References

- [1] I. Marinova, "2021's Remote Work Statistics (Productivity, Income, Trends)," Nov. 2020. [Online]. Available: https://review42.com/resources/remote-work-statistics/
- [2] B. Reynolds, "Remote Work Growth Reaches 159% Since 2005: FlexJobs & GWA Report," Jul. 2019. [Online]. Available: https://www.flexjobs.com/blog/post/flexjobs-gwa-report-remote-growth/
- [3] E. Brynjolfsson, J. Horton, A. Ozimek, D. Rock, G. Sharma, and H.-Y. TuYe, "COVID-19 and Remote Work: An Early Look at US Data," National Bureau of Economic Research, Cambridge, MA, Tech. Rep. w27344, Jun. 2020. [Online]. Available: http://www.nber.org/papers/w27344.pdf
- [4] PricewaterhouseCoopers, "_usBusiness needs a tighter strategy for remote work." [Online]. Available: https://www.pwc.com/us/en/library/covid-19/us-remote-work-survey.html
- [5] OWLLABS, "State of Remote Work 2020." [Online]. Available: https://resources.owllabs.com/state-of-remote-work/2020
- [6] A. Savina, "Remote Work Statistics & Trends in 2020: A Look Into the Future." [Online]. Available: https://miro.com/guides/remote-work/ statistics
- [7] A. W. Bartik, Z. B. Cullen, E. L. Glaeser, M. Luca, and C. T. Stanton, "What Jobs are Being Done at Home During the Covid-19 Crisis? Evidence from Firm-Level Surveys," National Bureau of Economic Research, Tech. Rep. w27422, Jun. 2020. [Online]. Available: https://www.nber.org/papers/w27422

- [8] D. J. Roedl and E. Stolterman, "Design research at CHI and its applicability to design practice," in *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, ser. CHI '13. New York, NY, USA: Association for Computing Machinery, Apr. 2013. doi: 10.1145/2470654.2466257. ISBN 978-1-4503-1899-0 pp. 1951–1954. [Online]. Available: https://doi.org/10.1145/2470654.2466257
- [9] J.-Y. Mao, K. Vredenburg, P. W. Smith, and T. Carey, "The state of user-centered design practice," *Communications of the ACM*, vol. 48, no. 3, pp. 105–109, Mar. 2005. doi: 10.1145/1047671.1047677. [Online]. Available: https://doi.org/10.1145/1047671.1047677
- [10] V. Singh, "Workshops are now required to be conducted remotely: is this a bad thing?" *Interactions*, vol. 27, no. 4, pp. 52–54, Jul. 2020. doi: 10.1145/3406102. [Online]. Available: https://doi.org/10.1145/3406102
- [11] C. Vindrola-Padros, G. Chisnall, S. Cooper, A. Dowrick, N. Djellouli, S. M. Symmons, S. Martin, G. Singleton, S. Vanderslott, N. Vera, and G. A. Johnson, "Carrying Out Rapid Qualitative Research During a Pandemic: Emerging Lessons From COVID-19," *Qualitative Health Research*, vol. 30, no. 14, pp. 2192–2204, Dec. 2020. doi: 10.1177/1049732320951526 Publisher: SAGE Publications Inc. [Online]. Available: https://doi.org/10.1177/1049732320951526
- [12] B. Lobe, D. Morgan, and K. A. Hoffman, "Qualitative Data Collection in an Era of Social Distancing," *International Journal of Qualitative Methods*, vol. 19, p. 1609406920937875, Jan. 2020. doi: 10.1177/1609406920937875 Publisher: SAGE Publications Inc. [Online]. Available: https://doi.org/10.1177/1609406920937875
- [13] C. Tobin, G. Mavrommati, and J. Urban-Rich, "Responding to Social Distancing in Conducting Stakeholder Workshops in COVID-19 Era," *Societies*, vol. 10, no. 4, p. 98, Dec. 2020. doi: 10.3390/soc10040098 Number: 4 Publisher: Multidisciplinary Digital Publishing Institute. [Online]. Available: https://www.mdpi.com/2075-4698/10/4/98
- [14] H. Rubin and I. Rubin, *Qualitative Interviewing (2nd ed.): The Art of Hearing Data.* 2455 Teller Road, Thousand Oaks California 91320 United States: SAGE Publications, Inc., 2005. ISBN 978-0-7619-2075-5 978-1-4522-2665-1. [Online]. Available: http://methods.sagepub.com/book/qualitative-interviewing

