

# Computer and Information Security End User Questionnaire



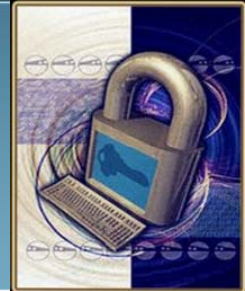
This research funded by the NSF



**“Human Factors Issues in Computer and Information Security”**

Funded by the National Science Foundation: EIA-0120092

Project <http://cis.engr.wisc.edu/>



**VERSION APRIL 2008**

# END USERS QUESTIONNAIRE

Dear end user

The Center for Quality and Productivity Improvement at the University of Wisconsin-Madison is studying Computer and Information Security from a Human Factors Perspective.

Considering that many organizations and the people who work there are extremely dependent on information technology, computer and information security (CIS) has become a critical concern from a business viewpoint. Much research has been conducted on CIS in the past years. However, the attention has been primarily focused on technical problems and solutions. Recently, the role of human factors in CIS has been recognized.

In this study we collect data on non-malicious CIS deviations from the written (for example, an organization's CIS policy) and unwritten (best practices in CIS) rules by end users. In other words, we focus on deviations in which a bad outcome is not intended, but that may cause computer and information systems to become more vulnerable. That clearly distinguishes them from intentional violations that per definition have an intended bad outcome (e.g. hacking, phishing schemes). Examples of end users' deviations from the written and unwritten rules are: using weak passwords that are easy to remember, sharing passwords, and turning off firewalls.

In order to learn more about CIS deviations and make computer and information systems less vulnerable, we need your help. We are asking you to fill out this questionnaire. It will take at most 10 minutes of your time.

When completing the questionnaire, you can leave blank any questions that you do not want to answer. Remember that your responses are strictly confidential and will be closely guarded. This questionnaire has been designed to gather information about computers and information security, your use of passwords, your computer use at home, and your attitudes towards computer and information security. Please try to answer all the questions.

To answer the questions, check the appropriate box on the scale. For example:

|                            | Yes                                   | No                                    | Do not know<br>DK                                | Not applicable<br>NA                  |
|----------------------------|---------------------------------------|---------------------------------------|--|---------------------------------------|
| Do you have your own blog? | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input checked="" type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |

If you do not know the answer to a question, or it is not applicable to your situation, please check the box **DK/NA** (Do not know/not applicable)

We appreciate the time you are taking to complete this questionnaire and hope that the information will help us create computer and information systems that are less vulnerable!

Thank you for your cooperation!

## 1. Accessing the computer system and passwords

The following questions are about the passwords you use to access a computer, a computer system (e.g. your computer network or at work), a computer application (e.g. a Word processor, a spreadsheet or a database), a web service (e.g. Internet banking) or a website (e.g. Amazon.com). Normally you need a username and password to access the computer, computer application, etc.

- |    |   |                          |                          |                          |                          |
|----|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1  | How many passwords do you have <b>totally</b> to logon to different computers/access different applications/web services/web sites, at your work?   | ...                      | passwords                |                          |                          |
| 2  | If you only have one password, do you use that same password to access multiple systems/applications?   | Yes                      | No                       | <input type="checkbox"/> | <input type="checkbox"/> |
| 3  | If you use different passwords to access multiple systems/applications, do you make a distinction between systems that need special protection (e.g. your office network) and systems for which you can use an easy to use and remember username/password combination such as Internet retailer websites (e.g. Amazon.com)? | Yes                      | No                       | <input type="checkbox"/> | <input type="checkbox"/> |
| 4  | On an average, how often do you change your password(s)?  | ...                      | times a year             |                          |                          |
| 5  | When you change your password, is that primarily because of the company's policy or on your own initiative?   |                          |                          |                          |                          |
|    |   | Company policy           |                          | <input type="checkbox"/> |                          |
|    |   | Own initiative           |                          | <input type="checkbox"/> |                          |
| 6  | When you change your password, do you use:  | Yes                      | No                       |                          |                          |
|    | A long password (more than 8 characters)  | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
|    | A combination of upper and lower cases  | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
|    | Special characters (e.g. *, ^, #)*  | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| 7  | When you change your password, do you use your old password as a basis (for example password2007 becomes password2008)?   | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8  | Do you write your passwords down?   | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9  | Do you keep your username/passwords in an electronic file (e.g. Word document)?   | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | If you keep your password in an electronic file, do you secure the file(s) by password protecting or encrypting it?   | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Do you use software to keep track of your passwords (e.g. Internet Explorer password manager, Firefox password manager, Password manager, Roboform etc)?  | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Do you share your password(s) with other people?  | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Do you always log off when you step away from your computer?  | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Do you use a password protected screensaver?  | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Do you use a screen lock? For example, do you use Windows Lock Workstation option, meaning that you have to login again when you come back?   | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Do you turn off your computer when you are done working for the day?  | Yes                      | No                       | DK                       | NA                       |
|    |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## 2. Security settings of the computer

