CHAPTER 5

FINDINGS AND INFERENCES

The following inferences and findings were drawn on the basis of the analysis, which provide a detailed information of the results of the study:-

5.1 FINDINGS AND INFERENCES ABOUT CYBER CAFÉ USERS

1. The study revealed that GIS could be used for locating the cyber cafes in Chennai City successfully. Hence the first objective of this study has been fulfilled.

2. As per the study more than 81% of users were found to be male users and the female users constitute less than 20%. The reason for this has been inferred as the female users prefer to browse Internet in their educational institutions or any other organizations to which they are attached rather than visiting cyber cafes. The two major reasons for the less percentage of female users were found to be time constraint and embracement of viewing objectionable site, which was not properly closed by the previous users.

3. The analysis indicates that more than 57% of users belong to the age group between 20 and 25. Only 23.2% of teenagers use cyber cafes for browsing Internet. This shows that college students use cyber cafes extensively rather than school students. Based on this statement it is inferred that the use of Internet is comparatively less among school children than the college students.
4. The analysis of the educational qualification of the users confirms the previous inference. The UG students constitute the highest percentage; school students constitute less than 9% and research scholars constitutes less than 1%. This may be due to the fact that the research scholars might access Internet in their respective educational organization rather than cyber cafes.

5. The educational qualification of the sample users does not seem to improve their awareness about cyber law.

6. It has been found out from the analysis that out of 375, 268 (71.5%) users have undergone computer courses. Among the 268, more than 58% have undergone PGDCA (Post graduate diploma in computer applications). From this finding it is inferred that more people opted for PGDCA, since the Tamilnadu employment exchange has recognized only PGDCA as a basic level of computer education.

7. Formal computer course has helped the cyber café users to have a knowledge about search engines.

8. The formal computer course undergone by the cyber café users have increased the success rate of retrieving relevant information.

9. 62.4% of the users of cyber cafes access Internet for sending and receiving e-mail, which was found to be their first preference for accessing Internet.
10. 'Chatting' was indicated as their second preference. Hence it was found that most of the users visit cyber café for communicating with others. Education, entertainment and other features of Internet were utilised only to a very little extent. This finding proved that the abundant sources of information in the Internet were not exploited by the cyber café users.

11. Among the sample selected for this study, only 42.9% searched jobs through Internet and it should be noted that among them 4.3% found jobs through Internet. Again this finding confirms that only students use cyber cafes extensively and job seekers do not depend much on Internet for getting their jobs.

12. The majority of the users did not use Internet to find out educational avenues. This finding relates to the other previous findings that the users of cyber café use Internet extensively only for communication purpose. They did not have much inclination to search educational opportunities through Internet.

13. The survey reveals that only 47.2 % of users were aware of online courses and among those 47.2% only 8.5% availed this educational facility.

14. Majority of the users were not aware of the concept of virtual library. Only 30.1% of the target users were aware of this concept.
15. Comparatively e-commerce seems to be popular among the target users than educational avenues in Internet. 54.7% of the users were aware of e-commerce facility. In spite of awareness about e-commerce facility only seven persons (3.4%) used it. This is due to the fact that e-commerce transactions are done through credit cards, which might not be affordable for the majority of the users, since more than 70% were under graduate students.

16. The e-governance is still in infant stage in India hence nearly 80% of the users were not aware of this concept. Even among the 76 users who were aware of e-governance only eight people have utilised it.

17. Though more than 90% of cyber café users had free e-mail 5.6% of them had paid e-mail.

18. In a given period of three months the use of e-mail ranges from 1 to 300 times and the average use of e-mail is calculated as 16 times for three months.

19. Out of 375 samples included in the study 194 persons used chatting facility, which is more than 50% and the average use of chatting is calculated as 8 times during a given period of three months. This indicates that chatting is less popular among the users then the use of e-mail. The maximum number of chatting, which was done by a person was found to be 50 times for three months.
20. More than 63.9% chat only with unknown persons and only 36% of users chat with known people. The chat facility is found to be an entertainment option for youngsters, since the real identity of the person can be withheld and they have a freedom to chat without revealing their own identity. An informal inquiry revealed that girls who chat manifest themselves as boys by giving some imaginary names to fool the girls who were in the chat room. Boys also do the same.

21. More than 89% of the users of the cyber cafes users were not aware of cyber laws.

22. Most of the users (74%) were aware of the browsing technique in Internet and they did not seek any guidance. Among 97 persons who required guidance, 77 persons obtained help only from their friends.

23. More than 91% of the users said that their use of Internet was not monitored by the cyber café supervisors. This reveals the fact that the users of cyber café have full freedom to browse any site without being watched.

