

Exploring the Use of AI Chat Assistants in Scrum Management Activities

Dear participant,

You are invited to take part in a research study on the use of **chat-based and multimodal Large Language Model (LLM) tools** (such as **ChatGPT, Gemini, Claude, and DeepSeek**) to support **Scrum management activities** within software development initiatives.

This study targets **individuals who have applied such tools to support Scrum tasks** in this context.

In this study, these tools are collectively referred to as **AI Chat Assistants**.

An **AI Chat Assistant** is defined as a **conversational system powered by an LLM** that enables users to interact through natural-language dialogue (text in/out, optionally multimodal) to perform or support work-related tasks. Examples include stand-alone assistants (e.g., ChatGPT) and embedded chat interfaces in enterprise tools that meet these criteria.

In this questionnaire, the terms *initiative*, *project*, or *endeavor* are used interchangeably to refer to Scrum-based work.

The goal of this study is to **understand how professionals currently use AI Chat Assistants in Scrum-related tasks**, the **benefits and challenges** they experience, and their **expectations regarding future applications**.

Completing the questionnaire should take approximately **10–15 minutes**.

Your responses are **anonymous** and will be used **solely for research purposes**.

* Indica uma pergunta obrigatória

Informed Consent

You are invited to participate in a research study on the use of **AI Chat Assistants in Scrum Management**.

- **Purpose:** To explore how professionals working with Scrum use AI Chat Assistants to support management tasks, the benefits and challenges they experience, and their expectations for the future.
- **Voluntary:** Participation is entirely voluntary. You may skip questions or withdraw at any time without penalty.
- **Confidentiality:** Your responses are anonymous. No personal identifiers will be collected. Data will be stored securely and used only for research purposes.
- **Risks and Benefits:** No risks beyond everyday professional activities are expected. While there are no direct financial benefits, you may benefit by reflecting on your practices and contributing to the advancement of knowledge.
- **Duration:** About 10–15 minutes to complete.

By continuing, you confirm that you are at least 18 years old, have read this information, and agree to participate voluntarily.

[Click here to read the full version of the consent form](#)

1. Do you **AGREE TO PARTICIPATE** in this study under the conditions stated above? *

Marcar apenas uma oval.


☐ Yes, I agree and wish to continue

☐ No, I do not agree (end of survey) *Pular para a pergunta 52*

Section 1 – Participant Profile

This section aims to gather professional information.

2. In **WHAT COUNTRY** do you currently work?

 Dropdown

Marcar apenas uma oval.

- ☐ Afghanistan
- ☐ Albania
- ☐ Algeria
- ☐ Andorra
- ☐ Angola
- ☐ Antigua and Barbuda
- ☐ Argentina
- ☐ Armenia
- ☐ Australia
- ☐ Austria
- ☐ Azerbaijan
- ☐ Bahamas
- ☐ Bahrain
- ☐ Bangladesh
- ☐ Barbados
- ☐ Belarus
- ☐ Belgium
- ☐ Belize
- ☐ Benin
- ☐ Bhutan
- ☐ Bolivia
- ☐ Bosnia and Herzegovina
- ☐ Botswana
- ☐ Brazil
- ☐ Brunei
- ☐ Bulgaria
- ☐ Burkina Faso
- ☐ Burundi
- ☐ Cabo Verde
- ☐ Cambodia
- ☐ Cameroon
- ☐ Canada

- ☐ Central African Republic
- ☐ Chad
- ☐ Chile
- ☐ China
- ☐ Colombia
- ☐ Comoros
- ☐ Congo (Congo-Brazzaville)
- ☐ Costa Rica
- ☐ Croatia
- ☐ Cuba
- ☐ Cyprus
- ☐ Czechia (Czech Republic)
- ☐ Democratic Republic of the Congo
- ☐ Denmark
- ☐ Djibouti
- ☐ Dominica
- ☐ Dominican Republic
- ☐ Ecuador
- ☐ Egypt
- ☐ El Salvador
- ☐ Equatorial Guinea
- ☐ Eritrea
- ☐ Estonia
- ☐ Eswatini
- ☐ Ethiopia
- ☐ Fiji
- ☐ Finland
- ☐ France
- ☐ Gabon
- ☐ Gambia
- ☐ Georgia
- ☐ Germany
- ☐ Ghana
- ☐ Greece
- ☐ Grenada

