



# User feedback survey – Requirements Engineering Conference 2020 - Submission 126

*Mobile Apps.*

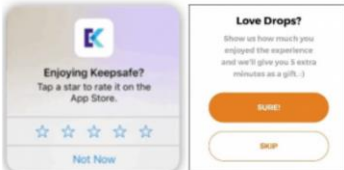
The google play store and apple app store, allow phone owners to download **mobile apps** onto their smart phones.



Some popular **mobile apps** include Facebook, Twitter, Candy Crush WhatsApp and Viber.



**Mobile apps** often request a **star rating** and/or **written review** while you are using the app. You can also go directly to the **app store** and give reviews.



Q1 What review types have you given to **mobile apps** in the past?

(choose all that apply)

- I have **never** given any type of app review
- A **star rating** when **prompted** within an app
- A **written review** when **prompted** within an app
- A **star rating** directly on the app store (*no app prompt*)
- A **written review** directly on the app store (*no app prompt*)

Q2 How many times have you given mobile apps you use a star rating in the last **year**?

- I **haven't** given a **star rating** in the last year
- Few** - 1-4 times
- Monthly or less** - 5-12 times
- Fortnightly or less** - 13-26 times
- Weekly or less** - 27-52 times
- More than weekly** - 53 or more times

Q3 How many times have you given mobile apps you use a written review in the last year?

- I **haven't** given a **written review** in the last year
- Few** - 1-4 times
- Monthly or less** - 5-12 times
- Fortnightly or less** - 13-26 times
- Weekly or less** - 27-52 times
- More than weekly** - 53 or more times

Q4 What types of **written reviews** have you given to **mobile apps**? (*choose all that apply*)

- Praise** the app *E.g. "Great app!"*
- Discuss a situation the app was **helpful** *E.g. "Great for uploading receipts on the go"*
- Discuss a **specific feature** or part of the app *E.g. "this app tells you where your battery life is!"*
- Discuss a **shortcoming** with the app *E.g. "The app is slow to start"*
- Discuss a **malfunction/bug** with the app *E.g. "The app keeps crashing :("*
- Request a **new feature** *E.g. "I would like a Spanish version of this app"*
- Recommend** others get the app *E.g. "Everyone should get this app now!"*

- Dissuade** others from getting the app *E.g. "Please dont get this app!"*
- Ask a **question** about the app *E.g. "How do I adjust the volume?"*
- Dispraise** or criticize the app *E.g. "This app is really bad!"*
- Other (please specify) \_\_\_\_\_

Q5 What was your motivation(s) to give a **star rating** or **written review** to an app in the past?  
(choose all that apply)

- Show **appreciation** for an app
- Show **dissatisfaction** with an app
- Influence an **improvement** or change in an app
- Encourage/recommend** others get an app
- Discourage** others from getting an app
- Connect/socialize** with others users of an app
- No specific motivation
- Other (please specify) \_\_\_\_\_

Support Forums.

On **software support forums**, people hold conversations in the form of posted messages. These **support forums** are used to discuss and support software/websites on **Windows/Mac/Linux computers**.

| TOPICS   | REPLIES   | VIEWS      |
|--|---|------------|
|  <b>Blu-Ray Support</b><br>by [user]<br>» 02 Dec 2012 14:29   |  1 - 7 8 9 10 11 | 254 251841 |
|  <b>Play Blu-Ray Disc Movie with VLC in Windows 8 64-bit/32-bit</b><br>by [user]<br>» 11 Nov 2012 03:19 |  1 2 3 4 5       | 106 346031 |

(Support forum example)

Microsoft Word, Youtube (Website) and fornite (multiplayer game) all use **support forums**.

Q6 How have you used software support forums in the past?  
(choose all that apply)

- I **haven't** interacted with support forums before
- Reading/viewing** (software support)
- Written a post(s)** discussing a software product

Q7 What types of **software support forums** posts have you **written** in the past?  
(choose all that apply)

- Ask a **question** or request assistance with a software product - *E.g. "where is the file or files that have those settings stored?"*
- Report a **problem** or bug with a software product - *E.g. "I keep getting an input error after downloading the update.."*
- Request a **new feature** in a software product - *E.g. "I want to put a time line to some events in the movie"*
- Praise** a software product - *E.g. "Overall i like the software very much"*
- Criticize or dispraise** a software product - *E.g. "this is not my first choice software"*
- Assist others** with a software product - *E.g. "Those hotkeys loop through the zoom sizes"*
- Other (please specify) \_\_\_\_\_

Q8 How many times have you written on **software support forums** in the last year?

