

Formative Research Study Results

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The results were made by interviewing 4 students. Two of the interviews process were recorded by audio and the other interviews were recorded by taking notes. Our result includes the challenges students meet when booking the badminton courts, as well as how the technology helps them solve their issues.

Issues

The three aspects of issues mentioned frequently encountered by participants when booking the badminton were booking time, availability of the court, distance, and court rental fees.

Booking a badminton court is time-consuming. Most participants book the badminton court through phone calls to check the availability. Due to the participants don't know the available time of different badminton courts, they have to check the court one by one. Some participants can check the availability of badminton courts online. However there are limited badminton courts that provide their own private timetables for customers to check, therefore participants have to take a lot of time to switch the websites to book the court. Sometimes, the participants cannot find the valid information efficiently as well. Google Maps is convenient for searching badminton courts. However, P4 said that "the badminton courts I found on the map may not be open to the public. For me, this is useless information and a waste of my time."

The availability of the court is a particularly essential factor for participants to book the badminton court. "It is hard to book the badminton court in the evening since there are a lot of people choosing to play badminton at that time." said by P4. The evening is an actual peak time for participants to book since most of them will have free time after daytime work to play badminton. As such, the participants have to work around the time to book the badminton courts.

The distance and the rental fees of the badminton courts also affect the participants to book the badminton court. Some participants prefer to book the courts near their living places to save the driving time. However, the other participants could not find a badminton court near their homes, they have to play badminton outdoors to save money and time. Our target audience focuses on students, most of whom are willing to pay C\$15-C\$30 per hour for booking a badminton court. In fact, students cannot afford the high expenses of renting the badminton courts, without income.

Technology

All of the participants suggested that it will be more efficient for them to book the badminton courts by checking the online calendar for different badminton courts. "It will be more clear if there is a price tag with the calendar." mentioned by P3. The online calendar with the price tag not only allows them to check court available time directly but also lets the participants get the tuition of the current badminton court price.

Furthermore, the participants also suggested that it will be more interesting and attractive if some sports events and the discount seasons would be included in the online booking calendar.

APPENDIX 1

RAW DATA:

Interview for Student P1:

1. Do you like to play badminton?

P1: Yes.

2. Do you prefer to play badminton indoors or outdoors?

P1: indoors

3. Do you book the badminton court to play badminton?

P1: Yes.

4. What factors do you think will influence you most when selecting the Badminton court? Why do you think that factor is essential to you? environment. I'll see if it's clean and what other people say about the court.

5. Are there any available badminton courts near your living place? How far are the courts from your home?

P1: Yes. There's one near my home.

P1: 15 minute walk.

6. Which type of approach do you usually use to you book the badminton court, like websites, phone calls, etc.? Which approach do you think is the most efficient way for you to book the court?

P1: Website

P1: I think the website is the most efficient since I can see the available time on the website.

7. Do you have any badminton courts that you usually book? Why do you usually book that court? Could you access multiple ways to book that badminton court? Can you check their timetable in advance to make sure in which time slot there will be available badminton courts to book?

P1: Yes. Near my home.

P1: Because it's the closest court.

P1: Yes. I can book this court on a website or call the staff in the court.

P1: Yes. I always do that.

8. How often will you book the badminton court to play badminton? When do you usually book the badminton court on the weekends or weekdays? Which time slot do you usually book the badminton court? Which period of a day do you think there will be more people playing badminton? What do you do to avoid badminton peak time?

P1: Once or Twice a month.

P1: On weekend.

P1: I always book the badminton court in the morning. There were few people at that time.

P1: I think there are a lot of people in the afternoon or in the evening.

P1: I will book the court when it is less crowded

9. How much do you usually pay for booking a badminton court? Do you think the price is cheap, expensive or just right for you? How much are you willing to pay?

P1: \$20 per hour.

P1: It is cheap.

P1: I will pay if the price is less than \$30 per hour.

