

Survey on the Internet Usage and Security Awareness2010 (1)

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Main Survey

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

Approx. () year (s) () month (s)

Q2 What kind of Internet connection do you have at home?

<Narrowband>

1. Phone line (dial-up)
2. ISDN line (emergency connection)
3. ISDN line (always on)

<Broadband>

4. Cable TV line (CATV)
5. Optical line (FTTH line)
6. Fixed wireless access (FWA)
7. DSL line (ADSL, VDSL, HDSL, SDSL, etc.)
8. Other ()

Q3 Please answer the following questions about the computing/Internet environment (wireless phone, etc. included) in your home.

	Yes	No
1. I have my own computer at home		
2. There is a computer at home shared by the family		
3. I use file swapping software (P2P) such as Winny, Share, etc.		
4. I take anti-bot measures (online interactive system from outside?)		
5. I make an effort to learn information security		
6. I bought a computer within the past two years		
7. The number of spam emails is increased		

8. I have downloaded unauthorized contents such as music files that were uploaded without permission		
9. I use filtering software that restricts viewing hazardous sites on the Internet		
10. I make some effort to update my OS and software, etc.		
11. I have a password to log-in the computer at home		

Q4 For which of the following do you use the Internet?

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 auctions
8. Online banking
9. Online trading of securities, etc.
10. Email
11. Operation of a homepage; a "web log" (blog) posted on the Internet.
12. Mixi or other SNS
13. Twitter
14. Bulletin boards and chat
15. Dating/matchmaking
16. Second Life or other Metaverse
17. Online games
18. Video viewing/download
19. Download of music/music software
20. Download of software
21. Applying for a quiz or questionnaire
22. Other ()
23. Nothing in particular

Q5 Do you ever feel worried about using the Internet? Please select one appropriate response from the following.

1. Not really
2. I know security threats exist, but I am not concerned as I take preventive measures

3. I take measures against security threats; however, I am still concerned as they are insufficient
4. Yes

Q6 Why does using the Internet worry you? Please select all appropriate responses from the options below.

1. I am worried about protection of personal information
2. I am worried about the reliability of electronic settlements
3. I am worried about protection of intellectual property
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 auction
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 not certain as to how much security I need
13. Security threats are confusing, and I do not really understand them
14. Other ()

Q7 What kind of security measures do you take for the computer at home. Please select all appropriate responses given below.

1. Anti-virus software is installed
2. Use of anti-virus service offered by providers, etc.
3. Spyware system installed (Please check to see if spyware is implemented in anti-virus software)
4. Anti-spam mail system installed (Please check to see if anti-spam mail system is implemented in anti-virus software)
5. Use of anti-junk mail system offered by providers, etc.
6. Use of fire-wall (Please check to see if firewall is implemented in anti-virus software or in your OS, etc.)
7. Use of firewall by offered by providers, etc.
8. Employ updates of OS and browsers
9. Backup files, etc.
10. Employ updates and changes to E-mail software

11. Avoid inadvertently opening emails, attached files or html files from unknown persons
12. Avoid inadvertently opening emails, attached files or html files from known persons
13. Use multiple passwords for each account
14. Select a complex email address
15. Change an email address periodically
16. Avoid posting personal information on bulletin boards and elsewhere on the Web
17. Use wireless LAN encryption
18. Encryption of important files
19. Do not connect to the Internet except when necessary
20. Other ()
21. None of the above

Q9 How much do you spend on the Internet connection/security measures taken for the Internet with your computer at home.

Internet connection: () yen/month

Internet Security measures: () yen/year

Q10 Up to what maximum cost would you be willing to pay for use of the Internet connection/security measures taken for the Internet with your own computer at home?

Internet connection: () yen/month

Security measures for the Internet: () yen/year

Q11 Suppose you could not use the Internet at home. What would be your degree of satisfaction with your lifestyle? Please answer with a score of 0--100 points.

* A score of 100 indicates the current level of satisfaction.

() point(s)

Q12 How often do you use the Web browsing or check email while you are not at work? Please enter the average number per month. In addition, how many minutes do you spend browsing the Web or checking email? Please enter the average minute(s). If you do not use the Web or email, please enter a zero.

* Average number in minute(s) indicates the amount of time you read emails received.

Web browsing on PC [] times/month [] minutes

Web browsing on cell phone [] times/month [] minutes
Use of P2P [] times/month [] minutes
Checking email on PC [] times/month [] minutes
Checking email on cell phone [] times/month [] minutes

Q13 What problems/issues do you have with security measures taken for the Internet?

1. They cost money
2. I don't know how to do 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

Q14 How/Where did you learn about information security? Please select all appropriate responses from the options below.

