

Overview

The aim of this document is to detail the questions that will be asked when interviewing people in distributed software development teams about their experiences collaborating with colleagues to create content in the face of changing working models.

These questions will generally be open-ended, as initially interesting in exploring the environment, types of collaborations, content captured, etc. After the first interviews, this protocol will be revised and will further refine the questions for subsequent interviews. The first interviews are with a pilot group to help us refine the scope of the subsequent research project.

Purpose

The aim of these initial interviews is to help us better understand how people working in distributed software development teams collaborate with their colleagues when they are creating content. Some people will probably use virtual whiteboards, others will use more lo-fi solutions such as Google Docs, others may not use anything at all.

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

Proposed questions Interview protocol

- The interview will be synchronous, remote and for this use Zoom
- Introduce yourself and the purpose of the interview
- With the participant's permission, 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
- The first and third author will take notes
- The first and second author will support and add questions where necessary
- The interview should last a maximum of one hour
- At the end of the interview, participants will have the opportunity to ask any questions they may have.
- Have a debriefing session immediately afterwards to compare notes, discuss interesting results, any follow-ups, etc.

Questions

1. Please introduce yourself and tell us a little about yourself.
2. How long have you been working professionally?
3. When did you join the company? Was it during the pandemic?
4. In your team and in relation to the people you interact with, where are they located? Before the pandemic, was this company team distributed or more localized?
5. How was your onboarding or integration process, from the point of view of your team and from the point of view of the company's culture and identity?
6. Do you think it took you longer to integrate into the company culture because of this working model?
7. From your perspective, tell us about your working model, your day-to-day activities and relationships with teams, and how this model has evolved?
8. How have you seen this model evolve? Is the company better prepared today?
9. Considering the Digital Hub, do you think there are any areas or types of activity that wouldn't fit into the full remote or hybrid models?
10. Considering your organizational structure, how is your team divided within the company? Is it by project?
11. In a post-pandemic scenario (1 or 2 years in the future) and considering the perspective of the company and the professionals and imagining that you are free to make the decision with total freedom, what would an ideal working model look like from now on?
12. Would it be feasible or realistic to imagine a face-to-face future again?
13. What would be the positives (advantages) and negatives (disadvantages) of the current model, both from the perspective of the company and the professionals?