Illustration if Coding Process - An Actionable Framework for Understanding and Improving Developer Experience

Michaela Greiler, Margaret-Anne Storey, and Abi Noda

Abstract—In this document, we present samples of the coding we did during the study of developer experience. This is supplemental material that belongs to the paper: "An Actionable Framework for Understanding and Improving Developer Experience".

Index Terms—developer experience, grounded theory, development practices, satisfaction, productivity.

1 Example and Illustration of the Coding Process

To analyze interviews, we used an open coding approach where we coded the interviews in an inductive (bottom-up) way [1]. Interviews were conducted and coded by two or more authors over several iterative cycles. Interview recordings and transcriptions were continually revisited until our findings were saturated (that is, no new codes or insights emerged). We divided the transcripts of the participants into coherent units (sentences or paragraphs) and added **preliminary codes** that represented the key characteristics that each participant talked about. We later agreed on a set of **focused codes** that captured the most frequent and relevant factors of developer experience.

We then used *axial coding* as described by Charmaz to group the codes into **categories**. This was done using visual mapping tools in several iterative cycles with discussion among the authors. As we were coding, we wrote memos for the codes and categories, and noted relationships across codes. Tables 1 and 2 shows examples of the coding process for several transcripts and the resulting codes, categories and core categories (that aggregate categories in our code hierarchy).

Early in our analysis, we identified a number of emergent **core categories**: developer experience (DX) factors, importance characteristics of DX factors, barriers impeding development teams from improving their experience, strategies for improving experience, and coping mechanisms if barriers could not be removed. These five core categories are key components in the developer experience framework that emerged from our analysis. The framework is our main research outcome and it also helped us refine our preliminary research questions. The core categories and associated

subcategories and codes will be described in more detail in the following sections.

REFERENCES

[1] K. Charmaz, Constructing grounded theory: A practical guide through qualitative analysis. Sage Publications, 2006.

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Transcript Unit : "the developer tools that people use [are affecting DX]. So, I work in the net stack mostly, and the tooling is actually					
great. But there is a tool called ReSharper, which is like an add-on that companies have to pay for, which makes you a lot more productive. And other types of tools. So I think tooling and the development environment itself is another big piece of it." (P22)					
Preliminary Code:	Focused Code:	Category:	Core		
Developer tools influence productivity	Development environment	Development and release	Category: DX Factor		
Transcript Unit: "Like I understand why we	had to do it [release at the deadlin	ie], but it's no fun when y	ou're working on something		
and you're taking pride in what you're working on, and knowing that basically like it's broken, but there's not a whole lot I can actually do about it right now." (P17)					
Preliminary Code:	Focused Code:	Category:	Core		
Releasing low quality code negatively impacts DX	Codebase health	Development and release	Category: DX Factor		
Transcript Unit: "If I do have the option to implement and design things the way I want to, that's great, and it is fun. But if there are no checks and balances and the developer who's doing it is kind of off on their own and a cowboy or cowgirl, you can end up with a terrible code base. So that one is a little, it's gray, it's not black and white." (P23)					
Preliminary Code:	Focused Code:	Category:	Core		
Autonomy needed but not unbounded	Autonomy	Developer flow and fulfillment	Category: DX Factor		
Transcript Unit: "they [my colleagues] tried So, they [the colleague] wanted to leave. The done this enough times to know the differen	ey immediately found a reason t	o not be at the company	e in an unrealistic timeline. anymore because they have		
Preliminary Code:	Focused Code:	Category:	Core		
Unrealistic deadline and pressure leads to	Leaving job , Unrealistic	-, Product	Category:		
leaving job.	timeline	management	Coping mechanisms, DX Factor		
Transcript Unit: "I believe that the ultimate §					
that doesn't drive the KPIs up is unnecessar					
KPI. And if you are in a product driven compif it affects production, then it affects the KP					
influence for example, quality, refactoring, bu					
or for the company." (P10)					
Preliminary Code:	Focused Code:	Category:	Core		
DX might not be visible in KPIs, educating to build awareness	Inability to quantify problems, Speaking up	-,-	Category: Barrier, Strategy		
to bana awareness	problems, opeaking up		barrier, Strategy		
Transcript Unit: "I got really gynical about m	v ovnorionco at [company namo]	and Latartad like gaing in	ato work and just being like		
Transcript Unit: "I got really cynical about m whatever, like, I'm not going to care about th the project I'm assigned to, but I'm not going	ese things anymore. Like come ir	n and do my job and I'm g	going to do the best I can on		
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