1. Workplace training
2. University/technical College, etc.
3. Distance learning/ Correspondence course, etc.
4. Self-teaching
5. Not taught by anyone

Q15 Have you encountered any of the following problems (actual or attempted) while using a computer or the Internet during the last two years of 2008 and 2009? Please select all appropriate responses from the options below.

1. Premeditated leakage of corporate information
2. Premeditated leakage of personal information of others
3. Accidental leakage of corporate information
4. Accidental leakage of personal information of others
5. Leakage of your personal information
6. On-line game fraud
7. Unauthorized access
8. Virus/worm infection
9. Botnet/spyware infection

10. One-click fraud (including two-click fraud, etc.)
11. Auction fraud
12. Phishing fraud
13. Password sniffing
14. Fraudulent invoices (fictitious claims)
15. Slander on the Internet
16. Data/intellectual thefts
17. Data destruction
18. Website tampering
19. Damage from search engine invitational promotions and advertisements
20. None of the above

Q16 How many times have you encountered any of the following problems (actual or attempted) while using a computer or the Internet during the last two years of 2008 and 2009?

	Once	2--3 times	4--5 times	Over 6 times
1. Premeditated leakage of company information				
2. Premeditated leakage of personal information of others				
3. Accidental leakage of corporate information				
4. Accidental leakage of personal information of others				
5. Leakage of my personal information				
6. Online game fraud				
7. Unauthorized				
8. Virus/worm infection				
9. Botnet/spyware infection				
10. One-click fraud (including two-click fraud, etc.)				
11. Auction fraud				
12. Phishing fraud				
13. Password sniffing				
14. Fraudulent invoices (Fictitious claims)				
15. Slander on the Internet				
16. Data/intellectual thefts				
17. Data destruction				

18. Website tampering				
19. Damage from search engine invitational promotions and advertisements				

Q17 If you were to see a message stating possibility of virus infection of XX%, would you take a new security measures (purchase of antivirus software, etc.) for your computer at home?

	No	Yes
1/1000 chance (0.1%)		
1/100 chance (1%)		
1/50 chance (2%)		
1/20 chance (5%)		
1/5 chance (20%)		
1/3 chance (approx. 30%)		
1/2 chance (50%)		
7/10 chance (70%)		
4/5 chance (80%)		
99/100 chance (99%)		

Q18 What do you think of the following statements? Please select the appropriate response per sentence.

	Disagree strongly	Disagree	Disagree somewhat	Difficult To say	Agree somewhat	Agree	Agree strongly
1. If the personal data (address, name, gender, age, email address, etc.) of others could be viewed freely, would you wish to see it?							
2. Would you like to use a copy of commercially available software made by a friend							
3. Do you see a problem with copying commercially							

available software to give to a friend							
4. Do you see a problem with using a computer that did not have anti-virus software installed							
5. Do you see a problem with downloading the contents such as music files, etc. which were uploaded without permission							
6. Do you see a problem with forwarding a chain email to a friend or acquaintance							
7. Do you think that if everyone crosses against the red light, then there's nothing to be afraid of.							
8. Do you see a problem to cross against the yellow light?							
9. Do you see a problem to drive a car under the influence of little alcohol in your body?							
10. Do you see a problem to ride a bicycle under the influence of little alcohol in my body							
11. Do you see problems in using personal email at work							
12. Do you see a problem to keep the securely-locked door open and leave the door unlocked even for a while							
13. Do you see problems to ignore a traffic light if you are in a hurry, and see no cars							

around?							
14. Do you see problems with cell-phone calls in public transportation such as trains							
15. Do you see problems with cell-phone text messaging while driving							

Q19 What do you think of the following statements? Please select one option for each sentence.

	Disagree strongly	Disagree	Disagree somewhat	Difficult To say	Agree somewhat	Agree	Agree strongly
1. We need information security measures at the workplace (corporate/organizations), but do not pay much attention to these measures for an individual computer (at home)							
2. We should be willing to obtain any qualifications related to information security.							
3. I will not be a victimizer of the crimes committed through computer networks							
4. I shall not be a victim by crimes on the computer networks							
5. I see problems in connecting a network using someone else's unencrypted wireless network							
6. I see problems in monitoring email/web site browsers when taking security measures							
7. Information security education should be received							
8. No information security							

education is necessary if security software is installed							
9. I do not know what information security measures I have to take for my computer							
10. I would not like to be taught about information security							
11. I would like to be taught about information security							
12. I feel uncomfortable with junk emails							
13. I feel more secured with security measures taken on the Internet							
14. Security measures are not commensurate with convenience for computer users							
15. I see a problem using P2Ps such as Winny, etc.							
16. I see a problem giving more priority to business efficiency than compliance to information security measures							

Q20 Please select an appropriate response per line by answering questions about your daily behavior?

