

Thematic analysis

Question: RQ3.8: Other reaction (Please specify)

| Theme | Cod | Pain Point | Respondent's comment |
|--|-------------------------------|-------------------------|--|
| Additional reaction | Adjust modeling time | Improper Requirements | I postponed modeling until later in the project |
| | Advance the modeling field | Tool Restrictions | Identified what the needed tool would be like but it hasn't been built. Helped develop [x] to partly address. |
| Additional observation | Common challenge | Improper Requirements | It is completely normal to feel that when working with a new domain, and sometimes not even the stakeholders are completely familiar with it. Its a part of the process of conceptual modeling to deeply study the domain field. |
| Example of reactions related to workarounds | Change communication technics | Effortful Negotiation | We change the terminology, dig up an authoritative source, and so on. |
| | | Unclear Approach | Education. Also tried to point out examples of incoherent classification in existing company data structures. |
| | Refine negotiation strategies | Improper Requirements | Lead me to force principals to agree on a use case |
| | | Expensive Requirements | After detailing questions that must be answered in term of the model and ones that do not, we continue the modeling process. |
| Example of reactions related to skills improviment | Try collaborative approaches | Effortful Verbalization | Follow the process and iteratively create a verbalization that everyone agrees with. |
| | | Improper Requirements | This frustration made me think about investing in the training of non-technical users.s |
| | | Resistance to Modeling | This situation bought me to invest more in teaching non-technical users. |
| | User training | Effortful Verbalization | This brought me to start a training program for non-technical users. |
| | | Resistance to Modeling | Aim to educate stakeholders on what CM is really for. |
| | | Effortful Negotiation | Education of SMEs; improve process. |
| Improvement | Modeling strategies | Improper Requirements | This frustration contributed to better study the domain / to ask more information to the stakeholders / to postpone the model results. |
| | Time managment | Effortful Negotiation | I planed extra time for negotiation meetings in my next projects. |
| | Selection criteria | Unclear Approach | This situation made me actively search for a new project in a team where there was a modelling culture. |
| | Communication skills | Resistance to Modeling | This frustration contributed to better explain the benefits of the model. |
| Complain | Tool | Effortful Verbalization | Would change to a tool that better conveys meanings if one existed. |
| | Tool | Complexity Issues | Poor modularization choices but good metadata design - hard for current tools to consume but complexity of the domain is real. |
| | Tool | Effortful Diagramming | Remains an issue but CCM has some workarounds. |
| | Tool / Method | Inadequate Explanation | Explaining the model to SMEs is a requirement; would use better tools if they existed. Improved methods. |