

Survey on the Internet Security Awareness

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Preliminary survey

Main Survey

Q1 For how many years have you been using the Internet?

() years (approx.) (max. 2 half-width digits)

Q2 How has your attitude to information security (attitude to information management, etc.) changed over the past year? Please select an appropriate option below.

1. Now much stricter
2. Now somewhat stricter
3. Unchanged
4. Now less strict
5. Now much less strict

Q3 How/where did you learn about information security? Please select all appropriate options below.

1. Workplace training
2. University, technical college, etc.
3. Distance learning, etc.
4. Other
5. Not taught by anyone

Q4 What is your attitude towards information security education? Please enter one answer per question.

	Disagree strongly	Disagree	Difficult to say	Agree	Agree strongly
People ought to receive information					

security education					
Company employees should be taught thoroughly about information security					
Information security should be taught in schools					
There ought to be more opportunities for information security training at companies					
Government agencies should provide user-friendly teaching materials online					
Individuals ought to teach themselves about information security					
I would like to be taught about information security					
I would not like to be taught about information security					
Information					

security education is unnecessary if security software is used					
I do not know what measures individuals should take for information security					
Education about information security is not particularly necessary					

Q5 What is your attitude toward the following? Please enter one answer per question.

	Disagree strongly	Disagree	Difficult to say	Agree	Agree strongly
Can personal data (address, name, gender, age, email address, etc.) be used to make money?					
If the personal data (address, name, gender, age, email address, etc.) of others could be viewed freely, would you wish to see it?					
Would you use					

<p>a copy of commercially available software made by a friend?</p>					
<p>Do you see any problems with copying commercially available software to give to a friend?</p>					
<p>Do you see any problems with using a computer that did not have anti-virus software installed?</p>					
<p>Do you see any problems with forwarding a chain email to a friend or acquaintance?</p>					
<p>Do you see any problems in using P2P software and the like?</p>					
<p>Do you think it is acceptable to break rules as long as no problem occurs?</p>					

Do you find spam mail annoying?					
Do you want to use electronic money and Internet banking?					
Do you see any problems with email and web browsing histories being monitored as a security measure?					
Have you ever felt more secure after introducing a security measure?					
Security measures reduce user-friendliness					
Security measures are up to the provider, not the individual					
Do you think Internet is safe?					
Do you think you will never					

injure someone due to Internet usage?					
Do you think you will never be injured by someone due to Internet usage?					
Do you think security measures for individuals are necessary?					
Do you think the Internet is convenient?					
Internet tariffs are expensive					
I do not know much about security measures					
I do not know much about the Internet					
Finding information on the Internet is troublesome					
The Internet is slow					
It is difficult to use computers and similar equipment					

Q6 Please answer the following questions about the computing/Internet environment in your home.

	Yes	No
I have my own computer at home		
There is a computer at home shared by the family		
I use Winny, shareware and other file-sharing software		
I bought a computer within the past two years		
I use filtering software to restrict access to harmful Internet sites		
A password is required at log-in		

Q7 How much time do you spend browsing the web or checking email for purposes other than work?

Please select the appropriate unit from the options below then enter the average time in the next question.

*If you do not do the action described, please select [Not used]

Web browsing on a computer

Please select one option: Day/Week/Month/Not used

Web browsing on mobile phone

Please select one option: Day/Week/Month/Not used

P2P use

Please select one option: Day/Week/Month/Not used

E-mail on a computer

Please select one option: Day/Week/Month/Not used

E-mail on mobile phone

Please select one option: Day/Week/Month/Not used

Q8 Please enter the average amount of time you spend on web browsing and checking email using the units provided in the previous question.

*If you do not do the action described, please enter a zero (0).

(max. 3 half-width digits)

	Average time (minutes)	
Web browsing on a computer	About	Min
Web browsing on mobile phone	About	Min
P2P use	About	Min
E-mail on a computer	About	Min
E-mail on mobile phone	About	Min

Q9 How many emails do you receive on average to your computer or mobile phone?

Please select the appropriate unit from the options below and enter the average number of emails in the next question.

*If you do not receive emails, please select [Not received]

Computer

Please select one option Day/Week/Month/Not received

Mobile phone

Please select one option Day/Week/Month/Not received

Q10 Please enter the average number of emails you receive using the units provided in the previous question.

*If you do not receive emails, please enter [0]

(max. 3 half-width digits)

	Average number of emails received	
Computer	About	emails
Mobile phone	About	emails

Q11 How many spam emails do you receive on average outside of work? Please select an appropriate option below.

