MONASH
University

Consent Form

HONESTY VIOLATIONS IN MOBILE APPS
Project funded by ARC Australian Laureate Fellowship FL190100035

Honesty is a character quality of being sincere, truthful, fair, and straightforward, and refraining from lying, cheating, deceit, and fraud (Collins dictionary). **Honesty violations** in mobile apps can be unfair cancellation and refund policies, false advertisements, delusive subscriptions, cheating systems, inaccurate information, unfair fees, no service, deletion of reviews, impersonation, and fraudulent-looking apps (Obie et al., 2022).

INTRODUCTION
This study is conducted to gain an in-depth understanding of mobile app developers' experiences with reported honesty violations in their mobile apps and their approaches to fixing them, if any.

The research is approved by the Human Ethics Committee of Monash University, Australia for five years on <date>. Reference Number: 35070.

Further information about this research is available <link to explanatory statement>.

INVESTIGATORS
Prof. John Grundy (Chief Investigator), Dr. Humphrey Obie, Dr. Mojtaba Shahin, Dr. Hourieh Khalajzadeh, and Ms. Kashumi Madampe.

CONTACT INFORMATION
If you have any questions regarding this interview and the project, feel free to contact Prof. John Grundy or Ms. Kashumi Madampe at {john.grundy, kashumi.madampe}@monash.edu.

CONSENT
I confirm that I have understood the nature of the research, and I have had the opportunity to ask questions and have had them answered to my satisfaction.

- [ ] I confirm that I am a mobile app developer
- [ ] I agree to take part in this study
- [ ] I understand that I am free to withdraw my participation at any time, and to withdraw any data traceable to me up to 30 days from the date of the participation without giving a reason
- [ ] I agree to fill in this pre-interview questionnaire
- [ ] I understand my personal information maybe collected in the next section of this questionnaire
- [ ] I understand that I will be audio-recorded during the interview

☐ I understand that interview recordings will be uploaded to a secure commercial server (i.e., otter.ai) for transcription

☐ I give consent to share the collected from me with other researchers whose projects have ethics approval

☐ I wish to have my interview transcript returned to me and I have the opportunity to edit the transcript for 30 days from the receipt of the transcript

☐ I wish to receive the summary of findings of the study

Name:

Signature:

SIGN HERE

✕

clear

Demographics

This section is intended to gather basic information of the participants.

NOTE
We assure details of the participants, and all other confidential information shared will be kept confidential. The names and details of the participants will not be specified in any of the publications or report.

How old are you?

20 - 25 ⌄

To which gender identify do you most identify?

☐ Male

☐ Female

☐ Non-binary / gender diverse

☐ [_____] My gender identity isn't listed. I identify as:

☐ Prefer not to say

In which country do you currently reside?

Afghanistan ⌄

General Professional Experience

Total experience in software industry (years) eg: 2.5 years: [____]

Total mobile app development experience (years):   [____]

Context

Which kinds of mobile apps do you or your company develop?

☐ Art and Design   ☐ Entertainment   ☐ Maps and Navigation   ☐ Shopping

- [ ] Auto and Vehicles
- [ ] Beauty
- [ ] Books and Reference
- [ ] Business
- [ ] Comics
- [ ] Communications
- [ ] Dating

- [ ] Events
- [ ] Finance
- [ ] Food and Drink
- [ ] Games
- [ ] Health and Fitness
- [ ] House and Home
- [ ] Libraries and Demo

- [ ] Medical
- [ ] Music and Audio
- [ ] News and Magazines
- [ ] Parenting
- [ ] Personalization
- [ ] Photography
- [ ] Productivity

- [ ] Social
- [ ] Sports
- [ ] Tools
- [ ] Travel and Local
- [ ] Video Players and Editors
- [ ] Weather
- [ ] Other (Please specifiy)

- [ ] Education
- [ ] Lifestyle

Definition: **Honesty violations** in mobile apps can be unfair cancellation and refund policies, false advertisements, delusive subscriptions, cheating systems, inaccurate information, unfair fees, no service, deletion of reviews, impersonation, and fraudulent-looking apps.

Which kinds of honesty violations have you received through app reviews for your mobile apps and how often?

	Never	Sometimes	About half the time	Most of the time	Always
Unfair cancellation and refund policies	◯	◯	◯	◯	◯
False advertisements	◯	◯	◯	◯	◯
Delusive subscriptions	◯	◯	◯	◯	◯
Cheating systems	◯	◯	◯	◯	◯
Inaccurate information	◯	◯	◯	◯	◯
Unfair fees	◯	◯	◯	◯	◯
No service	◯	◯	◯	◯	◯
Deletion of reviews	◯	◯	◯	◯	◯
Impersonation	◯	◯	◯	◯	◯
Fraudulent-looking apps	◯	◯	◯	◯	◯

Have you received reviews indicating honesty violations than what is given above for your apps? If yes, please specify below.

Causes

Definition: **Honesty violations** *in mobile apps can be unfair cancellation and refund policies, false advertisements, delusive subscriptions, cheating systems, inaccurate information, unfair fees, no service, deletion of reviews, impersonation, and fraudulent-looking apps.*

Who do you think is responsible for honesty violations in mobile apps?

- [ ] App owners (customers)
- [ ] Managers
- [ ] Business Analysts
- [ ] Product Owners
- [ ] Developers
- [ ] User support roles
- [ ] No one
- [ ] Other (Please specify)

ML Model

Definition: **Honesty violations** *in mobile apps can be unfair cancellation and refund policies, false advertisements, delusive subscriptions, cheating systems, inaccurate information, unfair fees, no service, deletion of reviews, impersonation, and fraudulent-looking apps.*

Do you agree with the statement: "Automatically detecting honesty violations in mobile app reviews with high accuracy is useful"?

○ Strongly disagree
○ Somewhat disagree
○ Neither agree nor disagree
○ Somewhat agree
○ Strongly agree

Who will benefit from automatically detecting honesty violations in mobile app reviews?

☐ App owners (customers)
☐ Managers
☐ Business Analysts
☐ Product Owners
☐ Developers
☐ User support roles
☐ End users
☐ No one
☐ Other (Please specify)

How do you think they will benefit?

A study by HumaniSE Lab, Faculty of Information Technology, Monash University, Australia.
Contact: kashumi.madampe@monash.edu | Monash HEC Approval Number: 35070

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