Interview Guideline

45-minute session

**People to interview:**

* Developers and managers - people that make up the team

**Disclaimer: 2 minutes**

* Ask for permission to record + tell them that we use their interview for research and that their data will be looked at by researchers, but will be anonymized before ever being shared publicly.

**Demographic questions: 2 minutes (list of questions with consent via email)**

* Current role, and responsibilities
* Background company:
  + How many employees/engineers in the direct team
  + Product company?
  + What does the company do?

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# Part 1

**The goal of the research:**

In this interview, we want to understand what factors you see as significantly affecting your developer experience. Whereby, developer experience is the developer’s perception of the work, processes, and culture that they encounter while building software on a team.

We are interested in factors that affect your perception of developing software on a team.

In other words, what makes you happy or unhappy, productive or unproductive, content or discontent as a developer developing software on a team.

**Unguided impressions:**

What are the first things that immediately come to your mind, when you think about your experiences developing software on a team?

* What affects you?
* What affects your team?

# Part 2:

**DX framework factors:**

* Show them the list of factors we derived from the literature (copied below). Present them with the name of the factor + a short description of what each factor means.
* Ask them about the perceived importance of each factor
* For factors, they rated as low-importance, ask them why.
* For factors they rated as high-importance, ask them why.
* Can you think of additional factors that you're missing from this list or that we haven’t talked about that are important or significantly influencing your developer experience?

Part 3:

**Actionability:**

**As part of this research, we also want to understand** how much a developer or a development team can influence or change their developer experience. So, when you think about the factors we just discussed, are you able to take action on them to improve your developer experience? Can you, together with your team, take action to improve the developer experience? What are your thoughts about this?

* From your practice, which of those factors can the team realistically take action on to improve their developer experience?
* What are the most actionable factors? Why?
* What are the least actionable factors? Why?
* When is something actionable to you, or to your team, or to your organization?

# Final Thoughts:

Is there anything that you feel is missing that is important for this topic, that we did not talk about?

### Other Possibly Important Factors:

The following are the factors from the literature to use as a prompt during the interview to probe about other factors they may not have considered:

|  |  |
| --- | --- |
| Developer flow   * Uninterrupted time * Tool and technology choice * Implementation/Design autonomy * Flexibility in core work hours and schedule * Challenging/stimulating work * Learning | Code Feedback   * Feedback quality * Feedback responsiveness * Reviewability (context and size) * Feedback receptiveness |
| Delivery process   * Cadence * Time from commit to production * Risk (deployment-specific) * Simplicity delivery | Product management   * Directional clarity * Impactful Product * Joint prioritization * Influence on product |
| Codebase Health   * Code quality * Confidence in making changes * The amount of technical debt * Code velocity/ development productivity * Time to find defects * The fit of architecture with needs and goals * Existence of test | Culture   * Welcoming new ideas * Voicing true opinion * Consequences of failed experimentation |
| Teamwork   * Shared team values * Recognition from your team * Cooperation between roles, seniority, area of expertise * Knowledge sharing | Continuous improvement   * Confronting problems * Constructive feedback * Decisive action to improve |