- [15] B. Gillham, *Research Interviewing: The Range of Techniques*. McGraw-Hill Education (UK), Aug. 2005. ISBN 978-0-335-22513-2 Google-Books-ID: icJUnNnooigC.
- [16] M. S. Reed, A. C. Evely, G. Cundill, I. Fazey, J. Glass, A. Laing, J. Newig, B. Parrish, C. Prell, C. Raymond, and L. C. Stringer, "What is Social Learning?" *Ecology and Society*, vol. 15, no. 4, 2010, publisher: Resilience Alliance Inc. [Online]. Available: https://www.jstor.org/stable/26268235
- [17] K. N. Irvine, L. O'Brien, N. Ravenscroft, N. Cooper, M. Everard, I. Fazey, M. S. Reed, and J. O. Kenter, "Ecosystem services and the idea of shared values," *Ecosystem Services*, vol. 21, pp. 184–193, Oct. 2016. doi: 10.1016/j.ecoser.2016.07.001. [Online]. Available: https://www.sciencedirect.com/science/article/pii/S2212041616301577
- [18] Futurice, "Lean Service Creation." [Online]. Available: https://futurice.com/lean-service-creation
- [19] "Lean Service Creation Handbook." [Online]. Available: https://webmail.oecd-opsi.org/toolkits/lean-service-creation-handbook/
- [20] J. C. Hermanowicz, "The Great Interview: 25 Strategies for Studying People in Bed," *Qualitative Sociology*, vol. 25, no. 4, pp. 479– 499, Dec. 2002. doi: 10.1023/A:1021062932081. [Online]. Available: https://doi.org/10.1023/A:1021062932081
- [21] L. LaBerge, C. O'Toole, J. Schneider, K. Smaje, and "COVID-19 digital transformation & technology McKinsey." [Online]. Available: https://www.mckinsey.com/ business-functions/strategy-and-corporate-finance/our-insights/ how-covid-19-has-pushed-companies-over-the-technology-tipping-point-and-transformed-b
- [22] A. Baig, B. Hall, P. Jenkins, E. Lamarre, and B. McCarthy, "The COVID-19 recovery will be digital: A plan for the first 90 days," p. 8.
- [23] B. M. Jenner and K. C. Myers, "Intimacy, rapport, and exceptional disclosure: a comparison of in-person and mediated interview contexts," *International Journal of Social Research Methodology*, vol. 22, no. 2, pp. 165–177, Mar. 2019. doi: 10.1080/13645579.2018.1512694 Publisher: Routledge _eprint: https://doi.org/10.1080/13645579.2018.1512694. [Online]. Available: https://doi.org/10.1080/13645579.2018.1512694

- [24] A. Joshi, D. A. Bloom, A. Spencer, K. Gaetke-Udager, and R. H. Cohan, "Video Interviewing: A Review and Recommendations for Implementation in the Era of COVID-19 and Beyond," *Academic Radiology*, vol. 27, no. 9, pp. 1316–1322, Sep. 2020. doi: 10.1016/j.acra.2020.05.020. [Online]. Available: https://www.sciencedirect.com/science/article/pii/S1076633220302993
- "What [25] D. Council, is the framework for innovation? Council's evolved Double Diamond." Design Mar. 2015. [Online]. Available: https://www.designcouncil.org.uk/news-opinion/ what-framework-innovation-design-councils-evolved-double-diamond
- [26] S. Oltmann, "Qualitative Interviews: A Methodological Discussion of the Interviewer and Respondent Contexts," *Forum Qualitative Sozialforschung / Forum: Qualitative Social Research*, vol. 17, no. 2, May 2016. doi: 10.17169/fqs-17.2.2551 Number: 2. [Online]. Available: https://www.qualitative-research.net/index.php/fqs/article/view/2551
- [27] O. Doody and M. Noonan, "Preparing and conducting interviews to collect data," 2013, accepted: 18 June 2012 Publisher: Nurse Researcher. [Online]. Available: https://journals.rcni.com/nurse-researcher/preparing-and-conducting-interviews-to-collect-data-nr2013.05.20.5. 28.e327
- [28] G. Novick, "Is there a bias against telephone interviews in qualitative research?" *Research in Nursing & Health*, vol. 31, no. 4, pp. 391–398, 2008. doi: https://doi.org/10.1002/nur.20259_eprint: https://onlinelibrary.wiley.com/doi/pdf/10.1002/nur.20259. [Online]. Available: https://onlinelibrary.wiley.com/doi/abs/10.1002/nur.20259
- [29] S. Seitz, "Pixilated partnerships, overcoming obstacles in qualitative interviews via Skype: a research note," *Qualitative Research*, vol. 16, no. 2, pp. 229–235, Apr. 2016. doi: 10.1177/1468794115577011 Publisher: SAGE Publications. [Online]. Available: https://doi.org/10.1177/1468794115577011
- [30] P. Hanna, "Using internet technologies (such as Skype) as a research medium: a research note," *Qualitative Research*, vol. 12, no. 2, pp. 239–242, Apr. 2012. doi: 10.1177/1468794111426607 Publisher: SAGE Publications. [Online]. Available: https://doi.org/10.1177/1468794111426607

