

Survey on the Internet Usage and Security Awareness2010 (2)

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Main Survey

Q1 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 ()

Q2 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		

Q3 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

Q4 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 ()

Q5 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

Q6 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

Q7 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

Q8 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)

Q9 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

Q10 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%)		

Q11 Please answer the following question if you answered [No] for a possibility of 99/100 (99%) in the previous question. Please give reasons for your answer.

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Q12 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							

Q13 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							

Q14 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?				
5. Have you ignored a traffic light on an empty road when in a hurry?				
6. Have you sent an email on a cell phone while driving a car?				
7. Have ever injured someone on the Internet?				
8. Have you ever been injured by someone on the Internet?				
9. Have you given priority to productivity and efficiency at work rather than compliance with information security measures?				
10. Have you accessed the Internet from your computer using an unencrypted wireless network of someone else?				

Q15 What is your degree of expectation for the current administration? Please answer with a score of 0 -- 100 points; a score of 100 indicates highest expectation.

() point(s)

Q16 Did the change of government improve your life?

1. Worse
2. Bad
3. Neutral
4. Good
5. Better

Q17 Topics including the following are currently under discussion: a) limitation/restriction of internet bandwidth, b) shifting from a flat-rate to a pay-as-you-go system for packet costs and internet usage on mobile phones (in this system, you pay only for what you use), and c) filtering (restriction of access to hazardous sites). What is your attitude towards these topics?

	Strongly opposed	Opposed	Somewhat opposed	Difficult to say	Somewhat in favor	In favor	Strongly in favor	Don't know
1. Limitation/restriction of internet bandwidth								
2. Shifting from a flat-rate to a pay-as-you-go system for packet costs and internet usage on mobile phones								
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								

Q18 Please give reasons for your answer to [Limitation/restriction of internet bandwidth] in the previous question.

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Q19 Please give reasons for your answer to [Shifting from a flat-rate to a pay-as-you-go system for internet usage] in the previous question.

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Q20 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)		

Q21 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							
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Q22 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							

Q23 Do you have underage child (children)?

1. Yes
2. No --> Q26

Q24 Please select all appropriate responses from the options below.

1. Child has private mobile phone
2. Child has private personal computer
3. Family shares to use a personal computer
4. None of the above

Q25 Do you use filtering function in the options below? Please select all appropriate responses given below.

1. We use filtering function in mobile phone of our child
2. We use filtering function in personal computer of our child or family
3. We do not use filtering function anyone

Q26 Please answer the following question if you answered [No] in Q 23. Suppose that

you have underage child. Do you use filtering function in the options below? Please select all appropriate responses given below.

1. We think that we use filtering function in mobile phone of our child
2. We think that we use filtering function in Personal computer of our child or family
3. We think that we do not use filtering function anyone

Q27 Please answer the following question if you answered [We use filtering function] in Q 25 or [We think that we use filtering function] in Q26. Please give reasons for your answer.

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Q28 Please answer the following question if you answered [We do not use filtering function] in Q 25 or [We think that we do not use filtering function] in Q26. Please give reasons for your answer.

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Q29 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

Q30 Suppose you knew that there was a 1/10 chance that you had computer virus/worm infection costing 10,000 yen, and you could protect your computer from such viruses by purchasing and installing antivirus software for 2,00 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

Q31 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

Q32 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

Q33 Suppose that you were to hear from one of the following sources of information such as downturn in economy, or other such unfavorable news.

To what extent would you trust these sources of information? Please select one response from the options below for each source of information.

	Totally untrustworthy	Somewhat untrustworthy	Difficult to say	Somewhat trustworthy	Totally trustworthy
TV News					
Tabloid TV show					
Newspapers (except sports newspapers)					
Internet (except 2 Channel)					
2 Channel					
Conversation with neighbors					
Conversation with colleagues at work					
Conversation/email from friends/acquaintances					
Radio					
Weekly/Monthly magazines (except comics)					

Q34 Suppose that you were to hear from one of the following sources of information such as economic recovery, or other such favorable news.

To what extent would you trust these sources of information? Please select one response from the options below for each source of information.

	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)					

Q35 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 times per week	3 to 4 times per week	1 to 2 times per week	Almost never
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)					

Q36 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					

Q37 What is your attitude to the following opinions? Please select an appropriate response per line.

	Agree completely	Agree somewhat	Difficult to say	Disagree somewhat	Disagree strongly
What the future will be is always in your mind and you are always aware that your daily action/performance affects and links directly to your future.					
You cannot help doing something to attain your goal even though you may get nothing important for many years.					
Since you know "what will be, will be", you will do what you are interested in now.					
You will act according to the results to be given in a few days or in several weeks.					

You think that making snap decisions and taking fast action is one of the most important factors.					
You do not want temporary fun and happiness in exchange for future success.					
Even though extreme events never happen for years to come, you think it important to be prepared and alert to the worst outcome.					
You think that taking strategic actions for possible serious events occurring in the far distant future is more important than occasional activities for less serious events occurring in the immediate future.					
You will disregard a sign of problems to occur, because most of the problems are to be solved before reaching risk levels.					
You think that future problems can be taken when they occur and not now.					
You will focus on the current problems/interests rather than the possible problems to occur in the future.					
You will put much emphasis on your daily actions/performance rather than those that need a long period of time.					

Q38 How often do you participate in the Internet survey? Please select an appropriate response from the options below.

1. Few
2. Once per month
3. Once per week
4. Five times per week
5. Everyday