- I **haven't** written on a software forum in the last year
- Few** - 1-4 times
- Monthly or less** - 5-12 times
- Fortnightly or less** - 13-26 times
- Weekly or less** - 27-52 times
- More than weekly** - 53 or more times

Q9 What was your motivation(s) to write on a software support forums in the past?

(choose all that apply)

- Show **appreciation** for an app
- Show **dissatisfaction** with an app
- Influence an **improvement or change** in an app
- Encourage/recommend** others get an app
- Discourage** others from getting an app
- Connect/socialize** with others users of an app
- No specific motivation
- Other (please specify) \_\_\_\_\_

Q10 Have you used **social media** (E.g. Twitter, Facebook) to discuss **software products** you are using?

(choose all that apply)

- I **haven't** used **social media** to discuss software products
- Reading/viewing social media** posts related to software products I'm using
- Written post(s)** on **social media** describing my experiences using software products

Q11 What types of **social media** post(s) have you **written** about **software products** you use?

(choose all that apply)

- Persuade** others to use a software product - E.g. "Everyone should get this software now!"
- Ask a **question** about a software product - E.g. "where is the file or files that have those settings stored?"
- Praise** a software product - E.g. "This software is great!"
- Describe a **shortcoming** or **complaint** with a software product - E.g. "The software is too slow to start"
- Report a **problem** or **bug** with a software product - E.g. "It crashes all the time!"
- Dissuade** others from using a software product - E.g. "No one should use this, its terrible"
- Request a **new feature** in a software product - E.g. "I wish I could change the colour settings"
- Other (please specify) \_\_\_\_\_

Q12 How many times have you **written** on social media about a **software product** you are using in the last year?

- I **haven't** written on a social media about a software product in the last year
- Few** - 1-4 times
- Monthly or less** - 5-12 times
- Fortnightly or less** - 13-26 times
- Weekly or less** - 27-52 times
- More than weekly** - 53 or more times

Q13 What was your **motivation(s)** to write about a software product on social media in the past?

(choose all that apply)

- Show appreciation for an app
- Show dissatisfaction with an app
- Influence an improvement or change in an app
- Encourage/recommend others get an app
- Discourage others from getting an app
- Connect/socialize with others users of an app
- No specific motivation
- Other (please specify) \_\_\_\_\_

Q14 How likely do you think it is for an app/software product to change based on your online reviews?

(**Any platform** - app store, support forums or social media)

- Definitely will
- Probably will
- Might or might not
- Probably will not
- Definitely will not

Q15 What type of mobile phone do you currently use?

(choose all that apply)

- iPhone
- Android (Samsung, Google, etc)
- I don't use a mobile phone
- Other (please specify) \_\_\_\_\_

Q16 What type of computer do you currently use?

(choose all that apply)

- Windows
- Mac (Apple)
- Linux
- I don't use a computer
- Other (please specify) \_\_\_\_\_

Q17 How many hours per day do you use your phone?

- Less than 1 hour
- 1 - 4 hours
- 4 - 8 hours
- More than 8 hours

Q18 How many hours per day do you use your computer?

- Less than 1 hour
- 1 - 4 hours
- 4 - 8 hours
- More than 8 hours

Q19 Do you work or have you previously worked in the software industry?

(choose all that apply)

- No
- I work or have worked **professionally** in software
- Other (please specify)

Q20 How **old** are you?

- Under 18 years old
- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- Over 55 years old

Q21 What is your **gender**?

- Man
- Woman
- Prefer not to say
- Prefer to self-specify (please specify) \_\_\_\_\_

Q22 What is your **ethnicity**?

- White (European)
- Asian
- Pacific people
- African
- Middle Eastern
- Latin America
- Other (please specify) \_\_\_\_\_

Q23 What is your highest level of **education** completed?

- Secondary school - *E.g. High school*
- Post secondary, Vocational training - *E.g Electrician, Police Officer, Real Estate Agent*
- 1-2 year tertiary education - *E.g Undergraduate Certificate or Diploma*
- Bachelor degree (3-4 years)
- Masters degree (postgraduate)
- Doctoral degree (postgraduate)
- Other (please specify) \_\_\_\_\_

Q24 What is your current **employment** status?

- Employed full-time (40+ hours a week)
- Employed part time (Less than 40 hours a week)
- Currently unemployed
- Student
- Retired
- Self-employed
- Unable to work
- Other (please specify) \_\_\_\_\_