

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

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? *

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

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? *

ai is pretty useful for understanding new concepts and can speed up coding that i know but would still spend time coding it myself.
so i can focus on more difficult taks that ai cant handle

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? *

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

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? *

IDE integration like copilot have helped the most.
copilot needs alot of improvements tho

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

easy coding tasks that would otherwise take time

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." *

1 2 3 4 5

Strongly Disagree ☒ ☐ ☐ ☐ ☐ Strongly Agree

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? *

its just a smart chatbot who spits out pretty wrong code but is still helpful.
not really a replacement.

Evaluation of Perceived Performance

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? *

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

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? *

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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? *

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

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? *

ai can teach my stuff faster then googling.

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? *

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

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? *

.

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? *

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

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

learning new programming stuff.

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? *

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

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

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? *

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

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

its pretty much what i expected a smartchatbot that is mostly wrong but can be helpful if used correctly.

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)

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

.....

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

.....

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?

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Not Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely Likely

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

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

.....

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

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?

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

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

mostly for figuring out code and learning stuff or generating stuff i could do but it saves me times

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

yes

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?

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

Automation for Customer Support (Jira Service Management Bot)

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

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

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Not Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely Likely

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

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

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

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?

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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? *

I use copilot when I do code, I try to avoid most other tools

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? *

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

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? *

Code generation and writing freeform text. For everything else, plain research still seems much better

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? *

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

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? *

Only when its a no-brainer. I don't want to adapt to a tool for a mediocre experience

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." *

	1	2	3	4	5	
Strongly Disagree	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

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? *

I think that if you are able to easily be replaced by AI (and it actually works), then you probably weren't essential in the first place. In IT, I haven't seen a job where replacing by AI could not have also been solved by replacing the employee altogether.

Evaluation of Perceived Performance

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? *

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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? *

They have not contributed positively, if at all. I find they slow you down because you have to check all output anyway

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? *

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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? *

They haven't

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? *

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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? *

AI has never helped me understand something complex

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

Working with AI content is annoying, that's about it

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? *

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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? *

I don't understand the question. What is a data-driven decision, something that you decide based on statistics? If so, then AI usually is not accurate

Expectation Confirmation

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Very Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Excellent

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

It's mostly been about what I expected. LLMs are better than I thought but do not have a use case yet other than entertainment

Tools Specific Questions:

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Meeting Assistant (TimeOS)

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

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

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

I use it for repetitive and short statements a lot if I do write code, for anything complex it usually breaks down

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

Efficiency is better but the quality is still bad usually for anything complex

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?

	1	2	3	4	5	
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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,

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

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? *

Github Copilot works as a kind of "pair programming AI" and really helps in the software development department to raise efficiency. Furthermore, it enables us to have new employees onboarded without knowledge of our tech stack (of course they still need knowledge of software development).

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? *

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

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? *

From my point of view, AI tools will be able to produce advanced software code in the near future. Thus, the jobs of software developers will completely change from people who code to people who ask the right questions to an AI.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☐ ☒ Extremely Likely

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? *

Sometimes the results of Github Copilot are not correct but are carried out with a high "self-consciousness". This leads to the problem that software developers might think that the AI is always right even when it is not.

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." *

1 2 3 4 5

Strongly Disagree ☐ ☒ ☐ ☐ ☐ Strongly Agree

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? *

I think, as stated above, the job will change but it will not be replaced. The challenge is that software developers may understand themselves no longer as people who code but as people who are able to lead a structured conversation with an AI and to double check the results of this AI.

Evaluation of Perceived Performance

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? *

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

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? *

Github Copilot provides suggestions for code and thus makes the development process faster.

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? *

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

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? *

The AI suggestions are not always correct and have to be double checked.

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? *

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

The efficiency raises but the effectiveness still is the same from my feeling.

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? *

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Very Poor	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

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

Suggestions are not always really good. The AI currently lacks of a bigger understanding. The local understanding is very technical and does not have a "business view" and does currently not understand how a complex software really works. But I expect the AI technology to advance in the near future so that even this will be possible.

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

Cannot state currently because I did not use it actively.

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

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

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

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

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

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?

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

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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

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☐ ☒ Extremely Likely

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? *

Github Copilot saves a lot of time during simple coding tasks. By not wasting time typing out everything, you can focus on the more complex aspects of the software.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

Copilot Code Completion is the most useful for my work as a dev

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

unsure

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." *

1 2 3 4 5

Strongly Disagree ☒ ☐ ☐ ☐ ☐ Strongly Agree

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? *

AI is still very error prone, and it will never truly grasp the complexity of our software to write code itself

Evaluation of Perceived Performance

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? *

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

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? *

Code completion cuts down on coding

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? *

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

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? *

AI can provide me with solutions I havent even thought of myself

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? *

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

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? *

Copilot Chat helps me find issues with code or provide explanations where its not immediately obvious.

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? *

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

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

nothing specific, but in general

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? *

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

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

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? *

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

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)

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

.....

