

Interview script

Introduction

- ensure participant is aware of purpose research
- explain what will happen
- informed consent
- ask for permission to audio record interview

Questions to guide interview

Work

- Tell me something about your work (what do you do)
- How many hours per week (full-time/part-time)
- How long have you been working here (at this company)
- How long have you been doing this type of work

Number entry

- What activities do you do for work that involve transcribing numbers?
e.g. filling in expenses, tax returns, setting up invoices
- How often do you do this (per day/week)?
- How many numbers is it roughly that you have to enter?
- How long do you usually take?
- What type of numbers? Usually same numbers, or can it be anything?
- Do you get to enter numbers that are different from your familiar format?
e.g. 2,000 or 2.000; 9/15/14 instead of 15/9/14
- Do you deal with foreign currencies?

- Tell me something about how you enter these numbers
- When do you do these tasks? Immediately when you get them, or save them for later? Morning, afternoon?
- Does urgency/time pressure influence how you do the task (if so, how)
- Do you do them in-between other tasks or save a particular part of the day for it?
- Do you do all tasks all at once, or take rests in between?
(if rests, what do you do? switch to another task, have a coffee, lunch, break, etc.)
- Do you feel that the way you enter it changes after a while?
e.g. you get better at it so it kind of becomes automatic, or less mentally exhausting? Or is it the opposite, becomes more exhausting?

- Do you do other things as well during this task
e.g. listening to music, attending to another task
- Do you sometimes have to briefly store numbers in memory, or calculate them from numbers you already have?
If so, do you use external tools to offload memory?
- Where do you copy them from? Paper, digital files, combination?

- Do numbers get checked, to see if they're correct? Do you or anyone else check these numbers?
- Do you ever get entered numbers from someone else, that you then have to check if they are correct?

- What is your general experience with transcribing numbers?
e.g. easy, boring, part of the job

Environment

- Do you always work in the same environment, or sometimes work in different places, such as at home, or when you're on the train, or working at a cafe? What about number entry tasks?
- Do you do your work on a desktop, laptop, tablet, anything else? Are some devices harder or easier?

- How is your desk organized?
- Do you organise it differently when doing number entry tasks?
- Do you have notifications on (e.g. e-mail, work-related instant messaging); if you do get new notification, do you attend to it straight away or finish task first?
- Do you get interrupted in other ways, for example when the phone is ringing, or when a colleague or your boss asks you something? How do you deal with these interruptions? What is your experience with these interruptions?
- Critical incident: Has there ever been an incident where a mistake in entering a number went undetected, and was discovered later on?

Demonstration

- Could you show me the software you use to transcribe numbers?
What is your experience with this system, works well?
(If negative, how do you deal with that? do you use any strategies to make it more optimal for yourself?)
- Do you feel confident entering the numbers?
- How do you place your windows?
- Could you show me how you perform a typical number transcription task (do it how you would normally); if you feel uncomfortable about sharing work data, you can enter any type of numbers, as long as it somewhat resembles data you would normally enter for work

After the interview

- Thank participant
- explain what will happen to their data
- do they have any more questions
- clarify when they will be compensated
- Ask if participant knows any further people who might be suitable and willing to participate

