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User Involvement Survey

This survey aims to investigate how companies involve users in their software development. It also considers how persons in different roles think about involving users.

The survey is part of a larger study that aims to improve capabilities for user involvement and experimentation in software development. By participating in the survey, you help to develop better methods for making software that is useful for users. This knowledge can also be used in your company.

Your responses will be handled anonymously. Responses will be used for research purposes only and results from the survey will be reported in scientific publications. Aggregate results will be given to your company, but you will not be identified at any stage.

For any questions or queries about the survey please contact sezin.yaman@helsinki.fi.

1. BACKGROUND

1.1 Which of the following most closely matches your primary job function?
* ○ Developing software
  ○ Testing software
  ○ UX design
  ○ Management (e.g., of one or more products or teams)
  ○ System or network operations
  ○ Software architecture
  ○ Other

If other, please specify [   ]

* 1.2 How long have you been working in your current company role?   [--Select--   ▼]

* 1.3 What is your year of birth?   [   ]

1.4 Which of the following best describes you?
* ○ Female
  ○ Male
  ○ Other / Prefer not to say

1.5 What is the size of your primary work team?
* ○ Less than 3
  ○ 3 - 5
  ○ 6 - 10
  ○ 11 - 20
  ○ More than 20
  ○ I don't belong to a team

2. CURRENT STATE OF INVOLVING USERS

There are different ways of involving users in software development. Please answer based on your own experiences and beliefs.

2.1 In which development activities are users involved in your company? (click all that apply)

☐ Specifying requirements
☐ Designing software
☐ Implementing software
☐ Testing
☐ The activities after release
☐ Other

If other, please specify (separate with commas) [   ]

2.2. How much do you agree with the following statements?

	Completely disagree	Disagree	Neither agree nor disagree	Agree	Completely agree	I don't know
* I know who uses the						

software I contribute to in my work	○	○	○	○	○	○
* I need to ask for permission to contact users	○	○	○	○	○	○
* I frequently have direct contact with users	○	○	○	○	○	○
* I have sufficient information about users' needs	○	○	○	○	○	○
* I have information about users that is relevant for my work	○	○	○	○	○	○
* The information I have about users is up to date	○	○	○	○	○	○

2.3 In your experience, how easy is it for the following to get information from users?

	Very difficult	Difficult	Neither easy nor difficult	Easy	Very easy	I don't know
* Managers	○	○	○	○	○	○
* UX designers	○	○	○	○	○	○
* Software developers	○	○	○	○	○	○
* Software testers	○	○	○	○	○	○
* Software architects	○	○	○	○	○	○
* System or network operators	○	○	○	○	○	○
* Myself	○	○	○	○	○	○

2.4 How often do you use the following ways to get information about users?

	Never	Rarely	Sometimes	Often	Always
* I remotely observe users when they are using the software (e.g., screen sharing)	○	○	○	○	○
* I am physically present with users when they are using the software (e.g., talk-aloud study)	○	○	○	○	○
* I interact with users in person after they used the software (e.g., post-use interview)	○	○	○	○	○
* Through recorded usage data (e.g., log data or video)	○	○	○	○	○

2.5 Try to remember a situation where you knew that involving users in development would be useful, but you could not involve them. Please describe the situation and what challenges you faced.

3. EXPERIMENTATION WITH USERS

Experiments can be used in many different ways. Please answer based on your own experiences and beliefs.

3.1 Does your company conduct experiments involving the users?

	Never	Rarely	Occasionally	Yes, actively	I don't know
*	○	○	○	○	○

3.2 Please describe a typical experiment you have seen or been involved in in your company, including the roles. (Skip this if you have not seen or been involved in any experiments.)

3.3 Below are three pairs of statements about collecting data for understanding user needs. How much do you agree with each statement?

For understanding user needs better...

	Completely disagree	Disagree	Neither disagree or agree	Agree	Completely agree	I don't know
* ... data should always be collected because it might be needed later	○	○	○	○	○	○
* ... data should only be collected when there is a known need or assumption to test	○	○	○	○	○	○

For understanding user needs better...

	Completely disagree	Disagree	Neither disagree or agree	Agree	Completely agree	I don't know
* ... all data about user behaviour is useful	○	○	○	○	○	○
* ... focused data on a specifically chosen user action is useful	○	○	○	○	○	○

For understanding user needs better...

	Completely disagree	Disagree	Neither disagree or agree	Agree	Completely agree	I don't know
* ... users themselves must be actively involved in development	○	○	○	○	○	○
* ... we just need to measure user behaviour	○	○	○	○	○	○

4. NOTIFYING AND INVOLVING USERS

4.1 How much do you agree with the following statements regarding notifying users about experiments? Please answer according to your personal beliefs.

	Completely disagree	Disagree	Neither disagree or agree	Agree	Completely agree	I don't know
* Users do not need to know they are involved	○	○	○	○	○	○
* If we collect personal information, users need to be notified	○	○	○	○	○	○
* If no laws are being broken, users do not need to be notified	○	○	○	○	○	○
* Users can be involved in an experiment without their knowledge if we let them know afterwards	○	○	○	○	○	○
* Users should always be notified when they are being involved in an experiment	○	○	○	○	○	○
* It is ok not to disclose all the experiment details to users involved	○	○	○	○	○	○
* It is ok to intentionally deceive or mislead the user if experiment results depend on it	○	○	○	○	○	○

4.2 How much do you agree with the following statements about involving users in experiments? Please answer according to your personal beliefs.

	Completely disagree	Disagree	Neither disagree or agree	Agree	Completely agree	I don't know
* I cannot trust that the experiment results will be correct	○	○	○	○	○	○
* Involving users in experiments is time-consuming	○	○	○	○	○	○
* Our company does not have the needed technical infrastructure to run experiments	○	○	○	○	○	○
* Users would not like to be part of experiments	○	○	○	○	○	○
* Users have to be convinced of the benefit before taking part in an experiment	○	○	○	○	○	○
* Experiments give users false expectations	○	○	○	○	○	○
* Experiments reveal secrets about the product strategy	○	○	○	○	○	○

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Submit

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