

I _____ (*participant's name*) agree to participate in the research project Chaos, Information Technology, Global Administration and Daily Life (HREC No. 2008-187) being conducted by Dr. James Goodman, Prof. Didar Zowghi and Dr. Jonathan Marshall of the University of Technology Sydney.

Project contact point:

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I understand that the purpose of this study is to investigate the ways that disorder is produced through the use of Information and Communication Technology (ICT). It looks at common experiences of a) software failure and confusion, and b) of lack of control, or imposed disorder, which may confront people using ICT. It asks 'why is it that even good software can unexpectedly produce disorder?'

This initial research entails interviews with people affected by software disorder in order to discover more about those people's experiences, and recollections of software failure, complexity, or just their general confusion.

I understand that my participation in this research will involve an initial one hour interview, at a place of my choice. Any further contact with the researchers will be by mutual agreement. I understand that the interviewers will not identify me, or the

people or organisations I might mention, in any of their publications, so as to avoid any possible risk to me or to the reputation of those organisations.

I am aware that I can contact Dr. Jonathan Marshall if I have any concerns about the research, or the content of the interview. I also understand that I am free to withdraw my participation from this research project at any time I wish, without consequences, and without giving a reason.

I agree that the interviewer, Jonathan Marshall, has answered all my questions fully and clearly.

I agree that the research data gathered from this project may be published in a form that does not identify me in any way.

_____ /_____/_____
Signature (participant)

_____ /_____/_____
Signature (researcher or delegate)

NOTE:

This study has been approved by the University of Technology, Sydney Human Research Ethics Committee. If you have any complaints or reservations about any aspect of your participation in this research which you cannot resolve with the researcher, you may contact the Ethics Committee through the Research Ethics Officer (ph: 02 - 9514 9615, Research.Ethics@uts.edu.au), and quote the UTS HREC reference number. Any complaint you make will be treated in confidence and investigated fully and you will be informed of the outcome.