

Survey on security awareness among workers

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Preliminary Questionnaires

Q1 Please select your occupation from the options below.

1. Company executive / proprietor -> End
2. Company worker (managerial)
3. Company worker (non-managerial employee)
4. Civil servant/teacher/organizational worker (managerial) -> End
5. Civil servant/teacher/organizational worker (regular employee) -> End
6. Contract worker/dispatched employee
7. Independent businessperson/self-employed -> End
8. Part-time worker
9. Housewife -> End
10. Student -> End
11. Unemployed (including retired) -> End
12. Other () -> End

Q2 Is your company a listed company? Please select an appropriate option below.

1. Yes
2. No

Q3 Have you worked at your present company for over two years? Please select an appropriate option below.

1. Yes
2. No -> End

Q4 Do you use a computer or the Internet (Web browsing, email, etc.) at work? Please select an appropriate option below.

1. Yes <GO>

4. Very much, given the nature of the company's industry

Q5 How many employees (including dispatched and part-time employees) are there at your company? Please select an appropriate option below.

1. Less than 10
2. 10-49
3. 50-99
4. 100-299
5. 300-999
6. 1,000 to 2,999
7. 3,000 - 4,999
8. 5,000 - 9,999
9. 10,000 - 99,999
10. 100,000 - 149,999
11. 150,000 or more

Q6 What is the annual turnover of your company? Please select an appropriate option below.

1. Under 10,000,000 yen
2. 10,000,001 - 50,000,000 yen
3. 50,000,001 - 100,000,000 yen
4. 100,000,001 - 500,000,000 yen
5. 500,000,001 - 3,000,000,000 yen
6. 3,000,000,001 - 5,000,000,000 yen
7. 5,000,000,001 - 10,000,000,000 yen
8. 10,000,000,001 - 50,000,000,000 yen
9. 50,000,000,001 - 100,000,000,000 yen
10. Over 100,000,000,000 yen

Q7 To which department in your company are you affiliated?

()

Q8 How long have you been using the Internet? Please select an appropriate option below.

1. Less than 1 year
2. 1-2 years
3. 2-3 years
4. 4-5 years

5. 6-7 years
6. 8-9 years
7. 10 years or more

Q9 Please select all of the following that apply to your company. (multiple checks acceptable)

1. Authority is being transferred from upper to lower organizational levels
2. Stock options (the right to purchase shares in one's own company) are being offered
3. An employee stock ownership plan is being offered
4. Flexi-time is used
5. The company is being split up
6. Roles of members of the smallest-sized company team are being clarified
7. Employees are being reassigned to different departments to expand their skill base
8. On-the-job (OJT) training is valued highly
9. Work roles are subdivided and fixed
10. Other ()
11. None of the above

Q10 Is your performance (your results) at work directly linked to your salary? Please select an appropriate option below.

1. Not at all
2. Not really
3. Yes, to some extent
4. Yes, clearly

Q11 Which of the following software/equipment/technologies does your company use? Please select the appropriate response.

| | Used | Not used | Don't know |
|--|------|----------|------------|
| Anti-virus software | | | |
| Web filter | | | |
| Spam filter | | | |
| Personal firewall | | | |
| Thin client | | | |
| Encryption | | | |
| Biometric recognition such as biometric fingerprints | | | |

Q12 If the Internet/email/internal systems at your company were to fail, to what extent would your work output be affected? If your work would not be affected, enter (100%); if you would be unable to work, enter (0%).

<Example>

If I could not use the Internet, my work output would fall to 70%.

If I could not use email, my work output would fall to 80%.

If I could not use internal systems, my work output would fall to 60%.

| | |
|---|----------------------------|
| | (max. 3 half-width digits) |
| If I could not use the Internet, my work output would fall to | () % |
| If I could not use email, my work output would fall to | () % |
| If I could not use internal systems, my work output would fall to | () % |

Q13 Does your company use or provide the following services?

| | Used | Provided | Used and provided Neither used nor provided | Don't know |
|------------------------------------|------|----------|--|------------|
| SaaS (Software as a Service) | | | | |
| ASP (Application Service Provider) | | | | |
| NGN (Next Generation Network) | | | | |
| Grid Computing | | | | |
| Cloud computing | | | | |
| PaaS (Platform-as-a-Service) | | | | |

Q14 How would you rate the leadership skills of the following individuals at your company? Please select the appropriate response.