24. Though 22 persons were having Internet facility at home they visit cyber cafés. The reason given by some of them was that they visit cyber café for giving company for their friends.

25. In a given period of three months the users of cyber cafés used Internet between a range of two hours (as minimum) and three hundred hours
The average time spent for browsing Internet was found to be 37 hours for 3 months.

26. More than 58% of the sample included in the study used Internet for a period of 1 to 3 years, which corresponds to the previous finding that the majority of the users were college students.

27. It has been found out from the analysis that more number of years of using Internet leads to more success rate of retrieving relevant Information. The higher the duration of using Internet, the higher the success rate.

28. Most of the cyber café users search Internet with known web addresses. This proves that they browse Internet for a specific purpose.

29. Users level of satisfaction regarding the capacity of retrieving relevant information by the three search engines was indicated by the fuzzy decision maker, and according to which yahoo, Altavista and google have emerged as a group of preferred choice of search engines.

30. From the cross table it was found that only 53 persons were very familiar with search engine and among them 14 (26.4%) were getting relevant information ‘to a great extent’ than those who said ‘familiar’ and ‘not much familiar’ with search engines.

31. Out of 375 users only 105 said that they were able to retrieve relevant information ‘to a great extent’. Only 28% of the sample users were successful in getting the needed information.
32. The average amount spent by the users of cyber café for three months was found to be Rs. 751.83.

33. Most of the cyber cafe users (88.5%) did not have the habit of informing their parents regarding their visits to cyber cafes.

34. Apart from browsing Internet, 32% of the sample users spent their time in watching TV and 23.7% spent their time in sports and indoor games. The major hobby was found to be watching TV.

35. Most of the respondents (88.8%) considered that the use of Internet improves their knowledge.

5.2 FINDINGS AND INFERENCES ABOUT THE PARENTS OF CYBER CAFÉ USERS

The parents of users of Cyber café were approached to find out their role in counseling their children in the use of Internet. And the findings from the analysis are enumerated below:-

1. Among the sample of parents majority of them were fathers (81.6%) who responded willingly.

2. 78.4% of them well educated. Out of 125 persons, 61 persons use Internet and 64 persons did not use Internet.

3. Those who used Internet, mainly used it for sending and receiving e-mail.
4. 82.4% of them were not aware of Cyber laws

5. Majority of them were aware of pornographic sites, yet they did not advice their siblings regarding browsing pornographic sites.

6. Most of them felt that use of Internet helps their children in their academic achievements and improves their knowledge. But a few of them said it diverts their children’s mind from their studies and some said that it creates moral degradation.

5.3 **FINDINGS AND INFERENCES ABOUT THE CYBER CAFÉ**

1. Interpolation method is used to generate the highly concentrated areas of cyber cafes in Chennai City by using Map Info. Adyar east was found to be highly concentrated area in which the maximum numbers of 19 cyber cafes were located. The density map generated revealed that in five areas of Chennai did not have a single cyber café at the survey conducted.

2. The average number of computer systems was calculated as 10 systems.

3. The average number of users per day was found to be 49 persons

4. The money spent by the users per day for browsing Internet ranges between Rs. 15 and Rs. 30 and the average amount was calculated as Rs. 21
5. Most of the cyber café had printers and allowed the users to take a printout from Internet.

6. For taking a printout in black and white the amount collected per page ranges from Rs. 5 to Rs. 10. The average amount was calculated as Rs.5. The amount for colour printing ranges from Rs. 7 to Rs. 25. The average amount was calculated as Rs.14.

7. From the mathematical calculations the average income of cyber café proprietors for three months was found to be Rs.63,277/- . There are no constitutional law to regulate the establishment of cyber cafés and preventing misuse of Internet, by the cyber café users in Chennai. Apart from this there is a possibility of evolving cyber crimes, such as threatening far life of political leaders etc. The major finding of this study reveals that tenure of cyber cafes except a few are not permanent. Just as fast as they appear they also disappear. This is due to the cutthroat competition among cyber cafe proprietors.

8. Among the 25 Cyber café supervisors 72% were aware of Cyber law

9. The cyber café proprietors though aware of cyber laws and pornography, did not try to prevent the misuse of Internet. Except four cyber cafes, others provided privacy cabins, which might increase the browsing of objectionable sites. (see Annexure 5).
5.4 FINDINGS AND INFERENCES BASED ON THE HYPOTHESES

It has been found out that educational qualification of the sample users was not related to their awareness about cyber law. This indicates even educated people who use cyber café were not aware of cyber laws. Hence the null hypothesis was accepted and the alternative hypothesis was rejected.

