

New method alleviates post-disaster interview fatigue when collecting survivor experiences

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A new approach to interviewing people in the aftermath of a disaster

aims to avoid interview fatigue symptoms, according to new research in the *Journal of Design Research*. Carlota Cubelos and Motoharu Onuki of The University of Tokyo and Miguel Esteban of Waseda University, in Tokyo, Japan, explain how the gamification of the interview process can be useful in collecting survivor experiences.

Interview fatigue commonly arises where researchers repeatedly approach survivors of a disaster or crisis for their thoughts, insights, and experience. The feelings of weariness or the dulling of experiences through repeated telling can lead to coloring of the very memories and insights the interviewers hope to glean from their interviewees. The researchers point out that before starting any new study, the emotional status of prospective interviewees should be considered and techniques adapted accordingly to make study participants feel comfortable and able to reflect constructively. The gamification of the [interview](#) process might well be useful strategy in this context and a positive way to preclude interview fatigue.

The team used the approach to establish what [older people](#) needed in the aftermath of the 2011 Tohoku earthquake and tsunami in Japan. Their work showed that the game created an environment where people felt comfortable sharing their experiences and thoughts as well as being able to discuss their needs and strengths. The findings could be useful in developing solutions to improve resilience in the face of future disasters, the team suggests.

The team writes that in future research, the gamification framework will be developed further and they will continue to develop solutions for those vulnerable to natural hazards. "Establishing and strengthening an inclusive society to ensure that the most [vulnerable people](#) are safe even in extreme situations should become a priority for design researchers, practitioners, and end-users," they conclude.

More information: Carlota Cubelos et al, Design for sustainability on inclusive post-disaster recovery: gamification techniques for collecting survivors' experiences, *J. of Design Research* (2022). [DOI: 10.1504/JDR.2021.121066](https://doi.org/10.1504/JDR.2021.121066)

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