*Please rate your own leadership skills if you are a manager.

| | Very good | Reasonably good | Difficult to say | Not very good | Very bad |
|-------------|-----------|-----------------|------------------|---------------|----------|
| Proprietors | | | | | |
| Managers | | | | | |

Q15 How are the computers at your company shared among the employees? Please select one response from the options below.

1. One or more computer per person
2. Several people use one computer
3. Several computers are shared between each section/division

Q16 At your company, is there a specialist department or specific person to contact in the event of the following?

| | Specialist department | No specialist department, but there is a contact person | No contact person/specialist department |
|--|-----------------------|---|---|
| Failure of computer or information systems equipment | | | |
| Disaster | | | |
| System problem | | | |
| Information security incidents (actual or attempted; from outside the company) | | | |
| Information security incidents (actual or attempted; from inside the company) | | | |

Q17 To what extent do you agree or disagree with the following statements? Please select the appropriate response.

| | Disagree strongly | Disagree | Difficult to say | Agree | Agree strongly |
|--|-------------------|----------|------------------|-------|----------------|
| Personal data (address, name, gender, age, email address, etc.) can be used to make money | | | | | |
| If the personal data (address, name, gender, age, email address, etc.) of others could be viewed freely, I would | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| wish to see it | | | | | |
| I would use a copy of commercially available software made by a friend | | | | | |
| I would have a problem with copying commercially available software to give to a friend | | | | | |
| I would have a problem with using a computer that did not have anti-virus software installed | | | | | |
| I would have a problem with forwarding a chain email to a friend or acquaintance | | | | | |
| There are problems in using P2P software and the like | | | | | |
| It is acceptable to break rules as long as no problem occurs | | | | | |
| Productivity can fall as a result of receiving junk mail | | | | | |
| I want to use electronic money and Internet banking | | | | | |
| I see problems in using personal email at work | | | | | |
| Security measures have increased my efficiency at work | | | | | |
| I have a problem with email and Web browsing being monitored as a security measure | | | | | |
| Security measures have increased my productivity at work | | | | | |
| The Internet is safe | | | | | |
| I want to take work home in order to continue working on it | | | | | |
| I will never injure someone on the Internet | | | | | |
| I will never be injured by someone on the Internet | | | | | |

| | | | | | |
|--|-------------------|----------|------------------|-------|----------------|
| The Internet is convenient | | | | | |
| Company information security measures have been almost totally ineffective | | | | | |
| | Disagree strongly | Disagree | Difficult to say | Agree | Agree strongly |

Q18 How has your company's attitude towards information security (information management, etc.) changed over the past year/two years? Please select all appropriate responses.

| | Become much stricter | Become somewhat stricter | Unchanged | Become somewhat less strict | Become much less strict |
|---------------------------|----------------------|--------------------------|-----------|-----------------------------|-------------------------|
| Compared to two years ago | | | | | |
| Compared to one year ago | | | | | |

Q19 How has your attitude towards information security (information management, etc.) changed over the past year/two years? Please select all appropriate responses.

| | Become much stricter | Become somewhat stricter | Unchanged | Become somewhat less strict | Become much less strict |
|---------------------------|----------------------|--------------------------|-----------|-----------------------------|-------------------------|
| Compared to two years ago | | | | | |
| Compared to one year ago | | | | | |

Q20 What do you think are the merits of working from home using a computer? Please select all appropriate responses from the options below. (multiple checks acceptable)

1. Work can be done outside the company
2. Productivity goes up
3. Costs go down
4. Work-life balance improves
5. It provides an alternative means of working when commuting is difficult
6. Efficiency improves
7. Nothing in particular

Q21 What do you think are the demerits of working from home using a computer? Please select all appropriate responses from the options below. (multiple checks acceptable)

1. The possibility of information leakage increases
2. The possibility of illegal operations being performed by authorized users increases
3. Productivity decreases
4. Costs increase
5. Labor management becomes difficult
6. The working environment worsens
7. Nothing in particular

Q22 Based on your answers to Q21 and Q22, do you feel the merits of working with a computer at home are greater than the demerits? Please select the appropriate response.

1. Yes, the merits are greater
2. Difficult to say
3. No, the demerits are greater

Q23 Have you at any point in the last two years taken home customer information or the like and used it for work purposes? Please select an appropriate option below.

