DOMANDE   RISPOSTE   **83**

83 risposte

Le risposte non sono più accettate ⬤○

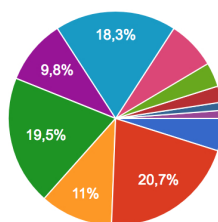Messaggio per gli intervistati

Questo modulo non accetta più risposte
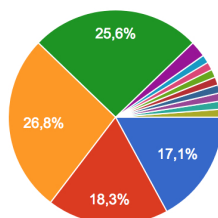
RIEPILOGO   PRIVATO

How old are you?
82 risposte

- ⬤ 25
- ⬤ 26
- ⬤ 27
- ⬤ 28
- ⬤ 29
- ⬤ 30
- ⬤ 31
- ⬤ 33

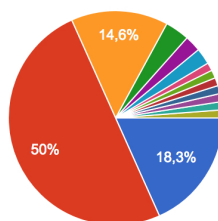△ 1/2 ▽

When did you graduate?
82 risposte

- ⬤ 2011-2012
- ⬤ 2012-2013
- ⬤ 2013-2014
- ⬤ 2015-2016
- ⬤ 2014-2015
- ⬤ 2014
- ⬤ 2015
- ⬤ 2008-2009

△ 1/2 ▽

What is your bachelor background?
82 risposte

- ⬤ Interior
- ⬤ Product
- ⬤ Graphic
- ⬤ Fashion
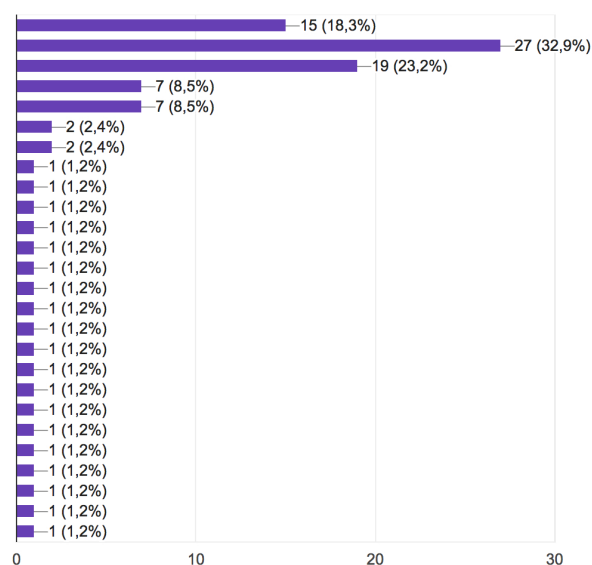- ⬤ Communication
- ⬤ Architecture
- ⬤ Industrial
- ⬤ Industrial

△ 1/2 ▽

Are you currently working?

81 risposte

- Yes
- No
- Doing a part-time job while looking for a full-time job

96,3%

How long have you been working?
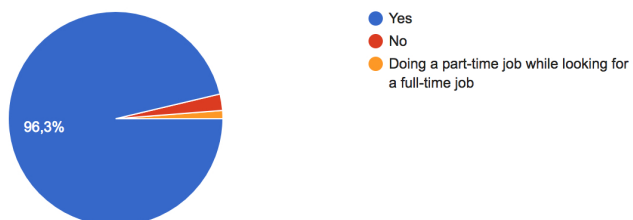
81 risposte

4 years (8)
1 year (5)
5 years (5)
3 months (4)
3 years (3)
6 months (3)
2 years (3)
6 years (3)
10 months (2)
3 years and a half (2)
2 (2)
Started as internship for 6 months, and now as a contract 1 month

How did you find this job?

82 risposte

15 (18,3%)
27 (32,9%)
19 (23,2%)
7 (8,5%)
7 (8,5%)
2 (2,4%)
2 (2,4%)
1 (1,2%)
1 (1,2%)
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1 (1,2%)
1 (1,2%)
1 (1,2%)

Which kind of job are you doing?

