

Post AI Tool Implementation Interview

Dear Interviewee,

Firstly, I would like to express my utmost gratitude for taking time to participate in this interview, which is an important step of my master's thesis.

To guarantee that the data gathered is as impartial and insightful as possible, I respectfully ask for the following:

Be Specific: Please provide specific examples or scenarios where you believe AI could be beneficial.

Current Pain Points: Please describe any current challenges, inefficiencies, or struggles you are facing or process within your workflow that might be done using AI tool. This will assist us in pinpointing areas where AI solutions could bring improvements.

Concerns and Limitations: We welcome identification of challenges and obstacles as it is essential for effective incorporation of AI in your workflow.

Honesty is Key: Honesty is crucial in this situation. Your honest insights within your workflow will aid us in selecting the most effective AI solution for your specific needs.

I assure you that this data collected through interview will be treated with confidentiality. Your insight will play an important part in pinpointing potential areas where AI can be used to bring positive impact.

Once again, Thank you very much for your participation. Your knowledge and expertise within your field are invaluable for this research topic.

If you have any queries or require further/any clarification, please do not hesitate to reach out.

Warm regards,

Shuvam Singh

* Indicates required question

1. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall impact of AI tools on your department's workflow, productivity, and outcomes? *

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

2. How have AI tools specifically impacted your daily tasks and responsibilities, and can you provide examples of how these changes have affected your department's overall efficiency and success? *

3. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall effectiveness of the AI tools in performing their intended tasks and meeting your department's needs? *

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

4. What specific features or functionalities of the AI tools do you find most effective * in supporting your department's objectives, and are there any areas where you believe further enhancements could significantly improve their utility?

5. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely * likely, how comfortable are you now with integrating AI technologies into the your department after having used them?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

6. Can you describe any specific instances where you felt particularly confident in * leveraging AI technologies, and conversely, any situations where you encountered challenges or uncertainties in applying these technologies?

7. To what extent do you agree or disagree with the following statement: "I am concerned that the implementation of AI tools might replace my role or reduce my significance within the company's workflow." *

Mark only one oval.

1 2 3 4 5

Strongly Disagree ☐ ☐ ☐ ☐ ☐ Strongly Agree

8. Why do you feel this way about the potential replacement of your role by AI tools, and what steps, if any, has your organization taken to address these concerns? *

Evaluation of Perceived Performance

9. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the performance of AI tools in terms of improving your task delivery speed? *

Mark only one oval.

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☐ ☐ Extremely Likely

10. Could you specify which AI tools or technologies you're referring to, and provide *
examples of how they have specifically contributed to speeding up your task
delivery?

11. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely *
likely, how much have you noticed changes in the quality of your work since
implementing these AI tools?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

12. Can you elaborate on how the AI tools have influenced the quality of your *
work? Specifically, have you observed improvements in accuracy, creativity, or
efficiency in your tasks?

13. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely * likely, how have these tools affected your ability to manage and complete complex tasks?

Mark only one oval.

	1	2	3	4	5	
Not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely Likely

14. Can you provide specific examples of complex tasks that have become easier * or more challenging due to the integration of AI tools? Additionally, are there particular features or functionalities of these AI tools that you find especially helpful or limiting in managing complex tasks?

15. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely * likely, to what extent have the AI tools improved your overall work completion rate?

Mark only one oval.

	1	2	3	4	5	
Not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely Likely

16. Based on your experience, can you identify specific tasks that became more manageable or challenging after integrating AI tools? *

17. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely enhanced it, how have these tools influenced your ability to make data-driven decisions? *

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

18. Can you provide specific examples of how AI tools have facilitated or hindered your ability to make data-driven decisions? Additionally, are there particular types of decisions or scenarios where you found AI tools to be particularly beneficial or less effective? *

Expectation Confirmation

19. On a scale of 1 to 5, where 1 indicates very poor and 5 indicates excellent, To what degree have the AI tools met your initial expectations in terms of improving productivity and performance? *

Mark only one oval.

	1	2	3	4	5	
Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

20. Can you provide specific examples where the AI tools either met or did not meet your expectations? *

Tools Specific Questions:

In this segment of the interview, you're not required to respond to every query. Instead, focus on answering questions about the tools that you have personally utilized or continue to use in your daily professional activities.

Meeting Assistant (TimeOS)

21. How effective has the meeting assistant been in summarizing, transcribing and generating key points for your meetings?

22. Has it improved your productivity in terms of post meeting works and follow-up tasks?

23. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall impact of this tool in your performance and productivity?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

Knowledge Base Management (Jira Add-ons: (AI powered) Automated Release Notes for Jira, AI ChatGPT for Confluence)

24. How have these tools helped in managing and accessing knowledge within the team?

25. Have they improved your workflow in terms of documentation and knowledge sharing?

26. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall impact of this tool in your performance and productivity?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

Code Generation, Refactoring, and Documentation (Github: Co-pilot)

27. How Co-pilot has impacted your coding tasks, such as writing new code, refactoring, and documentation?

28. Has it improved your coding efficiency and the quality of your code?

29. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall impact of this tool in your performance and productivity?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

Automation for Customer Support (Jira Service Management Bot)

30. How has the automation tool for customer support improved your response times and the quality of support provided?

31. Have you noticed any changes in customer satisfaction as a result of using this tool?

32. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall impact of this tool in your performance and productivity?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

Data Analysis, Summarization, and Visualization (Gemini for Workspace)

33. How has the Gemini AI assistant helped you in analyzing, summarizing, visualizing data, and do your other day to day tasks?

34. Has it enhanced your ability to make data-driven decisions?

35. On a scale of 1 to 5, where 1 indicates not likely at all and 5 indicates extremely likely, how would you rate the overall impact of this tool in your performance and productivity?

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Extremely Likely

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