

Supplementary Material for Research Paper “Explanations in Everyday Software Systems: Towards a Taxonomy for Explainability Needs”

2024

1 Questionnaire

All questions in the questionnaire, except for some demographic questions, were answered via text field. Only the first question was mandatory to answer. The remaining questions were not mandatory to answer.

1.1 Software Systems you are familiar with

(1) Which are the last 3 software systems or programs you used by yourself?
By “software system” we also mean everyday applications.
Thus, “software systems” can be, for example, computer programs, websites or smart phone apps.

1.2 Questions & Issues with the three Software Systems

The following six questions appeared three times, once for each software system from the first question.

Help text:

The following questions relate to your past experiences with <software name>.
The questions do not only refer to the last usage of the software.
For better recall, you may open and look at the application while answering the related questions.

- (2.1) What did you like most about using <software name>?
- (2.2) What frustrated or bothered you when using <software name>?
- (2.3) Have you ever been confused or surprised at any point while using <software name>? If yes, at what point?

- (2.4) Have you ever had any questions about <software name> in the past that have been resolved? If yes, which ones? Please also describe how you resolved these issues or where you found help.
- (2.5) Do you still have any questions about <software name> that have not been resolved yet? If yes, which ones?
- (2.6) Are there any other matters you would like to know about <software name>? If yes, which ones?

1.3 Demographic Questions

- (3.1) What is your gender identity?
 - Female
 - Male
 - Non-binary
 - Other (text field)
- (3.2) What is your age? (text field; only integers greater or equal to 18)
- (3.3) What type of occupation are you currently engaged in?
 - Student
 - Employee
 - Student and Employee
 - Other (text field)
- (3.4) What is your current field of work? A rough indication is sufficient; for example, “software developer”, “law student”, “business trainee” or “medical”. (text field)