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

.....

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?

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

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

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

.....

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

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?

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

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

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

See all the other replies. Its my main AI tool

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

Yes

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?

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

Automation for Customer Support (Jira Service Management Bot)

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

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

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?

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

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

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

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

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?

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

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Post AI Tool Implementation Interview

Dear Interviewee,

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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

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? *

Not Likely 1 2 3 4 5 Extremely Likely

☐ ☐ ☐ ☐ ☒

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? *

Copilot autocomplete is great. And I let LLMs write things that should sound professional

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? *

Not Likely 1 2 3 4 5 Extremely Likely

☐ ☐ ☒ ☐ ☐

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? *

Copilot autocomplete, creating simple things like typings and other tasks that are repetitive labour

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☒ ☐ ☐ Extremely Likely

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? *

Every time I use it is because I feel uncertain. Afterwards I still do :D

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." *

1 2 3 4 5

Strongly Disagree ☐ ☐ ☒ ☐ ☐ Strongly Agree

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? *

Don't feel concerned until AGI. But other people might be replaced, and any replaced dev is more competition.

Evaluation of Perceived Performance

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? *

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

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? *

Copilot reduces the amount I have to type

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? *

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

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? *

Haven't so far

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? *

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

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? *

None

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? *

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

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

None

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☒ ☐ ☐ Extremely Likely

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? *

LLMs are good at reading averages and statistics from logs that I am too lazy to parse myself

Expectation Confirmation

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? *

1 2 3 4 5

Very Poor ☐ ☐ ☒ ☐ ☐ Excellent

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

Kinda like expected

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)

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

.....

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

.....

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?

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

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

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

.....

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

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?

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

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

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

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

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?

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

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

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?

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

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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?

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

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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

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☒ ☐ ☐ Extremely Likely

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? *

Github Copilot helps in reducing the time to implement very basic code. This allows me to write more complex code or be faster with my assigned tickets. But most of the time I still have to write code myself or have to review the AI generated code.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

I think of effectiveness as reducing the cost a company has to pay someone for manual work. The AI's cost needs to be lower than the cost of the worker doing the same thing manually. I would say this is given for Github Copilot, while the overall time saving is not that high. It doesn't remove our need for hiring more people.

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? *

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

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? *

It really depends on the tool and the problem it wants to solve. While Github Copilot was straight forward to implement and use, the reclaim.ai for calendars felt kinda useless to me, since I didn't see any problem with the normal Google calendar that needed to be solved.

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." *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

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? *

If software is just written by AI, soon no one will know how any of their Software actually works, which makes it harder to react to bugs or security issues.

I'm not afraid of AI replacing my actual know-how, but of AI companies over-promising their products and influence decision-makers in organizations to replace people by AI, only to realize, way too late, that it doesn't work like that.

Evaluation of Perceived Performance

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? *

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

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? *

Github Copilot can reduce the time, but still requires manually reviewing the output code, so the overall cut isn't that high. Often the AI cannot generate what I need in the first place. I would rat the time saving to ca. 5%

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? *

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

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? *

Copilot sometimes prevents bugs I haven't thought of, but also often I have to change the generated code to prevent new bugs.

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? *

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

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? *

I would rate copilot more helpful for basic tasks than complex tasks. It's good at writing common code.

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? *

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

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

I don't really think copilot had an effect on that rate

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? *

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

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? *

Copilot doesn't help me for decision-making and I wouldn't call it data-driven.

Expectation Confirmation

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? *

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

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

As I thought, Copilot was not revolutionary to my work. It's more of a little helper, that can support me a bit under the right conditions.

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)

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

.....

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

.....

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?

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

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

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

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

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?

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

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

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

Helpful for writing basic code.

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

Efficiency a little, but quality not really.

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?

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

Automation for Customer Support (Jira Service Management Bot)

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

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

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?

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

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

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

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

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?

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

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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

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☐ ☒ Extremely Likely

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? *

I use AI more and more often in everyday life when texts need to be formulated or rewritten with different wording. In addition, acceptance criteria and other summaries and derivations can be quickly formulated from descriptions. It is also helpful for writing release notes that take a certain tone of voice into account.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

These are especially topics that have to do with texts. In the future, it would be interesting if metrics, which we would increasingly like to use, could also be evaluated automatically and decision templates generated on this basis. I think that this is technically possible, but we are not yet ready, as the information must be available correctly and in an analyzable form. Native integration into our systems still needs to be established.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☐ ☒ Extremely Likely

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? *

I feel particularly confident when I enter individual sentences as prompts and the output is so small that I can review each sentence individually and optimize it if necessary. I still have little confidence in accepting a large number of texts without checking them. The last conceivable scenario was the use of AI to formulate API documentation that writes itself automatically based on API endpoints. I think that AI can only handle this poorly, as the selective use of AI is never context-sensitive until it is fully integrated and has a large database at its disposal.

