**LIVED EXPERIENCES OF COMPUTER SHOP OWNER**

A Research Paper Presented to

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**Mentro Manila College**

In partial Fulfillment

Of the Requirements for the subjects

**Practical Research 1**

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The success and finale outcome of this research required a lot of guidance and assistance from many people and we extremely privilege to have this all along combination of our study.

We give all the honor and praise to our **GOD** who gave us strength and wisdom by conducting this kind of research.

We respect and thank our Honorable President, **Dr. Eleanor M. Agapito**, who provided us an opportunity to enter this school, and who gave access to the research facilities. Without her support it would not be possible to conduct this research.

We would like to acknowledge our Principal, **Mrs. Dolores B. San Miguel**, for the continues encouragement.

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The deepest gratitude to our research guide, **Mr. Dan Mar Beringuel**, who took the responsibility to guide and help us finish the study that we’ve conducted.

We would like to give thanks to our Co-researchers; **Mr. Clever, Mrs. sweetie,** and **Mr. Rigorous,** for their kind of willingness and for giving us a certain a peace of advice on which how we could convince the other computer shop owner to gave their certain time to be interviewed.

 Finally, we must acknowledge our loving **Parents** and to our **brother’s** and **sister’s**, for unfailing support and continuous encouragement to us to be dependent to ourselves by making this research.

**Y.R.L.**

**D.L.**

**E,C J.**

**F.L.V.**

**G.Y.**

**M, M**

**S.I.**

**U.J.P.**

**DEDICATION**

We dedicate this study to our magnificent **God** who gave us knowledge and wisdom to make this study better and great. For him our faithful to give us support through giving us financial needs by making this kind of research.

We also dedicate this study to our **Parents** for the full support and effort for giving us guidance and for being always their if we were need them.

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**ABSTRACT**

**Introduction**

Computer also known as internet café is a place which provides

Internet access to the public, usually for a fee for using a computer is

Usually charged as a time rate. Many business man have been

Working with their personal computer. Some student, government, or

Employee and more.

Cybercafé, also called internet caféare place when people can pay by minute to access the internet. By Combining two modern

Essential. Café and the internet. Cybercafés have merge the need for

Public computer access with the age-old people can meet to chat

With their friends in the room or sip beverages at a terminal while

Chatting with friend long distance over the internet.

Because with the advance of technology, people here in the

Philippines can now manage to their own computer or laptops.

Matter of facts, its almost required now to a modern college student

To have his/her own computer with internet access in order to.

Complete their studies. The same time with workers or your average

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In their business are at a major disadvantages against their competitors. In particular, there are several important advantages

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**STATEMENT OF THE PROBLEM**

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1. What are the lived experiences of the computer shop owner?

2. What are the insights that can be drawn from these   
experiences?  
3. What are implications of these insights?

**RESEARCH DESIGN**

Edmund Husserl (1859–1938), the founder of phenomenology, addressed the body throughout his philosophical life, with much of the relevant material to be found in lecture courses, research manuscripts, and book-length texts not published during his lifetime. One of the most important texts—the second volume of his Ideas Pertaining to a Pure Phenomenology and to a Phenomenological Philosophy, subtitled Studies in the Phenomenology of Constitution and usually referred to as Ideas 2—was particularly influential. Heidegger, for example, had access to it in manuscript before writing his own major work, Being and Time (1927), and Merleau-Ponty consulted it while working on his Phenomenology of Perception (1945); indeed, Ideas 2 first became generally known on the basis of Merleau-Ponty’s references to it in Phenomenology of Perception

According to britannica.com, a philosophical movement originating in the 20th century, the primary objective of which is the direct investigation and description of phenomena as consciously experienced, without theories about their causal explanation and as free as possible from unexamined preconceptions and presuppositions. The word itself is much older, however, going back at least to the 18th century, when the Swiss German mathematician and philosopher Johann Heinrich Lambert applied it to that part of his theory of knowledge that distinguishes truth from illusion and error.

**SELECTION OF CO-RESEARCHERS**

According to research-methodology.net, Purposive sampling (also known as judgment, selective or subjective sampling) is a sampling technique in which researcher relies on his or her own judgment when choosing members of population to participate in the study.

According to psychologydictionary.org, "Purposive sampling is looking for the same characteristics in a sub-population as exists in the general population."

**INSTRUMENTS USED**

The researchers utilized the following research instruments in gathering data.

**Interview Protocol**

According igi-global.com/dictionary, a set of questions to facilitate and guide semi-structured open-ended interviews of teachers using technology for teaching mathematics.

**Video Recording**

According cee.ucdavis.edu, a video consultation can help you analyze your teaching and reflect on your students’ learning experience. For example, analysis of a video recording can provide insights into how you communicate with students, use space on the board and/or in the classroom, help students engage with material, and explain course content. Meet with an experienced CEE consultant to deconstruct a recording of a class session as data into effective teaching, rather than viewing it as a performance, making process much less intimidating, and more useful, for instructors. Video consultations are currently only available to graduate students and postdoctoral scholars.

