

Design Thinking and Acceptance Requirements for Designing Gamified Software

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Abstract — *Gamification* is increasingly applied to engage people in performing tool-supported collaborative tasks. From previous experiences we learned that available gamification guidelines are not sufficient, and more importantly that motivational and acceptance aspects need to be considered when designing gamified software applications. To understand them, stakeholders need to be involved in the design process. This paper aims to (i) identify key requirements for designing gamified solutions, and ii) understand if existing methods (partially fitting those requirements) can be selected and combined to provide a comprehensive gamification design method. We discuss a set of key requirements for a suitable gamification design method. We illustrate how to select and combine existing methods to define a design approach that fits those requirements using *Design Thinking* and the *Agon framework*. Furthermore, we present a first empirical evaluation of the integrated design method, with participants including both requirements analysts and end-users of the gamified software. Our evaluation offers initial ideas towards a more general, systematic approach for gamification design.



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