	10 or more per day	5-9 per day	2-4 per day	Around 1 per day	Around 1 per every 3 days	Around 1 per week	Less than 1 per week	Do not receive any
Computer								
Mobile phone								

Q12 About how many seconds does it take you to deal manually with one spam mail to your computer?

How many minutes does it take you to manually deal with all spam mails per day on average?

(max. 4 half-width digits)

	Per spam mail	Per day
Spam mail processing time	Sec/email	Min/day

Q13 About how many seconds does it take you to deal manually with one spam mail to your mobile phone?

How many minutes does it take you to manually deal with all spam mails per day on average?

(max. 4 half-width digits)

	Per spam mail	Per day
Spam mail processing time	Sec/email	Min/day

Q14 What kind of Internet connection do you have at home? Please select an appropriate option below.

<Narrowband>

1. Phone line (dialup)
2. ISDN line (not always on)
3. ISDN line (always on)

<Broadband>

1. Cable TV line (CATV)
2. Optical line (FTTH line)
3. Fixed wireless access (FWA)
4. DSL line (ADSL, VDSL, HDSL, SDSL, etc.)

Other

Q15 What kind of security measures do you take/have you taken at home? Please select all appropriate options below.

1. Installed anti-virus software
2. Use anti-virus service of provider
3. Installed anti-spyware software (please choose this option if your anti-spyware software comes as part of your anti-virus software)
4. Installed anti-spam software (please choose this option if your anti-spam software comes as part of your anti-virus software)
5. Use anti-virus service of provider
6. Firewall used (please choose this option if your firewall comes as part of your anti-virus)

software or OS)

7. Use firewall service of provider or other organization
8. None of the above

Q16 What kind of security measures do you take/have you taken at home? Please select all appropriate options below.

1. Employ updates for OS and browser
2. Backup files, etc.
3. Employ updates and changes to E-mail software
4. Avoid inadvertently opening emails, attached files or html files from unknown persons
5. Avoid inadvertently opening emails, attached files or html files from known persons
6. Use multiple passwords for each account
7. Select a complex email address
8. Change email address periodically
9. Avoid posting personal information on bulletin boards and elsewhere on the Web
10. Use wireless LAN encryption
11. Encrypt important files
12. Do not connect to the Internet except when necessary
13. Other
14. None of the above

Q17 How much do you spend on anti-virus services per year?

* If such services are free, please enter a zero (0).

Approx. () Yen/Year (max. 6 half-width digits)

Q18 How much do you spend on anti-spam mail services per year?

* If such services are free, please enter [0].

Approx. () Yen/Year (max. 6 half-width digits)

Q19 How much do you spend on firewall services per year?

* If such services are free, please enter [0].

Approx. () Yen/Year (max. 6 half-width digits)

Q20 How much do you spend on anti-virus software per year?

* If such software is free, please enter a zero (0).

*If your anti-virus software is part of your OS or anti-virus software, please enter [0].

Approx. () Yen/Year (max. 6 half-width digits)

Q21 How much do you spend on anti-spyware software per year?

* If such software is free, please enter [0].

*If your anti-spyware software is part of your OS or anti-virus software, please enter [0].

Approx. () Yen/Year (max. 6 half-width digits)

Q22 How much do you spend on anti-spam mail software per year?

* If such software is free, please enter a zero (0).

*If your anti-spam mail software is part of your OS or anti-virus software, please enter [0].

Approx. () Yen/Year (max. 6 half-width digits)

Q23 How much do you spend on firewall software per year?

* If such software is free, please enter a zero (0).

*If your firewall software is part of your OS or anti-virus software, please enter [0].

Approx. () Yen/Year (max. 6 half-width digits)

Q24 For what reasons do you choose not to take the following security measures? Please select an appropriate option below.

	Anti-virus measures	Anti-spyware measures	Anti-spam mail measures	Firewall
They cost money				
The settings are complex or laborious				
The settings for the updates, backups, and passwords for the various software are complex or laborious				
No infections to date, thus not worried				

Do not feel any particular need				
Other				

Q25 If you were to see a message stating 'Possibility of virus infection of XX%', would you take anti-virus measures? Please answer for each of the following percentage chances of infection.

	No	Yes
1/100 chance (1%)		
1/50 chance (2%)		
1/20 chance (5%)		
1/5 chance (20%)		
1/3 chance (30%)[[33%]]		
1/2 chance (50%)		
1/7 chance (70%)		
4/5 chance (80%)		
99/100 chance (99%)		

Q26 What is the maximum you would pay in one year for comprehensive security (anti-virus, spam mail, and illegal access blocking)?

