

Participant	Raw Data	Codes	Concepts	Sub Categories	Categories
P1	I was able to try, I guess, modify the questions on the spot as, as the scenario changes, like throughout the meeting, to some extent. So I guess that maybe shows a bit of consideration towards each individual.	Personalising content based on the users	Technical Support	Developer support to users	Developer empathy towards users
P1	I was able to try, I guess, modify the questions on the spot as, as the scenario changes, like throughout the meeting, to some extent. So I guess that maybe shows a bit of consideration towards each individual.				
P1	Definitely there's times where we unknowingly used too much technical information but I think I was most of the time able to engage if the user was confused then we could rephrase it and clarify why.	Rephrase and clarify when users seemed confused			
P1	But if they're unable to understand something, I think they would just ask for help. And I was able to empathise with that and help them to the best of my ability.				
P3	It's one thing I tried to do and my purpose was accomplished. it is don't talk too technically try and make it understandable for pretty much anyone.	Developer attempt to talk in layman's terms			
P1	Also think, may be I do try to consider what I say especially in a presenting scenario because I get quite nervous. So I think that helps me to phrase things as good as possible the first time.	Developers think thoroughly before talking			
P6	but Still, like a, it's, it's hard to navigate regardless, you really don't want to burden the user with things that they don't understand. If that, like, the more confusing it gets, the harder to get relevant feedback. And it's really like, sometimes it's difficult to find that balance. And I don't know if we really get it like I don't have. I don't know, I feel like I think we were pretty alright with that. Like, we didn't really try to explain too much like the technical detail, at least in my sessions, we didn't really try to explain the technical details behind it unless it was like, strictly relevant. Often, it was more like, we haven't we want to do this, but we haven't, because we haven't had the time to implement it yet. Like that was kind of the most in depth. We got into like the software engineering process, you know, like, we didn't we didn't talk to them about like any of the technologies that we're using or anything. It was just like, this is something that we want to develop, and we have it.	Not overloading users with technical details			
P1	So I guess that's a scenario where I would empathise more with them when they're having struggles because I want to try to help them even and that's the is the point of the session to let them struggle to some extent so that we can get information about Yeah,	Developers having the urge to help users when they struggle to use the app	Emotional Support		

P5	Yeah. Yeah. Because obviously, in user testing, I don't want to say too much. But I also wanted to reassure her that there wasn't a way she could do it wrong			
P2	Yes, I suppose like, just yeah, as I said, given when the users gave feedback, so one of the users gave feedback on how, like the wording was a bit confusing. And like when she pointed it out, it was really easy for me to see that then. Like, yeah, like once you pay it once it was brought to it, and I paid more attention.	Developers paying more attention to user concerns		
P3	Probably, yeah. Just to give a bit more atmosphere to the interview, to make it a bit more comfortable for her. comfortable for everyone. try and connect with the person a bit more.	Developer attempts to connect more with users		
P3		Developer attempts to make user more comfortable		
P5	Maybe a bit of it, it's just a filler word just to break the silence, I think was using a word like that. The aim was to make her feel more comfortable, because a lot of the time I was using it when she wasn't doing what we were expecting. I didn't want her to feel like she was doing it wrong. Because the point of user testing is just to see what they do. So it wasn't wrong. But I could say she was getting a bit.			
P4	I think that's, that's my main, my main concern with that was like, trying to comfort her, so that you know, are, like, don't think that you're doing anything wrong, there's nothing wrong with that. Like, it's just, it is what it is like, the website is designed to sway it happens, you know, the UI is not, I guess the user UI/UX is not the most ironed out thing. So it is what it is.			
P5	Yeah. Yeah. Because obviously, in user testing, I don't want to say too much. But I also wanted to reassure her that there wasn't a way she could do it wrong	Developers reassure users		
P2	I think the intention there was like not to get her to like, just, like think, try and do everything perfectly. Like, because yeah, we're not the app doesn't really care about how you spell.			
P2	But yeah, I guess when I said that, I was just trying to reassure her that if she makes a mistake, it was something like that. It doesn't really matter too much.			
P3	It's probably just one of the things I say, all good. Yeah. This is one of the things I say. But said intention of using that phrase would have been that that was probably the something that I say in those kinds of situations. I'd say say, Yeah, I'll feel like it. It's fine. Don't worry about it.			
P4	So I think this is just like all I experienced this as well. So I'm like, okay, you know, what, like, even as like a "developer" that I am, I still had that problem with some some things like the UI and stuff. So like, don't worry about it.			

P6	I want to, I wanted to give them support for the way that they use the app because I think maybe I was just, you know, projecting the way that I would want someone if I wasn't this, but like, often when you're when you're kind of using an app, and especially in that context, where it's like, like, the task is, little like, press this button or something like, it's hard to feel like you've done it correct. Sometimes, like, what if I have I missed something, you know, we're like, Did you say something that I shouldn't have done or whatever. So just reinforcing the fact that they're doing in the way that we want them to do it and that, like they've completed the task in the way that we've wanted to is that that was kind of the just, the point I'm trying to get across, like I didn't, I didn't think too much about the choice of words that I use for like reinforcing that. But now that you bring it up, like, I definitely see that it's important to use the right terminology in that circumstance. And like, you know, I could definitely that perfect is not the word to use. But I think it was fine. Yeah, but like, it's definitely important. And probably, depending on the user, you know, it could also be better or worse ways to reinforce that. Yeah, like, it's only about I guess, like, you know, with our limited experience in this regard, like not something we're thinking about too much. But like, I feel like if I was to watch say, say I was to sit and watch someone who is very experienced with usability testing to do that. I think the way that they would reinforce the user success would be quite different to the way that I did it. Yeah, that'd be really interesting to see.	Reinforcing the successful acts of users			
PU4	so I didn't really have much to do with [Minute taking developer], like, I was aware that [Minute taking developer] was there in the background, like maybe taking notes or just watching observing, which is fine.	Less connection with developers due to less interaction	Poor user connection with developers	Challenges to user empathy	Challenges to user empathy
PU4	I have nothing against [Minute taking developer] or anything. It's just, you know, I didn't have much interaction with [Minute taking developer] at all. That's fine. Oh, definitely. because that I feel like well, previously, I did the other session at first, and then I was invited back. So I, for example, you know, I was aware of [this developer], previously, but again, I still hadn't had much to do with [this developer].				
PU1	I think the second session, I wasn't so nervous, nor was I in such a rush, because, like the first session because I wasn't I got the time confused. I was rushing to get home to make it and I'd had stuff happen at work that afternoon that it just snowballed everything. Yesterday (second session) was much more relaxed. I found. Yeah.	User nervousness due to time confusions	User negative emotional response		
PU2	Oh, what's this gonna be about? Like, what questions am I gonna be thinking the right stuff, you know, kind of like second guessing myself here and there.	Users being nervous by thinking about session questions			

PU3	Um, I was a little nervous because I haven't participated in anything like this before.	User nervousness due to unfamiliarity of sessions	
PU3	But having not been involved in anything like that before, it was a bit nerve racking.		
PU3	Probably in the first session, I felt a little more nervous just because I didn't know what to expect.		
PU3	And I wanted to be able to give the best possible feedback I could to make that content usable for the developers, I didn't want to let them down in that space. So I was mindful to try and give as much as I could.	User nervousness about providing useful feedback	
PU3	yeah, I was confused a little bit just by the term of the goal versus the term of when you'd be checking in with a goal I think it was.	User confusion on terminology	
PU3	However, there was a point where I was little confused by the wording of something, so I felt then a little bit awkward, like I was not getting it right or not giving feedback.	Users feeling awkward due to confusion	
PU3			