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| --- | --- |
| Question | type |
| Are you an Australian resident | char |
| Age | int |
| Gender | char |
| Education | str |
| Digital skills | str |
| location | str |
| Access to digital identity system | char |
| Use of digital identity systems | Str, int |
| Biggest security threats | Str, int |
| What protects national digital identity systems (NDID) from cyber threats | Str, int |
| Technological issues related to NDID | Str, int |
| Governance issues related to NDID | Str, int |
| Informal variables related to NDID | Str, int |
| Other factors affecting NDID | Str, int |

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| # | Answer | Percentage | Count |
| 1 | MyGov | 82.00% | 41 |
| 2 | Service Australia | 48.00% | 24 |
| 3 | Digital iD (By Australia post) | 46.00% | 23 |
| 4 | MyHealth Record | 54.00% | 27 |
| 5 | Driving license and registration (i.e., VicRoads) | 76.00% | 38 |
| 6 | Others (please specify) | 0.00% | 0 |

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| # | Answer | Percentage | Count |
| 1 | Centrelink/social services | 46.00% | 23 |
| 2 | Health services | 54.00% | 27 |
| 3 | Immigration and visa services | 46.00% | 23 |
| 4 | Licensing and registration | 72.00% | 36 |
| 5 | Aged care and national disability insurance scheme | 18.00% | 9 |
| 6 | Other e-government services (please specify) | 8.00% | 4 |

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| # | Answer | Percentage | Count |
| 1 | 24/7 access anytime, anywhere | 80.00% | 40 |
| 2 | Secure and safe | 38.00% | 19 |
| 3 | Easy to use | 68.00% | 34 |
| 4 | Saves time | 58.00% | 29 |
| 5 | Flexible data storage option | 26.00% | 13 |
| 6 | Other (please specify) | 2.00% | 1 |

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| # | Question | Strongly disagree |  | Somewhat disagree |  | Neither agree nor disagree |  | Somewhat agree |  | Strongly agree |  |
| 1 | Digital identity systems offer security for managing my online identity. | 2.94% | 5 | 4.19% | 7 | 2.00% | 3 | 3.01% | 11 | 3.28% | 14 |
| 2 | I feel that digital identity systems may be more secure than traditional authentication systems | 1.76% | 3 | 4.19% | 7 | 2.00% | 3 | 3.83% | 14 | 3.04% | 13 |
| 3 | I feel confident my data is secure when using digital identity systems. | 6.47% | 11 | 4.79% | 8 | 3.33% | 5 | 1.91% | 7 | 2.11% | 9 |
| 4 | I feel digital ID systems have the integrity to secure my personal information. | 4.71% | 8 | 6.59% | 11 | 3.33% | 5 | 3.01% | 11 | 1.17% | 5 |
| 5 | I'm afraid that digital ID systems are collecting too much personal data about me. | 2.94% | 5 | 2.40% | 4 | 3.33% | 5 | 2.73% | 10 | 3.75% | 16 |
| 6 | Digital identity systems should disclose to users how data is collected, processed, and stored. | 1.76% | 3 | 0.60% | 1 | 1.33% | 2 | 0.82% | 3 | 7.26% | 31 |
| 7 | I feel a loss of privacy if the data stored in digital identity systems is shared between government agencies. | 2.35% | 4 | 1.20% | 2 | 2.67% | 4 | 1.91% | 7 | 5.39% | 23 |
| 8 | Digital identity systems maintain the privacy and confidentiality of my data. | 5.29% | 9 | 6.59% | 11 | 2.00% | 3 | 3.55% | 13 | 0.94% | 4 |
| 9 | I feel that digital identity systems are reliable and can be trusted. | 5.29% | 9 | 3.59% | 6 | 3.33% | 5 | 3.55% | 13 | 1.64% | 7 |
| 10 | I trust the process of digital identity verification. | 4.71% | 8 | 1.80% | 3 | 2.67% | 4 | 4.37% | 16 | 2.11% | 9 |
| 11 | I trust my personal information will be used correctly on digital ID systems. | 5.88% | 10 | 5.99% | 10 | 3.33% | 5 | 3.01% | 11 | 0.94% | 4 |
| 12 | Digital identity system providers with good credibility and reputation are available. | 2.35% | 4 | 4.19% | 7 | 5.33% | 8 | 3.01% | 11 | 2.34% | 10 |
| 13 | It would be risky to use a digital identity system to manage and control my online identity. | 2.94% | 5 | 6.59% | 11 | 1.33% | 2 | 3.28% | 12 | 2.34% | 10 |
| 14 | Using a digital identity system exposes my online identity to the risk of being hacked. | 0.59% | 1 | 3.59% | 6 | 2.00% | 3 | 4.64% | 17 | 3.04% | 13 |
| 15 | Using a digital identity system exposes my online identity to potential fraud. | 1.76% | 3 | 2.99% | 5 | 2.00% | 3 | 4.64% | 17 | 2.81% | 12 |
| 16 | Using digital identity systems exposes me to potential financial risk when conducting online transactions. | 2.94% | 5 | 4.79% | 8 | 3.33% | 5 | 3.28% | 12 | 2.34% | 10 |
| 17 | I believe cybersecurity training is important to improve cyber security awareness amongst users | 1.18% | 2 | 0.00% | 0 | 0.67% | 1 | 1.37% | 5 | 7.49% | 32 |
| 18 | I can recognize a phishing scam when using digital identity systems | 5.29% | 9 | 3.59% | 6 | 5.33% | 8 | 2.73% | 10 | 1.64% | 7 |
| 19 | I am aware of steps I can take to safeguard my personal information when using digital identity systems | 4.12% | 7 | 3.59% | 6 | 1.33% | 2 | 4.10% | 15 | 2.34% | 10 |
| 20 | Overall, I am satisfied about the level of my knowledge on cyber security | 5.88% | 10 | 3.59% | 6 | 4.00% | 6 | 2.46% | 9 | 2.11% | 9 |
| 21 | My user needs can be met by digital identity systems. | 2.35% | 4 | 2.40% | 4 | 3.33% | 5 | 3.83% | 14 | 3.04% | 13 |
| 22 | I will use more digital identity services in the future. | 1.18% | 2 | 1.80% | 3 | 6.67% | 10 | 2.19% | 8 | 3.98% | 17 |
| 23 | Digital identity services are compatible with my values and goals as a user. | 2.35% | 4 | 4.79% | 8 | 6.00% | 9 | 1.91% | 7 | 2.81% | 12 |
| 24 | The use of digital identity systems will allow me to access services that I could not access before. | 1.18% | 2 | 2.40% | 4 | 5.33% | 8 | 3.01% | 11 | 3.51% | 15 |
| 25 | I am satisfied with the flexibility of services provided between digital identity systems. | 4.12% | 7 | 1.80% | 3 | 3.33% | 5 | 3.28% | 12 | 3.04% | 13 |
| 26 | Digital ID systems provide flexible options for online verification, i.e., biometrics, PINS, and passwords. | 2.94% | 5 | 2.40% | 4 | 1.33% | 2 | 4.64% | 17 | 2.81% | 12 |
| 27 | It is flexible for me to access e-government services on my mobile phone. | 2.35% | 4 | 1.20% | 2 | 2.67% | 4 | 3.55% | 13 | 3.98% | 17 |
| 28 | It is flexible for me to verify myself using a mobile phone or laptop. | 2.35% | 4 | 2.40% | 4 | 0.67% | 1 | 2.73% | 10 | 4.92% | 21 |
| 29 | I believe my cultural background affects how I use digital identity systems. | 5.29% | 9 | 2.40% | 4 | 3.33% | 5 | 2.19% | 8 | 3.28% | 14 |
| 30 | I find it easier to use digital identity systems to access online services. | 1.76% | 3 | 1.80% | 3 | 2.67% | 4 | 4.37% | 16 | 3.28% | 14 |
| 31 | I believe digital identity systems increase online social activities through online verification of users. | 1.18% | 2 | 1.20% | 2 | 5.33% | 8 | 4.10% | 15 | 3.04% | 13 |
| 32 | My social perception affects how I use digital identity systems. | 1.76% | 3 | 0.60% | 1 | 4.67% | 7 | 3.01% | 11 | 4.22% | 18 |
|  | Total | Total | 170 | Total | 167 | Total | 150 | Total | 366 | Total | 427 |