1. No
2. Yes

Q24 How/where did you learn about information security? Please select all appropriate responses from the options below. (multiple checks acceptable)

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

Q25 What measures has your company taken to prevent network security-related damage? Please select all appropriate responses.

| | Measure taken | Measure not taken | Don't know |
|--|---------------|-------------------|------------|
| Introduced firewall or other security equipment/software | | | |
| Introduced user authentication system | | | |

| | | | |
|---|--|--|--|
| Provided security training/education for employees | | | |
| Placed restrictions on access to information based on employees' position/role in the company | | | |
| Introduced email and network monitoring system | | | |
| Established security policy | | | |
| Placed restrictions on borrowing of recording media such as MO and FD | | | |
| Introduced SSL client authentication/ server authentication | | | |
| Introduced anti-junk mail system | | | |

Q26 How effective do you think information security measures are in achieving the following?
Please select all appropriate responses.

| | Very effective | Somewhat effective | Not very effective | Totally ineffective |
|--|----------------|--------------------|--------------------|---------------------|
| Increasing employee awareness of information security | | | | |
| Improving understanding/awareness of the importance of risk management | | | | |
| Having the company recognize information security as a corporate social responsibility | | | | |
| Reviewing information assets | | | | |
| Obtaining materials to select trading partners and conclude contracts | | | | |
| Reviewing/revising business processes | | | | |
| Sharing/using in-house information | | | | |
| Obtaining higher evaluations from business partners and customers | | | | |
| Improving the quality of products and services provided | | | | |
| Increasing the company's | | | | |

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|---|--|--|--|--|
| competitiveness (resulting in increased orders, etc.) | | | | |
|---|--|--|--|--|

Q27 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 P2P and similar software | | |
| I take anti-bot measures | | |
| I bought a computer within the past two years | | |
| I have installed anti-virus software | | |
| I make some effort to update my OS and the like | | |
| I use a high speed connection (optical fiber, xDSL, CATV, etc.) | | |
| I do not take any particular security measures | | |

Q28 Are the following forbidden at your company? Please select all appropriate responses.

| | Totally forbidden | Conditionally permitted | Not forbidden whatsoever | Don't know |
|---|-------------------|-------------------------|--------------------------|------------|
| Taking home customer information and the like by means of USB media, etc. | | | | |
| Attachment of customer data files to emails | | | | |
| Taking customer data in paper format out of the company | | | | |
| Taking notebook computers out of the company | | | | |
| Connection to the company LAN using a non-company computer | | | | |

Q29 What is your attitude towards information security education? Please select all appropriate responses.

| | Disagree strongly | Disagree somewhat | Difficult to say | Agree | Agree strongly |
|-------------------------------------|-------------------|-------------------|------------------|-------|----------------|
| People ought to receive information | | | | | |

| | | | | | |
|---|--|--|--|--|--|
| security education | | | | | |
| Company employees ought to be taught thoroughly about information security | | | | | |
| Information security ought to be taught in schools | | | | | |
| There ought to be more opportunities for information security training at companies | | | | | |
| Government agencies ought to provide user-friendly teaching materials online | | | | | |
| Individuals ought to teach themselves about information security | | | | | |
| I would not like to be taught about information security | | | | | |
| Information security education is unnecessary if security software is used | | | | | |
| Information security education is insufficient at my company | | | | | |
| I do not know what measures individuals should take for information security | | | | | |
| Education about information security is not particularly necessary | | | | | |

Q30 Have you ever sent or almost sent an email to an unintended recipient? Please select the appropriate response.

1. I have never actually sent such an email -> Q32
2. I have almost sent such an email -> Q32
3. I have sent such an email

Q31 If you answered to the previous question, please answer the following question. As a result of

sending an email to an unintended recipient, which of the following occurred? Please select all appropriate responses from the options below. (multiple check acceptable)

1. I had to apologize in person to the party concerned
2. Business was affected
3. Business came to a halt
4. The company was sued
5. I wrote a letter of apology
6. I was fired
7. No real problems occurred
8. Other ()

Q32 How many minutes do you spend per day browsing the Web or checking email while at work?

| | |
|--------------|----------------------------|
| | (max. 4 half-width digits) |
| Web browsing | () min / day |
| Email | () min / day |

Q33 Approximately how many emails do you receive per day at work?

() emails (max. 4 half-width digits)

Q34 Of the emails you referred to in the previous question, what percentage are junk mails? How much time do you spend manually processing these emails?

