SURVEY (TEAM)

This survey is intended to provide information about development processes and user participation. Your collaboration is very important for the success of this research and so that this information can be used to improve development processes.

It is important to emphasize that all the information provided here will have guaranteed confidentiality and academic purposes, since it will be used in the preparation of the dissertation for obtaining the title of Master.

ATTENTION: For a common understanding, user should be understood as being an individual who interacts with the information system.

I – RESPONDENT PROFILE

1. What is your gender?
   ( ) Female
   ( ) Male
2. What is your age range?
   ( ) 18 to 24 years old
   ( ) 25 to 29 years old
   ( ) 30 to 38 years old
   ( ) 39 to 44 years old
   ( ) 45 years or more
3. What is your education?

II – AS TO THE CONTEXT OF THE SYSTEM DEVELOPMENT

4. What was your main role in this project?
5. How long have you worked in this company?

III – AS TO THE PHENOMENON ITSELF

6. Did you participate in the requirements gathering stage?
   ( ) Yes
   ( ) No
   If yes, tell us how did you participate _____
7. Who did you interact with during the development of this project?
   ( ) Customer
   ( ) Customer representative
   ( ) End user
   ( ) End user representative
   ( ) N/A (None of the alternatives)
8. In which process step(s) do users and customers participate? Please choose all options applicable to the project.

	Customer participates	User participates	Both do not participate	Can't say
Conception				
Requirements Elicitation				
Requirements Analysis				
Requirements Specification				

Requirements Validation				
Requirements Prioritization				
Meeting(s)				
Test(s) (Software Validation)				
System Deployment				

9. Share your experiences, what positives, negatives, and challenges you see in involving the end user in project development.

10. Have you done integration of user-centered techniques/practices (i.e. usability/IHC activities) in the project(s) you have been involved in?

    a. *If the previous answer is yes.* At what level of integration do you think user-centered (i.e. usability/IHC) activities/practices are integrated into this project? Explain the reason for your answer.

    ( ) Very Low
    ( ) Low
    ( ) Medium
    ( ) High
    ( ) Very High

11. What are the challenges of this project regarding requirements gathering (or elicitation)?
( ) Constant change of requirements
( ) Requirements prioritization
( ) Requirements documentation
( ) Obtain a clear understanding of what the customer really wants
( ) Obtain a clear understanding of what the user really wants
( ) Communicate the requirements to the team
( ) User participation
( ) Customer participation
( ) Time consumption
( ) Difficulty in communication and collaboration with customer and end user
( ) Interaction between teams
( ) Neglect of non-functional requirements (NFR)
( ) Other (Specify: _____)

12. Do you think the user perspective(s)/needs are incorporated into the design?
( ) Yes
( ) No
( ) Can't say
Explain why your answer choice _____

13. What difficulties do you think you had in the project? Given these difficulties, would you have any suggestion(s) to mitigate them?

SURVEY (USER)

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I – RESPONDENT PROFILE
1. What is your age range?
( ) 18 to 24 years old
( ) 25 to 29 years old
( ) 30 to 38 years old
( ) 39 to 44 years old
( ) 45 years or more
2. What is your education?
3. What is your gender?
( ) Female
( ) Male

II – AS TO THE PHENOMENON ITSELF
4. Regarding the user's participation in the development of the system, which of the statements below best fits your reality?
( ) There was no user participation in the development process.
( ) I (as the final user) could participate directly in the development (example: I participated in meetings, interviews, validation, tests, etc.).
( ) I did not participate directly, but my participation in the development was through a User Representative.
( ) I did not participate directly, but my participation in the development happened through a "User Group".
   o Justify. How did you participate in the development process of the system?
5. What do you think the user should be involved/participate in the process of building the system? Why do you think so?
( ) Yes
( ) No
Justify your answer _____

6. If you could participate (you being the end user of the system) in one of these steps, what would you think?

	Ótimo	Bom	Regular	Ruim	Péssimo
A) How would you like to participate in the process of building prototype(s) of the system.					
Justifique a sua resposta: _____					
B) How would you like to participate in prioritizing and refining requirements.					
Justify your answer: _____					

C) What would you think about participating in the project's feasibility study.					
Justify your answer: _____					
D) What would you think about attending meetings to talk about new ideas and solutions for the system.					
Justify your answer: _____					

7. Share your experiences. What challenges do you see in user involvement in system development.

8. Do you have any suggestion(s) for improving user involvement in the design/development process?