1 The questionnaire

Instructions:

We appreciate your interest in our research. Before participating in this study, you should carefully read the following information. The information below explains the purpose of the study and how we will handle the information you provide.

Purpose of the study:

This survey aims to evaluate an application designed to identify and resolve multiuser conflicts in cloud-based systems such as Google Drive. The main goal of the study is to measure the acceptability and usefulness of the resolutions proposed by the application.

Do I have to participate?

It is entirely voluntary to participate. You should only participate if you want to and not participating will not negatively impact you. If you choose to participate, we will ask for your consent. Therefore, we will ask you to indicate that you have read and understood the information provided and that you consent to your responses being anonymously used as explained.

The data we collect:

We do not collect any personal information, however, the survey software uses cookies to keep track of your progress. We only collect your Prolific ID and your responses to the questions.

Data Usage:

All data collected in this study will be used only for research purposes. Any personally identifiable information will be anonymized and combined with other project data. It may well be used in future academic work, including publication of research findings. This data will not be shared or sold with anyone outside the project.

Remove your data:

In the event that you wish to withdraw from the study at any time within two weeks of completing this survey, your data will be removed immediately. To remove yourself from the study, simply send us an email with your Prolific ID and a message to our address. It is important to note that after two weeks of participating in this study, your data will have the Prolific ID removed, which will make it impossible for us to identify your data as it will become completely anonymous, which will make it impossible for us to delete your data. By clicking the "I consent, begin the study" below, you are acknowledging that your participation is voluntary, that you have reached the age of 18, and that you are aware that you have the right to terminate your participation at any time and for any reason. Please e-mail us if you would like to contact a member of the research team to discuss this survey or withdraw from this study. NB: This survey will be best displayed on a laptop or desktop computer. Some features may be less compatible for use on a mobile device.

Introduction to ACCORDS:

In today's fast-paced world, cloud-based systems like Google Drive have transformed the way we collaborate, enabling us to create, share, edit, and even delete shared files and folders. This result in increasing productivity, easy accessibility, and centralised storage. However, working concurrently with multiple users can lead to potential conflicts between users. For instance, a collaborator may add a member, delete, or deny access to a shared folder without obtaining the consent of other members within the folder. Therefore, we developed ACCORDS, the innovative Action Constraint-based Conflict Resolution and Detection System. It is a cutting-edge tool that assists users in a cloud system by detecting, and resolving conflicts that arise due to limitations of cloud systems. ACCORDS allows users to insert fine-grained permissions to what is supported by cloud systems that monitor and detect conflicting actions as they occur, ensuring seamless collaboration. For example, imagine a file owned by Alice and shared with Bob. To prevent Bob from sharing it further with someone else, Alice can effortlessly use ACCORDS to add a fine-grained permission on Bob, restricting him from adding a new member. When Bob adds a new member, ACCORDS identifies this as a conflict and promptly alerts Alice. Additionally, ACCORDS will provide Alice with solutions to resolve the conflict: for this conflict, ACCORDS will remove the newly added person, and ACCORDS will restrict Bob who made the unauthorised addition.

- Before completing this survey, please watch the video. It provides an overview of how ACCORDS works.
 - The following are all 15 scenarios of our study.

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Considering the given scenario, on the scale of	Completely Unacceptable	Somewhat Unacceptable	Neutral	Somewhat Acceptable	Completely Acceptable
- ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	0	0	0	0	0
- ACCORDS will remove the newly added person.	0	0	0	\circ	0
- ACCORDS will restrict the person who made the unauthorised addition of permission addition.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
Considering the given scenario, on the scale of	1 to 5, how woul	d you rate the ef	fectiveness of	the following re	solutions?
Considering the given scenario, on the scale of		•	fectiveness of		
- Considering the given scenario, on the scale of - ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	Completely	Somewhat		Somewhat	Completely
- ACCORDS will notify the owner about the newly added	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
- ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective

2)					
Assume that you and your friends have a share their friend to the shared folder, because you leaction performed by your friend and provides re	ost your privacy a				
- Considering the given scenario, on the scale	of 1 to 5, how wou	ld you rate the ac	cceptability of	the following re	solutions?
	Completely Unacceptable	Somewhat Unacceptable	Neutral	Somewhat Acceptable	Complet Accepta
- ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	0	0	0	0	0
- ACCORDS will remove the newly added person.	0	0	0	0	0
- ACCORDS will restrict the person who made the unauthorised addition of permission addition.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
- Considering the given scenario, on the scale of	Completely Ineffective	d you rate the eff Somewhat Ineffective	ectiveness of	the following re Somewhat Effective	Complet
- Considering the given scenario, on the scale of ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	Completely	Somewhat		Somewhat	Complete
- ACCORDS will notify the owner about the newly added	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Complete Effective
- ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Complete