- ☐ Guatemala
- ☐ Guinea
- ☐ Guinea-Bissau
- ☐ Guyana
- ☐ Haiti
- ☐ Holy See
- ☐ Honduras
- ☐ Hungary
- ☐ Iceland
- ☐ India
- ☐ Indonesia
- ☐ Iran
- ☐ Iraq
- ☐ Ireland
- ☐ Israel
- ☐ Italy
- ☐ Jamaica
- ☐ Japan
- ☐ Jordan
- ☐ Kazakhstan
- ☐ Kenya
- ☐ Kiribati
- ☐ Kuwait
- ☐ Kyrgyzstan
- ☐ Laos
- ☐ Latvia
- ☐ Lebanon
- ☐ Lesotho
- ☐ Liberia
- ☐ Libya
- ☐ Liechtenstein
- ☐ Lithuania
- ☐ Luxembourg
- ☐ Madagascar
- ☐ Malawi

- ☐ Malaysia
- ☐ Maldives
- ☐ Mali
- ☐ Malta
- ☐ Marshall Islands
- ☐ Mauritania
- ☐ Mauritius
- ☐ Mexico
- ☐ Micronesia
- ☐ Moldova
- ☐ Monaco
- ☐ Mongolia
- ☐ Montenegro
- ☐ Morocco
- ☐ Mozambique
- ☐ Myanmar
- ☐ Namibia
- ☐ Nauru
- ☐ Nepal
- ☐ Netherlands
- ☐ New Zealand
- ☐ Nicaragua
- ☐ Niger
- ☐ Nigeria
- ☐ North Korea
- ☐ North Macedonia
- ☐ Norway
- ☐ Oman
- ☐ Pakistan
- ☐ Palau
- ☐ Palestine State
- ☐ Panama
- ☐ Papua New Guinea
- ☐ Paraguay
- ☐ Peru

- ☐ Philippines
- ☐ Poland
- ☐ Portugal
- ☐ Qatar
- ☐ Romania
- ☐ Russia
- ☐ Rwanda
- ☐ Saint Kitts and Nevis
- ☐ Saint Lucia
- ☐ Saint Vincent and the Grenadines
- ☐ Samoa
- ☐ San Marino
- ☐ Sao Tome and Principe
- ☐ Saudi Arabia
- ☐ Senegal
- ☐ Serbia
- ☐ Seychelles
- ☐ Sierra Leone
- ☐ Singapore
- ☐ Slovakia
- ☐ Slovenia
- ☐ Solomon Islands
- ☐ Somalia
- ☐ South Africa
- ☐ South Korea
- ☐ South Sudan
- ☐ Spain
- ☐ Sri Lanka
- ☐ Sudan
- ☐ Suriname
- ☐ Sweden
- ☐ Switzerland
- ☐ Syria
- ☐ Tajikistan
- ☐ Tanzania

- ☐ Thailand
- ☐ Timor-Leste
- ☐ Togo
- ☐ Tonga
- ☐ Trinidad and Tobago
- ☐ Tunisia
- ☐ Turkey
- ☐ Turkmenistan
- ☐ Tuvalu
- ☐ Uganda
- ☐ Ukraine
- ☐ United Arab Emirates
- ☐ United Kingdom
- ☐ United States of America
- ☐ Uruguay
- ☐ Uzbekistan
- ☐ Vanuatu
- ☐ Venezuela
- ☐ Vietnam
- ☐ Yemen
- ☐ Zambia
- ☐ Zimbabwe
- ☐ Kosovo

3. What is your **AGE GROUP?** *

Marcar apenas uma oval.