	Never	A few times	Sometimes	Frequently
1. Have you viewed the personal data (address, name, gender, age, email address, etc.) of others freely?				
2. Have you used a copy of commercially available software made by a friend?				
3. Have you forwarded a chain email to a friend or acquaintance?				
4. Have you used personal email at work?				

3. Shifting from a flat-rate to a pay-as-you-go system for internet usage								
4. Filtering of sites accessed on mobile phones								
5. Filtering of sites accessed via the internet								

Q23 In the following situations, would you take the suggested action?

	Yes	No
1. Transfer to another internet provider if your current provider imposed limitations or restrictions on internet bandwidth		
2. Reduce internet usage if your current provider imposed limitations or restrictions on internet bandwidth		
3. Transfer to another internet provider providing a flat-rate if your current provider shifted from a flat-rate to a pay-as-you-go system		
4. Reduce internet usage if your current provider shifted from a flat-rate to a pay-as-you-go system		
5. Cease all internet usage if your current provider shifted from a flat-rate to a pay-as-you-go system		
6. Cease downloading of illegal content if there was a crackdown on such content (please answer 'Yes' if you would not download such content anyway)		
7. Continue downloading of illegal content even if there was a crackdown on such content (please answer 'No' if you would not download such content anyway)		

Q24 To what extent are you satisfied with the following life issues?

	Satisfied very much	Satisfied	Almost satisfied	Difficult to say	Somewhat dissatisfied	Dissatisfied	Dissatisfied very much
The district you live in							
Spending your							

leisure time							
Work/schoolwork							
Family life							
Household economy							
Relationship with friends							
Health condition							
Internet environment at your home							

Q25 To what extent do you worry about the following life issues?

	Strictly not worried	Not worried	Almost not worried	Difficult to say	Somewhat worried	Worried	Very worried
Your own district							
Work/Study at school							
Your own future							
Japan's future							
Japanese economy							
Family life							
Current household economy							
Relationships with friends							
Health condition							

Q26 In Japan, the average economic growth rate for the period from 1998 to 2008 was (-) 0.28%. In addition, the average inflation rate for this period was (-) 0.27%. Furthermore, the average growth rate of household income per household was (-) 1.53% for the period from 1997 to 2006. The following question asks you to predict the economic situation after ten years. Do you think that economic growth/your income/inflation will increase on average over the next ten years?

<Example> +10% --> 10.00 / -10% --> -10.00

Economic growth: () %

Your income: () %

Inflation: () %

Q27 Suppose you knew that there was a 1/100 chance that you had computer virus/worm infection costing 100,000 yen, and you could protect your computer from such viruses by purchasing and installing antivirus software for 2,000 yen. Would you buy such antivirus software?

1. Yes

If the cost of such software were to increase, up to what amount would you be willing to buy? Please enter the maximum amount you would pay.

() yen

2. No

If the cost of such software were to decrease, below what amount would you be willing to buy? Please enter the maximum amount you would pay.

() yen

Q28 Suppose there were a lottery in which you had a 1/100 chance of winning, and you would receive 100,000 yen if you won and nothing if you lost. Would you buy a lottery ticket for 200 yen? Please select one response.

1. Yes

If the cost of the ticket were to increase, up to what amount would you be willing to buy? Please answer the maximum amount you would pay.

() yen

2. No

If the cost of the ticket were to decrease, below what amount would you be willing to buy? Please answer the maximum amount you would pay.

() yen

Q29 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 2,000 yen, insurance that would allow you to recover your money if it were stolen. Would you purchase this insurance? Please select an appropriate response. Also, if the cost of the insurance were to increase/decrease, up to what amount/below what amount would you be willing to pay? Please select the maximum amount you would pay?

1. Yes

Up to what amount would you be willing to pay? Please enter the very maximum

amount you would pay.

Up to () yen

2. No

Below what amount would you be willing to pay? Please enter the very maximum amount you would pay.

Below () yen

Q30 When you get/watch/listen to good news such as economic recovery by the following sources of information, what is your level of confidence in the source? Please select one appropriate response for each information source per line.

	Totally untrustworthy	Somewhat untrustworthy	Difficult to say	Somewhat trustworthy	Totally trustworthy
TV News					
Tabloid TV show					
Newspapers (except sports newspapers)					
Information obtained through the Internet (except 2 Channel)					
Information obtained through 2 channel					
Neighborhood Rumors					
Rumors among co-workers					
E-mail and conversations with friends and acquaintances					
Radio					
Weekly/monthly Magazines (except for comics)					

Q31 How often do you come into contact with the following sources of information? Please select one appropriate response for each information source.

	every day	5 to 6	3 to 4 times per	1 to 2 times	Almost never
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		times per week	per week	per week	
TV News					
Tabloid TV show					
Newspapers (except sports newspapers)					
Information obtained through the Internet (except 2 Channel)					
Information obtained through 2 channel					
Neighborhood Rumors					
Rumors among co-workers					
E-mail and conversations with friends and acquaintances					
Radio					
Weekly/monthly Magazines (except for comics)					

Q32 What do you think of the following statements? Please select one response for each statement.

