

## **Appendix A.**

### **Interview Protocol**

Participant eligibility for our interviews is confirmed through textual communication prior to the commencement of the interviews. Only participants who meet our criteria are selected for the interviews.

Our interview protocol is strategically organized into three sections, each corresponding to our research questions—perceptions of information (RQ1), perceptions of the auditing role (RQ2), and the impact of auditing on user behavior (RQ3). Within each section, we diligently apply the laddered questioning technique to progress methodically through levels of inquiry to foster a profound and comprehensive understanding of Web3 users' perceptions through a multi-layered conversational approach.

We begin with questions about action to explore the interviewees' experiences within our focal themes. For example, “Could you describe some Web3 auditing tasks you recall?” to elicit specific actions related to Web3 auditing.

Next, we shift to questions about knowledge such as 'How do you obtain audit-related information?' to understand the frameworks of knowledge that inform actions. This line of questioning encourages respondents to articulate their reasoning processes, as we delve further with question like “How do you know that?” This approach is designed to extract a more holistic insight, prompting respondents to engage deeply with the narrative unfolding during the interview.

Lastly, we pose questions about philosophy to grasp users' personal perceptions of the topics at hand. Queries such as 'How do you perceive this information? Why do you think that way?' and “What is your view on the role of auditing? Is it important to you, to the industry, or to the Web3 community?” are aimed at uncovering the deeper values and beliefs that underpin their perceptions.

## **A.1. Perception of Auditing Information**

### **Auditing Information**

#### *Questions about action*

1. Can you tell me about your relevant experience with Web3 auditing?

#### *Questions about knowledge*

2. How do you get audit-related information?
  - a) Where do you get that information?
    - i. What channels or sources did you use to gather different information and knowledge about audits?
    - ii. Do you try to find it on other channels? Like application websites/ social media, auditing firm's websites or social media? If yes/no, why?
  - b) Why do you get those audit-related information?

#### *Questions about philosophy*

3. How do you perceive the information you get? Why?
  - a) Is it sufficient/ reliable /useful?
  - b) What risks can be mitigated by audit results?
  - c) Will there still be significant security risks to an audited application?
  - d) Do you think the audited vulnerabilities will be fixed?
  - e) Do you think it is important for an application to be audited?
4. To what extent are you able to understand the content of audit information?
  - a) How about the auditing report?
  - b) How about the other information related to auditing?
5. How long do you typically invest in an audit information?
6. What aspects of an audit information do you pay attention to?
7. Do you know:
  - a) How many applications have been audited in the market?
  - b) Have all well-known applications been audited? Why?

## **A.2. Perception of Auditing**

### **Auditing mechanism**

#### *Questions about action and knowledge*

1. What do you know about the process looks like?
2. How do you know about the process?
3. What aspect do you think is audited, and how do you know that?
4. How long will the audit last, how many labor resources will the audit take? How do you know that?
5. What is the cost? How do you know?

**Auditing Firm:**

*Questions about action*

1. Can you name a few audit firms?

*Questions about knowledg*

2. How do you remember it?
  - a) If yes, to what extent do you know these auditing firms? Can you tell me some information? And how did you know?
  - b) Have you ever followed the audit firm's social media accounts or official website?
  - c) Among those, which one do you think is famous or reputable, and why do you think it is famous or reputable?
    - i. If not, why can't you remember the name of the audit firm?

*Questions about philosophy*

3. What do you think of these audit firms?
  - a) Do you think the audit firms are reliable, and how can you judge how reliable they are? Will you read different audit firm reports for the same application?
  - b) How do you think audit firms are responsible for the audit results?
  - c) Are you concerned about the independence of the audit firm?
  - d) Before the audit begins, how do you think the audit firms and the applications will confirm the cooperation?
  - e) During the audit, what are the responsibilities of the audit firms, and what needs to be done?
  - f) After the audit is completed, do you feel that the audit firm has any responsibilities to bear?
  - g) Assuming that something goes wrong with an audited applications, what should the related audit firm do?

**Auditor:**

### *Questions about action*

1. Have you ever noticed the auditor in charge of the audit, and how do you find out?
  - a) If yes, would you do an auditor's background check?
  - b) If not, why didn't you pay attention to the auditor's information?