83 risposte

Bar chart values:
- 41 (49,4%)
- 31 (37,3%)
- 18 (21,7%)
- 15 (18,1%)
- 6 (7,2%)
- 9 (10,8%)
- 11 (13,3%)
- 3 (3,6%)
- 1 (1,2%)
- 1 (1,2%)
- 1 (1,2%)
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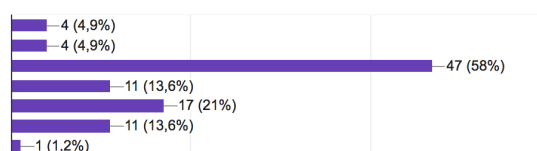- 1 (1,2%)
- 1 (1,2%)
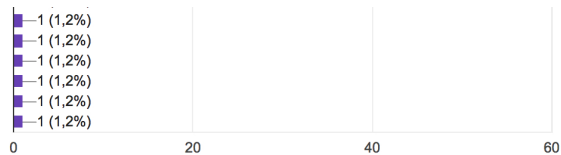- 1 (1,2%)
- 1 (1,2%)

What is your role?
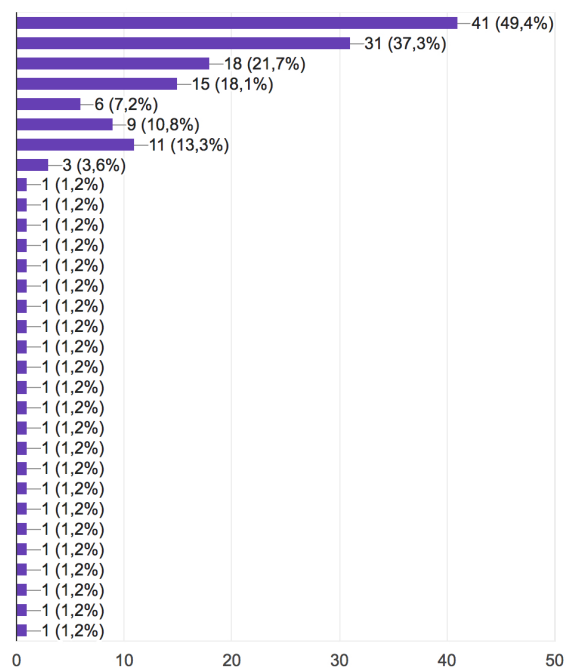
79 risposte

graphic designer (2)

service designer (2)

On the One side I plan, manage and Design projects for my own client. On the other side I work as a support mostly for education companies to hold Design thinking workshops

Events and communication assistant manager

Graphic/e-commerce

Service Design Researcher

service design consultant

Designing services and wireframes

I am service designer in a no profit, working on new donation experiences, process optimization and innovative fundraising opportunities

Service Designer in a non profit organisation
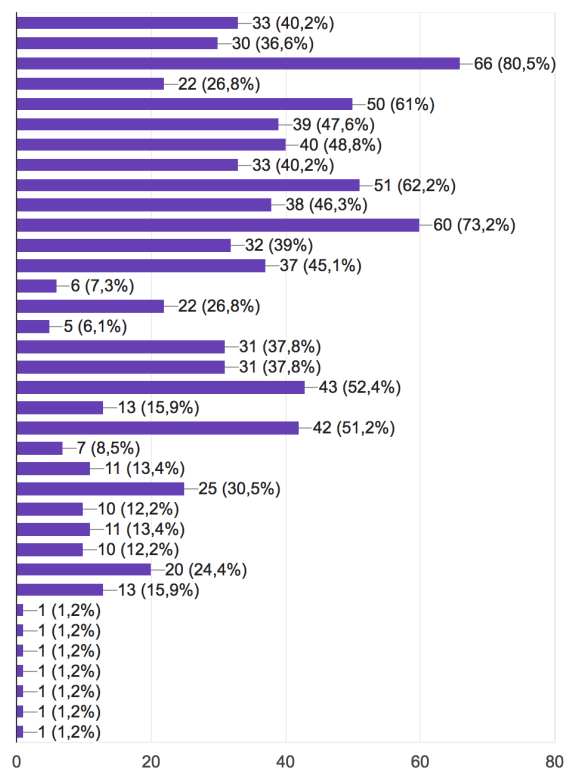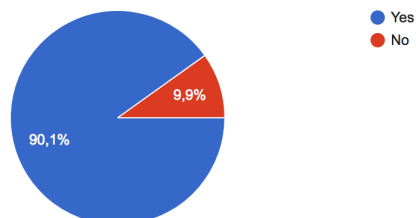
Service designer

What kind of contract do you have?

81 risposte

Bar chart values:
- 4 (4,9%)
- 4 (4,9%)
- 47 (58%)
- 11 (13,6%)
- 17 (21%)
- 11 (13,6%)
- 1 (1,2%)

1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)

0   20   40   60

What kind of hard and soft skills are you more usually asked to have in your job?