**Picture**

According merriam-webster.com,to a design or representation made by various means (such as painting, drawing, or photography).

**Treatment of Data**

In the data analysis, the researchers listened to the records andtranscribed the stories, and evaluated the transcripts manually to derive with the appropriate, accurate and relevant themes.h birthday

**Researcher’s Reflection**

The following themes emerged from the reflections made by the researchers on the Lived Experience of Computershop owner. **Committed**

According to Merriam-Webster dictionary, to do (something that is illegal harmful, to decide to use (a person, money, etc.) for some particular purpose or use.

**Co researcher Clever** stated,‘’We made this business not to stop but to continue. As an owner I always wear my positive aura. This shop helps a lot in our daily needs’’.

**Co researcher Sweetie** stated, ‘You always have to think something about, when you're going to take your daily necessities for expenses, of course, we are working or doing this business for survival’’*.*

**Social solidarity**

According to Wikipedia, solidarity is a unity (as of group or class) which produces or in based on unities of interests, objectives, standards, and sympathies.

**Co researcher Clever** stated, “A simple and typical way of accommodating a customer. You must be kind also as usual’’.

**Co researcher Sweetie** stated, “Good service, business are is not about your profit, because when you saw the smile and joy in their face then you gave your best service it’s feels like you helping them and you, your selves felts satisfied. Service is one of the techniques we are using to make our customers satisfied.”

**Co researcher Rigorous** stated”I think the only thing that I could advice is to get fellowship to them, you shouldn’t have to be strict, but their must be a limitation. You need to control yourself. **Authoritative.**

According to Unisource, authoritative expecting obedience to, and respect for authority and rules from people (usually of a regime or of a government). When a government or a regime is authoritarian, it expects people to obey authority or rules whether fair or unfair, just or unjust. ... Rule by a monarch can be authoritarian.

**Co researcher Clever** stated, “No browsing of malicious or pornographic sites, Bringing or eating of food on this are is highly prohibited. Respect to other customers are highly recommended no fighting inside’’.

**Co researcher Rigorous** stated, “My rules! Very simple, just to keep the unit good and be responsible when you using my computers and do not fight in shop, that’s my number 1 rule”.

**Sagacious**

According to Merriam-Webster dictionary, sagacious is having or showing an ability to understand difficult ideas and situations and to make good decisions.

**Co researcher Clever** stated, “Locationr is of one thing you need to consider in building up a business. A place near to school and students is best for asset for a computer shop to build. Now a days most of the projects and assignments of students are computerized “

**Co researcher Sweetie** stated,”As a matter of fact, the computer shop was really in demand not most in gaming but also for students who are searching. When we are going to start a business, the first thing we'll think is earning money for us to sustain our daily needs”.

**SYMBOLISM**



The researchers chose *Chess board* as a symbol for the study. Whereas the *king and Queen* are the server or the owner of the computer shop, it’s either in two of them maybe the king is the owner and it might be yet the queen same as the server, while the *mans or the stuffers* of the king and queen is the PC or the set of computers. Symbolizing of the *king and queen*s the owner or server is on how they could manage the conditions or the health of the PC and the quality of it. And the stuffer’s serves as (PC) symbolizing the qualitative and quantitative valued.

The (PC) or stuffers signifies the most two important characteristics, the qualitative and quantitative. Qualitative, from the word itself quality, the server or the owners should be responsible in computers on how it could work very well to give a good service to the client. Quantitative from the word itself quantity, the server must be aware on the *numbers* or the *count* of the computers. The *competitors* in chess gaming, symbolizing of course the *other computer shop*. Lastly the *board*sybolize the entirely Computer shop.

**SUMMARY OF FINDINGS**

Based on the experience narrated by the participants, the following insights are drawn:

Computer shop owners were quite different to each others because they have a technique to make sure that costumer will come again to them. One of technique they told is a Good service to their client wherein it could be the reasons why costumer always come again, then they always making themselves be dependent to the comments and report that they heard, so that they have gain a information on what we’re going to do to make them feel satisfied in our service that we didn’t gave to them.

Computer shop owner assuredly reliable and approachable to their costumer especially to those who are new client. They completely dedicated to their business and they don’t neglect their business.

As from them being a computer shop owner they always use their “gravitas”, a kind of very serious a quality of manner that shows a eagerness to improve their business and They all focus on their atittude and kindness to the client for them to gain a good connection and relationship to their costumers. Service is one of the thing they considered in order to have a fellowship to them.

**CONCLUSION**

Based on the summary of findings, the following conclusions are generated.

Computer shop owner are always making themselves dependent in a way of they always gathered the reports through listening at the client. They making costumers feel free to complain about the improvement of the computer shop, for them to feel that they are significantly valuable.

