# Classification of user requirements into pragmatic quality related and hedonic quality related user requirements

Thank you for taking part in this research study. The purpose of the study is to identify the ease or difficulty in classifying user requirements into those that address pragmatic quality, those that address hedonic quality, and those that address neither.

Your answers will be treated confidentially. Do NOT write your name on this questionnaire, so that I can safely quote your answers without revealing your name. I am collecting your e-mail address so that if necessary, I can discuss some of your answers with you. I will be the only one who will know the name associated with each answer.

Your participation in this study is voluntary. If you no longer wish to participate, please return the questionnaire to me. Also, you do not have to answer any question that you are uncomfortable with.

When you fill out this questionnaire, think about your answers carefully and be as honest as you can. There are no right or wrong answers; this is not a test. Simply give your answers according to what you feel right now.

The study will take about one hour and consists of three parts: Part I asks for your expertise on the topic of this research; Part II has you classify some user requirements; Part III asks you to describe the feelings you had when you classified user requirements in Part II.

## Part I: Information regarding your expertise

I.1: How many years of experience in user requirements elicitation do you have?

Click here to enter text. years

I.2: How many years of experience in user requirements analysis do you have?

Click here to enter text. years

I.3: How many years of experience in user experience analysis, design, evaluation, or engineering do you have?

Click here to enter text. years

I.4: Were you directly or indirectly involved in the elicitation or analysis of the user requirements of the Fraunhofer IESE project ‘Digitale Dörfer’? Please tick the checkbox matching your response:

No Yes

## Part II: Classification of user requirements

This part asks you to classify each of some user requirements as pragmatic quality related, hedonic quality related, or both.

Please mark each user requirement as pragmatic quality related, hedonic quality related, or both, with an ‘x’ in the corresponding column of the MS Excel table containing the user requirements to be classified.

Please describe any issues you encountered when classifying particular user requirements in the ‘Comment’ column in the MS Excel file.

Please use the following definitions in doing your classifications.

A user requirement of a product is related to **pragmatic** quality if any of the following three cases applies:

1. The requirement addresses the product’s relevant functionality to effectively achieving a particular task, i.e., the product’s utility, as it is perceived by the user.
2. The requirement addresses the product’s ways to efficiently access its functionality to effectively achieve a particular task, i.e., the product’s ease of use, as it is perceived by the user.
3. The requirement addresses the product’s overall usefulness, e.g., by aiming at product assessments such as structured, practical, predictable, or simple.

A user requirement is related to **hedonic** quality if any of the following two cases applies:

* 1. The requirement addresses the user’s psychological well-being through the fulfillment of his human psychological needs. The following six human psychological needs can be fulfilled through the interaction with a software product:
  2. autonomy,
  3. competence,
  4. sensory stimulation,
  5. relatedness,
  6. popularity, and
  7. feeling of security.
  8. The requirement addresses the product’s overall appeal, e.g., by aiming at hedonic product assessments such as captivating, stylish, beautiful, novel, premium, creative, original, innovative, presentable, integrating, exciting, amusing, thrilling, fun, enjoyable, interesting, pleasant, impressive, motivating, inventive, playful, competitive, or exploratory.

This overall appeal is manifested through emotional expressions such as experiencing fun, enjoyment, happiness, and pleasure. Such positive emotions are caused mainly by the provision of stimulation by the product’s challenging and novel character, or by personal identification by communicating important personal values to relevant others.

Please mark your level of expertise in terms of the definitions of hedonic quality and pragmatic quality; please tick only one checkbox:

4: I have already classified user requirements as hedonic quality related or pragmatic quality related, according to the above definitions in a real project.

3: I understand the definitions of hedonic quality and pragmatic quality in a way that enables me to work with the definitions without the need to refer to other material; I can compare, describe, interpret, and state the definitions and their main ideas.

2: I recall the specific facts of the definitions of hedonic quality and pragmatic quality as provided above, i.e., the specific characteristics of the definitions and the keywords that point to hedonic quality and pragmatic quality, respectively.

1: I recall the basic concepts of the definitions of hedonic quality and pragmatic quality as provided above.

0: I did not know the definitions of pragmatic quality and hedonic quality before.

Please classify the requirements in the MS Excel table now.

## Part III: Information regarding your experience with the classification of user requirements

III.1: How easy or difficult was it for you to classify user requirements into pragmatic quality related user requirements? Please tick the checkbox matching your response:

1 Very difficult 2 Difficult 3 Moderate 4 Easy 5 Very easy

III.2: Please describe your experiences with classifying user requirements into pragmatic quality related user requirements in detail: What caused the easiness or difficulties during the classification?

Click here to enter text.

III.3: How easy or difficult was it for you to classify user requirements into hedonic quality related user requirements? Please tick the checkbox matching your response:

1 Very difficult 2 Difficult 3 Moderate 4 Easy 5 Very easy

III.4: Please describe your experiences with the classification of user requirements into hedonic quality related user requirements in detail: What caused the easiness or difficulties during the classification?

Click here to enter text.

III.5: Do you regard the user requirements you classified as being representative?

No Yes

If you do not regard the user requirements as representative, please explain why.

Click here to enter text.