- ☐ Less than 20 years old
- ☐ Between 20 and 29 years old
- ☐ Between 30 and 39 years old
- ☐ Between 40 and 50 years old
- ☐ More than 50 years old

4. What is your **ACADEMIC EDUCATION?** (Select the degree) *

Marcar apenas uma oval.

- ☐ Professional/Regular high school
- ☐ Undergraduate (not completed)
- ☐ Undergraduate (completed)
- ☐ MBA
- ☐ Master's degree (Professional or academic)
- ☐ Doctorate degree (Professional or academic)

5. How do you consider your **KNOWLEDGE LEVEL** in SCRUM? *

Marcar apenas uma oval.

- ☐ Novice - Minimum or "conceptual" knowledge without relevant practical experience.
- ☐ Beginner - Knowledge of the main practical aspects.
- ☐ Qualified - Good conceptual knowledge and practical experience.
- ☐ Proficient - In-depth advanced conceptual understanding and high practical knowledge.
- ☐ Specialist - In-depth conceptual knowledge and deep practical understanding.

6. What is your **EXPERIENCE** in years of working on SCRUM projects? *

Marcar apenas uma oval.

- ☐ No experience *Pular para a seção 12 (Survey Closure (Profile Not Eligible))*
- ☐ Less than 3 years
- ☐ Between 3 and 5 years
- ☐ Between 6 and 10 years
- ☐ Between 11 and 15 years
- ☐ Between 16 and 20 years
- ☐ More than 21 years

7. Do you hold any of the following SCRUM-role certifications? (select all that apply)

Marque todas que se aplicam.

- ☐ Scrum Master – Foundational (e.g., PSM I, CSM)
- ☐ Scrum Master – Intermediate (e.g., PSM II, A-CSM)
- ☐ Scrum Master – Advanced (e.g., PSM III, CSP-SM)
- ☐ Product Owner – Foundational (e.g., PSPO I, CSPO)
- ☐ Product Owner – Intermediate (e.g., PSPO II, A-CSPO)
- ☐ Product Owner – Advanced (e.g., PSPO III, CSP-PO)
- ☐ Developer (e.g., PSD, CSD, A-CSD, CSP-D)
- ☐ Outro: _____

8. Do you hold any of the following Agile or related certifications? (select all that apply)

Marque todas que se aplicam.

- ☐ PMI-ACP
- ☐ Scaled frameworks (e.g., SAFe, CASP, SPS)
- ☐ Kanban (e.g., PSK, APK)
- ☐ Agile Facilitation/Coaching/Leadership (e.g., PAL, PAL-EBM, PSF, CAL, CAF)
- ☐ Outro: _____

Section 2 – Organization Characterization

This section aims to gather information about the most recent organization you worked or are currently employed in.

9. What is the **NAME OF THE ORGANIZATION** you work for?

You may optionally provide the organization's name (not mandatory)

10. What is your **ORGANIZATION'S MAIN INDUSTRY?** *

Marcar apenas uma oval.

- ☐ Consumer products
- ☐ Education
- ☐ Energy
- ☐ Financial services
- ☐ Government
- ☐ Healthcare and pharma
- ☐ Industrial marketing
- ☐ Insurance
- ☐ Media and entertainment
- ☐ Non-profit
- ☐ Public services
- ☐ Professional services
- ☐ Research, Development, and Innovation
- ☐ Retail
- ☐ Technology
- ☐ Telecommunications
- ☐ Transportation
- ☐ Utilities
- ☐ Outro: _____

11. What is the **SIZE OF THE ORGANIZATION** in terms of the number of employees? *

Marcar apenas uma oval.

- ☐ 1-10 employees
- ☐ 11-50 employees
- ☐ 51-250 employees
- ☐ 251-500 employees
- ☐ 501-1000 employees
- ☐ 1001-2000 employees
- ☐ 2001-5000 employees
- ☐ 5001-20000 employees
- ☐ Over 20000 employees

12. **HAVE YOU WORKED** in a Scrum initiative/project? *

Marcar apenas uma oval.