10. Do you find it easy or difficult to book the badminton court? Why do you think booking the badminton court is easy or difficult for you? Are there any suggestions to improve the process of booking a badminton court?

P1: I think it is a little bit difficult for me. It's hard to book in the evening.

I suggest that every badminton court should provide a bookable schedule.

Interview for student P2:

1. Do you like to play badminton?

P2: Sure, yes I do actually.

2. Do you prefer to play badminton indoors or outdoor?

P2: I do indoors.

3. Do you book the badminton court to play badminton?

P2: Yes.

4. What factors do you think will influence you most when selecting the badminton court? Why do you think that factor is essential to you?

P2: The schedule of the badminton court is full or not.

Since sometimes the court is pretty full and I have to book some other time.

5. Are there any available badminton courts near your living place? How far are the courts from your home?

P2: Yes, I only booked in the North Markham area

P2: My parents' home is pretty close to the badminton court about 20 min car.

6. Which type of approach do you usually use to you book the badminton court, like website, phone call, etc.? Which approach do you think is the most efficient way for you to book the court?

P2: By phone call to ask them if they have available court, then E-transfer them to hold the court.

P2: Of course, check the available time slots of the badminton court online.

7. Do you have any badminton courts that you usually book? Why do you usually book that court? Could you access multiple ways to book that badminton court? Can you check their timetable in advance to make sure in which time slot there will be available badminton courts to book?

P2: Yes, the badminton court near my parents' home(North Markham).

P2: Since it's pretty closed to my living place.

P2: No, a phone call is the only approach for me to check the availability of the court

P2: Sure, I did before playing.

8. How often will you book the badminton court to play badminton? When do you usually book the badminton court on the weekends or weekdays? Which time slot do you usually book the badminton court? Which period of a day do you think there will be more people playing badminton? What did you do to avoid badminton peak time?

P2: Not often, just a couple of times a month.

P2: Usually, on the weekend.

P2: In the morning since there are few people and cheaper.

P2: In the afternoon or in the evening of the weekdays.

P2: I usually check the court schedule in advance to avoid crowds.

9. How much do you usually pay for booking a badminton court? Do you think the price is cheap, expensive, or just right for you? How much are you willing to pay?

P2: 15C\$ per hour

P2: It is ok for me.

P2: I will pay if the price is less than 50

10. Do you find it easy or difficult to book the badminton court? Why do you think booking the badminton court is easy or difficult for you? Are there any suggestions to improve the process of booking a badminton court?

P2: It's not very difficult, but we have to work around the time.

P2: The court easily gets full, especially during peak time.

P2: It's better to have an online calendar to show when they will have free court, each person can search on it and pay on the website. That way will be easier. And it's will be more clear if there is a price tag with the calendar.

Interview for student P3:

1. Do you like to play badminton?

P3: yes I do

2. Do you prefer to play badminton indoors or outdoor?

P3: I play outdoors with my parents with no fees.

3. Do you book the badminton court to play badminton?

P3: Yes.

4. What factors do you think will influence you most when selecting the badminton court? Why do you think that factor is essential to you?

P3: The distance from my living place will affect me to choose the badminton court. Since the close one will be easy to reach out to.

5. Are there any available badminton courts near your living place? How far are the courts from your home?

P3: Yes, I only booked near the South Common Center in Mississauga.

P3: 10min walk from my home

6. Which type of approach do you usually use to you book the badminton court, like website, phone call, etc.? Which approach do you think is the most efficient way for you to book the court?

P3: By phone call

P3: Checking online is the most efficient way.

7. Do you have any badminton courts that you usually book? Why do you usually book that court? Could you access multiple ways to book that badminton court? Can you check their timetable in advance to make sure in which time slot there will be available badminton courts to book?

P3: Yes, the badminton court near the South Common Center in Mississauga.

P3: Since it's pretty close to my home.

P3: No, the phone call is the only approach to book

P3: Of course.