82 risposte

33 (40,2%)
30 (36,6%)
66 (80,5%)
22 (26,8%)
50 (61%)
39 (47,6%)
40 (48,8%)
33 (40,2%)
51 (62,2%)
38 (46,3%)
60 (73,2%)
32 (39%)
37 (45,1%)
6 (7,3%)
22 (26,8%)
5 (6,1%)
31 (37,8%)
31 (37,8%)
43 (52,4%)
13 (15,9%)
42 (51,2%)
7 (8,5%)
11 (13,4%)
25 (30,5%)
10 (12,2%)
11 (13,4%)
10 (12,2%)
20 (24,4%)
13 (15,9%)
1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)
1 (1,2%)

0   20   40   60   80

Have you worked before?

81 risposte

- Yes
- No

9,9%

90,1%

Which kind of job did you have before?

73 risposte

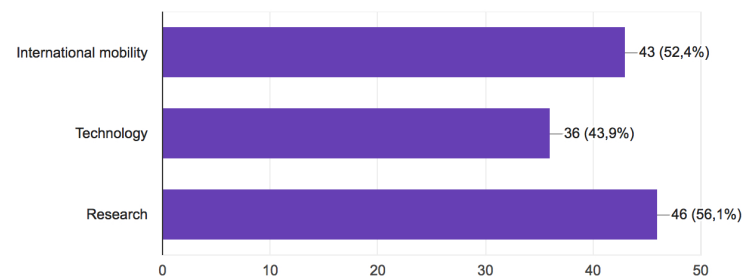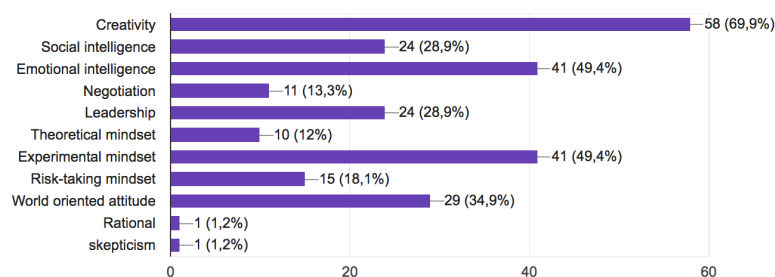| |
|---|
| service designer (3) |
| Graphic designer (2) |
| Product design (2) |
| Internship as a product designer |
| Assistant event manager |
| Customer Experience Project Manager |
| freelance |
| Product designer, interaction designer, lighting designer |
| Service Designer for an Embedded project in Barilla, visual designer for PepsiCo (as intern) |
| Service Designer on a project with an Italian food multinational |
| Interior |
| Graphic/Ux |

What does interest you more?

82 risposte

Category	Value
International mobility	43 (52,4%)
Technology	36 (43,9%)
Research	46 (56,1%)

Select the characteristics that are closer to your attitude (max 3)

83 risposte

Characteristic	Value
Creativity	58 (69,9%)
Social intelligence	24 (28,9%)
Emotional intelligence	41 (49,4%)
Negotiation	11 (13,3%)
Leadership	24 (28,9%)
Theoretical mindset	10 (12%)
Experimental mindset	41 (49,4%)
Risk-taking mindset	15 (18,1%)
World oriented attitude	29 (34,9%)
Rational	1 (1,2%)
skepticism	1 (1,2%)

What did you expect from PSSD?

66 risposte

I didn't have a clear idea of what it was about. The only thing I was expecting was an international an open mood
Open minded approach to life
To be able to understand and be able to implement the methodology, process and tools in a deep and real way
I expected an international-oriented education in Design with a strategical perspective
to be able to manage service complexity
Learning about designing services

I didn't know what to expect because I didn't get anything at the moment of the application...I was attracted by the multicultural aspect and by something else I can't explain

To enlarge my design horizons

Better investigation and reading

Open mindeness, networking, 360° design approach

A more complex way of thinking

Something different from what I knew before

What did PSSD teach you?

70 risposte

Service Design (2)

Get used to different cultures and way of thinking

Teamwork, understand others and be patient, organize and be responsible with tasks, a lot of presentation amd speaking workout to present, have a better understanding of service design and inteoduction to some of the tools used to apply it

PSSD taught me what does it mean "service" and how to design it

having a strategic approach and having a good view / awareness about the overall service project

A lot in general, but few regarding what is required by the companies and real world projects

What is a service, lots of case studies, working in team, service design tools, a bit of prototyping...

To be a citizen of the world

Open my mind and search on my own

Expect the unexpected, empathy, methodology

A more complete way of design

What did PSSD missed in teaching you ?

63 risposte

User research!!!!!!!!!!!

