

Appendix A

Interview with a front desk employee at my local gym

Q- Hi! Why do you use a Microsoft excel spreadsheet to register new members?

A- Our company (gym) does not make a lot of money, so its budget is very low; in fact, they don't pay us very well – I shouldn't be saying this though – I doubt they will buy a software to do this job.

Q- Excel wasn't built for this purpose, does it take a long time to key in the data?

A- It definitely does, but since I have doing it for over 2 years now, I am really fast at typing in the details. Although searching a person is quite troublesome in this large table. The problem isn't actually typing in the data, it is storing these tables every day. Everyday I need to save the spreadsheets into a separate drive and upload it to Google Drive so I don't lose any of the data.

Q- Why don't you just use an online free database tool or Microsoft Access; they would resolve your problems?

A- I have never been taught how to, and I have very little education which is why I am here today doing this job. I do not know English, so I cannot read books or watch videos to learn about these tools. I know only basic English and few words to do my job.

Q- If you could get a software, let's say I made one for you, out of curiosity what kind of software would you want?

A- Something very easy to use and does have too many functions. Also, I would want it to have very simple English that I know; I do not use online software because I do not understand what they are trying to say. So, if someone were to give me such a software that would make, I job a lot easier, and you and other customers like you would not have to wait this long to register.

Q- What kind of customers do you have?

A- Two types, one is just like you who are gym members, and the other are gym trainers who are like employees here and they teach the members in our gym. The hard part is matching the member with the trainer; it is difficult to switch between tables and match each member with the trainer, although there are few trainers and members in this gym because it is so small.

[Word Count: 400]