The next set of questions is about the security settings of your computer, that is software (e.g. anti-virus software, firewalls etc.) that protects your computer from attacks (viruses, spyware, etc.)

|    |  |                          |                          |                          |                          |                          |
|----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1  | Does your computer have an anti-virus program installed?   |                          | Yes                      | No                       | DK                       | NA                       |
|    |  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2  | Is the anti-virus program updated on a regular basis (newer versions of the program are installed, new definition files are downloaded, etc.)? |                          | Yes                      | No                       | DK                       | NA                       |
|    |  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3  | How often are the anti-virus definitions updated?  | Every day                | Every week               | Every month              | DK                       | NA                       |
|    |  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4  | Do you have a firewall installed on your computer?   |                          | Yes                      | No                       | DK                       | NA                       |
|    |  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5  | If you have a firewall installed on your computer, what kind of firewall is it?  |                          |                          |                          |                          |                          |
|    | Windows firewall   | <input type="checkbox"/> |                          |                          |                          |                          |
|    | Personal firewall, such as ZoneAlarm, Norton, etc.   | <input type="checkbox"/> |                          |                          |                          |                          |
|    | Do not know  | <input type="checkbox"/> |                          |                          |                          |                          |
| 6  | If you do <b>not</b> have a firewall installed on your computer, why not?  |                          |                          |                          |                          |                          |
|    | I do not know what a firewall is/what it does  | <input type="checkbox"/> |                          |                          |                          |                          |
|    | I do not need to use a firewall because I always work from within a secure network (e.g. through a VPN connection)                             | <input type="checkbox"/> |                          |                          |                          |                          |
| 7  | Did you ever try to change the security settings of the computer you work on (e.g. firewall, anti-virus software, remote access settings)?     |                          | Yes                      | No                       | DK                       | NA                       |
|    |  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8  | If yes, what did you change?   |                          | Yes                      | No                       | DK                       | NA                       |
|    | Anti-virus program   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|    | Firewall settings  | <input type="checkbox"/> | Yes                      | No                       | DK                       | NA                       |
|    | Other.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9  | Do you use anti-spyware tools (e.g. Max Spyware Detector, Stopzilla, Ad-Aware SE, etc.) on your computer?                                      |                          | Yes                      | No                       | DK                       | NA                       |
|    |  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Do you allow "scripting" (e.g. Java script, Active-X, Flash, etc.) on your computer?   |                          | Yes                      | No                       | DK                       | NA                       |
|    |  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### 3. System maintenance and downloading software

The next set of questions are about system maintenance, such as upgrading software, and downloading of software.

- 1 What kind of browser do you normally use to connect to the Internet?
- Internet Explorer
  - Mozilla Firefox
  - Safari, Leopard (Apple Computers)
  - Opera
  - Other
  - Do not know
- 2 Is the software on your computer (e.g. Windows, Internet Explorer, Microsoft Office, etc.) updated/upgraded on a regular basis?      Yes    No    DK    NA
- 
- 3 Do you install security patches on a regular basis?      Yes    No    DK    NA
- 
- 4 If you install security patches on a regular basis, how is this organized?
- My computer checks the Internet automatically to search for the newest updates/patches and installs them automatically
  - My computer checks the Internet automatically to search for the newest updates/patches, notifies me and then I choose what to update and what not to install
  - On a regular basis, I visit the websites (e.g. Microsoft, Apple) on the Internet and search for updates or patches and then choose which ones to install 
    - I do not know
- 5 Did you ever install software that you downloaded from the Internet for free (Freeware or Shareware)?      Yes    No    DK    NA
- 
- 6 Do you use peer-to-peer file sharing software/programs (such as BitTorrent, Direct Connect, eDonkey, eMule, Napster, Kazaa, etc.)?      Yes    No    DK    NA
-