- ☐ Yes, I have worked in one in the past
- ☐ No, I have never worked in one
- Pular para a seção 12 (Survey Closure (Profile Not Eligible))*

Section 3 - Initiative Characterization

This section aims to identify data from the initiative you are participating in (or the most recent in which you worked).

Again, in this questionnaire the *terms project, initiative, or endeavor* are used interchangeably to refer to Scrum-based work.

Finally, answer all questions considering **ONLY ONE INITIATIVE (the most recent one)**.

13. What is your **PRIMARY ROLE** in the Scrum Team in your **current or most recent** initiative? *

Marcar apenas uma oval.

- ☐ Developer
- ☐ Product Owner
- ☐ Scrum Master
- ☐ Agile Coach
- ☐ Architect
- ☐ CIO/CTO
- ☐ Consultant/Trainer
- ☐ Development Manager
- ☐ Product Manager
- ☐ Program Manager
- ☐ Project Manager
- ☐ Portfolio Manager
- ☐ President/CEO/COO
- ☐ QA / Tester
- ☐ Release Train Engineer
- ☐ Outro: _____

14. What is the main **APPLICATION DOMAIN** of your current/latest Scrum initiative? *

Marcar apenas uma oval.

- ☐ Web Application
- ☐ Mobile applications
- ☐ Stand-alone/Desktop Systems
- ☐ Server-side technologies
- ☐ Embedded or automation systems
- ☐ Cross-platform application
- ☐ Outro: _____

15. What is the main **PROBLEM DOMAIN** applied to your current/latest Scrum initiative? *

Marcar apenas uma oval.

- ☐ Telecommunication
- ☐ Education
- ☐ Enterprise Resource Planning
- ☐ Retail
- ☐ Finance
- ☐ Healthcare
- ☐ Security and Defense
- ☐ Pharmaceuticals
- ☐ Transport and Distribution
- ☐ Outro: _____

16. How many **MEMBERS** are there in the **SCRUM TEAM** you currently work with — or, if you are not currently part of one, in the most recent **SCRUM TEAM** you worked with? *

Marcar apenas uma oval.

- ☐ Between 1 and 5 members
- ☐ Between 6 and 10 members
- ☐ Between 11 and 20 members
- ☐ Between 21 and 40 members
- ☐ More than 40 members

17. **HOW LONG** has the product been (or was) under development or maintenance? *

Marcar apenas uma oval.

- ☐ Less than 1 year
- ☐ Between 1 and less than 3 years
- ☐ Between 3 and less than 5 years
- ☐ Between 5 and less than 10 years
- ☐ More than 10 years

18. In the last 6 months, have you employed an AI Chat Assistant to support any Scrum management work? *

In this survey, an **AI Chat Assistant** refers to any **chat-based system powered by a Large Language Model (LLM)** that allows users to interact through natural language in a conversational interface (e.g., **ChatGPT, Claude, Gemini, Copilot Chat**).

Marcar apenas uma oval.

- ☐ Yes
- ☐ No *Pular para a seção 12 (Survey Closure (Profile Not Eligible))*

Section 4 – Knowledge and Use of AI Chat Assistants

In this survey, an **AI Chat Assistant** refers to any **chat-based system powered by a Large Language Model (LLM)** that allows users to interact through natural language in a conversational interface (e.g., **ChatGPT, Claude, Gemini, Copilot Chat**).

These interactions may include not only text but also **code, images, or files** (for example, uploading a **burndown chart** for analysis).

This **does not include**:

- non-chat features that use LLMs in the background (e.g., Jira AI issue suggestions, Zoom auto-summaries),
- **Rule-based or scripted chatbots** without an underlying LLM,
- **Inline code completion tools** (e.g., *GitHub Copilot autocomplete*), or
- **Direct API use** unless it occurs through a chat interface.

From this point onward, the term **AI Chat Assistant** will be used throughout the survey.

19. How often do you use AI chat assistants, for Scrum management task)? *

Marcar apenas uma oval.