Assume that you and your co-workers have a sha added someone you do not know to the shared to ACCORDS detects the action performed by the c	older, because y	ou lost your pri	vacy as you h		
- Considering the given scenario, on the scale of		,	ceptability of		
	Completely Unacceptable	Somewhat Unacceptable	Neutral	Somewhat Acceptable	Completel: Acceptable
- ACCORDS will notify the owner about the newly added person and explain why this action caused a conflict.	0	0	0	0	0
- ACCORDS will remove the newly added person.	0	0	0	0	0
- ACCORDS will restrict the person who made the unauthorized addition of permission addition.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
- ACCORDS does nothing - Considering the given scenario, on the scale of					solutions?
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- Considering the given scenario, on the scale of	1 to 5, how woul Completely Ineffective	d you rate the eff Somewhat Ineffective	ectiveness of	the following re Somewhat Effective	Solutions? Completely Effective
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	Completely Unacceptable	Somewhat Unacceptable	Neutral	Somewhat Acceptable	Completely Acceptable
- ACCORDS will notify the owner about the unauthorised removal of a permission	0	0	0	0	0
- ACCORDS will restore the removed permission	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
- Considering the given scenario, on the scale	e of 1 to 5, how woul	d you rate the eff	ectiveness of	the following re	solutions?
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- ACCORDS will notify the owner about the unauthorised removal of a permission.			Neutral		Completely
	Ineffective	Ineffective		Effective	Completely Effective

	Completely Unacceptable	Somewhat Unacceptable	Neutral	Somewhat Acceptable	Completel Acceptabl
- ACCORDS will notify the owner about the unauthorised removal of a permission	0	0	0	0	0
- ACCORDS will restore the removed permission	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
- Considering the given scenario, on the sca			fectiveness of		
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- ACCORDS will notify the owner about the unauthorised	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Complete Effective

	Completely Unacceptable	Somewhat Unacceptable	Neutral	Somewhat Acceptable	Complete Acceptab
- ACCORDS will notify the owner about the unauthorised removal of a permission	0	0	0	0	0
- ACCORDS will restore the removed permission	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
Considering the given scenario, on the sca		•	fectiveness of		
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Considering the given scenario, on the sca -ACCORDS will notify the owner about the unauthorised removal of a permission.	Completely	Somewhat		Somewhat	Complete
- ACCORDS will notify the owner about the unauthorised	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Complete Effective

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- ACCORDS will notify the owner about the unauthorised move.	0	0	0	0	0
- ACCORDS will move the file back to its original location.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
Considering the given scenario, on the scale	of 1 to 5, how woul	d you rate the eff	fectiveness of	the following re	solutions?
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Considering the given scenario, on the scale -ACCORDS will notify the owner about the unauthorised move	Completely Ineffective	,	fectiveness of		
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- Considering the given scenario, on the scale	of 1 to 5, how would	d you rate the	acceptabi	lity of the	following res	olutions?
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- ACCORDS will, it does not matter this time, simply select Cor Unacceptable.	npletely	()	0	0	0
- ACCORDS will, it does not matter this time, simply select Cor Unacceptable	npletely	()	0	0	0
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Unacceptable 3)	ends are working col he file locations to s id it. ACCORDS will of 1 to 5, how would	laboratively o ub-folder fron detect the ac d you rate the	n a file ins n the main tion perfor	ide a univ folder in: med by y	versity project side the project your friend and	You were t, because f provides olutions?
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In Google Drive, assume that you and your frie unhappy when one of your friends changed t you lost access to the file as you could not fir resolutions.	ends are working col he file locations to s nd it. ACCORDS will of 1 to 5, how would Completely	llaboratively o ub-folder fron detect the ac d you rate the Somewhat	n a file ins n the main tion perfor acceptabi	ide a univ folder in: med by y lity of the	versity project. side the project rour friend and following rese	You were to, because provides plutions?
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In Google Drive, assume that you and some co-workers are working collaboratively on a file inside a project. You were unhappy when one of the co-workers changed the file locations to sub-folder from the main folder inside the project, because you lost access to the file as you could not find it. ACCORDS will detect the action performed by the co-worker and provides		Completely Ineffective	Ineffective	Neutral	Effective	Completely Effective
In Google Drive, assume that you and some co-workers are working collaboratively on a file inside a project. You were unhappy when one of the co-workers changed the file locations to sub-folder from the main folder inside the project, because you lost access to the file as you could not find it. ACCORDS will detect the action performed by the co-worker and provides resolutions. - Considering the given scenario, on the scale of 1 to 5, how would you rate the acceptability of the following resolutions? Completely Somewhat Somewhat Acceptable Neutral Acceptable Acceptabl	- ACCORDS will notify the owner about the unauthorised move	e. O	0	0	0	0
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	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
- ACCORDS will notify the owner about the unauthorised move.	0	0	0	0	0
- ACCORDS will move the file back to its original location.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
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	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
- ACCORDS will notify relevant parties about the unauthorised edits.	0	0	0	0	0
- ACCORDS will revert to the most recent authorised version of the file.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
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In Google Drive, assume that you and your friend one of your friends edited your part and made of performed by your friend and provides resolution - Considering the given scenario, on the scale of - ACCORDS will notify relevant parties about the unauthorised edits ACCORDS will revert to the most recent authorised version	changes that imposs. 1 to 5, how would Completely Unacceptable	d you rate the ac Somewhat Unacceptable	cceptability of	the following re Somewhat Acceptable	solutions? Completely Acceptable