	Disagree strongly	Disagree somewhat	Difficult to say	Agree somewhat	Agree Completely
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					
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Q33 Do you have a spouse?

1. Yes
2. No

Q34 The following questions refer to your job and that of your spouse. Please select an appropriate response.

	You	Your spouse
Self-employed		
Company executive		
Family business worker		
Full-time employee		
Part-time worker · casual worker		
Dispatched employee		
Contract worker		
Independent contractor		
Day worker or seasonal worker		
Not working, but seeking employment		
Neither working nor seeking employment		
Housewife/househusband		
Student		
Other ()		

Q35 The following schools or courses of your graduation that of your spouse. Please select an appropriate response.

	You	Your spouse
Elementary/middle school (graduated--includes Jinjo and Koutou elementary schools)		
High school (left before graduating--includes the old-education-system middle schools, girls' schools, vocational schools, and teacher's schools)		
High school (graduated--includes the old-education-system middle schools, girls' schools, vocational schools, and teacher's schools) (as		

well as persons expected to graduate)		
Vocational college (left before graduating)		
Vocational college (graduated) (as well as persons expected to graduate)		
Junior college (left before graduating--includes technical colleges, etc.)		
Junior college (graduated--includes technical colleges, etc.) (as well as persons expected to graduate)		
University (left before graduating--includes old-education-system high schools and specialized vocational high schools)		
University (graduated--includes old-education-system high schools and specialized vocational high schools) (as well as persons expected to graduate)		
Graduate School of University (Master's course) (left midway)		
Graduate School of University (Master's course) (degree received) (as well as persons expected to graduate)		
Graduate School of University (Doctoral course) (left midway)		
Graduate School of University (Doctoral course) (degree received) (as well as persons expected to receive a degree)		
Other ()		

Q36 What was the pretax annual income of you and your spouse (including bonuses and other revenue)? If you are a student, please enter the total amount of any income from part-time jobs, allowances from parents, scholarships, etc. If you are a pensioner, please enter the total amount of annuity.

	You	Your spouse
Under 500,000		
500,000 -- 1,000,000		
1,000,000 -- 2,000,000		
2,000,000 -- 3,000,000		
3,000,000 -- 5,000,000		
5,000,000 -- 7,000,000		
7,000,000 -- 10,000,000		
10,000,000 -- 15,000,000		
15,000,000 or above		

Q37 What is the extent of the savings (including ordinary and fixed deposits) of your entire household. Please select the amount from the options below.

1. Under 100,000 yen
2. 100,000 -- 500,000 yen
3. 500,000 -- 1,000,000 yen
4. 1,000,000 -- 2,000,000 yen
5. 2,000,000 -- 3,000,000 yen
6. 3,000,000 -- 5,000,000 yen
7. 5,000,000 -- 7,000,000 yen
8. 7,000,000 -- 10,000,000 yen
9. 10,000,000 -- 15,000,000 yen
10. 15,000,000 -- 30,000,000 yen
11. 30,000,000 yen or above
12. I don't know

Q38 What is the extent of your debts and your household debts (mortgages, student loans, consumer loans, etc.)?

	You	Your spouse
0 yen		
1 -- 100,000 yen		
100,000 -- 500,000		
500,000 -- 1,000,000		
1,000,000 -- 2,000,000		
2,000,000 -- 3,000,000		
3,000,000 -- 5,000,000		
5,000,000 -- 7,000,000		
7,000,000 -- 10,000,000		
10,000,000 -- 15,000,000		
15,000,000 -- 30,000,000		
30,000,000 or above		
I don't know		

Q39 Please select the annual income of your entire household.

1. Under 500,000 yen
2. 500,000 -- 1,000,000 yen
3. 1,000,000 -- 2,000,000 yen

4. 2,000,000 -- 3,000,000 yen
5. 3,000,000 -- 5,000,000 yen
6. 5,000,000 -- 7,000,000 yen
7. 7,000,000 -- 10,000,000 yen
8. 10,000,000 -- 15,000,000 yen
9. 15,000,000 -- 30,000,000 yen
10. 30,000,000 yen or above
11. I don't know

Q40 Please enter the first three numbers of your postal code.

Postal code: () () ()