

Interview Protocol

When employing a semi-structured interview protocol, it's crucial to recognize that the listed questions aren't rigidly applied to every interview. This approach allows flexibility, adapting the protocol based on the interviewee's responses. The interviewer maintains a core set of questions to guide the conversation but is also open to exploring unexpected insights or topics that arise during the interview. This adaptability ensures a more organic and insightful exchange of information, promoting a deeper understanding of the subject matter.

Part 1: Introduction

In the first part, we presented ourselves and asked the interviewee to do the same; the goal was to break the ice and collect demographic information, including their project domains and experience.

- Presentation of the objective and authors
- Can you introduce yourself?
- What is your role in your team?
- Can you tell us briefly about what you do and your experience in general?

Part 2: Culture

In the second part, we presented to the interviewee the definition of cultural aspects and some behaviors that social science demonstrated as being influenced by cultural background.

*“**Culture** is shared motives, values, beliefs, and interpretations of significant events that result from common experiences of members of collectives that are transmitted across generations.”*

Potential aspects that are related to culture:

- Having different opinions on how power should be distributed;
- Having different risk tolerance;
- Preferring working in a group or in isolation;
- Being competitive and assertive;
- Having different opinions on gender equality;
- ...

Part 3: Experience with Culture

The third part was the core part: We asked participants to provide their experience related to cultural factors during software development.

Thinking about your past experiences in software development...

- What is your perception and opinion about the influence of people's culture in software development?
- Do you recognize some of these behavioral patterns in your team members?
- Do you remember situations where individuals had opposite ways of thinking for one of these dimensions?
- Can such heterogeneity or homogeneity affect communication and collaboration? In what ways?
- Can such heterogeneity or homogeneity influence (perhaps indirectly) technical aspects of the product? In what way?
- Were there ways (perhaps applied by team leaders) to mitigate or reduce the impact of any problems?
- ...