

Overview

The purpose of this document is to detail the Observation Phase to be carried out with participants in software development teams during their experiences collaborating with colleagues to create content in the face of changing working models.

The data collection mechanism will be non-participant observation; this means observing events without actively participating in them. This mechanism allows researchers to observe the routine of a focus group for a continuous period and record their actions, behaviors, interactions, as well as events related to the study. As part of the team, researchers can observe sprint planning meetings, daily meetings, weekly retrospective meetings and organization-wide meetings on company matters, such as the progress of pandemic measures and work model strategies. Non-participant observation often helps to even out researchers' biases, as well as revealing differences between what people say and what they do.

Purpose

The purpose of these observations is to help us capture elements “not expressed” in the Semi-structured Interview Phase, about how people working in distributed software development teams in the Hybrid model.

The data collected in these observations will help us to further refine the research questions.

Observation protocol

- Use Zoom
- Introduce yourself and the purpose of the observation
- With the permission of the participants, record the Zoom meeting with transcription activated
- Make sure they are okay with us following up by email to clarify any points, or a subsequent interview
- Everton and Marilaine will only observe and take notes
- Observations should last a maximum of one hour
- During and at the end of the observation, a field note will be taken
- Have an alignment session immediately after the observations to compare notes, discuss interesting results, any necessary follow-ups, etc.
- Have weekly follow-up sessions to compare, monitor and discuss results and direct necessary actions, etc.

Duration

Preparation: 0.5 hours-2 weeks (depending on accessibility and legal regulations)

Activity: 1 hour-4 weeks (depending on the number of observations and purpose of the research)

Follow-up: 0.5 hours-2 weeks (depending on the amount of data and types of data collected)

Physical requirements Notebook, video camera, legal agreements (consent and/or confidentiality agreement)

Energy level Medium

Researchers/Facilitators Minimum 1 (it is better to have 2-3 researchers)

Participants Minimum of 5 (ideally at least 20 per group)

Expected output Text (field notes), photos, videos, sketches, statistics

Make sure that during the observations we can record:

- How is software development working in the hybrid model?
- How do the participants collaborate in the hybrid model?
- What content do they produce?
- What tools do they use?
- Insights on issues related to software development processes in the hybrid model and how to improve the experience?

References

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