General Background:

The group observe 3 individuals that are user of an Internet Café. These individuals are:

1. Reister Ruedas – A male out-of-school youth, 23 years of age and often a customer of the said Internet Café to play computer games.
2. Carl Padilla – A male student, 19 years of age.
3. Andrei Sta. Ana – A male student, 21 years of age.

The group investigated an Internet Café in Caloocan City, specifically at C3-Road. The Internet Café is near the road and people can access or go there easily.

Interview Questions:

1. Ano ang mga karanasan mo sa loob ng Internet Café?

REISTER: Minsan mainit, minsan mabagal internet kapag may mga nagyu-youtube

CARL: Okay naman, wala naman masyadong problema.

ANDREI: -did not answer-

1. Ano ang kadalasang ginagawa mo sa loob ng Internet Café?

REISTER: Computer games, naglalaro ako ng mga computer games.

CARL: Pareho lang, minsan assignment.

ANDREI: Computer games din tulad niya.

1. Ano ang problemang nakikita mo bilang isang Internet Café user?

REISTER: Minsan kapag pupunta ako, laging puno.

CARL: Ayon, puno ganon tapos may mga, ano pa bata na laging nagyu-youtube kapag bumabagal internet.

ANDREI: Mainit at mahal yung bayad para sa isang estudyante. 25 eh.

User needs:

1. Café users need more computers for them to be accommodated.
2. Café users need more space while waiting for a seat.
3. Café users need a way to rent computers cheaply.
4. Café users need a way to know where Internet Cafés are vacant.
5. Café users need a way to know if an Internet Café has vacant seats.
6. Café users need an active Air-Conditioning that is always on for better ventilation.
7. Café users need a way to access faster internet connection in internet cafes.
8. Users need a way to find nearby internet cafes.
9. Users need a way to access or rent computers online/in advance.

Point-of-View:

1. The problem is about the lack of information and head’s up to the users on what they will experience if they are inside the Internet Cafes.