Specifically they are boldly confident by amplifying the improvement of the shop and they are completely commited on what they doing. They constantly brave to continue their business then showing that they had a submission to them. They are persistently dedicated to their business.

**RECOMMENDATION**

The following recommendations are offered for related research in the lived experiences of computer shop owner:

**To the participant**, they must be considerate to their costumers because it is not easy to have costumer now-adays.They must also give their costumer incentives to get their sympathy.

**To the future computer shop owner,** they must need to internalize if they really want to start a computer shop business to be sure they will not regret.

**For the aspiring future researcher,** you must have time management, confidence, persistence and patient when you really want to make this kind of research.

**To the community**, for them to impose such a different kind of rules wherein to be strict on time then to be more responsible to moderately the community.

**CHAPTER 1**

**THE PROBLEM AND ITS BACKGROUND**

**Introduction**

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Internet access to the public, usually for a fee for using a computer is

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**SCOPE AND DELIMITATION**

This study focuses only to lived experiences of computer shop owner at the barangay 171 Caloocan City. This study include 3 participants seleceted purposively.

**SIGNIFICANCE OF THE STUDY**

The study was conducted to give information about the lived experiences of a computer shop owner. The beneficiaries of the outcome in this study are the following.

**To the participants,** the participant can have an idea about how is it

To be a good and successful owner of computer shop.

**To the future computer shop owner,** thisstudy will bea significant endeavor in promoting computer shop. This study will also be beneficial to these who went to start a computer shop business in strategic management, xorporate strategies when they empty effective learning in planning to build a business, especially a computer shop.

**To the future researcher,** this study is basically can be a guideline to the future researcher.

**To the community,** it would be able to help the community in letting then know that what it is to be a computer shop owner, for them to have knowledge what is experience of having a computer shop.

**CHAPTER 2**

**REVIEW OF RELATED LITERATURE AND STUDIES**

**Literature**

A body of written works. The name has traditionally been applied to those imaginative works of poetry and prose distinguished by the intentions of their authors and the perceived aesthetic excellence of their execution. Literature may be classified according to a variety of systems, including language, national origin, historical period, genre, and subject matter.

**Local**

From the report of ABS-CBN (Dec.07, 2017) From serving Chickenjoys at a Jollibee outlet, Keith Varias now earns P150,000 a month with his own computer shop, proving that an escape out of poverty is possible with hard work.Varias put himself through a 2-year IT course working as a fastfood service crew member. However he did not land his dream job as a computer programmer because he lacked a bachelor's degree.Unhappy with his work as a data encoder, Varias gambled his P17,000 savings, another P20,000 from his mother and a P50,000 loan to start a computer shop in Cavite with an old laptop and scrap tables and chairs. Varias said.(Never forget where you came from and find a way to reach your goals.)The 26-year-old was honored by Citi as 2017 Youth Entrepreneur of the Year by Citi.Varias said he helped send 2 of his siblings to college with earnings from his business center and e-sports shop. The only luxury he said he bought was a car. He said.(Being in a startup, especially for someone as inexperienced as I am, I needed to learn accounting, inventory, hiring, firing, everything.)Varias said he earned just P2 per day when his computer business was in its early days.As his business grew, Varias invested in more computers and kept a good credit standing to take out a bank loan. He splits his earnings into three - P20,000 for his parents, P1,000 as savings and the rest is reinvested in the business.

According to RP internet cafe industry to boom, Published**(**July 14, 2006) An information technology (IT) research firm said on Friday that the Internet cafe industry in the Philippines would enjoy rapid growth this year, as users shy away from the prohibitive cost of owning a personal computer (PC)."From the economic standpoint, the cost of owning a PC (personal computer) is still restrictive for a large segment of the country, not to mention the additional cost of Internet access," IDC Philippines said in a statement."With this, smaller cash expenditures on a pay only as you use basis are a good alternative, making Internet cafes widely accepted in the country."IDC, in its latest report said the Internet cafe industry in the Philippines is rapidly growing and evolving.

 "From being mere LAN (local area network) shops or networked cafes, Internet cafes are seen to become an important avenue for growth, as the industry transforms into a complete business center, equipped with various value-added services," IDC said. In the next 12 months, IDC believes that the heightened attention of the Internet cafe space as a "feasible and potential-rich addressable market" will usher in a slew of product and service offerings from the growing number of providers. "This fast-growing industry will continue to evolve in the near term, as competition within the Internet cafes ecosystem increases and the added attention from the technology vendors infuses a greater variety of hardware and services into the playing field," IDC concluded.

IDC predicts that within the year, Internet cafes will concentrate heavily on replacement and/or maintenance of hardware, particularly personal computers (PCs), servers, and networking products."The decelerating broadband costs, growing uptake of online gaming, and declining hardware prices have all served as catalysts for growth in ICT spending from the Internet cafe industry," IDC Philippines Research Manager Manuel J. Ravago said. IDC said pricing remains a key issue when targeting the Internet cafes market. "This, along with higher collaboration between channels, focus on online gaming nature, and focus on Internet cafes in the rural areas, should be taken into perspective to be able to secure key business prospects," IDC added.