### *Questions about knowledge*

2. How do auditors work together on the same application?

### *Questions about philosophy*

3. How do you perceive the auditor?
  - a) Do you think there are any competencies that auditors need? Why do you think so?
  - b) How much responsibility do you think auditors have for the results of the audit?
  - c) What do you think is the responsibility of auditors?

### **Audit Method:**

### *Questions about action*

1. Do you know about automated audit tools/ manual auditing?

### *Questions about knowledge*

2. How did you come to know about them?
  - a) As for automated audit tools:
    - i. Who do you think is using audit tools?
    - ii. How do you think audit tools implement audits?
    - iii. Have you ever tried to conduct a personal audit using an audit tool?
      1. Under what circumstances would you go about using it?
      2. What is the reason you didn't use it?

### *Questions about philosophy*

- iv. Do you find the audit tool reliable?
- v. Do you think the introduction of artificial intelligence in auditing will replace manual auditing?
- b) As for manual auditing:
  - i. What do you think about manual auditing?
  - ii. Who is responsible for manual audits?

### *Questions about philosophy*

- iii. Do you find the results of the manual audit reliable?
- iv. What do you think would be the difference between a manual audit and a tool audit? Why?

**Audited Application:**

*Questions about action*

- 1. What do you think the applications should do when applying for an audit?

*Questions about knowledge*

- 2. How do you know?
  - a) Is there anything need to prepare?
  - b) Will members of the application be involved in the audit process?
  - c) Do you think the application will modify the code after the audit is over?
  - d) Do you think the application will need to do anything after the audit, and how do you know?
  - e) Is the audit content of the audit report consistent with the final contract? Who is responsible for supervising it?

*Questions about philosophy*

- 3. How would you define or assess an audit firm's independence when it comes to its relationship with the applications? And why is this important in your opinion?
- 4. Are you worried that the involvement of the application will affect the confidence in the audit results?
- 5. How would you judge that an audit firm regularly serves the same application?

**General Perception:**

*Questions about philosophy*

- 1. Do you find it difficult to understand the audit process?
  - a) In terms of technical knowledge (Unable to understand technical terms, unable to understand the core of the problem, unable to understand threat rating)
  - b) In terms of reporting (Poor legibility, lack of charts, color highlights, too long)
  - c) In terms of Audit firms (The auditors, audit time, and audit methods are not clear, the audit standards are not uniform, and the judgment of vulnerabilities and the classification of risk levels are inconsistent)
- 2. Do you think audits have necessity?

3. Do you think audits have limitations?
  - a) Are there any specific areas where you believe audits may fall short or have certain limitations? Do limitations affect your decision-making and attitude towards audit?

### **A.3. Impact on User Behavior**

#### *Questions about action*

1. Could you share your previous experiences with application audits?
  - a) How the results of those audits may have influenced your subsequent evaluation on the applications?
  - b) How the results of those audits may have influenced your subsequent interactions with the applications?

#### *Questions about knowledge*

2. How much attention do you personally place on audits?
  - a) How much time do you spend in reading the contents of the audit report?

#### *Questions about philosophy*

- b) How well will you understand the information?
    - i. To what extent do you think it is necessary to understand audit information?
    - ii. Will you make any efforts to improve your understanding?
      1. How to do?
      2. Why?
  - c) How do you care about whether there is an audit and the results of the audit?
    - i. Are you involved in unaudited applications? Why
3. Does whether the application has been audited affect your decision-making?
  - a) How will the audit results of the applications affect your decision-making? Why?
4. Does the diversity of application-related audit reports (not only one firm's audit) affect your decision- making
5. What does auditing mean to you?
  - a) Do you see it as something that involves responsibility, a specific process, and produces certain outcomes?
6. Have you considered urging an application to conduct an audit?
7. I just asked you about auditors, audit firms, audit methods, and audit reports. Which of these factors do you think you would pay more attention to?

8. Are there any ways you think can avoid or reduce the limitations of Web3 audit?
- a) Unified auditing standards? such as web2 audit firms
  - b) Industry Autonomous Committees of Industry Organizations?
  - c) External government regulation institutions?
  - d) Audit firm's compensation services or insurance services?

### **B.1. Basic Information**

What is your age, city, and occupation?

How are your computer skills/technical knowledge of blockchain systems?

How long have you been involved in Web3 or using Web3 applications?

What Web3 applications have you used?