#### 4. Electronic Mail or

The next questions are about Electronic mail or Email (e.g. Outlook, Outlook Express, AOL, Apple Mail etc.), web-based Email, calendar software (e.g. Hotmail, Yahoo mail, G-mail, Google Calendar, etc.) and Email attachments (a computer file which is sent along with an Email message).

|   |   |                          |                          |                          |                          |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | Does your Email program have an Email spam filter (also known as "bulk Email" or "junk Email" filter)?                    | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Do you open Emails if you do not know who the sender is?  | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Do you open Email attachments if you do not know who the sender is?   | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Do you use encryption when sending Email?   | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Do you use <i>web-based Email software</i> such as Yahoo mail, Hotmail, Gmail, etc.?                                      | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Do you use <i>web-based calendar software</i> such as Google calendar?  | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | If you use web-based Email or calendar software, do you pay attention to the security settings of the web-based software? | Yes                      | No                       | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### 5. Help with computer problems

The following set of questions are about who you approach for help if you have computer problems or problems with a computer application

|   |  |                          |                          |                          |                          |                          |               |                          |                                  |                          |          |                          |                        |       |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------|--------------------------|----------------------------------|--------------------------|----------|--------------------------|------------------------|-------|
| 1 | If you have a problem with your computer or a computer application, who do you approach for help?  | <input type="checkbox"/> | My boss                  | <input type="checkbox"/> | One of my colleagues     | <input type="checkbox"/> | The help desk | <input type="checkbox"/> | The network/system administrator | <input type="checkbox"/> | A friend | <input type="checkbox"/> | Other (please specify) |       |
|   |  |                          |                          |                          |                          |                          |               |                          |                                  |                          |          |                          |                        | ..... |
| 2 | If you have problems with a computer application, is it easy for you to contact your network or system administrator or the help desk?                     | Yes                      | No                       | DK                       | NA                       |                          |               |                          |                                  |                          |          |                          |                        |       |
|   |  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |               |                          |                                  |                          |          |                          |                        |       |
| 3 | If you have problems with a computer application, does your network or system administrator or the help desk provide you with solutions that help you out? | Yes                      | No                       | DK                       | NA                       |                          |               |                          |                                  |                          |          |                          |                        |       |
|   |  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |               |                          |                                  |                          |          |                          |                        |       |
| 4 | If you have a computer problem and your network or system administrator asks you for your password, do you give it to him/her?                             | Yes                      | No                       | DK                       | NA                       |                          |               |                          |                                  |                          |          |                          |                        |       |
|   |  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |               |                          |                                  |                          |          |                          |                        |       |

## 6. Remote access and working from home

The following set of questions are about remote access. Remote access means accessing your organization's computer network from a remote location. The remote location can be an airport, a hotel room, your home etc.

