

THE FUTURE OF
**QUALITATIVE
RESEARCH**
IN HEALTHCARE

The Role and Management
of Digital Methods



EDITED BY Paul M.W. Hackett,
Christopher M. Hayre, Dave J. Muller,
Marcia Scherer and Ava Gordley-Smith

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EDITED BY

PAUL M. W. HACKETT

Emerson College

CHRISTOPHER M. HAYRE

University of Canberra

DAVE J. MULLER

University of Suffolk

MARCIA SCHERER

University of Rochester Medical Center

AVA GORDLEY-SMITH

University of Wales Trinity Saint David



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8	Virtual Interviewing in the Age of Covid-19: Considerations for Qualitative Research <i>Charles Edmund Degeneff</i>	407
9	Minimizing the Impact Technology Has on Interviewer-Interviewee Rapport: An Existential-Phenomenological Analysis <i>Patrick M. Whitham and Gary Semel</i>	125
10	Participatory and Invasive Online Worlds: Exploring the Research Method of Qualitative Digital Ethnography <i>Adele Phillips and Shari Blackman</i>	141
11	Using Online Survey Tools to Improve Access to International Experts: The 'E-Delphi' <i>Georgina Clatterbuck</i>	161
12	Refining Interview Protocols for Online Interviews on the Employment of Persons with Down Syndrome: Insights from a Pilot Test <i>Md Mizanur Rahman, Abg Sefwan, Sharife Ezat, Razlanham Safi, Chen Yoke Yong, Rosalia Saimon, and Ting Chung Hock</i>	181
13	Technology-Aided Programs to Support Leisure, Communication, and Daily Activities in People with Intellectual and Multiple Disabilities <i>Giulio E. Lancioni, Nirbhay N. Singh, Mark F. O'Reilly, Jeff Sigefson, and Gloria Alberti</i>	118
14	Virtual Qualitative Data Collection: A South African Autoethnographic Perspective <i>Shantel Lewis, Charlene Downing, and Christopher M. Hayre</i>	238
	Afterword <i>Paul M. W. Hackett, Christopher M. Hayre, Ava Gardley-Smith, Marcia Schever and Dave J. Miller</i>	271
	<i>Index</i>	258

- DAVE J. MULLER, University of Suffolk
MARK F. O'REILLY, University of Texas in Austin
ADELE PHILLIPS, Canterbury Christ Church University
MD MIZANUR RAHMAN, University of Malaysia Sarawak
MELINA REA-HOLLOWAY, Ethnographic Research, Inc.
KAREN RODHAM, University of Chichester
RAZITASHAM SAHIL, University of Malaysia Sarawak
ABG SAPUAN, Universiti Kebangsaan Malaysia
ROSALIA SAIMON, University of Malaysia Sarawak
MARCIA SCHERER, University of Rochester
GARY SENECAI, Albany State University
JEFF SIGAFOS, Victoria University of Wellington
NIRBHAY N. SINGH, Augusta University
BODNEY STEHR, British Columbia Centre on Substance Use
RUTH STRUDWICK, University of Suffolk
VANESSA TOMAS, University of Toronto
ABIRAMI VIJAYKUMAR, University of Toronto
PATRICK M. WHITEHEAD, Albany State University
REBECCA WISE, University of Bath
CHEN YOKI YONG, University of Malaysia Sarawak

*Refining Interview Protocols for Online Interviews
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*Md Mizanur Rahman, Abg Safuan, Sharifa Ezat, Razitaibam Safi,
Chen Yoke Yong, Rosalia Saimon, and Ting Chuong Hock*

Introduction

Currently, it is estimated that 15% of the world population, or about one billion people, are people with disabilities (PWD) (The World Bank, 2011). Employment is crucial to PWDs. It provides the prospect of forging meaningful social relationships, consolidating and elevating social status, establishing political standing, and ultimately earning an income to have a better lifestyle for themselves (Jameson, 2005). In addition to providing an income for better life circumstances, employment enhances the quality of life of PWDs by providing a meaningful sense of identity, independence, contribution, and belonging and establishing new relationships and interests (Jameson et al., 2011). Consequently, PWDs are often keen to participate in community growth and become financially independent (Waterhouse et al., 2010). However, in Malaysia, PWDs have notably higher unemployment rates compared to people with no disability (Ang, 2017). Various studies have demonstrated barriers to employment for PWDs in general (Ang, 2017; Fraser et al., 2011; Houtenville & Kalangyrou, 2012; Schur et al., 2017; Shier et al., 2009; Sundat et al., 2018; Ta & Leng, 2015). Nevertheless, there is a lack of studies that examine barriers specific to people with Down syndrome (PDS). The existing data often include PDS as part of the larger group of PWDs or people with intellectual disabilities (ID). Therefore, to address this gap, the barriers and opportunities of employment for PDS should be explored from multiple perspectives.

Video-Conference Interviewing as a New Norm

Within the realm of qualitative research, the most common data collection method is interviewing (Braun & Clarke, 2013). Utilising a qualitative investigation perspective, several different forms of interview designs were

Hence, this process is organic, reflective, and reiterative, and should always be done in such a manner.

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