survey e.g. elimination of some open ended questions and insufficient answer options
- Setup of (a) new developer survey(s)
- Creation of “job descriptions” (i.e. to-do list items) based on the user survey and Issue Tracker data
- Finding ways to move people up the “open source loyalty ladder”, i.e. turning users into evangelists and evangelists into contributors