**Foreign**

A similar development has been observed for India, where Achar identifies the years from 1998 through 2000 as the massive boom time for cybercafes. After growing until 2003/2004, the scene today is witnessing a small downturn, due to stiff competition and growing home access in the upper and middle classes. This can be seen, for example, in the dramatic reduction of access rates for customers, which have come down from

According toCCAUTOSOFT SOFTWAREFREE,(n.d.)There are some very common mistakes made by internet cafes owner which may bring down the business. As we might know, it is not easy to attract customer to come to your internet cafe, especially when you got so many competitors around within your area. It is easier for you to attract customer before you begin your internet cafe business. Before the opening, do some promotion like banners, flyers and in your advertising do not forget to state ‘free surfing in the first and the second day’. It will cause customers from other cyber cafes come to yours in the first two days. People want to know how the new cyber cafe is. Is it the same or different from other cyber cafes? Or maybe they just want to have free surfing! Whatever they think or whatever the purpose, do not spoilt it with common problem of internet cafes. However,

**Studies**

Studies inquires, or investigatation already conducted to which the present propose study is related or has some bearing or similarity. They are usually unpublished materials such as manuscripts, these and dissertation.

**Local**

According to Understanding the Internet Cafe Industry in the Philippines (n.d.) In the previous discussions we have tried to take a look at on the profile of an average internet café owner in the Philippines. Sad to say that most of them are not really professional businessman who came into the industry that is armed with sufficient information in order to run their business establishment effectively. Most of the internet café operators are copy cats in which they saw that it was a very lucrative business and they went into it with out even making an assessment of the market in which they would cater to. Most of them are in gaming since this is the framework which started the internet café industry in the Philippines.

If we look closely, we would find out that the internet café industry in the

Philippines is rooted in the video game arcades of the 1980’s. Unlike in other countries wherein internet cafes offered first internet related services, the internet cafes in the country can trace it roots to the lan based computer shops in the 1980’s that offered gaming as their primary product. Even with the introduction of a fast internet service this business model has not been updated and up to now I would say a majority of the internet cafes in the country is set up for gaming purposes. Now with the proliferation of internet cafes in a particular area this is becoming to be a problem since the market could not sustain their operations.

Is there really a market for internet cafes in the Philippines? Luckily a study was made by Yahoo and Nielsen on the Internet Habits of Urban Users in the Philippines. This study which was released in March 26, 2009 though it is not really comprehensive since it limits itself in studying the internet habits in major urban center in the country can provide us with enough data that we need to come up with a reasonable conclusion.

According to the Commission on Information and Communication Technology, (n.d.) the Philippines has one of the lowest computer penetration rates in Asia. Compared to its neighboring country, only 14% of the total population in the Philippines has a computer at home. What is fascinating about the Yahoo-Nielsen report is that they found out that 28 percent of Filipinos in national urban centers access the internet in the given month and 5 percent access it on a daily basis.

You would have to remember is that the poll that they conducted took only 1,200 samples in 22 highly urbanized areas including Metro Manila. If you would add those belonging to the provinces the number of Filipinos accessing the internet would surely be greater. Another interesting fact is that they found out that there is a growing demand for internet access outside of Metro Manila in fact 35% of Filipinos in Cagayan de Oro access the internet in the given time.

**Foreign**

According to cybercafé idea (of providing basic Internet

access) is still a major growth story in many parts of the world. India, for example,has over 50,000 Internet cafes with over 500,000 customers each month, according to some estimates. One Indian company alone, Sify Limited, which operates the iWayInternet cafe franchises, has over 3,100 cybercafés in 149 Indian cities. One significant historic milestone in Internet cafe history has been the introduction of theYahoo! Mail Internet CafeAwards, awarded in September 2004, to celebrate the10th birthday of cybercafé industry.

Stewart (2000, p. 322) dates the emergence of the first cybercafes to the early 1990s in the USA. According to those interviewed in this study, they appeared in the Indian scene in the mid-1990s, mainly in metropolitan areas like Mumbai, Delhi or Bangalore.

Liff and Steward trace the evolution of this public access model in western countries back to the emergence of the World Wide Web, the invention of the graphical and easy-to-understand web browses like Mosaic (1993) or Netscape (1994) and the invention of free web-based email.

still a major growth story in **CHAPTER 3**

**METHODS OF RESEARCH**

This chapter presents the methods and procedures of research applied to gather the needed data. It contains the research design, participants, sampling technique, instruments used and the treatment of the data.