Approx. Yen/Year (max. 7 half-width digits)

Q27 What is the maximum you would pay in one year for any one security measure?
(max. 7 half-width digits)

	Per year
Anti-virus service	Yen/year
Anti-spam mail service	Yen/year
Firewall service	Yen/year
Anti-virus software	Yen/year
Anti-spyware software	Yen/year
Firewall software	Yen/year

Q28 What problems/issues do you have with security measures? Please select all appropriate options below.

1. They cost money
2. I don't know how to go about taking them
3. I don't know the risks

4. They are time-consuming/laborious
5. They reduce user-friendliness
6. Security is up to the provider, not the individual
7. It wouldn't matter if my information was leaked, hence they are not necessary
8. Other
9. Nothing in particular

Q29 For which of the following do you use the Internet? Please select all appropriate options below.

1. To obtain information about hobbies or lifestyles
2. To obtain information about business
3. To browse news
4. To obtain information about changing jobs/job-seeking/HR referrals
5. To obtain information about public agencies
6. Online shopping
7. Internet actions
8. Online banking
9. Online trading of securities, etc.
10. Email
11. Operation of a homepage, etc. for a blog
12. Mixi or other SNS
13. Bulletin boards and chat
14. Dating/matchmaking
15. Second Life or other Metaverse
16. Online games
17. Video viewing/download
18. Download of music/music software
19. Download of software
20. Applying for a quiz or questionnaire
21. Other
22. Nothing in particular

Q30 If you were unable to use the Internet, to what extent would your level of satisfaction with life decrease? Please select an appropriate option below.

*Your current level of satisfaction with life is set at 100 for these questions.

1. My level of satisfaction would increase (101 points or above)
2. No change (100 points)

3. 10% decrease (90 points)
4. 20% decrease (80 points)
5. 30% decrease (70 points)
6. 40% decrease (60 points)
7. 50% decrease (50 points)
8. 60% decrease (40 points)
9. 70% decrease (30 points)
10. 80% decrease (20 points)
11. 90% decrease (10 points)
12. Totally unsatisfied (0 points)

Q31 How do you think security measures will change in the future at schools and workplaces?

What is your knowledge of information security policy in Japan (particularly network security measures)?

*If you are not a company employee, please enter [Don't know] for the question regarding information security policy at schools and workplaces.

Information security measures at schools and workplaces -->

Please select one option Information security measures at schools and workplaces will become much stricter Information security measures at schools and workplaces will become stricter There will be no change Information security measures at schools and workplaces will become less strict Information security measures at schools and workplaces will become much less strict Information security measures at schools and workplaces will become much less strict

Information security policy in Japan -->

Please select one option Very knowledgeable Somewhat knowledgeable Have a little knowledge Have next to no knowledge Have no knowledge whatsoever

Q32 With use of the Internet or PC, have you encountered such problems as given below (including attempts to cause the problems) in the past two years? Please select all appropriate options below.

1. Premeditated leakage of company information
2. Premeditated leakage of personal information
3. Accidental leakage of corporate information
4. Premeditated leakage of personal information
5. Leakage of your own personal information
6. Scams perpetrated through online games
7. Unauthorized access

8. Virus/worm infection
9. Botnet/spyware infection
10. One-click fraud (including two-click fraud, etc.)
11. Auction fraud
12. Botnets
13. Phishing
14. Password sniffing
15. Fraudulent invoices
16. Slander on the Internet
17. Theft of data or information
18. Data destruction
19. Tampering with a website
20. Damage from search engine invitational promotions and advertisements
21. None of the above

Q33 How many times have you encountered such problems (including attempts to cause the problems)? Please select an appropriate option below.

	Once	2-3 times	4-5 times	6 or more times
Premeditated leakage of company information				
Premeditated leakage of personal information				
Accidental leakage of corporate information				
Premeditated leakage of personal information				
Leakage of				

your own personal information				
Scams perpetrated through online games				
Unauthorized access				
Virus/worm infection				
Botnet/spyware infection				
One-click fraud (including two-click fraud, etc.)				
Auction fraud				
Botnets				
Phishing				
Password sniffing				
Fraudulent invoices				
Slander on the Internet				
Theft of data or information				
Data destruction				
Tampering with a website				
Damage from search engine invitational				

promotions and advertisements				
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Q34 Where did you encounter the problems (including attempts to cause the problems)? Please select an appropriate option below.