	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
- ACCORDS will notify relevant parties about the unauthorised edits.	0	0	0	0	0
- $\ensuremath{ACCORDS}$ will revert to the most recent authorised version of the file.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
In Google Drive, assume that you and your co-v the co-workers edited your part and made cha by the co-worker and provides resolutions.	nges that impact e	ed its integrity. A	ACCORDS wil	l detect the action	on performed
In Google Drive, assume that you and your co-verthe co-workers edited your part and made chat by the co-worker and provides resolutions. - Considering the given scenario, on the scale of	nges that impact e	ed its integrity. A	ACCORDS wil	l detect the action	on performed
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In Google Drive, assume that you and your co-vecthe co-workers edited your part and made characteristics of the co-worker and provides resolutions. - Considering the given scenario, on the scale of a company of the co-worker and provides resolutions.	f 1 to 5, how would Completely Unacceptable	ed its integrity. And you rate the accommodate unacceptable	ACCORDS wil ceptability of	the following res	on performed solutions? Completely Acceptable
In Google Drive, assume that you and your co-vecthe co-workers edited your part and made chat by the co-worker and provides resolutions. - Considering the given scenario, on the scale of the compact o	f 1 to 5, how would Completely Unacceptable	d you rate the ac Somewhat Unacceptable	ceptability of	the following res	solutions? Completely Acceptable

	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
ACCORDS will notify relevant parties about the unauthorised dits.	0	0	0	0	0
ACCORDS will revert to the most recent authorised version of he file.	0	0	0	0	0
ACCORDS does nothing	0	0	0	0	0
n Google Drive, assume that you and your family ere unhappy when one of your family member acal copy. ACCORDS will detect the action perfo	s deleted it, bec	ause you lost it	permanently	as there was no	
ere unhappy when one of your family member	s deleted it, becomed by your far	ause you lost it mily member and	permanently provides res	as there was no olutions.	backup or
ere unhappy when one of your family member ocal copy. ACCORDS will detect the action perfo	s deleted it, becomed by your far	ause you lost it mily member and	permanently provides res	as there was no olutions.	backup or
ere unhappy when one of your family member ocal copy. ACCORDS will detect the action perfo	s deleted it, becomed by your far 1 to 5, how would Completely	ause you lost it nily member and d you rate the ac	permanently provides reso ceptability of	as there was no olutions. the following res	solutions?
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	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
- ACCORDS will notify relevant parties about the unauthorised deletion.	0	0	0	0	0
- ACCORDS will restore the deleted file from Trash or previous versions.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
n Google Drive, assume that you and your friend ne of your friends deleted it, because you los ne action performed by your friend and provides	t it permanently s resolutions.	as there was no	backup or loc	al copy. ACCOF	DS will detect
ne of your friends deleted it, because you los	t it permanently s resolutions.	as there was no	backup or loc	al copy. ACCOF	DS will detect
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	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completely Effective
- ACCORDS will notify relevant parties about the unauthorised deletion.	0	0	0	0	0
- ACCORDS will restore the deleted file from Trash or previous versions.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0
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n Google Drive, assume that you and your co- co-workers deleted it, because you lost it pe iction performed by the co-worker and provide Considering the given scenario, on the scale of	rmanently as there s resolutions.	e was no backup	or local copy.	ACCORDS will	detect the
co-workers deleted it, because you lost it pe action performed by the co-worker and provide	rmanently as there is resolutions. of 1 to 5, how woul	e was no backup d you rate the ac	or local copy.	ACCORDS will the following res	detect the solutions?
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- Considering the given scenario, on the scale of 1 to 5, how would you rate the effectiveness of the following resolutions?

- Considering the given scenario, on the scale of	of 1 to 5, how woul	d you rate the e	ffectiveness of	the following re	solutions?
	Completely Ineffective	Somewhat Ineffective	Neutral	Somewhat Effective	Completel Effective
- ACCORDS will notify relevant parties about the unauthorised deletion.	0	0	0	0	0
- ACCORDS will restore the deleted file from Trash or previous versions.	0	0	0	0	0
- ACCORDS does nothing	0	0	0	0	0