**RESEARCH DESIGN**

Edmund Husserl (1859–1938), the founder of phenomenology, addressed the body throughout his philosophical life, with much of the relevant material to be found in lecture courses, research manuscripts, and book-length texts not published during his lifetime. One of the most important texts—the second volume of his Ideas Pertaining to a Pure Phenomenology and to a Phenomenological Philosophy, subtitled Studies in the Phenomenology of Constitution and usually referred to as Ideas 2—was particularly influential. Heidegger, for example, had access to it in manuscript before writing his own major work, being and Time (1927), and Merleau-Ponty consulted it while working on his Phenomenology of Perception (1945); indeed, Ideas 2 first became generally known on the basis of Merleau-Ponty’s references to it in Phenomenology of Perception

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**Picture**

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**Treatment of Data**

In the data analysis, the researchers listened to the records and transcribed the stories, and evaluated the transcripts manually to derive with the appropriate, accurate and relevant themes’ birthday of cybercafé industry. However, as many Internet cafes in some countries have evolved into advanced gaming or business centers, the original cybercafé idea (of **CHAPTER 4**

**PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA**

This chapter includes presentation, analysis, and interpretation of data gathered by the researchers from the interview conducted.

**Co researcher A (Mr. Clever)***“ Unang-una ano eh malapit lang sa eskwelahan para atleast kumikita at nakakatulong pa sa mga estudyante tulad ng mga project project. Siyempre kagaya ng iba ipon muna then pa isa-isa ng unit ganun, Basic.Siyempre unang una diyan mga hardware natin kapag meron isang nag malfunction diyan siyempre mag rereklamo siya, bawas kita, papaayos mo yun, bawas ulit kita apektado Karin.Sa unang una natin kalaban diyan siyempre elektrisidad once na mawalan tayo ng electricity, hihinto din yung shop. Bawal sa mga porn, pero gusto natin yan, bawal pagkain dito ayun mga ganung bagay, bawal away. Siyempre hindi, unang una tinayo mo yan hindi para isara, para ipag patuloy siyempre hindi, business yan eh need mo lagi maging positibo. Kailangan papanindigan mo.  
 Oo naman!, Eto siguro hindi ko masasagot to kasi wala pa naman talagang umaalis na costumer, costumer come and go lagi yan passive sila lahat.Nag iistart yung process ng shop natin 9am minsan 8am ganun, gaya ng sabi ko very passive, hindi natin alam kung kelan.Typicalan lang tayo mga pakikipag kapwa tao ganun, syempre kailangan mo rin maging mabait para siyempre babalik din sila sayo.”*

**Co researcher A(Mr. Clever)**Location is one of the things you need to consider in building up a business. A place near to school and students is best for asset for a computer shop to build. Nowadays most of the projects and assignments of students are computerized. As an owner I believe that a comptershop helps a lot for students. You need a capital to start this kind of business. Small capital with few units is enough to build a computershop. Costumer complaints are not new in business. Common complaints we received from our client was malfunction of certain parts of computer/slowdown of networks etc.

Electricity is the life of a computer shop any changes on it has a great effect to our business. No browsing of malicious or pornographic sites, Bringing or eating of food on this are is highly prohibited. Respect to other costumers is highly recommended no fighting inside.

We made this business not to stop but to continue. As an owner I always wear my positive aura. This shop helps a lot in our daily needs. I can't answer this question, I don’t have any experience that a customer left us. Customers always come and go. A high volume of customer usually comes as early as 8am to 9am.A simple and typical way of accommodating a customer. You must be kind also as usual.

**Co researcher B(Sweetie)***“ Kasi hmm, ang computer shop ay talagang indemand hindi lang naman siya sa gamings yung mga estudyante talaga kailangan mag research. So magandang pagkakakitaan din yung computer shop.  
 Usual, siyempre pag mag tatayo tayo ng business, siyempre ang una nating iisipin diyan is kumita diba para makasurvive sa araw-araw na... pangangailangan.  
 Actually hindi naman. Ang naririnig ko lang minsan yung mabagal yung net siyempre hindi naman natin kaya yan anuhin, hindi natin kontrolado yun. Kasi sa internet ano yan, hmm kasi hindi ako masyado nakaka-encounter ng problema dahil tinatrabaho ko naman ng tama yung trabaho ko pag aasist sa kanila or kumbaga kailangan knowledgable ka sa trabaho para atleast mabigay mo yung best mo yung serbisyo.  
 Siguro ang pinaka ano nun, sa puhunan na ano puhunan yan ih. Sa pag manage naman sabi ko nga pag skilled hindi mo na masyadong problema yan.  
 Wala din naman masyado, siyempre yung oras may oras kami tulad ngayun 10 to 10 kami so yung mga costumer minsan sinasabihan kona na time na kasi talaga yung iba nag eextend pa sa oras namin.  
 Hindi siyempre ang lagi mong iisipin kung iisara mo diyan ka kukuha ng everyday needs mo sa mga gastusin, siyempre kaya nga tayo nag tratrabaho or nag nenegosyo aypara maka survive.  
 Nasusutentuhan naman, okay naman, kasi pag may mga project yung mga anakko dito ko kumukuha sa kita ko s computer shop.  
Yung good service siyempre. Siyempre kapag ikaw nasa business,syempre dapat maganda yung serbisyo mo kanila,kasi dyan nagsisimula yung good connection between you and your client kong nagustuhan ba o hindi ng costumer mo yung serbisyo mo s kanila…. Malalaman mo yan kagpag bumalik na sila,  
kapag After ng school hour, diba usually naman sa mga studyante ngayon hindi nawawala yung yayaan lalo nasa mga magkakaibigan, yung iba mahilig sa online games yung iba namn gumgawa ng something na related sa pagaaral nila example ahmm nagsesearch about sa assignment nila… kaya sa oras ng uwian nang mga estudyante dumadami tlga yung costumer.  
 Kung teknik na tawag yung pagseserbisyo ng tama so yun yung teknik ko na mag service ng tama, hindi dinadaya ang costumer, hindi, alam mo kasi minsan hindi lang naman yung kasi may pera yung tubo din kasi yung nakita mong ngumiti costumer mo na satisfied sila.”*