- ☐ Never
- ☐ Occasionally (less than once a month)
- ☐ Monthly
- ☐ Weekly
- ☐ Daily or almost daily

20. How do you consider your **KNOWLEDGE LEVEL** in the use of AI Chat Assistants? *

Marcar apenas uma oval.

- ☐ Novice – Minimum or conceptual knowledge without relevant practical experience.
- ☐ Beginner – Knowledge of the main applications of AI Chat Assistants, occasional use in practice.
- ☐ Qualified – Good conceptual knowledge and practical experience with AI Chat Assistants in professional tasks.
- ☐ Proficient – In-depth conceptual understanding and extensive practical experience with AI Chat Assistants, often integrated into workflows.
- ☐ Specialist – Advanced conceptual knowledge and deep practical expertise, capable of guiding others in the professional use of AI Chat Assistants.

21. Which AI Chat Assistants do you currently use? *

Marque todas que se aplicam.

- ☐ ChatGPT (OpenAI)
- ☐ Gemini (Google)
- ☐ Claude (Anthropic)
- ☐ Copilot Chat (Microsoft)
- ☐ DeepSeek Chat
- ☐ Perplexity AI
- ☐ Mistral Le Chat
- ☐ A proprietary or internal AI Chat Assistant developed or customized by your organization
- ☐ Outro: _____

22. If you know which model(s) your AI Chat Assistant uses, please specify (for example, GPT-4o, Gemini 2.5 Flash).

23. How do you usually interact with AI Chat Assistants? *
(check all that apply)

Marque todas que se aplicam.

- ☐ Text (typing or copy-pasting prompts)
- ☐ Voice (speaking or dictation)
- ☐ Images or screenshots (e.g., sharing a burndown chart)
- ☐ Files or documents (e.g., uploading PDFs, code files)
- ☐ Technical implementation tasks (e.g., writing/explaining/debugging code; generating tests, scripts, and config files; CI/CD & Infrastructure-as-Code; crafting queries/API calls; refactoring/performance/security hardening) (excludes inline autocomplete tools)
- ☐ Outro: _____

24. Does your organization have a **FORMAL POLICY** or guideline regarding the use of AI Chat Assistants? *

Marcar apenas uma oval.

- ☐ YES, there is a formal and documented policy.
- ☐ YES, but the policy is informal or not widely documented.
- ☐ NO, but discussions about creating one are in progress.
- ☐ NO, there is no policy or guideline.
- ☐ I don't know / Not sure.

25. **HOW** formally do you **USE AI CHAT ASSISTANTS** in your Scrum management activities? *

Marcar apenas uma oval.

- ☐ FORMALLY (with a prescribed process for carrying out the activity).
- ☐ INFORMALLY (without a prescribed process for carrying out the activity).
- ☐ I don't use LLM in Scrum-based activities.

Pular para a seção 12 (Survey Closure (Profile Not Eligible))

Section 5 – Use of AI Chat Assistants in Scrum

This section examines the application of AI Chat Assistants in relation to Scrum artifacts, events, and accountabilities.

26. On average, how much **TIME PER DAY** do you spend using AI Chat Assistants for Scrum management work? *

Marcar apenas uma oval.

- ☐ None
- ☐ < 1 hour
- ☐ 1–2 hours
- ☐ 3–4 hours
- ☐ 4–6 hours
- ☐ > 7 hours

27. In **WHAT WAYS** have you used AI Chat Assistants to **learn, explore, or simulate conversations** related to **SCRUM**?

*

(check all that apply)

Marcar apenas uma oval por linha.

	Currently Mostly AI Chat Assistant	Currently Partially AI Chat Assistant	Plan to Partially Use AI Chat Assistant	Plan to Mostly Use AI Chat Assistant	Don't Plan to Use AI Chat Assistant for This Task
Clarify Scrum concepts and roles (e.g., understanding Sprint events, accountabilities, or artifacts.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explore practices and techniques (e.g., estimation methods, refinement approaches, facilitation patterns.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get practical resources and examples (e.g., recommended tools, sample templates, or checklists to implement practices.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simulate conversations to create learning or practice scenarios for others – e.g., generating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

realistic role-
realistic role-
play cases or
play cases or
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Q&A dialogues
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lead.