|   |   |                          |                          |                          |                          |                          |                          |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | Do you work from home?  |                          | Yes                      | No                       |                          |                          |                          |
|   |   |                          | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |                          |
| 2 | If you work from home, do you work on a laptop provided by your organization or on your own personal computer?                          |                          |                          |                          |                          |                          |                          |
|   |   | <input type="checkbox"/> | Company Laptop           |                          |                          |                          |                          |
|   |   | <input type="checkbox"/> | Personal Computer        |                          |                          |                          |                          |
|   |   | <input type="checkbox"/> | Both                     |                          |                          |                          |                          |
| 3 | In general, how safe do you feel your home computer is from online threats?   | Very safe                | Somewhat safe            | Not very safe            | Not at all safe          | DK                       | NA                       |
|   |   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Do you use remote access (dial in, wireless system, cable, satellite) to access your organization's network?                            |                          |                          | Yes                      | No                       | DK                       | NA                       |
|   |   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | How do you access your organization's network from home?  |                          |                          |                          |                          |                          |                          |
|   |   | <input type="checkbox"/> | Telephone modem          |                          |                          |                          |                          |
|   |   | <input type="checkbox"/> | Fixed cable connection   |                          |                          |                          |                          |
|   |   | <input type="checkbox"/> | Wireless system          |                          |                          |                          |                          |
| 6 | If you use a wireless network at home, did you secure your wireless network connection (e.g. encryption enabled or access restriction)? |                          |                          | Yes                      | No                       | DK                       | NA                       |
|   |   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | If you work from home, do you use a VPN (Virtual Private Network) to connect to your organization's network?                            |                          |                          | Yes                      | No                       | DK                       | NA                       |
|   |   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Do other people (your spouse, family, friends, etc.) use your computer at home?   |                          |                          | Yes                      | No                       | DK                       | NA                       |
|   |   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | If you work from home, how do you transfer the information (computer files etc.) you need for your work? (Check all that apply)         |                          |                          | Yes                      | No                       | DK                       | NA                       |
|   | Laptop computer   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | USB-stick   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | I store the data on my personal organizer (e.g. Blackberry, etc.)   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | I use a remote access connection to access to the files on the network  |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | I forward the information to myself using email   |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Online file storage services (web space on a server)  |                          |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Other, please specify   |                          |                          | .....                    |                          |                          |                          |

## 7. Sharing your computer and social networking

The next set of questions are about sharing your computer and information with other people.

- |   |   |                                 |                                |                                |                                |
|---|---|---------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1 | At your work place, do you let other people use your computer?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 2 | Do you have your own website or web page?   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 3 | Are you part of a social or professional networking site (e.g. Myspace, Facebook, LinkedIn etc)?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 4 | Do you have your own blog?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 5 | Does your website, webpage or blog contain personal information (Email-address, telephone number etc)?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 6 | If you upload information (files etc.) to the Internet (your website, your webpage, your blog, your company's network, etc.), do you use a secure (encrypted) connection (for example Secure Shell software)? | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |

## 8. Computer and Information Security training

The next questions are about your organization's Computer and Information Security (CIS) policy

- |   |  |                                 |                                |                                |                                |
|---|--|---------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1 | Did you ever receive training on computer and information security?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 2 | Did the training on computer and information security (CIS) help you better understand your organization's CIS policy? | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 3 | Did the training give you a better idea of the importance of computer and information security?                        | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 4 | During the training, were you explained how to create a good password?   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |



## 9. Computer and Information Security policy

The next questions are about your organization's Computer and Information Security (CIS) policy

|   |  | <b>Yes</b>                      | <b>No</b>                      | <b>DK</b>                      | <b>NA</b>                      |
|---|--|---------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1 | Does your organization have a computer and information security policy?  | <input type="checkbox"/>        | <input type="checkbox"/>       | <input type="checkbox"/>       | <input type="checkbox"/>       |
| 2 | Do you know the contents of this policy?   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 3 | Do you understand the computer security and information policy at your organization?   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 4 | Did you ever deviate or work around the computer security policy? For example, you downloaded useful software without authorization from the system/network administrator; you did not change a password etc). | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 5 | To your knowledge, do your co-workers deviate/work around the computer security policy?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 6 | If you or your co-workers deviate or work around the computer security policy, and someone finds out about it, are there repercussions?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |

## 10. Reasons to work around or to deviate from the computer and information and security policy

If you sometimes use a short cut (for example share your password(s) with others or otherwise work around or deviate from the written (e.g. computer policy) or unwritten (e.g. best practices) rules, for example by downloading unauthorized software, or writing down your password(s), can you check all the reasons below that apply to you?