Business economy and marketing

Deeper understanding of tools, in a theoretical and deep implementation way, to be masters of service and the tools, also to use any of these popular wpreframing and ux prgrams that Companies ask to know like balsamiq, axure, etc

A complete understanding of the general path of the course. I didn't find any logic consequence of the courses. I would have liked to have more experiences/briefs with real companies/agencies

services as part of an ecosystem you have to deal with. no skills toward services implementation, just good ideas & good presentations.

Great in teaching social and community service projects, it misses business service cases, which are the most required by real service design companies

More about the methodology, practical things, storytelling, marketing basics, more prototyping

Service design and design thinking methodologies

Theoretical part

More design doing. Lots of great lectures but few project in important disciplines like UX or UI. I think that Pssd

Positive and negative points of PSSD

62 risposte

Positive (2)

Negative: lack of a clear process in doing the user research. Positive: good contacts with companies and universities, very good people (many of them are still good friends), positive spirit, kind of free structure, international touch

Positive : internationality; negative : free business approach

Positive: gaining overall understanding and carifying what service and pssd is, introduction to the processess...negative: too many team projects (in the job, you could be alone working) , not enough and deep understanding of the tools, the need to try and make at least a feasible real project that could be implemented in the real world maybe within a company, having to work 2 years in teams amd then a thesis alone(its hard to change)

POSITIVE: international, good professors, good labs. NEGATIVE: no logic explanation of the path at the beginning, innovation studio is completely out of scope (they teach product design)
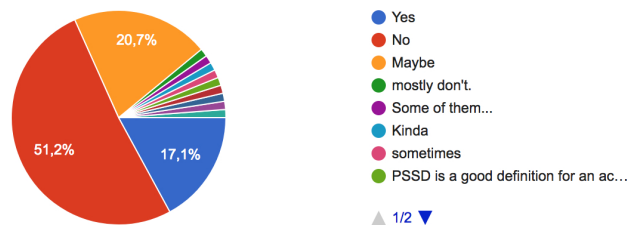
services as part of an ecosystem you have to deal with. no skills toward services implementation, just good ideas & good presentations.

Positive: Great for understanding how to work in a team. Negative: see above

I enjoyed PSSD, positive points are the multicultural environment and the chance to deal with a variety of projects but actually I realized that we learnt a lot between us, doing things, and not from the professors. When I

Do people in your job know what PSSD is?

82 risposte

- Yes
- No
- Maybe
- mostly don't.
- Some of them...
- Kinda
- sometimes
- PSSD is a good definition for an ac...

▲ 1/2 ▼

What is the perception of PSSD in the job world?

64 risposte

A strange place where people are trained to become extremely flexible. The negative part is that this flexibility brings a pssd student to be skilled in moderating working groups, so sometimes students are confused with coaches for companies

Perfect for whom want to work in UX field

They think its or UX or UI or digital transformation (creating or an app or a platform)

Most of the people don't know what is it, but they heard of service design and are attracted by it. So, as soon as you explain to them what you do, they are immediately attracted

"i should know so i don't ask what it is. but i confuse it with graphic / ux / good presentation / smart thinking / post its"

Most of the people working as service designers comes from pssd, so it reflects how they perceive these people.

Now the role of service designer is getting "famous" so I think is seen as something new and attractive, really useful in putting the user at the centre

Something people find difficult to understand

Doesn't exist much

A nuance of communication design most of the time. Pssd is morell

How do you think the role of the PSS designer will change in the next future?

57 risposte

I hope service designers will step out of their bubble and become strong business partners for companies (both as employees or as consultants)

Guarantee a natural and easy approach to complicate things

I hope it will be more well know or at least clear in people and companies and it willcontinue to grow

Hard question. Probably now service design is at the highest peak of its glory. Everyone is talking about it as it was a trend. I think that somehow this will finish, I think that another process/methodology will arise and will be called in another way, but what service designers are doing will slightly change, not disruptively.

orchestrate & facilitate communication among company depts. & drive cultural change, for services implementation.

More and more integrated into decisional and strategic roles

I think PSS designers will have more and more space in the next future...i already noticed the difference in the last 2 years

Service design will be the new consultancy

We are the future

More business oriented

Thank you very much for helping me. If you want me to use your quotes, you can leave me your name here. Thanks!

39 risposte

Patricia Báez

Martina Rossi (ma per favore, se lo devi fare, trasformale in un inglese decente! ;))

Chiara Leonardi

Francesca

Luca Gaverina

Eleonora

Sara

Ludovica Vando

Andrea

Juan Mendez

good luck!

chiara minotti