Simulate
Simulate
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conversations
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values, improve
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management,
or grow in their
or grow in their
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role.

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28. Is there any other task (not listed above) for which you use AI Chat Assistants for **learning, exploring, or simulating conversations** related to SCRUM? If yes, please describe it briefly below and rate it using **the same scale** as the matrix above.

29. In **WHAT WAYS** do you use AI Chat Assistants to support your work with **SCRUM ARTIFACTS**? *

(check all that apply)

Note:

- Write/Define/Describe-> use the AI Chat Assistants to produce or draft something (from scratch or based on existing inputs).

Improve -> use the AI Chat Assistants to revise or refine something that already exists.

Marcar apenas uma oval por linha.

	Currently Mostly AI Chat Assistant	Currently Partially AI Chat Assistant	Plan to Partially Use AI Chat Assistant	Plan to Mostly Use AI Chat Assistant	Don't Plan to Use AI Chat Assistant for This Task
Define candidate non-functional requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Write candidate Product Backlog items (e.g., from requirements document or product vision)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Define how to split Product Backlog items to fit a Sprint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate the quality of a Product Backlog item description					

Evaluate the quality of a Product Backlog item description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Define the acceptance criteria for a Product Backlog item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Define the acceptance criteria of a Product Backlog item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve the acceptance criteria of a Product Backlog item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify dependencies within a Product Backlog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimate dependencies effort/size within a Product Backlog (e.g., story point, ideal hours, t-shirt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
sizing) of a Product Backlog item (e.g., story point, ideal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimate the hours, t-shirt value (e.g., ROI, desirability, cost of delay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
of a Product Backlog item value (e.g., ROI, desirability, cost of delay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Define the desirability, next Product Goal of a Product Backlog item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate the quality of a Product Goal next Product Goal (according to the team's criteria or commonly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Backlog item (test decompose) the Product					
Backlog item (define the into smaller technical work items)					
Product Backlog item (estimate technical task effort/size)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the Product Backlog item into smaller work items)					
Estimate technical task effort/size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Is there any other task (not listed above) for which you use AI Chat Assistants for working with **SCRUM ARTIFACTS**? If yes, please describe it briefly below and rate it using **the same scale** as the matrix above.

31. Can you share one (or more) **EXAMPLE PROMPTS** you have used with AI Chat Assistants in the context of **SCRUM ARTIFACTS**?

You may copy/paste or adapt real prompts you have used. Please anonymize any confidential data.

32. In **WHAT WAYS** do you use AI Chat Assistants to support your work with **SCRUM EVENTS**?

*

(check all that apply)

Marcar apenas uma oval por linha.

	Currently Mostly AI Chat Assistant	Currently Partially AI Chat Assistant	Plan to Partially Use AI Chat Assistant	Plan to Mostly Use AI Chat Assistant	Don't Plan to Use AI Chat Assistant for This Task
Design the event agenda (i.e., the sequence of activities and minutes per activity) and timeboxes for Sprint events (e.g., Sprint Review, Sprint Planning, Sprint Retrospective)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capture/Identify action items and owners of Events (e.g., Sprint Review, Sprint Planning, Sprint Retrospective)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify recurring themes or impediments from event notes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summarize what happened during an Event (e.g., Sprint Review, Sprint Planning, Sprint Retrospective)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Retrospective)
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recordings
recordings

Summarize
Summarize
Sprint Review
Sprint Review
stakeholder
stakeholder
feedback and
feedback and
follow-up
follow-up
actions
actions

☐☐☐☐☐

33. Is there any other task (not listed above) for which you use AI Chat Assistants for working with **SCRUM EVENTS**? If yes, please describe it briefly below and rate it using **the same scale** as the matrix above.

34. Can you share one (or more) **EXAMPLE PROMPTS** you have used with AI Chat Assistants in the context of **SCRUM EVENTS**?