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." *

1 2 3 4 5

Strongly Disagree ☐ ☒ ☐ ☐ ☐ Strongly Agree

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? *

I don't think it's arrogant to think that you won't be replaced as long as you still control the use of AI yourself and are therefore needed to coordinate its targeted use. Basically, I'm glad that these tools exist and that I'm relieved of routine mental work. It often feels like I have a secretary who is available to me for a good dozen hours a week and I effectively save this time. In this respect, it actually increases my output and therefore my relevance. In fact, I think humans can never be completely replaced by AI. There will always be another place where only a human can sit.

Evaluation of Perceived Performance

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

It's about ChatGPT. It formulates rough thoughts in a matter of seconds. Short sentences are often not enough and you need some "accessories". This embellishment and enrichment, often with facts that you would have had to research yourself, is brilliant.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☒ ☐ ☐ Extremely Likely

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? *

I give it a mediocre rating because I also get to see a lot of AI-generated content from other people who work with it. It seems to me that some people no longer subject the output of the AI to quality control. As mentioned, AI often makes texts longer, can also include incorrect information and writes generic texts if the prompts are poor and the context is not provided.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

I use AI particularly for simple, routine tasks. Complex tasks can only be solved in my case if I break them down myself, evaluate the AI's output, and put everything back together based on my own knowledge and experience.

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?

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

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

As I said before, it is mainly the simple tasks of mental routine work or when I want to quickly incorporate information into texts that are found in textbooks and I would have otherwise googled. However, I still google and verify them because I don't deliver texts that contain incorrect facts. In this respect, new work has also been created.

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?

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

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?

Actually, I haven't yet used AI for quantitative purposes; so far, I've only used qualitative AI. That may change hopefully when we have more metrics and corresponding business intelligence and analysis tools available.

Expectation Confirmation

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? *

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

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

It has far exceeded my expectations. Three years ago, when I had a colleague titled "Head of AI" at my old company and often discussed with him, I couldn't have imagined what AI would be capable of in such a short time and how significant a part of my daily life it would become. I believe it has even surprised the experts, like him. AI is true magic and continues to fascinate me every day anew.

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)

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

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

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?

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

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

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

A lot. Writing release notes, for example, is super annoying, especially when it happens long after initially dealing with a ticket. You always had to re-familiarize yourself with a topic. AI takes over this process, analyzes it, and writes an almost perfect summary.

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

Yes, in that it saves an enormous amount of time. The workflow remains nearly the same but can be completed in a fraction of the time (let's say less than 20% of the original processing time in the case of release notes).

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?

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

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

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

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

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?

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

Automation for Customer Support (Jira Service Management Bot)

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

The chatbot for the helpdesk is highly expandable, but this is hindered by the currently modest data foundation. We lack sufficient data. As a result, the AI sometimes starts to speculate and suggests solutions that have nothing to do with the actual application. The problem is that these suggestions are presented with great confidence. Customers would not appreciate this, even if we tell them that this is not a real human, so we have not tested it with customers yet.

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

As mentioned earlier, due to the inappropriate responses of the JSM Bot, it has remained limited to an internal test so far.

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?



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

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

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

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?

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

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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

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

Github Copilot has become one of the essential tool that I frequently use in my daily tasks. It is really helpful while trying to understand the code and complete task more faster than without it.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

Github Copilot for generation of code, understanding the codebase and implementation of new features.

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? *

1 2 3 4 5

Not Likely ☐ ☐ ☐ ☒ ☐ Extremely Likely

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? *

For performing mundane tasks which are not extremely complex I would definitely use AI technologies for it.

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." *

1 2 3 4 5

Strongly Disagree ☐ ☒ ☐ ☐ ☐ Strongly Agree

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? *

AI itself is still developing as it make lots of mistake and requires sufficient data and information to make a proper response. So based on current scenario I would not be concerned about it.

Evaluation of Perceived Performance

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? *

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

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? *

Using Github Copilot to do my tasks have definitely improved my task delivery speed.

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? *

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

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? *

It has definitely helped me understand my tasks more easily, helps to be more creative through suggestions and improve my code through error detection.

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? *

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

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? *

Maybe to understand a complex block of code but usually it helps me to perform more easier tasks.

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? *

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

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

In general performing my simpler mundane tasks have become more easier.

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? *

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

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? *

So far I have not used AI for making data driven decision in my work if it involves statistics.

Expectation Confirmation

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? *

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

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

The results are as expected as, I always expect AI tools as a assistant who provides some level of assistance to do my mundane tasks.

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)

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

.....

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

.....

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?

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

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

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

AI ChatGPT for Confluence was helpful to get summary of the page for a quick understanding and questioning feature is also good

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

It has probably saved some considerable amount of time to understand the context of the page.

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?

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

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

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

To write boilerplate codes, perform simpler tasks, understand code, and refactor if needed.

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

Yes, Having a assistant is definitely a help.

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?

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

Automation for Customer Support (Jira Service Management Bot)

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

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

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?

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

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

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

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

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?

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

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