Interview Question:

1. What is your name?

2. What is your occupation(What do you do?)

3. How old are you?

4. How long have you been in Korea?

5. What kind of problems do you face living in Korea?

6. Have you experienced difficulties at convenience stores due to the lack of English language support in checkout?

7(if so.do you think English-freindly checkout machines would improve your experience at convenience stores)

8. Do you encounter problems with Wifi-connection and speed around the university campus

9. Are there specific locations where you encounter these problems? If so can you name them

You tube links for interview

<https://youtu.be/H0_gNH4Sc7o?si=wLpZ6tXA5N9PEK5D>

<https://youtu.be/o6CVu1NmSC8?si=4lZ0QsAqtjMkWSJV>

Most of the interviewees didn’t want us neither to record video nor audios of their interview.

We also have audio interviews because some of the interviewees didn’t want us to record video.

**Summary**

After Carrying out interview from people we concluded that the most common problem is that in many community places there are no machines available with english interface. for instance, on buses there are no machines that has english interface in it. What's more, some mobile apps such as Kakao talk doesn't have English language in settings which makes it a lot difficult. Interviewees also suggested to create an app that collects the locations of low cost shops, suggestions for people who just come to South Korea. We have concluded that wifi connection is not that big problem as majority of interviewees didn’t mention wifi connection as a problem.

**Solution:**

Create or upgrade vending machines, ticket kiosks, and similar community devices to incorporate interfaces in multiple languages, including English.

Employ touchscreen technology and user-friendly menus for seamless navigation.

Collaborate with mobile app developers to integrate English language choices in apps such as Kakao Talk and others.

Implement language preferences within the app for convenient language switching by users.

Ensure that new community devices and apps comply with accessibility regulations, including mandatory multilingual support in certain regions.