

Interview Script

Briefing

Thank you for joining us today _____. We appreciate your voluntary help with this research study. We are interested in hearing about your experience in contributing to open source software for social good.

As a reminder, this interview will be recorded for internal purposes only. In addition, throughout the interview we will be taking notes. Your identity will remain anonymous as mentioned in the consent form that was sent to you. Other than your email address, no other personal information will be collected. (Your email will only be used for the purposes of scheduling your interview and sending you the electronic gift card at the end of the study. Once that is delivered, your email address will be deleted from our study records.)

Before we begin, do you have any questions for me?

Great. I'll begin the interview recording now.

About You

Background

1. Tell us about yourself.
2. What do you do?
 - a. What's your job title? (are you a project manager? Do you work on SD?)
 - b. Which region are you located in?
3. What would you consider your professional field?
 - a. How would you describe your profession?
 - b. How long have you been working in this field?
4. What is your daily work like?
 - a. Is it common for your colleagues to contribute to OSS in your team? Do the managers encourage/discourage it?

General questions on OSS4SG

1. What is your understanding of OSS4SG? What OSS can be counted as for SG?
2. How long have you been working on OSS4SG?
3. How do you identify if your project is for social good?
4. How many OSS projects have you worked on? How many of them are OSS4SG? What kind of OSS have you worked on?

- a. What types are these? Pure technology? Documentation sharing? Games? Social good? (all the interviewees should have OSS for Social Good experience)
 - b. How does the team look like? How many contributors? Are they all tech people? What backgrounds do they have?
 - c. Comparing among all the types of OSS you have worked on, do you have a preference to any of them? Why?
5. Which one do you prefer? Working on one OSS4SG at a time or multiple OSS4SGs together? Why?
 6. Is any of your OSS4SG projects affiliated with NGOs? How have you connected with them?
 - a. How has working with them advance the impact the growth of your project?

OSS4SG Experience

(for interviewees who only has OSS4SG experience, they can only talk about their experience on OSS4SG; for interviewees who have experience on OSS/traditional SD/commercial SW4SG, ask them to compare)

Motivations of participating OSS4SG

1. Why do you participate in OSS4SG? Is it because programming is very fun to you? Or is it a noble cause to you? Does it make you feel competent /effective(or improve your skills, build your own portfolio, build a network of peers, nourishment/accomplishment, you are paid?)
2. How important do you rate your participation as an important activity for yourself?

How do you work in OSS4SG?

3. How do you figure out an OSS4SG project to work on?
 - a. How do you search for one?
 - i. What factors do you consider when you decide to/not to work on an OS project? Do you follow someone in the community? Do you look for projects that are in your field?
 - b. How do you match your expertise/skills?
4. What is your strategy to start working on an OSS4G?
 - a. How do you find the tasks/issues you want to work on?
5. How often and when do you work on OSS4SG out of your daily job?
 - a. Do you work on OSS regularly? Or only when you have free time?
 - b. Do you usually work on OSS on weekdays or on weekends?

How does software development process look like in your OSS4SG?

6. How do you figure out the requirements of the software? Who do you consult with?

7. Is there code reuse? How do you feel of reusing code? Is it easy?
8. How do you do testing and quality control?
9. How does maintenance work? How do you conduct code reviews? Do you use formal bug report? How do you deal with reported issues/bug reports?
10. Do you need to do configuration management?
11. Do you use any software engineering process? (Agile, Scrum, etc)

How do you feel in OSS4SG? -- social factors

12. How productive do you feel compared with your daily work or other OSS experience?
13. How innovative do you think the OSS4SG project is? How do you and the team keep innovative? Do you think it is important to be innovative in OSS4SG?
14. How satisfied do you feel? Where does that satisfaction come from?
15. In which way you feel your experience in OSS4SG can help with your daily work?
16. What tool do you use to communicate with each other? Forum? Messages?
17. Would you like to /do you share personal contact info with people in the project?
18. Do you interact non-tech people?
19. Are there social events in the project for the contributors? What are they?
20. How do you feel when you collaborate with people you have never seen before?
21. Have you ever experienced any unfriendly situation? (bias, harassment, mental stress)
22. Have you experienced any conflicts?
 - a. Cultural difference, political/social norms
 - b. Language issues
 - c. Task solutions
 - d. Relationship with others
 - e. Process (e.g., how to proceed to submit issues, merge PRs, design next steps, etc.)
23. How welcomed do you feel?
24. What social/communication skills to work in OSS4SG? Is that extra?
25. How do you keep yourself motivated? Is it challenging? What do you want to change in the project management to help you motivated/feel more self-nourishment?
26. What do you think about incentives? How much do you care about being paid with money? Do you think it is better to get paid? Or do you prefer within-community realization or flexible free-will contribution (you don't have to worry about getting things done by a deadline because you are paid to)?
27. What do you think about transparency in the project? How much do you think you understand the values of the project? Is it important to you?

How can we do better?

28. What do you think are challenging to work in OSS4SG?
29. What extra help do you expect to get?
30. What do you expect from the managers/project maintenance contributors?

31. What suggestions would you give to improve OSS4SG?

(If an interviewee works in a COVID-19 related OSS4SG)

COVID-19 OSS Experience

1. What type of covid-19 project are you working on?
2. What motivates you to contribute in that project? How different do you feel motivated in this project? What do you want to get from this project?
3. What do you think is different when you contribute in an COVID-19 project compared with your other experience?
4. How innovative do you feel when you work in this project? Do you think it is important?
5. "Did the public concern/uncertainty about Covid-19 and it's impacts contribute to your desire to do this work?"
6. What kind of technical support or help do you wish to receive when working on this project?

(If an interviewee is a manager in OSS4SG)

Management Experience

1. How do you motivate the contributors? How do you keep them motivated?
2. How do you align the values of the projects to the contributors?
3. How do you figure out the requirements of the project?
4. How do you manage the progress?
5. How do you help the contributors to communicate with each other?
6. If you are also working in traditional software development:
 - a. what do you think is the difference from managing a OSS4SG project?
 - b. What do you think the experience in managing OSS4SG can be used to improve traditional software development?
7. Do you need extra funding to support the project? If so, what will you use the funding for?

Debriefing

Thank you again for participating in today's study. If you have any questions please don't hesitate to email me. If you think of any other comments that you forgot to mention during today let me know.