

Question: RQ2.2: I felt frustrated because it generated more costs than expected.

RQ2.2 Reason_HigherCosts						
Pain Point	Strongly disagree (SD)	Disagree (D)	Neither agree nor disagree (NAND)	Agree (A)	Strongly agree (SA)	Total
Improper Requirement	3	5	13	16	1	38
Resistance to Modeling	4	10	5	8	1	28
Expensive Requirement	3	1	3	8	3	18
Effortful Negotiation	4	5	5	14	4	32
Effortful Verbalization	3	1	2	12	2	20
Inadequate Explanation	4	2	3	8	1	18
Unclear Conceptualization	0	1	2	8	1	12
Complexity Issues	0	1	4	15	3	23
Laborious Reuse	0	0	5	14	5	24
Tool Restrictions	1	3	3	8	3	18
Effortful Diagramming	1	0	2	14	0	17
Overlooked Documentation	1	2	2	6	4	15
Limited Verification	2	3	1	14	2	22
Unclear Approach	1	1	4	8	2	16
Disinterest in Use	0	3	1	5	1	10
Unclear Documentation	1	1	3	4	1	10

Pain Point	Strongly disagree (SD)	Disagree (D)	Neither agree nor disagree (NAND)	Agree (A)	Strongly agree (SA)	Total
Improper Requirement	6%	10%	27%	33%	2%	78%
Resistance to Modeling	8%	20%	10%	16%	2%	57%
Expensive Requirement	6%	2%	6%	16%	6%	37%
Effortful Negotiation	8%	10%	10%	29%	8%	65%
Effortful Verbalization	6%	2%	4%	24%	4%	41%
Inadequate Explanation	8%	4%	6%	16%	2%	37%
Unclear Conceptualization	0%	2%	4%	16%	2%	24%
Complexity Issues	0%	2%	8%	31%	0%	47%
Laborious Reuse	0%	0%	10%	29%	10%	49%
Tool Restrictions	2%	6%	6%	16%	6%	37%
Effortful Diagramming	2%	0%	4%	29%	0%	35%
Overlooked Documentation	2%	4%	4%	12%	8%	31%
Limited Verification	4%	6%	2%	29%	4%	45%
Unclear Approach	2%	2%	8%	16%	4%	33%
Disinterest in Use	0%	6%	2%	10%	2%	20%
Unclear Documentation	2%	2%	6%	8%	2%	20%

Pain Point	Strongly disagree (SD)	Disagree (D)	Neither agree nor disagree (NAND)	Agree (A)	Strongly agree (SA)	Total
Improper Requirement	8%	13%	34%	42%	3%	100%
Resistance to Modeling	14%	36%	18%	29%	4%	100%
Expensive Requirement	17%	6%	17%	44%	1%	100%
Effortful Negotiation	13%	16%	16%	44%	1%	100%
Effortful Verbalization	15%	5%	10%	60%	10%	100%
Inadequate Explanation	22%	11%	17%	44%	6%	100%
Unclear Conceptualization	0%	8%	17%	67%	8%	100%
Complexity Issues	0%	4%	17%	65%	13%	100%
Laborious Reuse	0%	0%	21%	58%	21%	100%
Tool Restrictions	6%	17%	17%	44%	17%	100%
Effortful Diagramming	6%	0%	12%	82%	0%	100%
Overlooked Documentation	7%	13%	13%	40%	27%	100%
Limited Verification	9%	14%	5%	64%	9%	100%
Unclear Approach	6%	6%	25%	50%	13%	100%
Disinterest in Use	0%	30%	10%	50%	10%	100%
Unclear Documentation	10%	10%	30%	40%	10%	100%

