Social Dimension

Forms:

To whom	Form	Description
Interviewer	Guiding question	Questions in plain language, with examples and with check boxes not to forget anything
Interviewer	Key points of interview	To help with notes taking and to guide final questions. **Print from the PPT file in this folder.**
Interviewee	Interview questions	To help to visualize and go back to previous points

Instructions:
1. Explain the purpose of the interview and ask the interviewee to sign then consent form
2. Hand out to the interviewee a copy of the "Interview questions" form
3. Ask questions in "Guiding questions" form
4. During the interview, make notes on "Key points of interview" form. <u>Make sure it is readable</u>, as interviewee will see it
5. Thank the interviewee and make yourself available to answer any further questions

Please print the forms for the respective dimension and take them with you to the interview. Print "KEY POINTS OF INTERVIEW" from the PPT file in this same folder.

SOCIAL DIMENSION (Interviewer copy. Tick questions as you advance in the interview.)

Specific Questions	Remind participants to consider...
SENSE OF COMMUNITY [ ] Normally people belong to an **organization**, to an **area** or to a **group of like-minded people**. Can the system affect a person's **sense of belonging** to these groups?	[ ] the **user community** and the **local community.** Say, for example: *you mentioned an effect on the sense of community of the user. What about the people in the local community?*
TRUST [ ] Can the system change the **trust** between the **users** and the **business that owns the system**? [ ] What about the trust between the **users themselves**?	[ ] **user groups** and **other groups in the society**. Say, for example: *you mentioned an effect on how people trust the business. What about how other groups in the society that don't interact with the system trust each other?*
INCLUSIVENESS AND DIVERSITY [ ] Can fthe system impact on **how people perceive others**? [ ] Does the system include uses with different **backgrounds, age groups, education levels**, or other differences? [ ] Does the system caters for these differences? How?	[ ] **user groups** and **other groups in the society**. Say, for example: *you mentioned an effect on the perception of the user. What about other groups on the society?*
EQUALITY [ ] Can the system make people to **be treated differently** from each other? For example, because the system carries out data analytics or influences human decisions.	[ ] **equality of opportunity [1]** and **of outcome [2]** . Say, for example: *you mention how the system gives the same treatment to people[1], what about taking actions to ensure the outcome for each person can be the same[2]? For example, putting in place support, communicating in different ways, giving access to resources, respecting decisions, recognizing, valuing and respecting differences.* [ ] **user groups** or **other groups in the society**. Say, for example: *you mentioned how users are treated by the system. Does the system makes other groups in the society to be treated differently or equally?*
PARTICIPATION AND COMMUNICATION [ ] Can the system change **the way people participate** in an **organization** or other **social groups**? [ ] Does it affect the way people **communicate verbally** and **non-verbally**? [ ] Does it affect the way people **create networks**? [ ] Does it affect the way people **form bounds**? [ ] Does it affect the way the **effort people put in a group work[1]**? [ ] Does it affect the **actions** people take to achieve the goals, projects and tasks of a group? [ ] Does it affect the way people **engage with others**? [ ] Does it affect the way people **support**, **consider**, **critique** or **argue** with others? [1] social loafing	[ ] the **users**, the **beneficiaries** and other people **affected** by the system. Say, for example: *you mentioned how users change their way to participate or communicate in groups.* **Turn sheet**

Closing Questions

[   ] During the interview, use template to take notes of TOPICS and KEY POINTS raised.
Sample key points. "Sense of community, improved sense of belonging to neighbourhood", "Trust, loss of trust in organization", "Diversity, greater understanding among people", "Equality, differential treatment", "Communication, improved face-to-face communication".

[   ] Then say:
Let's take this scenario to the extreme: imagine that many people worldwide are using this or similar system for many years or decades. Think about how one thing may lead to another. We call this a chain of effects. For example, if people feel closer to their neighbors, they may choose to buy from local shops or choose proximity products, which can then foment local businesses, and finally better distribute wealth.

[   ] Show the list of key points captured, and ask:
*Looking at these key points you mentioned during the interview. Can you think of chains of effects for **some of these key points** in the extreme scenario above?*
[   ] Encourage the interviewee to think about as many chains of effects as he or she can.

Is there any **other issue** that is relevant to the **society** that the system may affect?

Evaluation Questions:

- Background of the interviewee
    a. Age
    b. Gender
    c. Profession
    d. Expertise
    e. Education
- Were the questions easy to understand?
- Have the questions been useful for triggering **relevant** discussions on the possible effects of software system in the society / the individual / the environment / the economy / its own ability to endure ?
    a. Why or why not?

SOCIAL DIMENSION (Interviewee copy)

Specific Questions	Final Questions
SENSE OF COMMUNITY [ ] Often people belong to an **organization**, to an **area** or to a **group of like-minded people**. Can the system affect a person's **sense of belonging** to these groups?	[ ] Extreme scenario: ● Imagine that many people worldwide are using this or similar system for many years or decades.
TRUST [ ] Can the system change the **trust** between the **users** and the **business that owns the system**? [ ] What about the trust between the **users themselves**?	● Think about how one thing may lead to another.
INCLUSIVENESS AND DIVERSITY [ ] Can the system impact on **how people perceive others**? [ ] Does the system include uses with different **backgrounds, age groups, education levels**, or other differences? [ ] Does the system caters for these differences? How?	● For example, if people feel closer to their neighbors, they may choose to buy from local shops or choose proximity products, which can then foment local businesses, and finally better distribute wealth. [ ] Looking at this list of key points you mentioned during the interview, can you think of a chain of effects for some of these key points in the extreme scenario above?
EQUALITY [ ] Can the system make people to **be treated differently** from each other? For example, because the system carries out data analytics or influences human decisions.	
PARTICIPATION AND COMMUNICATION [ ] Can the system change **the way people participate** in an **organization** or other **social groups**? [ ] Does it affect the way people **communicate verbally** and **non-verbally**? [ ] Does it affect the way people **create networks**? [ ] Does it affect the way people **form bounds**? [ ] Does it affect the way the **effort people put in a group work**? [ ] Does it affect the **actions** people take to achieve the goals, projects and tasks of a group? [ ] Does it affect the way people **engage with others**? [ ] Does it affect the way people **support**, **consider**, **critique** or **argue** with others?	
Is there any **other issue** that is relevant to the **society** that the system may affect?	