You may copy/paste or adapt real prompts you have used. Please anonymize any confidential data.

35. In **WHAT WAYS** do you use AI Chat Assistants to support your work with **OTHER AGILE MANAGEMENT TASKS?** *

(check all that apply)

Note:

- Identify/Define/Describe-> use the AI Chat Assistant to produce or draft something (from scratch or based on existing inputs).

Improve -> use the AI Chat Assistant to revise or refine something that already exists.

Marcar apenas uma oval por linha.

	Currently Mostly AI Chat Assistant	Currently Partially AI Chat Assistant	Plan to Partially Use AI Chat Assistant	Plan to Mostly Use AI Chat Assistant	Don't Plan to Use AI Chat Assistant for This Task
Define possible impediment mitigation options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summarize impediment data (e.g., count, status, owner, resolution progress) into a concise report.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate the quality of a product roadmap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve the product roadmap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summarize the product roadmap for stakeholders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Improve the
team working
agreements

☐☐☐☐☐

36. Is there any other task (not listed above) for which you use AI Chat Assistants for working with **OTHER AGILE MANAGEMENT TASKS**? If yes, please describe it briefly below and rate it using **the same scale** as the matrix above.

37. Can you share one (or more) **EXAMPLE PROMPTS** you have used with AI Chat Assistants in the context of **OTHER AGILE MANAGEMENT TASKS**?

You may copy/paste or adapt real prompts you have used. Please anonymize any confidential data.

Section 6 – Perceived Benefits

This section focuses on positive outcomes of using AI Chat Assistants in Scrum management tasks .

38. To what extent **ARE AI CHAT ASSISTANTS HELPFUL** in supporting Agile activities of the following **SCRUM ACCOUNTABILITIES**? *

For each Scrum accountability, indicate to what extent AI chat assistants are helpful based on your own experience. Please respond **only** for the accountability(ies) you currently perform or have previously performed. For any accountability with which you have no experience, leave it blank or select “Not applicable”.

Marcar apenas uma oval por linha.

	Very Helpful	Helpful	Neutral	Slightly Helpful	Not Helpful	Not Applicable
Product Owner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scrum Master	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

39. **WHAT BENEFITS** have you already experienced with AI Chat Assistant use for Scrum management tasks? *

Marque todas que se aplicam.

- ☐ Increased productivity
- ☐ Improved quality of artifacts
- ☐ Reduced time for repetitive tasks
- ☐ Support in decision-making
- ☐ Better communication with stakeholders
- ☐ Faster onboarding of new team members
- ☐ Improved knowledge sharing and documentation
- ☐ Enhanced creativity in problem-solving
- ☐ Better stakeholder alignment through clearer outputs
- ☐ Increased stakeholder trust in project outputs
- ☐ Outro: _____

40. Do you agree that AI chatbots help you perform Scrum management tasks more efficiently?

*

Marcar apenas uma oval.

☐ Yes

☐ No

41. To what extent do you **AGREE** with the following statements about the **BENEFITS** of AI Chat Assistants in Scrum management tasks?

*

Marcar apenas uma oval por linha.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
LLMs help reduce cognitive load in repetitive management tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LLMs improve collaboration between Agile roles (PO, SM, Dev, QA).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LLMs accelerate the preparation of Scrum events (planning, review, retrospective).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LLMs improve the quality of decision-making in my projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LLMs increase transparency and traceability in Agile processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. Please describe **POSITIVE EXAMPLE(S)** of using AI Chat Assistants in your project.

Section 7 – Difficulties and Challenges

This section examines the risks and barriers associated with AI Chat Assistant adoption.

43. When using AI Chat Assistants for Scrum management tasks, which of the following **problems or frustrations** have you encountered? *

Marque todas que se aplicam.