- [31] B. M. Jenner and K. C. Myers, "Intimacy, rapport, and exceptional disclosure: a comparison of in-person and mediated interview contexts," *International Journal of Social Research Methodology*, vol. 22, no. 2, pp. 165–177, Mar. 2019. doi: 10.1080/13645579.2018.1512694 Publisher: Routledge _eprint: https://doi.org/10.1080/13645579.2018.1512694. [Online]. Available: https://doi.org/10.1080/13645579.2018.1512694
- [32] D. R. Johnson, C. P. Scheitle, and E. H. Ecklund, "Beyond the In-Person Interview? How Interview Quality Varies Across In-person, Telephone, and Skype Interviews," *Social Science Computer Review*, p. 0894439319893612, Dec. 2019. doi: 10.1177/0894439319893612 Publisher: SAGE Publications Inc. [Online]. Available: https://doi.org/ 10.1177/0894439319893612
- [33] S. Nunes, S. Little, S. Bhatia, L. Boratto, G. Cabanac, R. Campos, F. M. Couto, S. Faralli, I. Frommholz, A. Jatowt, A. Jorge, M. Marras, P. Mayr, and G. Stilo, "ECIR 2020 workshops: assessing the impact of going online," *ACM SIGIR Forum*, vol. 54, no. 1, pp. 7:1–7:11, Feb. 2021. doi: 10.1145/3451964.3451971. [Online]. Available: https://doi.org/10.1145/3451964.3451971
- [34] M. Yarmand, C. Chen, D. Gasques, J. D. Murphy, and N. Weibel, "Facilitating Remote Design Thinking Workshops in Healthcare: the Case of Contouring in Radiation Oncology," in *Extended Abstracts of the 2021 CHI Conference on Human Factors in Computing Systems*. Yokohama Japan: ACM, May 2021. doi: 10.1145/3411763.3443445. ISBN 978-1-4503-8095-9 pp. 1–5. [Online]. Available: https://dl.acm. org/doi/10.1145/3411763.3443445
- [35] K. Yasu and M. Ishikawa, "Magnetact Animals: A Simple Kinetic Toy Kit for a Creative Online Workshop for Children," in *Extended Abstracts of the 2021 CHI Conference on Human Factors in Computing Systems*, ser. CHI EA '21. New York, NY, USA: Association for Computing Machinery, May 2021. doi: 10.1145/3411763.3451533. ISBN 978-1-4503-8095-9 pp. 1–4. [Online]. Available: https://doi.org/10.1145/3411763.3451533
- [36] "The Lean Startup | Methodology." [Online]. Available: http://theleanstartup.com/principles
- [37] V. Braun and V. Clarke, "Using thematic analysis in psychology," *Qualitative Research in Psychology*, vol. 3, no. 2, pp. 77–101,

- Jan. 2006. doi: 10.1191/1478088706qp063oa. [Online]. Available: http://www.tandfonline.com/doi/abs/10.1191/1478088706qp063oa
- [38] J. Ross, "The Role of Observation in User Research," 2018. [Online]. Available: https://www.uxmatters.com/mt/archives/2018/09/the-role-of-observation-in-user-research.php
- [39] M. Allen, *The SAGE Encyclopedia of Communication Research Methods*. 2455 Teller Road, Thousand Oaks California 91320: SAGE Publications, Inc, 2017. ISBN 978-1-4833-8143-5 978-1-4833-8141-1. [Online]. Available: https://sk.sagepub.com/reference/the-sage-encyclopedia-of-communication-research-methods/
- [40] R. Robinson, "Building a Useful Research Tool: An Origin Story of AEIOU," Feb. 2015. [Online]. Available: https://www.epicpeople.org/building-a-useful-research-tool/
- [41] D. Silverman, "Qualitative Research, Theory, Method and Practice," Jan. 1998.
- [42] S. Dodds and A. C. Hess, "Adapting research methodology during COVID-19: lessons for transformative service research," *Journal of Service Management*, vol. 32, no. 2, pp. 203–217, Jan. 2020. doi: 10.1108/JOSM-05-2020-0153 Publisher: Emerald Publishing Limited. [Online]. Available: https://doi.org/10.1108/JOSM-05-2020-0153
- [43] M. M. Archibald, R. C. Ambagtsheer, M. G. Casey, and M. Lawless, "Using Zoom Videoconferencing for Qualitative Data Collection: Perceptions and Experiences of Researchers and Participants," *International Journal of Qualitative Methods*, vol. 18, p. 1609406919874596, Jan. 2019. doi: 10.1177/1609406919874596 Publisher: SAGE Publications Inc. [Online]. Available: https: //doi.org/10.1177/1609406919874596
- [44] S. Nunes, S. Little, S. Bhatia, L. Boratto, G. Cabanac, R. Campos, F. M. Couto, S. Faralli, I. Frommholz, A. Jatowt, A. Jorge, M. Marras, P. Mayr, and G. Stilo, "ECIR 2020 workshops: assessing the impact of going online," *ACM SIGIR Forum*, vol. 54, no. 1, pp. 1–11, Jun. 2020. doi: 10.1145/3451964.3451971. [Online]. Available: https://dl.acm.org/doi/10.1145/3451964.3451971

Appendix A

Semi-structures interview questions