

Interview Transcript: Cybersecurity Practices in Small Hotels(4)

Interviewer:

Can you describe any cybersecurity training you received at the hotel?

Respondent:

We didn't have a proper security training program, but they did talk about **phishing, password security, and data protection.**

Highlighted for thematic analysis: Basic content (focus on phishing, password security, data protection) and lack of comprehensive training.

Interviewer:

How often do you participate in cybersecurity training sessions?

Respondent:

Not often. I think we did it once when I first started, and maybe they'll provide an update every three or six months. I haven't received an update yet. Probably, they'll just tell us the same things we already know.

Highlighted for thematic analysis: Infrequency and predictability of training content.

Interviewer:

What topics were covered in the training?

Respondent:

They discussed phishing—being careful not to send data to unauthorized people, data protection, and securing passwords. We have to change passwords every three months to help prevent phishing.

Highlighted for thematic analysis: Limited focus on phishing and password policies, with no depth on advanced topics.

Interviewer:

How well do you think the training prepared you to handle cybersecurity threats?

Respondent:

I think the training helped a bit, but if someone didn't already know the basics, it would be harder for them. With no previous background, it's easy to get caught off guard.

Highlighted for thematic analysis: Training's limited effectiveness for employees without prior knowledge.

Interviewer:

How was the training delivered?

Respondent:

In person, and it only lasted a few minutes.

Highlighted for thematic analysis: Short, in-person format of the training.

Interviewer:

Did you find the training easy to understand and follow?

Respondent:

Yes, for what was explained, it was easy to follow.

Highlighted for thematic analysis: Accessibility of basic content.

Interviewer:

Do you feel the training was relevant to your specific job responsibilities?

Respondent:

Yes, but I think more information wouldn't hurt. It could have been more comprehensive.

Highlighted for thematic analysis: Desire for more thorough, job-specific information.

Interviewer:

Were there any areas of cybersecurity that you think should have been covered but weren't?

Respondent:

They could have gone more in-depth on **phishing**, **data protection**, and **password security**. They only explained the terms but didn't dive into them.

Highlighted for thematic analysis: Insufficient depth in crucial areas.

Interviewer:

Do you receive regular updates or refresher courses on cybersecurity?

Respondent:

Unfortunately, no.

Highlighted for thematic analysis: Lack of ongoing education or updates.

Interviewer:

How do you stay informed about new cybersecurity threats or best practices?

Respondent:

I just try to avoid risky behaviors, like not accessing unknown content on my work computer.

Highlighted for thematic analysis: Self-directed risk avoidance instead of formal updates.

Interviewer:

How engaged were you during the training? Did the hotel make it interesting or interactive?

Respondent:

Honestly, no. It was a very short information package and not interactive at all. I would have liked it to be more interesting because I'm actually interested in cybersecurity.

Highlighted for thematic analysis: Lack of interactivity and engagement in training.

Interviewer:

Do you feel motivated to follow cybersecurity practices in your daily work? Why or why not?

Respondent:

Yes, I feel motivated, especially since we work with computers. Cybersecurity is important for us and our work.

Highlighted for thematic analysis: Motivation linked to job relevance.

Interviewer:

Were there any challenges or difficulties you faced during the training?

Respondent:

No, not really.

Highlighted for thematic analysis: No specific challenges in basic content.

Interviewer:

What could be done to make the training more effective or useful for you?

Respondent:

Just provide more information.

Highlighted for thematic analysis: Desire for more comprehensive information.

Interviewer:

Have you ever encountered a cybersecurity issue at work? If so, how did the training help you handle it?

Respondent:

Yes, I reported a phishing email to IT, and they confirmed it was phishing.

Highlighted for thematic analysis: Real-life application of training in phishing detection.

Interviewer:

Did the hotel provide any additional guidance or training after the incident?

Respondent:

No, I don't think they even knew about the incident themselves.

Highlighted for thematic analysis: Lack of follow-up procedures after reported incidents.

Interviewer:

If you could suggest improvements to the hotel's cybersecurity training, what would they be?

Respondent:

More specific training would be helpful.

Highlighted for thematic analysis: Recommendation for specialized, detailed training.

Interviewer:

Do you think regular cybersecurity training would help prevent potential security issues at the hotel?

Respondent:

Definitely. It's important for our protection and for the guests.

Highlighted for thematic analysis: Emphasis on regular training for overall security enhancement.

Interviewer:

Thank you very much.

Respondent:

No worries. Thank you.