*If you do not receive or manually process such emails, please enter a zero (0).

| | |
|------------------------------------|-------------------------------------|
| | (max. 3 half-width digits) |
| Junk mails represent approximately | () % of the total emails I receive |
| Processing time is approximately | () minutes |

Q35 Have you encountered any of the following problems (actual or attempted) while using a computer or the Internet during the last two years? Please select all appropriate responses from the options below. (multiple checks acceptable)

1. Premeditated leakage of company information
2. Premeditated leakage of personal information
3. Accidental leakage of corporate information
4. Accidental leakage of personal information
5. Theft of information assets
6. Unauthorized access by outside parties
7. Unauthorized access by inside parties

8. Virus/worm infection
9. Botnet/spyware infection
10. One-click fraud (including two-click fraud, etc.)
11. Auction fraud
12. Phishing
13. Password sniffing
14. Fraudulent invoices
15. Slander on the Internet
16. Data destruction
17. Website tampering
18. Theft of notebook computer, etc.
19. Social engineering
20. None of the above

Q36 How many times have you encountered the problems (actual or attempted) you referred to in the previous question? Please select an appropriate response for each question.

| | 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 | | | | |
| Accidental leakage of personal information | | | | |
| Theft of information assets | | | | |
| Unauthorized access by outside parties | | | | |
| Unauthorized access by inside parties | | | | |
| Virus/worm infection | | | | |
| Botnet/spyware infection | | | | |
| One-click fraud (including two-click fraud, etc.) | | | | |
| Auction fraud | | | | |

| | | | | |
|-------------------------------------|--|--|--|--|
| Phishing | | | | |
| Password sniffing | | | | |
| Fraudulent invoices | | | | |
| Slander on the Internet | | | | |
| Data destruction | | | | |
| Website tampering | | | | |
| Theft of notebook computer, etc. | | | | |
| Social engineering | | | | |

Q37 Where did you encounter the problems (actual or attempted)? Please select the appropriate response. (multiple checks acceptable for each question)

| | Workplace | Home | Internet cafe | Other location in Japan | Overseas | Don't know |
|--|-----------|------|------------------|-------------------------------|----------|---------------|
| Premeditated leakage of company information | | | | | | |
| Premeditated leakage of personal information | | | | | | |
| Accidental leakage of corporate information | | | | | | |
| Accidental leakage of personal information | | | | | | |
| Theft of information assets | | | | | | |
| Unauthorized access by outside parties | | | | | | |
| Unauthorized access by inside parties | | | | | | |
| Virus/worm infection | | | | | | |
| Botnet/spyware infection | | | | | | |
| One-click fraud | | | | | | |

| | | | | | | |
|-----------------------------------|--|--|--|--|--|--|
| (including two-click fraud, etc.) | | | | | | |
| Auction fraud | | | | | | |
| Phishing | | | | | | |
| Password sniffing | | | | | | |
| Fraudulent invoices | | | | | | |
| Slander on the Internet | | | | | | |
| Data destruction | | | | | | |
| Website tampering | | | | | | |
| Theft of notebook computer, etc. | | | | | | |
| Social engineering | | | | | | |

Q38 Approximately how many hours do you work in one month? Please enter an approximate figure in half-width digits.

Example: 1 day, 8 hours \times 20 days = 160 hours worked

Approximately () hours (max. 3 half-width digits)

Q39 What is your approximate pre-tax monthly income? Please select the appropriate response.

*The corresponding approximate annual income is shown in parentheses ().

1. Under 160,000 yen (under 2,000,000 yen)
2. 160,000-250,000 yen (2,000,000-2,999,000 yen)
3. 260,000-330,000 yen (3,000,000-3,999,000 yen)
4. 340,000-420,000 yen (4,000,000-4,999,000 yen)
5. 430,000-500,000 yen (5,000,000-5,999,000 yen)
6. 510,000-580,000 yen (6,000,000-6,999,000 yen)
7. 590,000-670,000 yen (7,000,000-7,999,000 yen)
8. 680,000-750,000 yen (8,000,000-8,999,000 yen)
9. 760,000-830,000 yen (9,000,000-9,999,000 yen)
10. 840,000 yen or above (10,000,000 yen or above)

Q40 Suppose there were a lottery in which you had a 1/2 chance of winning, where you would receive 2,000 yen if you won and nothing if you lost. Would you buy a lottery ticket for 200 yen? Please select an appropriate option below.

1. Yes