	Workplace	Home	Internet cafe	Other locations in Japan	Overseas	Don't know
Premeditated leakage of company information						
Premeditated leakage of personal information						
Accidental leakage of corporate information						
Premeditated leakage of personal information						
Leakage of your own personal information						
Scams perpetrated through online games						
Unauthorized access						
Virus/worm infection						

Botnet/spyware infection						
One-click fraud (including two-click fraud, etc.)						
Auction fraud						
Botnets						
Phishing						
Password sniffing						
Fraudulent invoices						
Slander on the Internet						
Theft of data or information						
Data destruction						
Tampering with a website						
Damage from search engine invitational promotions and advertisements						

Q35 Did you incur losses upon encountering such problems (including attempts to cause the problems)?

*If you did not incur financial losses, please enter a zero (0).

(max. 7 half-width digits)

	Financial loss
Premeditated leakage of company information	Yen
Premeditated leakage of personal information	Yen
Accidental leakage of corporate information	Yen

Premeditated leakage of personal information	Yen
Leakage of your own personal information	Yen
Scams perpetrated through online games	Yen
Unauthorized access	Yen
Virus/worm infection	Yen
Botnet/spyware infection	Yen
One-click fraud (including two-click fraud, etc.)	Yen
Auction fraud	Yen
Botnets	Yen
Phishing	Yen
Password sniffing	Yen
Fraudulent invoices	Yen
Slander on the Internet	Yen
Theft of data or information	Yen
Data destruction	Yen
Tampering with a website	Yen
Damage from search engine invitational promotions and advertisements	Yen

Q36 Have you ever incurred non-financial losses (loss of trust, etc.) upon encountering such problems (including attempts to cause problems)? Please select an appropriate response from the options below.

	Yes	No
Premeditated leakage of company information		
Premeditated leakage of personal information		
Accidental leakage of corporate information		
Premeditated leakage of personal information		
Leakage of your own personal information		
Scams perpetrated through online games		

Unauthorized access		
Virus/worm infection		
Botnet/spyware infection		
One-click fraud (including two-click fraud, etc.)		
Auction fraud		
Botnets		
Phishing		
Password sniffing		
Fraudulent invoices		
Slander on the Internet		
Theft of data or information		
Data destruction		
Tampering with a website		
Damage from search engine invitational promotions and advertisements		

Q37 Suppose there were a lottery, for which there was a 50% probability of winning or losing, where you would receive 2,000 yen if you won or nothing if you lost.

Would you buy a lottery ticket for 200 yen? Please select an appropriate option below.

1. Yes
2. No

Q38 If you answered [Yes] to the previous question, please answer the following question.

If the cost of the ticket in the previous question were to increase, up to what amount would you be willing to pay? Please select the very maximum amount you would pay from the options below.

Yen (max. 6 half-width digits)

Q39 If you answered [No] to the previous question, please answer the following question.

If the cost of the ticket in the previous question were to decrease, below what amount would you be willing to pay? Please select the very maximum amount you would pay from the options below.

Yen (max. 6 half-width digits)

Q40 Suppose, with a 50% probability, you were going to lose or not lose 2,000 yen. Suppose also that you could purchase, for 200 yen, insurance that would allow you to recover your money should

you lose it.

In this case, would you purchase the insurance? Please select an appropriate option below.

1. Yes
2. No

Q41 If you answered [Yes] to the previous question, please answer the following question.

If the cost of the insurance in the previous question were to increase, up to what amount would you be willing to pay? Please select the very maximum amount you would pay from the options below.

Yen (max. 6 half-width digits)

Q42 If you answered [No] to the previous question, please answer the following question.

If the cost of the insurance in the previous question were to decrease, below what amount would you be willing to pay? Please select the very maximum amount you would pay from the options below.

Yen (max. 6 half-width digits)

Q43 Suppose you knew that there was a 1/100 chance that you were going to be robbed of 100,000 yen. Suppose also that you could purchase, for 200 yen, insurance that would allow you to recover your money if it were stolen.

Would you purchase this insurance? Please select an appropriate option below.

1. Yes
2. No

Q44 If you answered [Yes] to the previous question, please answer the following question.

If the cost of the insurance in the previous question were to increase, up to what amount would you be willing to pay? Please select the very maximum amount you would pay from the options below.

Yen (max. 6 half-width digits)

Q45 If you answered [No] to the previous question, please answer the following question.

If the cost of the insurance in the previous question were to decrease, below what amount would you be willing to pay? Please select the very maximum amount you would pay from the options below

Yen (max. 6 half-width digits)

Q46 On an ordinary day, how high would the percentage of the chance of rain have to be for you to take an umbrella upon leaving your home?

A percentage chance of rain of % or above (max. 3 half-width digits)

Q47 Do you ever feel worried about using the Internet? Please select an appropriate option below.