As per the Chi-Square test it has been proved that the formal computer course undergone by the users of cyber café has a definite correlation with their familiarity about search engines.

From this it is understood that those who have undergone formal computer course acquired familiarity with search engines. Formal computer course was found to be a catalyst for using Internet.

The formal computer education and the success rate of getting relevant information are significantly correlated, which indicates the formal education in computer has a definite impact on the success rate of 'hits'.

Qualification of the users and finding jobs through Internet are not correlated with each other. That is because most of them are undergraduate students and yet to finish their studies. Another reason for this generally Indian organizations do not advertise their jobs through Internet. Mostly such advertisements are published only by the foreign organizations, which usually does not suit the educational qualifications of most of the cyber café users. For example in USA, the master degree in Library Science should be
accredited by ALA, which is not applicable for library professionals in India.

It is proved from the Chi-Square test that duration of using Internet and the access rate of getting relevant Information are correlated with each other. Longer duration of use of Internet increases success rate of retrieving relevant information.

It was also tested whether success rate is more if the users are familiar with the search engine. The Chi-Square test revealed that the extent of familiarity of search engine and the success rate of getting more relevant information are correlated. If the users were ‘Very familiar’ with the search engines they have the possibility of getting relevant information ‘to a greater extent’.

The educational qualification of the Parents and their awareness about pornographic web sites were correlated with each other. Hence it is inferred that most of the parents of the users of cyber cafes were educated and they were well aware of the pornographic sites.

The parents counseling of their children and the children’s browsing of Internet were not correlated with each other. Hence $H_0$ is accepted and $H_1$ is rejected. Though they were aware of pornographic sites they did not advice their children regarding the misuse of Internet.

As per the Chi-Square test, the number of users and the amount collected per hour by the cyber cafe owners are significantly correlated.
Hence it is inferred that when less amount is collected more number of users use the cyber café and vice versa.

5.5 MAJOR OBSERVATIONS FROM THE FINDINGS

The researcher did not ask the cyber café users directly whether they view pornographic sites because he did not want them to feel embarrassed.

He observed from his survey, that though e-mail and chatting were popular mainly among college students, the major attraction was viewing the objectionable sites. It is quite regrettable that the younger generation has not been properly guided to realize the significance of Internet as the abundant source of information. Since the researcher believe that proper advice and counseling will motivate them to spend more time in getting intellectual and educational benefits rather than using Internet in an unproductive and wasteful manner.

More over it is also found out from the survey that the gender bias is due to the hesitation of girls, being in an embarrassed situation of getting the objectionable sites, when they start browsing, which was not properly closed by the previous user. If this situation is avoided more fairer sex of the younger generation also will start using Internet without any apprehension.

Hence it is felt that there is an urgent need for formulating a well defined regulations for establishing cyber café users in Tamilnadu.
5.6 REGULATIONS OF CYBER CAFÉS

Regulations of cyber cafes are already established in Asian countries like China, Japan, Taiwan and Singapore etc. It is yet to be fully formulated in India. In India efforts are made to establish the cyber cafe rules in certain places such as Mumbai and Karnataka.

5.6.1 Regulations of cyber cafes in Mumbai

Already certain attempts have been made in Mumbai, which emerged on the basis of legal action taken regarding the writ petition filed by Jayesh Jhakkar and Sunil Thacker in the Mumbai High Court on 29th May 2001.

They complained about the proliferation of pornographic sites on the Internet. On September 28, 2001 the Division Bench of the High Court appointed a Committee to recommend ways and measures to protect minors from accessing p-sites.

The committee has defined the cyber cafes as "a cyber café shall be deemed to be a place of public amusement under section 2 (9) of the Bombay police Act, 1951".92

A cyber crime cell with experts from Wipro, Infosys and Indian Institute of Science formed in 1999. The same cell has been given the status of a police station, which started functioning from September 15 2002 in Bangalore. This is the first police station in India, which will exclusively handle cyber crimes.


92 Committee report. (2002), Ibid.
Tamilnadu government also has initiated steps in the same line and given training to the police officers to handle the cyber crimes. Yet no definite regulations regarding the cyber café have been formulated by the Tamilnadu government. Hence the researcher has suggested a model for cyber café regulations.

5.7 A MODEL FOR REGULATIONS OF CYBER CAFÉS IN TAMILNADU

In almost all the cyber café regulations, they were considered as an amusement place. But the researcher felt it should be treated as a communication and information resource center and not just as an amusement park.

5.7.1 Definition of Cyber café

Cyber cafes shall be regarded as a communication and information resource center.

5.8.2 Regulatory authority

The Cyber cafés shall come under the purview of Ministry of Information technology of Tamilnadu.

