

Indirect Conflicts: An Exploration and Discussion of Tools, Process, and Developer Insight

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Abstract—

I. INTRODUCTION

II. RELATED WORK

III. METHODOLOGY

Our study was performed in two parts. First, a round of semi-structured interviews were conducted which addressed the larger who, what, when, where, and how about indirect conflicts. Secondly, a survey was given out which was used to confirm what was learned from the interviews on a larger sample size as well as get a larger opinion base on general issues.

A. Interview Participants

We selected our interview participants from a large breadth of both open and closed source software development companies and projects. The population which participated in our interview came from the following software groups: IBM, Mozilla, The GNOME Project, Microsoft Corporation, Subnet Solutions, Ruboss Technology Corporation, Amazon, Exporg Oy, Kano Apps, Fireworks Design, James Evans and Associates, and Frost Tree Games. Our participants we chosen based on their direct involvement in the actual writing of software for their respective companies or projects. These participants' software development titles included: senior developer, lead developer, software developer, software developer in test, and junior developer. In addition to software development, some participants were also chosen based on their previous experience of software development as well as their current experience with project management at some capacity. These management type participants involved in project planning to some capacity between technical architecture, project maintainer, chief technical officer, or program manager.

B. Interview Procedure

Participants were invited to participate in the interviews by email and were sent a single reminder email one week after the initial invitation if no response had been made. We directly emailed 22 participants and ended up conducting 19 interviews. Interviews were conducted in person when possible and recorded for audio content only. When in person interviews were not possible, one of Skype or Google Hangout

was used with audio and video being recorded but only audio being stored for future use. We were quite pleased with the response rate to our initial invitation emails as our breadth of participants was rather large spanning multiple open and closed source project and our interview answer saturation was quite high (to be seen in Section IV). However, we were disappointed in our word of mouth campaign. We had asked several participants to pass along our interviews invitations to other members of their respective organizations but did not receive any additional participants through this method.

Interview participants first answered a number of structured demographic items. Next, participants were asked to describe various software development processes they use or encounter in their current working environment. These structured process questions were used for later analysis to provided context to any answer for questions that involve indirect conflicts. They next were engaged in a semi-structured round of questions pertaining to 12 categories of questions. Each of the categories was used as a point of aggregation for later analysis as a way of answering the X research questions laid out in Section I. While each of the 12 question categories had a number of starter questions, interviews largely became discussions of developer experience and opinion as opposed to direct answers to any specific question. In general, once the category was explained to the participant, little prompting was necessary as the participant would jump right into an experience, or issue he or she had with the question or category. However, not all participants had strong opinions or any experience on every category mentioned. For these participants, answers to the specific categories were not required or pressed upon. We attribute any non answer by a participant to either lack of knowledge in their current project pertaining to the category or lack of experience in terms of being apart of any one software project for extended periods of time. We account for these non answers in our analysis as seen in Section IV. Interviews lasted from 15 minutes up to 75 minutes. The length of the interview largely depended on the amount of experience the participant had in software development as they were able to give more experiences and more informed opinions.

After the interviews, we extracted a list of answers, opinions, and experiences for each of the 12 categorical question fields. We combined commonly mentioned opinions and

answers where possible, and noted where experiences with indirect conflicts from participants were similar but generally kept the experiences tied to the individual. Where more direct answers were given, we used the wording of our participants rather than our own descriptive aggregations. The results of this preliminary analysis was a list of short hypotheses supported by direct developer experience and opinion for the 12 categories. These hypotheses were then used as a template for creating the second step survey, in order to further test the answers given by interview participants and validate any possible conclusions to be drawn.

C. Survey Participants

We selected our survey participants from a similar breadth of open and closed source software development companies and projects as the interviews participants with two large exceptions. The software organizations that remained the same between interview and survey were: Mozilla, The GNOME Project, Microsoft Corporation, Subnet Solutions, Ruboss Technology Corporation, Amazon, Kano Apps, Fireworks Design, and Frost Tree Games. However, participants who took part in the round of interviews were not asked to participate in the surveys but rather to act as a contact point for other developers in their team, project, or organization who may be interested in completing the survey. Aside from this aforementioned list, two large groups of developers were asked to participate as well, these being GitHub users as well as Apache Software Foundation (Apache) developers. The GitHub users were selected based on their large amounts of development activity on GitHub and the Apache developers were selected based on their software development participation on specific projects known to be used heavily by other organizations and projects.

D. Survey Procedure

The created survey was based off of the 12 categorical hypotheses given by the round of interviews. The survey was designed to test these hypotheses and to acquire a larger sample size of developers who may have similar or different opinions from those already acquired from the interviews. The survey went through two rounds of piloting. Each pilot round consisted of five participants, who were previously interviewed, completing the survey with feedback given at the end. The previous interview participants were selected based on their domain knowledge expertise with indirect conflicts in order to provide what we think would be amount to better feedback and resulting in a more polished survey. The final survey consisted of 2 multiple choice, 3 level of agreement, 6 level of use, and 9 short answer questions. Each non demographic question was made optional as it was shown through the interviews that some questions require more experience from participants than may be provided.

Survey participants were invited to participate in the survey by email. No reminder email was ever sent as the survey responses were not connected with the invitation email addresses and thus participants who did respond could not be removed

from a reminder list. We directly emailed 1300 participants and ended with 78 responses giving a response rate of 6%. We attribute the low response rate with a couple of factors. One, the surveys were conducted during the months of July and August while many participants may be away from their regular positions. Two, our GitHub and Apache participants could not be verified as to whether or not they actively support the email addresses used in the invitations. And finally, the survey was considered by some to be long and require more development experience than may have been typical of some of those invited to participate.

After the survey was closed, preliminary analysis was applied to the short answer questions in the same manor as the interview responses. We extracted a list of answers, opinions, and experiences for each of the 9 short answer question fields while combining commonly mentioned answers where possible. The results again from this preliminary analysis is a list of common and unique hypotheses to each of the 9 short answer questions.

E. Analysis

IV. RESULTS AND DISCUSSION

V. FUTURE WORK

VI. CONCLUSIONS

VII. ACKNOWLEDGMENTS

We would sincerely like to thank all participants who were willing to be interviewed or who participated in completing our survey. We thank these people for taking time out of their day to participate and for sharing their developer experience with us. Without these people our research could not have been possible.