1. Not really
2. I know security threats exist, but I am not concerned as I take preventative measures
3. I take measures against security threats; however, I am concerned as they are insufficient
4. Yes

Q48 Why does using the Internet worry you? Please select all appropriate options below.

I am worried about protection of personal information I am worried about the reliability of electronic settlements

1. I am worried about protection of personal information
2. I am worried about the reliability of electronic settlements
3. I am worried about intellectual property protection
4. I am worried about virus infection
5. I am worried about incurring damages through Phishing
6. I am worried about being slandered on the Internet
7. I am worried about the reliability of online auctions
8. I am worried about the reliability of authentication technology
9. The Internet is full of illegal or harmful information
10. I am worried about email interception and wiretapping
11. I don't know whether emails sent actually arrive
12. I am uncertain as to how much security I need
13. Security threats are confusing, and I do not really understand them
14. Other

Q49 What is your attitude towards the following statements? Please select an appropriate option below.

	Agree strongly	Agree somewhat	Difficult to say	Disagree somewhat	Disagree strongly
Most people are basically honest					
I tend to trust people					
Most people are basically good and kind					

Most people trust others					
Most people can be trusted					

Q50 With how many acquaintances do you communicate on a regular basis?

Here, 'acquaintance' indicates 'persons whom you know by sight, whose name you know, who recognize you, and whom you could contact if it were necessary.'

For example, one's family, relatives, work colleagues, bosses, neighbors, and friends.

Here, 'communicate regularly' indicates communication occurring at least once per month, by conversation, telephone call, email or other medium.

Persons whose name and face you know but whom you do not contact at least once a month are excluded.

People (max. 4 half-width digits)

Q51 With how many of the acquaintances you referred to in the previous question do you communicate by email?

People (max. 4 half-width digits)

Q52 In the home in which you now live with your family, are there any children under 18 years old (excepting you), or siblings of yours of under 18 years old? Please select an appropriate option below.

1. Yes
2. No

Q53 Do any of the people aged under 18 mentioned in the previous question use the Internet? Please select an appropriate option below.

1. Yes, use the Internet by a computer
2. Yes, using the Internet by a mobile phone
3. No, never using the Internet by a computer or a mobile phone

Q54 Do you have a spouse? Please select the appropriate response.

1. Yes (living together)
2. Yes (living separately)
3. No

Q55 The following questions refer your job and that of your spouse. Please select an appropriate option below.

	Your spouse (living together)	Your spouse (living separately)	You
Self-employed			
Company executive			
Family business worker			
Full-time employee			
Part-time worker [[is this ok?]]			
Dispatched employee			
Contract worker			
Contract-based worker			
Casual or seasonal worker			
Not working, but seeking employment			
Neither working nor seeking employment			
Housewife			
Student			
Other			

Q56 The following questions refer your education level and that of your spouse. Please select an appropriate option below.

	Your spouse (living together)	Your spouse (living separately)	You
Elementary/middle school (including regular elementary schools and higher elementary schools)			
High school (left before graduating;			

includes old-education-system middle schools, girls' schools, vocational schools and teacher's schools)			
High school (graduated; includes old-education-system middle schools, girls' schools, vocational schools and teacher's schools under the old education system, as well as persons expected to graduate))			
Junior college (left before graduating; includes technical colleges, etc.)			
Junior college (graduated; includes technical colleges, etc.) (include persons expected to graduate)			
University (left before graduating; includes high schools and technical colleges under the old education system)			
University (graduated; includes high schools and technical colleges under the old education			

system)(includes persons expected to graduate)			
Master's course (left midway)			
Master's course (currently studying/graduated) (includes persons expected to graduate)			
Ph. D. (left midway)			
Ph. D. (graduated; includes persons expected to graduate)			

Q57 How many people are there in your household?

*Here, 'household' refers to a person living alone or a group of two or more persons sharing a livelihood.

People (max. 2 half-width digits)

Q58 Please select the annual income of your entire household.

1. Under 500,000 yen
2. 500,000 - 990,000 yen
3. 1000,000 - 1,490,000 yen
4. 1,500,000 - 1,990,000 yen
5. 2,500,000 - 2,490,000 yen
6. 2,500,000 - 2,990,000 yen
7. 3,000,000 - 3,990,000 yen
8. 4,500,000 - 4,990,000 yen
9. 5,000,000 - 5,990,000 yen
10. 6,000,000 - 6,990,000 yen
11. 7,000,000 - 7,990,000 yen
12. 8,000,000 - 8,990,000 yen
13. 9,000,000 - 9,990,000 yen
14. 10,000,000 - 14,990,000 yen
15. 15,000,000 yen or above