|   | Strongly Disagree        | Disagree                 | Neither Agree nor Disagree | Agree                    | Strongly Agree           |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| 1 Sometimes, when I am under a lot of time pressure, or have a high workload, I use a short cut to get the job done   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 I would like to always conform to the rules, but sometimes the organization I work for does not allow me to do so because of costs or productivity issues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Sometimes I am just lazy and can not be bothered to go through all the required steps   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Sometimes it is just more convenient to do the things the way I do  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Sometimes I do not fully realize that I can endanger the system by what I do  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Even if I take a short cut sometimes, I know what I am doing, so the risks are minimal  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 The system I work with is so incredible complex that I have no other choice than to use a shortcut  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 I would like to follow to the rules, but sometimes pressure from others forces me to work around the rules a little bit                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

## 11 Attitudes toward computer and information security

The next questions are about your attitudes and your feelings with regard to computer and information security.

|  | Strongly Disagree        | Disagree                 | Neither Agree nor Disagree | Agree                    | Strongly Agree           |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| 1 I can protect my computer from harm (hackers, phishers etc.) if I take good care of computer security (change passwords on a regular basis, use firewalls, encryption etc.).                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 It does make a difference if I pay special attention to computer security, such as installing a browser that is less vulnerable (e.g. Apple's Safari, Firefox) instead of using Internet Explorer) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 The information that I keep on my computer is not interesting enough for people to try and hack into my computer   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 I never download software from the web for which I did not pay (free downloads), and which can not be downloaded from a secure site.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 It does not matter what I do; if people have bad intentions they will be able to hack into my computer and our network.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Attention to computer security is needed, but people should not overreact.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 I do not like to use the Internet for financial transactions   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Computer security worries me.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

## 12. Computer and Information Security Risks

The next set of questions are about Computer and Information Security risks

|   | Yes                             | No                             | DK                             | NA                             |
|---|---------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1 Have you ever had a virus on your computer?   | <input type="checkbox"/>        | <input type="checkbox"/>       | <input type="checkbox"/>       | <input type="checkbox"/>       |
| 2 Spyware and adware are software programs that quietly sit on your computer and can deliver pop-ups or other advertisements to you. Based on this description, do you think you have any spyware or adware on your computer right now?                                 | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 3 A phishing scam means that someone or a website tries to get personal information from you, for example by accidentally signing into a website or filling out a form placed on web site? Have you, or do you believe you have, ever fallen victim to a phishing scam? | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |
| 4 Do you think your identity or financial information was stolen online?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> | DK<br><input type="checkbox"/> | NA<br><input type="checkbox"/> |

### 13. PERSONAL CHARACTERISTICS

|  |                          |  |
|--|--------------------------|--|
| What is your gender?                                       | Male                     | Female   |
|  | <input type="checkbox"/> | <input type="checkbox"/>   |
| How old are you?   |                          | ... years  |
| How much computer experience do you have?                  |                          | ... years  |
| What kind of computer user are you?                        | <input type="checkbox"/> | <b>Novice user</b> (You just started using computers)  |
|  | <input type="checkbox"/> | <b>Average user</b> (You use word processors, spreadsheets, Email, surf the Web, etc.)               |
|  | <input type="checkbox"/> | <b>Advanced user</b> (You can install software, setup configurations, etc.)                          |
|  | <input type="checkbox"/> | <b>Expert user</b> (You can setup operating systems, know some computer programming languages, etc.) |
| What is the highest level of education you have completed? | <input type="checkbox"/> | Less than high school  |
|  | <input type="checkbox"/> | High school/GED  |
|  | <input type="checkbox"/> | Some college   |
|  | <input type="checkbox"/> | 2-year college degree (Associate)  |
|  | <input type="checkbox"/> | 4-year college degree (Bachelor)   |
|  | <input type="checkbox"/> | Master's degree (MA, MS)   |
|  | <input type="checkbox"/> | Professional degree (MD, JD)   |
|  | <input type="checkbox"/> | Doctoral degree (PhD)  |
| Do you shop online (e.g. Amazon.com)?                      | Yes                      | No   |
|  | <input type="checkbox"/> | <input type="checkbox"/>   |
| Do you pay online (e.g. Internet banking)?                 | Yes                      | No   |
|  | <input type="checkbox"/> | <input type="checkbox"/>   |