PRIMARY RESEARCH

INTERVIEW QUESTIONS SET 2 FOR FURNITURE AND INTERIOR

DESIGNERS

FOR FURNITURE/INTERIOR DESIGNER:

- In your experience do you think the design of public spaces like museums impact people's ability to relax and engage meaningfully?
- What are some common factors that encourage people to pause, rest or reflect in busy environments?
- How does a space's design affect people's ability to feel calm or connected to their surroundings?
- What aspects of seating design contribute to a person feeling comfortable and engaged in a public space?
- How can seating support people's ability to disconnect from external distractions in a busy setting?
- Do you think having quiet seating areas in museums supports visitor well-being?
- What types of environments are most effective for encouraging reflection or social interaction?

INTERVIEWING A FURNITURE DESIGNER

PURPOSE OF THE INTERVIEW

I wanted to dig deeper into how furniture can create emotional connections, especially in public spaces like museums. My goal was to explore how designers balance functionality and aesthetics while making furniture that feels meaningful and unique. This was an opportunity to get fresh perspectives on designing for reflection and connection in a world that feels increasingly overstimulated.

Speaker I U:19
he main problem that I'm tackling is that first I need to design for the world of 2030 so when looking at that world and looking at how it will look like and all of that, I see that problem I want to tackle or a problem that I know is going to exist is the difficulty of disconnecting in this like over stimulating world and time, okay so I'm responding to that problem with furniture, because furniture is an area that, like I personally, Hana, I want to explore and I want to learn more about. So I'm tackling this problem through furniture. Okay, so as a designer, how do you perceive furniture? What's the importance of furniture to you?

Speaker 2 1:41
What what is what do I perceive as important concerning furniture? Or how do I perceive furniture?
Okay, so mainly a piece of furniture should be just more than more than a bunch of materialiology, more than a bunch of functionalities, and it should be something personal. So it should be something that makes me feel good when I use it, or when, or whenever the user is interacting with it. So that means comfort. First of all, it can't be uncomfortable because that limits the experience. So comfort is a big thing in terms of it allows, it allows for the experience to take place. So that's your first issue to tackle, or that's the first important thing I look at when concerning considering furniture, so it needs to be comfortable enough for me to experience something. What that something is is tied to what this piece is solving. So whether it's a sofa or an armchair or an accent chair that just looks nice in the Nook, or a bed, like whatever that piece of furniture is, it needs to deliver, firstly, on that experience, and needs to deliver on its primary function of a being, like why it exists as why it exists as an object. So after that comes a second layer of

Speaker 2 3:30

Speaker 2 3:30 Ckay, so we already established that it needs to be functional and it needs to be comfortable and it needs to tackle a certain objective. So beyond that, that piece needs to respond to me emotionally. In need to feel I need to emotionally connect with the piece. So when we think of emotionally connecting with the piece, it could solve a plethora of things, whether that, whether that be a pain point or just an esthetic, emotional connection with the object. So I think that's what's very important is a solid price for interest to the product of the control in considering furniture as an investment or as a product to be made, or as product to be branded or sold like we need to see how it responds to all of that while maintaining the functionality, the comfortability, the aestheticness of the piece and everything that revolves around it. So it's a tough challenge to consider, but I think it's a very personal one as well.

Speaker 1 4:42

since you spoke about this emotional connection with the piece, what do you think? Or how do you think like I I personally think that when people are buying furniture pieces for their own homes, yes, they make sure that they have this, like, emotional connection with their pieces, and they are more likely to develop this emotional connection How do you face the challenge of creating an emotion collection to a furniture piece and a public space?

Unknown Speaker 5:18

I definitely think it should be unique, like it shouldn't be something that we're seeing on our daily or else it simply won't even catch our attention, and we won't even spend a minute in our super busy day to even like appreciate what we're looking at. So I think that's what we need to like. That's what I

how that piece grabs our attention is also, is also up to a bunch of interpretations in terms of like that could be in just visual interest, like, maybe there's a use of colors that just stand out within their environment or context. So maybe that could be a layer of it, another layer of it could be just how interesting it is in in contrast to the space it's in as well, like not just in terms of color, but maybe in terms of proportion, maybe in terms of just feeling materiality, like just how that piece is felt and is felt physically, like how you physically can feel it against the roughness, maybe of A stone, like it's also something that brings together communities, and it brings together different cultures. And I think that's also part of our emotional attachment and our initial interest, or peak of interest of that piece, because we respond to that culture. Maybe, or there's a show, maybe, the chair is releasing something in our cultural environment that we perceive as visually interesting, like that could be very

KEY QUOTATIONS FROM DESIGNER

If seating is part of the exhibit, it can stand out. But if it's just for utility, it should blend seamlessly with the environment, using materials and colours that integrate into the museum's design

system or set that

accommodates various needs

In public spaces, furniture should support different behaviors, but it's difficult to achieve everything in one piece. Instead, you can design a

When you try to design something that does everything, you end up diluting its purpose. Prioritise one or two core functions to create a stronger design impact.

Customisable doesn't have to mean interchangeable parts it can mean creating something that feels personal, even in a shared public space.

