**Appendix A**

The table provides a summary of the validation results from the questionnaires from both experiments. The rows in brown are the results from the Rome experiment, plain rows are the results from the Haifa experiment. The numbers in each cell indicates the number of players who filled out that value.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | -3 | -2 | -1 | 0 | 1 | 2 | 3 |  |
| During the experiment |  |  |  |  |  |  |  | During the experiment |
| I did not feel motivated |  |  |  |  |  | 3 | 1 | I felt motivated |
|  |  |  |  |  |  | 5 |
| Did not have enough timeTo reflect on how to manage |  |  |  |  |  | 1 | 2 | Had enough time |
|  |  |  | 2 | 3 |  |  |
| The tasks I had to carry out was not clear to me |  |  |  | 1 | 2 |  | 1 | The tasks I had to carry out were clearly defined. |
|  |  |  |  |  | 5 |  |
| The structure of the experiment was difficult to understand |  |  | 1 | 1 | 1 |  | 1 | I did understand the structure of the experiment very well |
|  |  |  |  | 1 | 3 | 1 |
| The scenarios |  |  |  |  |  |  |  | The experiment is |
| Not usable for understanding the decision making process in control rooms in general |  |  |  |  | 1 | 2 | 1 | Usable forunderstanding the decision making process in control rooms in general |
|  |  |  |  |  | 3 | 2 |
| Does not contain enough information |  |  | 1 | 2 | 1 |  |  | Contains enough information |
|  |  |  | 2 | 1 | 2 |  |
| Did hardly make any decisions at operational level |  |  |  | 1 | 1 | 1 | 1 | Made operational decisions |
|  |  |  | 2 | 1 | 1 |  |
| Did hardly make any decisions at strategic level |  | 1 | 1 |  | 1 | 1 |  | Made strategic decisions |
|  |  |  | 2 | 1 | 2 |  |
| Had the impression that my decision did not play any role |  | 1 |  |  | 1 | 2 |  | Had the impression that my decisions were important |
|  |  |  |  | 1 | 4 |  |
| Unrealistic |  |  |  | 1 | 1 | 2 |  | Realistic |
|  |  | 1 |  | 2 | 1 | 1 |
| (Rome only) Does not help me in anyway in my daily tasks |  |  |  | 1 |  | 3 |  | Helped me in my daily tasks |
| (Haifa only) The given material did not support me in reaching the objective of my task (to solve the traffic problem) |  | 1 |  |  | 1 | 2 | 1 | The given material did support me in my task in solving the problem |
| (Haifa only) The material and the instruction for usage did not support new ideas on how I could solve my task |  | 1 |  | 3 |  |  |  | The material and the instruction for usage did not support new ideas on how I could solve my task |