**Co researcher B(Sweetie)**

As a matter of fact, the computer shop was really in demand not just in gaming but also for students who are searching. When we are going to start a business, the first thing we'll think is earning money for us to sustain our daily needs.

Actually not, the only thing I heard is low internet connection, of course, we do not control it, what's on the internet, and slightly I did not encounter some kind of problem, because I'm working too hard to give my best service to the client for them to do not complain.

Maybe the most challenge for me is how to manage properly the capital. We do not impose such rules. But we are strict on time, of course we have time like our 10am to 10pm.

You always have to think something about, when you're going to take your daily necessities for expenses, of course, we are working or doing this business for survival.

It helps us to sustain our daily needs because sometimes I would get the profit in my computer shop to provide the needs of my children if they have a project, projects.

And after school is the high peak of customer. Usually in the afternoon session some students going out to school and inviting each other to play online games and aside from that there some student who rent computers to do their research or assignment etc.

Good service, because when you saw the smile and joy in their face by giving your best to them, it’s feels like you helping them and you, your selves felts satisfied. Service is one of the technique we are using to make our customers satisfied.

**Co researcher C (Mr. Rigorous)**  
”*kasi pag na ano eh, ano na kasi ako ilan taon nako 20 ay 32 nako parang nakakapagod na mamabrika eh. Kasi high school graduate lang ako kaya humiram ako dun sa kapatid ko ng puhunan para mag tayo ng computer shop. Para kahit papano magkaroon ng income, teka lang. Ahh yun para pansarili na lang na ano income.  
 Paano nag simula? nag simula to sa probinsya dalawang PC palang pero wala namang balak na magtayo talaga pero nag ano sila yung mga kapitbahay nag ano na sigi dagdagan mo hangang sa dumami naging ano na siya ngayon 15 na yun.  
 Madalas yung una kong internet number 1 yan kapag matagal internet mo magrereklamo ang mga ano costumer tsaka dapat mataas ang specs ng computer yun lang naman, yung dalawang yun. Kailangan yung dalawang yun ma achieve mo para hindi ka ma ano ng reklamo.  
Sa computer shop? malaking problema yan parin sa internet yung connection nayan yung nawawala na didisconnect dalawang linggo ako nung walang internet sa subscriber hindi ko nalang sasabihin yung ano baka sabihin bias \*laughing\* yun talaga ang number 1 na malaking problema kasi kapag walang internet walang maglalaro sayo.  
Ah! yung mga patakaran ko simple lang ingatan yung mga gamit, ingatan yung mga computer at tsaka wag mag aaway sa loob number 1 yan at tsaka pag biruan biruan lang hindi naman mawawala sa computer shop yan eh. Wag mapipikon kasi kapag napikon automatic mag-aaway nayan. Yan ang pinaka simpleng rules ko dito walang mag aaway dito sa loob yan.  
 Oo! maiisipan mo yan kasi makakaranas ka ng mag mamaintenance ka ng kuryente. Tapos ang internet mo tumatakbo yun monthly kahit gamitin gamitin mo man o hindi monthly yun tapos kaunti lang ang mag lalaro sayo kasi may problema sa ano sa internet napaka bagal so ayun parang maiisipan mona kasi wala ng nag lalaro eh.  
Oo! sapat yun kahit saan naman siguro na nag tatayo ng computer shop sapat yan sa araw-araw na pangkain although may ma-iipon ka para okay nadin. Diko sasabihin na pangit pero tamang tama lang talaga yan sa pangaraw-araw.  
Ano yan sa pakikisama yan, sa pakikisama sa costumer mo kailangan number 1 yan, kailangan alagaan mo sila ah, kung ano ung dinidemand nila na ano tama lang para sayo bigay mo katulad ng "kuya lon palitan na natin yang keyboard dito" sige palitan natin pero kapag wala kang pamalit makikiusap ka ganun. Dapat pwede karin sa mga ano ganung pangyayari.  
Ay... madalas yan kapag umaga kaunti lang kapag mga 2 ng hapon hanggang 3,4,5,6 ay... hanggang 7 yan malakas yan. Pag 8 pakunti nalang sila hanggang 9 to 10 yan kasi may curfew na eh. Yan ganyan ang madalas na ganyan ang oras na malakas  
 Teknik? hmm... ang pinaka advice ko lang diyan di naman siguro teknik yun. Yung makisama kalang sa lahat ng costumer mo hindi ka ano, hindi ka masungit, oo pwede ka maging masungit pero may hangganan dapat. Kailangan kontrolin mo sarili mo. Yan na tas makikisama ka yan... yan tapos ano paba? hihingkayatin? kailangan maganda talaga computer mo yan ang pinakamahalaga sa lahat,pinaka number 1 kailangan mabilis hindi yung kada daan ayoko diyan, ayoko diyan kasi mabagal, ayoko diyan sa piso net. Mamimili yung costumer mo hindi mo sila mahihingkayat na laro na kayo dito, hindi mo sila maano pag mabilis yang mga computer mo, hindi mona kailangan magtawag kusa yang na pupunta sayo. Yan ang pinaka teknik.”* **Co researcher C (Mr. Rigorous)**  
*“*Im already 32 years old now and im so really tired of being factory worker. I borrowed a lot of money in my brother because I’m only graduated in high school so; I don’t have financial to build a computer shop, then to have an income to sustain the financial needs in my home.