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| # | Answer | Percentage | Count |
| 1 | Use of antivirus | 45.00% | 18 |
| 2 | Cyber ethics | 37.50% | 15 |
| 3 | Firewalls | 60.00% | 24 |
| 4 | Security policies | 52.50% | 21 |
| 5 | Regularly changing passwords | 57.50% | 23 |
| 6 | Cybersecurity awareness of users | 70.00% | 28 |
| 7 | Encryption | 65.00% | 26 |

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| Question | Strongly disagree |  | Somewhat disagree |  | Neither agree nor disagree |  | Somewhat agree |  | Strongly agree |  |
| I should be able to have easy WIFI access and internet access when using digital ID systems (i.e., no need to login in again after being authenticated). | 53.33% | 8 | 63.64% | 7 | 27.27% | 3 | 18.37% | 9 | 11.40% | 13 |
| It is important for digital ID systems to be compatible with one another. | 20.00% | 3 | 36.36% | 4 | 18.18% | 2 | 42.86% | 21 | 8.77% | 10 |
| Digital ID systems should securely store my data. | 13.33% | 2 | 0.00% | 0 | 18.18% | 2 | 18.37% | 9 | 23.68% | 27 |
| It is important be aware of how much of my personal data is used in digital ID systems. | 6.67% | 1 | 0.00% | 0 | 27.27% | 3 | 12.24% | 6 | 26.32% | 30 |
| It is important that digital ID systems are stable and perform consistently when authenticating users. | 6.67% | 1 | 0.00% | 0 | 9.09% | 1 | 8.16% | 4 | 29.82% | 34 |

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| # | Question | Strongly disagree |  | Somewhat disagree |  | Neither agree nor disagree |  | Somewhat agree |  | Strongly agree |  |
| 1 | I can easily access digital ID systems. | 22.58% | 7 | 3.45% | 1 | 15.38% | 2 | 30.00% | 15 | 19.74% | 15 |
| 2 | I have the necessary digital skills to use digital identity systems. | 16.13% | 5 | 17.24% | 5 | 30.77% | 4 | 10.00% | 5 | 26.32% | 20 |
| 3 | I have the necessary knowledge on digital identity systems. | 19.35% | 6 | 24.14% | 7 | 15.38% | 2 | 22.00% | 11 | 18.42% | 14 |
| 4 | I require help when using digital ID systems. | 29.03% | 9 | 34.48% | 10 | 23.08% | 3 | 14.00% | 7 | 14.47% | 11 |
| 5 | I am confident about using digital ID systems. | 12.90% | 4 | 20.69% | 6 | 15.38% | 2 | 24.00% | 12 | 21.05% | 16 |