5.7.3 Registration Authority

At present the Tamilnadu Government included this under information industry and they have been asked to register under small-scale industries. But registering them under the Ministry of information Technology will be more appropriate.

Hence the registering bodies of cyber café shall come under the district heads of the ministry.
5.7.4 Rules for Registration

5.7.4.1 Issuing License

The district heads shall be responsible for issuing license for the cyber cafe properties provided, that the under mentioned conditions are fulfilled:

A proforma shall be submitted by the proprietors with the following documents.

- Certificates ensuring the safeness of electrical fittings.
- Rent receipt or ownership document of the cyber cafe premises.
- Certificate from ISP regarding IP address of cyber cafe.
- Licence of software to be used in the cyber cafe.
- Filtering software's must be used
- Declaration certificate for not using cubicles, maintaining log records and allowing users only with ID cards with photo.

5.7.5 Monitoring and Counseling Committee

A committee should be constituted by the district heads. The committee should consist of selected members of user’s parents, educationists and police officials.

This committee is responsible for monitoring the implementation of regulations of cyber cafe and reporting to the district head office.
5.7.5.1 Functions of committee

1. It should frequently monitor to check whether the regulations are adopted properly by the cyber proprietors.

2. If any irregularities are found it should be immediately reported to the district head.

3. The committee is also responsible for conducting free seminars and workshops for the users of the cyber cafes regarding the significance of Internet as an abundant source of information.

4. This committee can also visit educational institutions and request the educationists to include web-based assignments in the syllabus.

5. The committee should take an effort to form a forum of the parents of cyber café users and educate then how to counsel their children to avoid paedophile and viewing pornographic sites.

6. This parents forum is free to meet whenever necessary to discuss any immediate problems which arises time to time. Complaints regarding any cyber crimes can be reported to the police through the monitoring committee for immediate action.

5.8 FURTHER SUGGESTIONS

Apart from the regulations mentioned above, to make use of information resources available in the Internet in a more concrete manner, the researcher presents further suggestions. Ministry of Information technology
should encourage the cyber café proprietors to establish cyber cafes in and around the educational institutions and libraries.

5.9 FUTURE COURSE OF ACTION

As a future course of action, the regulations recommended in this research work will be proposed to the Tamilnadu government with a request to consider the recommendations in a positive manner.

5.10 BY PRODUCTS

The fulfillment of the first objective of the study which facilitated the feasibility of designing a GIS of cyber cafes enable the researcher to create a prototype GIS of cyber café in Chennai as the by product of this study.

This prototype model provides the following data:

1. Populations of the area where cyber cafes are located.
2. Details of the cyber cafes.
3. Density of the cyber cafes within each wards.
4. Areas were cyber cafes are highly concentrated.
5. Grouping users of cyber café on the basis of age, sex and educational qualification in each area.

A database of the e-mail addresses of sample users included in the study was created in MS Access. This database will be useful to create a e-mail group of cyber café users, which can be used for any further research.
5.11 FURTHER RESEARCH

This present study can be extended for whole of Tamilnadu and also to the other state.

GIS of cyber cafes in Tamilnadu will serve as an effective decision aid.

5.12 CONCLUSIONS

In general the cyber cafes are aiming only at profit and the potential benefits of the Internet to the society has been neglected.

The survey indicates that the positive aspects of Internet does not have a great impact on the younger generations that constitute the majority of users of cyber cafes.

The cyber cafes can play a positive role in developing web-information literacy and imbibing knowledge in the younger generation. But this is possible only if five forces willingly participate in a cooperative Venture. The five forces are the government, academicians, library professionals, parents and cyber café proprietors.

Government should formulate sound regulations and norms for regulating the cyber cafes, which plays a vital role in enhancing the knowledge of Internet users.

The academicians should introduce more on-line courses in the syllabi and prescribe more web based assignments for their students.
The parents, who are aware of potential dangers of Internet, must warn their siblings about the negative aspects and encourage them to use Internet in a more constructive manner.

The cyber café proprietors apart from calculating the profit they should also realize the significance of their role in imbibing web-based knowledge in their young clients. Above all, the greater share of responsibility in this venture should be entrusted to the library professionals. Providing free Internet service for all the users may not be much appealing to the authorities of Libraries, but the Library professionals might convince the authorities to permit the cyber café proprietors to establish a cyber café within the premises of libraries.

In the present digital era, the virtual library is slowly gaining significance. Virtual libraries not only helps in accessing the library resources by a wider audience but it also proves to be more cost-effective, by providing hyperlinks for the costly reference sources which are available through Internet.

Popularising the virtual libraries through the cyber cafes will prove to be a very effective information marketing strategy to be adopted by the library profession.