How do I start.? I've started in province, I already have 2 Pc’s then my neighbors encourage me to continue, then now I already have 15 pc’s.Commonly complain of costumers the slow internet connection and the low specs of the pc, so you have to achieve this two things fast internet connection and high specs.

Meybe the big problem the I’ve enconter is having totally no internet, because when we havn’t internet people don’t come.

My rules, very simple just to keep the unit and be responsible whe you using my computers and do not fight inside the shop,that’s my number 1 rule.

Yes! You can imagine that, you will experience maintainace electricity. After thatyour internet runs it monthly even if you use it then whether you use it or not it'sruns monthly.

I think it’s on your relationship to your costumers, it’s on how you could deal toevery eachclient. That’s the number one thing that you must know. And doing their demmands to make them feel free to complain.A high volume of customer usually come in the afternoon time 3,4,5,6 then it also highin 7pm – 10pm.

Technique.? I think the only thing that I could advice is to get fellowship to them, You shouldn’t have to be strict, but their must be a limitation.You need to control yourself. Then another one is persuading them, that’s the number one thing you must need to know, then of course you should make your internet fast and it shouln’t be, when their walks outside your shop, they wouldn’t say ‘’ I don’t want on that shop because they have slow internet and “piso net”. Costumer always choose, you can’t persuade them to come to your shop. You don’t need to call them because they automatically come to you, that’s my technique.”

**Researcher’s Reflection**

The following themes emerged from the reflections made by the researchers on the Lived Experience of Computer shop owner. **Committed**

According to Merriam-Webster dictionary, to do (something that is illegal pr harmful, to decide to use (a person, money, etc.) for some particular purpose or use.

**Co researcher Clever** stated, ‘We made this business not to stop but to continue. As an owner I always wear my positive aura. This shop helps a lot in our daily needs’’.

**Co researcher Sweetie** stated, ‘You always have to think something about, when you're going to take your daily necessities for expenses, of course, we are working or doing this business for survival’’*.*

**Social solidarity**

According to Wikipedia, solidarity is a unity (as of group or class) which produces or in based on unities of interests, objectives, standards, and sympathies.

**Co researcher Clever** stated, “A simple and typical way of accommodating a customer. You must be kind also as usual’’.

**Co researcher Sweetie** stated, “Good service, business are is not about your profit, because when you saw the smile and joy in their face then you gave your best service it’s feels like you helping them and you, your selves felts satisfied. Service is one of the techniques we are using to make our customers satisfied.”

**Co researcher Rigorous** stated “I think the only thing that I could advice is to get fellowship to them, you shouldn’t have to be strict, but their must be a limitation. You need to control yourself. **Authoritative.**

According to univsource, authoritative expecting obedience to, and respect for authority and rules from people (usually of a regime or of a government). When a government or a regime is authoritarian, it expects people to obey authority or rules whether fair or unfair, just or unjust. ... Rule by a monarch can be authoritarian.

**Co researcher Clever** stated, “No browsing of malicious or pornographic sites, Bringing or eating of food on this are is highly prohibited. Respect to other costumers are highly recommended no fighting inside’’.

**Co researcher Rigorous** stated, “My rules! Very simple, just to keep the unit good and be responsible when you using my computers and do not fight in shop, that’s my number 1 rule”.

**Sagacious**

According to Merriam-Webster dictionary, sagacious is having or showing an ability to understand difficult ideas and situations and to make good decisions.