- ☐ Solutions that are almost right, but not quite
- ☐ Difficulty in validating AI Chat Assistant-generated content
- ☐ High variability in output quality
- ☐ Difficulty adapting to project/team context
- ☐ Lack of integration with existing tools
- ☐ Over-dependence of the team on AI Chat Assistants
- ☐ Resistance from team members to adopt AI Chat Assistants
- ☐ I've become less confident in my own problem-solving
- ☐ Privacy/confidentiality concerns
- ☐ Legal/ethical uncertainties about AI use
- ☐ Hallucinations (confident, but fabricated or incorrect answers)
- ☐ Outro: _____

44. In your opinion, what is the **BIGGEST RISK** of using AI Chat Assistants in Scrum management tasks?

Please anonymize any confidential data.

45. Do you believe **INTENSIVE USE** of AI Chat Assistants could **CAUSE** *

Marcar apenas uma oval por linha.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Reduced understanding of processes (less deep understanding of processes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced accountability (difficulty in assigning responsibility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced trust (distrust in AI outputs or human-AI collaboration)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced motivation (reduced engagement of team members when delegating to AI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. Please describe **NEGATIVE EXAMPLE(S)** of using AI Chat Assistants in your project.

Please anonymize any confidential data.

47. Do you agree that AI chatbots rarely help improve the efficiency of your Scrum management tasks? *

Marcar apenas uma oval.

☐ Yes

☐ No

Section 8 – Future Perspectives

Up to this point, we have focused on the use of **AI Chat Assistants** in Scrum management tasks. However, conversational tools represent only the **first wave** of AI integration into Scrum and project management.

We are now witnessing the rapid emergence of **specialized AI tools, autonomous agents, and AI features embedded in management platforms** such as Jira, ClickUp, and others.

In light of this broader transformation, this section explores your **expectations for the future role of AI**, in all its forms, within Scrum management work.

48. Looking ahead, how do you imagine the relationship between humans and AI in Scrum management work?

Marcar apenas uma oval.

☐ Human-led, with AI as assistants

☐ Balanced human–AI collaboration

☐ AI-led, with humans supervising

☐ Fully AI automated

☐ Outro: _____

49. Do you believe AI could **REPLACE (FULLY OR PARTIALLY)** any of the **SCRUM ACCOUNTABILITIES** in the future?

*

Marque todas que se aplicam.

- ☐ Yes, Product Owner
☐ Yes, Scrum Master
☐ Yes, Developers
☐ No role replacement

50. What **NEW SKILLS** do you believe Agile professionals will need to effectively collaborate with AI in the future?

Please anonymize any confidential data.

General Comments

This section provides space for additional insights and reflections not addressed in previous sections.

51. Please add any further **COMMENTS, SUGGESTIONS, OR EXAMPLES** about using AI Chat Assistants to support Scrum management tasks .

Please anonymize any confidential data.

Pular para a pergunta 52

Survey Closure (Profile Not Eligible)

We sincerely appreciate your willingness to participate.

Based on your response, it seems that you do not have direct experience with Scrum management work and/or AI Chat Assistants.

Since this study focuses specifically on the use of **AI Chat Assistants in the context of Scrum management**, we kindly inform you that your profile does not match the scope of this research.

Your interest and effort are truly valued.

Pular para a pergunta 52

Conclusion

Thank you for your time and valuable contribution.

Your input will directly support academic research on the use of AI Chat Assistants in Scrum management.

The aggregated results will be shared in academic publications.

Free course access (for survey participants)

As a thank-you for completing this questionnaire, you can access Mirko Perkusich's "**ChatGPT for Scrum Masters: AI in Agile Practice**" course for free using the coupon links below.

Please choose the version that best fits you (English or Portuguese).

- English: [Link](#)

- Portuguese: [Link](#)

52. Optional: Invitation to a short interview

We are also conducting brief follow-up interviews to better understand how AI is actually being used in Scrum management activities.

If you are willing to be interviewed, you will receive **a free coupon for any of [Mirko Perkusich's courses on Udemy](#)** (your choice). This is an additional thank-you for your time.

Leave your email address below in case you are interested in be interviewed.

Thank you again for contributing to this research 🙏

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