Appendix C: General feedback on extensions

The general feedback given by the interviewed experts is depicted in Figure 1. The feedback coming from Group 1 "Engineers" can be summarized as follows: The model of the second process example is large although it is a simple process. For understanding the notation one needs more time. The notation serves as a reminder to define termination conditions for repetitive tasks. Representatives from Group 2 "Allrounders", among others, have the opinion that this notation is more understandable for them than block diagrams, but they are not familiar with it. Furthermore, they would prefer this notation over standard BPMN for continuous processes. However, it is seen as a challenge to develop a new method to model something. Opinions shared by Group 2 and Group 3 are as follows: An intensive introduction to the notation is necessary for a good understanding. The usability of the notation depends on the understanding. For continuous processes the extension is valuable. The extensions support the user in modeling. Group 1 does not share a statement here with Group 2 and Group 3. Group 3 holds the following opinions: The extensions facilitate the maintenance of models, bring clear insights into the processes, have the advantage of requiring fewer symbols when modeling, and help the user understand which elements are needed for modeling. These opinions come from Modeler 1. Modeler 4 thinks that the extensions include all the building blocks for continuous processes. Modeler 2, on the other hand, misses the classic technical process representation.

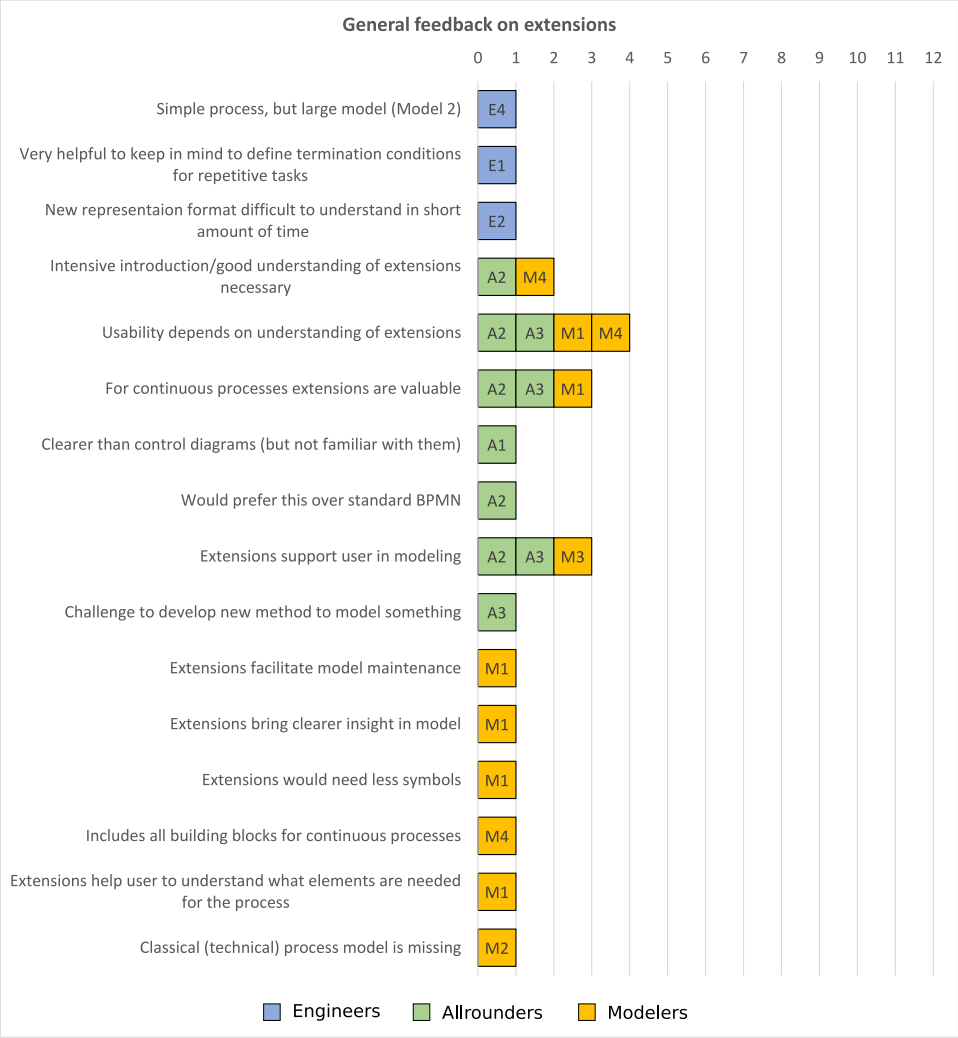

Figure 1: General feedback on extensions