For museums, seating should be durable and functional but not overshadow the art. Use materials and forms that subtly enhance the environment without distracting from the exhibits

The future of furniture design will focus on timeless, customisable, and sustainable pieces that respond to both personal and shared needs

REFLECTING

Talking to the designer really opened my eyes to how much furniture can do beyond just being functional. What stood out to me was the idea that furniture in public spaces should feel personal and emotionally engaging, even if it's shared. I hadn't thought about how unique design, whether through unexpected forms, materials, or cultural connections can grab attention and make people pause. It was also a reminder that even in a space for personal reflection, there's potential for subtle, shared experiences. This has made me think more about how my design can balance being calming and reflective while still creating moments of connection with others. It's about making something that feels personal, even in a shared environment.

Extract of transcript - full one can be found in appendix

INTERVIEWING AN INTERIOR DESIGNER

PURPOSE OF THE INTERVIEW

This was my second interview with a designer, building on insights from my first discussion. While the first interview helped me understand broad considerations for creating emotional and functional furniture, I wanted to deepen my understanding by exploring specific challenges and approaches to designing for shared public spaces like museums. My goal was to validate and expand on my assumptions about balancing functionality, aesthetics, and user connection in the context of museums, where the furniture needs to foster both personal reflection and community engagement without overshadowing the exhibits.

KEY QUOTATIONS FROM DESIGNER

After an hour I get tired and just want a to find a place to sit

Sometimes I just need to sit to take the weight off my feet for a second

There aren't that many places to sit that are actually near the exhibits

To be honest the first thing I did when I sat down was check my phone, its a reflex Sometimes you just
want a quiet
isolated space to
take it all in but
theres no space for
that

Allot of the time we forget to actually switch off and end up just walking with no

The main seating areas are located near the entrance or canteen, with limited availability in gallery spaces.

REFLECTING

Talking to the designer gave me valuable clarity on the balance between functionality and integration in public furniture design. I hadn't fully considered how seating in museums should either blend seamlessly into the environment or stand out only if it's part of the exhibit. The idea of prioritising specific functions, rather than trying to accommodate everything in one piece, really resonated and has made me rethink how to approach flexibility in my design. The conversation also reinforced the importance of creating furniture that feels personal and reflective, not through modularity, but through thoughtful design that connects emotionally with users.

INTERVIEW QUESTIONS SET 3 FOR MENTAL HEALTH COUNSELLOR



REFOCUSSING ON MY USER

As I developed my primary re, I realized I needed to understand my users on a deeper level, especially those facing mental health challenges. Speaking with a counselor felt essential to validate my assumptions and explore how environments can truly support well-being. The conversation highlighted the importance of creating safe, predictable spaces and how small design details, like tactile materials and quiet corners, can have a big impact. This has sharpened my focus on designing furniture that's adaptable, inclusive, and meaningful for museum visitors seeking calm and connection.

FOR COUNSELLOR

- In your experience, how do people with mental health challenges typically respond to public spaces like museums? What are common feelings or behaviors they exhibit?
- What are the most significant environmental factors that help people feel calm, safe, or supported in any space?
- What are some of the biggest challenges people with mental health struggles face in overstimulating or crowded environments?
- How might these individuals' needs differ from those of the general population when navigating shared public spaces?
- What kinds of spaces or settings have you seen that successfully support mental well-being? What makes these spaces effective?
- How can spaces be designed to help individuals manage feelings of anxiety, overwhelm, or overstimulation?
- Do people with mental health struggles generally prefer spaces that promote personal reflection, or do they also benefit from opportunities for light social interaction?
- Are there specific behaviors or coping strategies that people use in public spaces to manage stress or anxiety that a space could better support?
- From your perspective, how can physical environments help people reconnect with themselves and feel more present in the moment?
- Are there specific sensory elements (e.g., lighting, sound, textures) that you think play a key role in supporting mental well-being?

INTERVIEWING A COUNSELLOR

PURPOSE OF THE INTERVIEW

To design museum furniture that truly supports visitors struggling with mental health challenges, I need to deeply understand their needs, behaviours, and emotional responses in shared public spaces. This interview with a counselor aimed to explore the specific barriers and triggers these users face, as well as the environmental and sensory factors that can foster calm and connection. The goal was to validate assumptions from my research and gain insights into how museum furniture can better address mental well-being in overstimulating environments.

KEY QUOTATIONS FROM COUNSELLOR

Secluded seating is essential because they give people the space to decompress without feeling observed. It's not just about sitting; it's about feeling safe enough to pause

Grounding techniques rely on touch and calm environments. Furniture can help with tactile, soothing materials

Flexibility is key some visitors want solitude, others seek light interaction. One size doesn't fit all

Spaces that reduce distractions and create a sense of stillness help people reconnect with themselves and feel present

Distractions, like loud noises or harsh lighting, make it almost impossible for someone to feel present or calm Furniture should invite and support, not impose an experience on the user

Small choices like soft textures and calming colours make a big difference to emotional experiences

REFLECTING

As I developed my project, I realized I needed to understand my users on a deeper level, especially those facing mental health challenges. Speaking with a counselor felt essential to validate my assumptions and explore how environments can truly support well-being. The conversation highlighted the importance of creating safe, predictable spaces and how small design details, like tactile materials and quiet corners, can have a big impact. This has sharpened my focus on designing furniture that's adaptable, inclusive, and meaningful for museum visitors seeking calm and connection.