**Co researcher Clever** stated, “Location is of one thing you need to consider in building up a business. A place near to school and students is best for asset for a computer shop to build. Now a days most of the projects and assignments of students are computerized “

**Co researcher Sweetie** stated,”As a matter of fact, the computer shop was really in demand not most in gaming but also for students who are searching. When we are going to start a business, the first thing we'll think is earning money for us to sustain our daily needs”.

**RESEARCHER’S EXPERIENCE**

On2nd day of March year2018, the interviewee was able to finish the interview and (3) three rumor to knew the lived experiences of computer shop owner. Getting information was so easy because same participants are Lowell’s friend. After the class, we went to the first participants and interviewed by Rojan and Yves. The participants didn’t respond very well because the answer was so simple and philosophy. Then after that we went to the second participants, who are interviewed by Lowell. In the second participant was well and organized but his answer was not serious. We searched for the participants that we looking at. Initially we are still same body who will first to enter in the computer shop to allow us to make an interview. At the same time we went into seek their permission and they agreed. We have found a good participants and a good answer to our questions, we thanked for his cooperation. After the third participants we passed a com shop and we went through to go to interview but the the owner of com. Shop was not there, so we decided to go to home and continue the searching.

In the second day of conducting a research March 3, 2018 we started looking for respondent, after a long walk we found a nearby computer shop. In first computer shop the owner did not allow us to interview them for the reason they were doing something the we went to the second store where we agreed to interview. Our interview was great one, the answer is clear, so we are delighted to work with us. It’s hard for us to conduct a research especially if you don’t have to cooperation but it’s just okay because we know at the end the we will succeed.

**CHAPTER 5**

**SUMMARY, CONCLUSION, AND RECOMMENDATION**

This chapter presents the summary of findings; the conclusion made and recommendation offered.

**STATEMENT OF THE PROBLEM**

This study was conducted to explore the lived experiences of computer shop owner.

Specially, it sought answer to the following question.

1. What are the lived experiences of the computer shop owner?

2. What are the insights that can be drawn from these   
experiences?  
3. What are implications of these insights?

**SUMMARY OF FINDINGS**

Based on the experience narrated by the participants, the following insights are drawn:

Computer shop owners were quite different to each others because they have a technique to make sure that costumer will come again to them. One of technique they told is a Good service to their client wherein it could be the reasons why costumer always come again, then they always making themselves be dependent to the comments and report that they heard, so that they have gain a information on what we’re going to do to make them feel satisfied in our service that we didn’t gave to them.

Computer shop owner assuredly reliable and approachable to their costumer especially to those who are new client. They completely dedicated to their business and they don’t neglect their business.

As from them being a computer shop owner they always use their “gravitas”, a kind of very serious a quality of manner that shows a eagerness to improve their business and They all focus on their attitude and kindness to the client for them to gain a good connection and relationship to their costumers. Service is one of the things they considered in order to have a fellowship to them.

**SYMBOLISM**



The researchers chose *Chess board* as a symbol for the study. Whereas the *king and Queen* are the server or the owner of the computer shop, it’s either in two of them maybe the king is the owner and it might be yet the queen same as the server, while the *mans or the stuffers* of the king and queen is the PC or the set of computers. Symbolizing of the *king and queen* as the owner or server is on how they could manage the conditions or the health of the PC’s and the quality of it. And the mans or stuffers serves as PC symbolizing the qualitative and quantitative valued.

The (PC) or the mans and stuffers signifies the most two important characteristics, the qualitative and quantitative. Qualitative, from the word itself quality, the server or the owners should be responsible in computers on how it could work very well to give a good service to the client. Quantitative from the word itself quantity, the server must be aware on the *numbers* or the *count* of the computers. The *competitors* in chess gaming, symbolizing of course the *other computer shop*. Lastly the *board* symbolize the entirely Computer shop.

**CONCLUSION**

Based on the summary of findings, the following conclusions are generated.

Computer shop owner are always making themselves dependent in a way of they always gathered the reports through listening at the client. They making costumers feel free to complain about the improvement of the computer shop, for them to feel that they are significantly valuable.

Specifically they are boldly confident by amplifying the improvement of the shop and they are completely committed on what they doing. They constantly brave to continue their business then showing that they had a submission to them. They are persistently dedicated to their business.

**RECOMMENDATION**

The following recommendations are offered for related research in the lived experiences of computer shop owner:

**To the participant**, they must be considerate to their costumers because it is not easy to have costumer now-adays.They must also give their costumer incentives to get their sympathy.

**To the future computer shop owner,** they must need to internalize if they really want to start a computer shop business to be sure they will not regret.

**For the aspiring future researcher,** you must have time management, confidence, persistence and patient when you really want to make this kind of research.

**To the community**, for them to impose such a different kind of rules wherein to be strict on time then to be more responsible to moderately the community.