8. How often will you book the badminton court to play badminton? When do you usually book the badminton court on the weekends or weekdays? Which time slot do you usually book the badminton court? Which period of a day do you think there

Will there be more people playing badminton? What did you do to avoid badminton peak time?

P3: Three or four times a month.

P3: Usually, on the weekend.

P3: Usually in the afternoon after classes

P3: On the weekend

P3: I usually call the staff in advance to avoid being crowded.

9. How much do you usually pay for booking a badminton court? Do you think the price is cheap, expensive, or just right for you? How much are you willing to pay?

P3: 13C\$ per hour

P3: reasonable price

P3: I will pay less than 20 per hour

10. Do you find it easy or difficult to book the badminton court? Why do you think booking the badminton court is easy or difficult for you? Are there any suggestions to improve the process of booking a badminton court?

P3: Not very difficult, booking by phone call is kinda bother me

P3: Every time, I have to call them to book the court, that's too time-consuming.

P3: Design an app to show the availability of the badminton court and notification if there are some badminton activities organized recently.

Interview for Student P4:

1. Do you like to play badminton?

P4: Yes, I like playing badminton.

2. Do you prefer to play badminton indoors or outdoors?

P4: I prefer indoors.

3. Do you book the badminton court to play badminton?

P4: Yes, I do.

4. What factors do you think will influence you most when selecting the Badminton court? Why do you think that factor is essential to you?

P4: I'll consider the price, distance and the environment. First of all, I am a student. I can't pay too much. Then, I don't have a car so I can't go too far.

5. Are there any available badminton courts near your living place? How far are the courts from your home?

P4: Yes, like the gym in the University. The court I often go to is in Scarborough.

P4: 30 to 40 minutes by car.

6. Which type of approach do you usually use to you book the badminton court, like websites, phone calls, etc.? Which approach do you think is the most efficient way for you to book the court?

P4: Phone call. Because there are not many direct bookings on the website. Most are booked by phone. I think it is more convenient to book on the website because I can see the opening hours directly on the website.

7. Do you have any badminton courts that you usually book? Why do you usually book that court? Could you access multiple ways to book that badminton court? Can you check their timetable in advance to make sure in which time slot there will be available badminton courts to book?

P4: The court I often book is PPC(Progress Badminton Club) and EPIC in Scarborough, and AC(the gym in University). I have many friends who are playing badminton in the PPC. So I can find a lot of badminton players in this place. But it's far from where I live, so it's not very convenient.

P4: No.

8. How often will you book the badminton court to play badminton? When do you usually book the badminton court on the weekends or weekdays? Which time slot do you usually book the badminton court? Which period of a day do you think there will be more people playing badminton? What do you do to avoid badminton peak time?

P4: Once a week. Because I think it's a daily workout.

P4: 7-10 in the evening. It is hard to book the badminton court in the evening, since there are a lot of people who choose to play badminton at that time. Many of my friends have classes and internships during the day. So we only have time at night.

P4: There are many people every night.

P4: It was empty at two or three in the afternoon.

P4: There's no way we can avoid the peak time because we only have time in the evenings.

9. How much do you usually pay for booking a badminton court? Do you think the price is cheap, expensive or just right for you? How much are you willing to pay?

P4: 30 dollars per hour. Like my last time, \$60 for two hours. There are six of us. \$10 per person. If I were to play badminton 4 or 5 times a month, it would probably be \$40-50. I think it's still a bit expensive.

P4: I prefer 5-10 dollars per person.

10. Do you find it easy or difficult to book the badminton court? Why do you think booking the badminton court is easy or difficult for you? Are there any suggestions to improve the process of booking a badminton court?

P4: Not difficult but time-consuming. Since I can't see the badminton court schedule, I need to ask the badminton court one by one. Also, the badminton courts I found on the map may not be open to the public. To me, this is useless information and a waste of time. I hope there is a website or app that can specifically retrieve badminton courts, only for courts that are open to the public. There should be available timetables and prices for badminton courts