The statements from Figure 1 are listed in quantitative relation in Table 1. For Group 1, there are two negative ratings compared to one positive rating. In Group 2, there are three positive evaluations with one missing answer. In Group 3, there are three positive answers and one negative answer. If we compare this result with the willingness to use the extensions in everyday work (see Figure 2), it becomes apparent that all experts with experience in working with BPMN see the extensions as a positive innovation. Likewise, there is positive feedback from two engineers while Engineer 4 gives negative feedback. One answer from Group 1 is missing. As a reason for the rating, Engineer 4 states that even simple processes result in large models and thus become inconvenient to manage.

Excerpt from Interview 4, Group 1: "*Es würde so viel Papier erzeugen, weil die Prozesse teilweise so komplex sind, dass/ Eher nicht.*" translates to "*It would generate so much paper because some of the processes are so complex that/ Rather not.*"

Table 1: General opinions on extensions summarized

Group	Summary	Positive (+) or negative? (-)
Group 1		1 +/ 2 -
Engineer 1	Helpful reminder	+
Engineer 2	More time to understand	-
Engineer 3	/	
Engineer 4	Simple process -> large model	-
Group 2		3 +
Allrounder 1	Clearer than block diagrams	+
Allrounder 2	Intensive introduction for good understanding, valuable and preferred	+
Allrounder 3	Valuable and supportive	+
Allrounder 4	/	
Group 3		3 +/ 1 -
Modeler 1	Good understanding necessary, but valuable and bring advantages	+
Modeler 2	Technical model missing	-
Modeler 3	Supportive	+
Modeler 4	Intensive introduction for good understanding, covers all building blocks	+

As expected, most of the positive feedback comes from Groups 2 and 3. Combining the data from Figure 1 and Figure 2, it is apparent that Engineer 4 is generally critical of the extensions, whereas the remaining experts (including Engineer 1 and 2 from Group 1) are generally positive towards the extensions. The corresponding data for Engineer 3 is missing here.

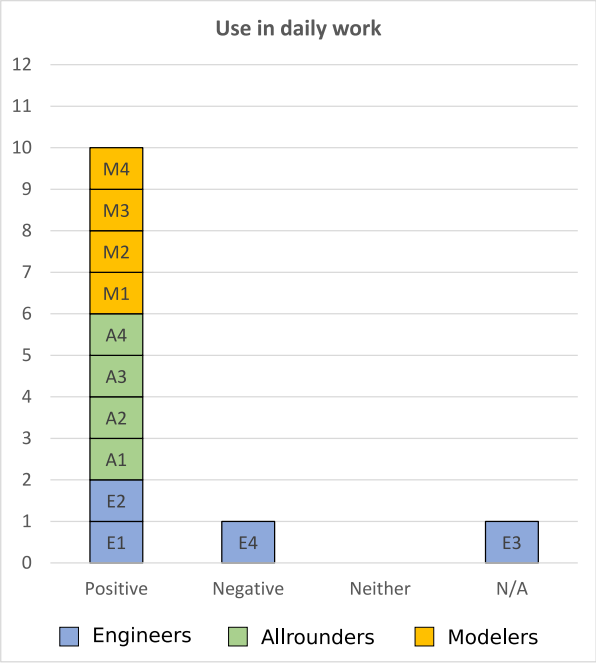

Figure 2: Willingness to use the extensions during daily work