

Survey Full Questions and Result

Section A Personal Information

1. What is your gender?

| Options | Response | Percentage |
|---------|----------|------------|
| Male | 23 | 47.9% |
| Female | 25 | 52.1% |

2. How old are you?

| Options | Response | Percentage |
|-------------|----------|------------|
| Below 18 | 1 | 2.1% |
| 18 - 22 | 45 | 93.8% |
| 23 - 29 | 1 | 2.1% |
| 30 - 39 | 1 | 2.1% |
| 40 - 49 | 0 | 0% |
| 50 - 59 | 0 | 0% |
| 60 or above | 0 | 0% |

3. What is your highest level of education?

| Options | Response | Percentage |
|--------------------------------------|----------|------------|
| Informal learning | 0 | 0% |
| Primary education | 0 | 0% |
| Secondary education | 1 | 2.1% |
| Higher Diploma or Associate's degree | 7 | 14.6% |
| Bachelor's degree | 40 | 83.3% |
| Master's degree or above | 0 | 0% |

4. What is your employment status?

| Options | Response | Percentage |
|------------------------------------|----------|------------|
| Employed (Full-time) | 0 | 0% |
| Employed (Part-time or internship) | 38 | 79.2% |
| Unemployed (between jobs) | 10 | 20.8% |
| Unemployed (homemaker or retired) | 0 | 0% |

Section B Personal Experiences

5. Have you ever met the following situations? *(Multiple Selection)*

| Options | Response | Percentage |
|--|----------|------------|
| Receive fraudulent calls (excluding sales calls) | 44 | 91.7% |
| Receive fraudulent text messages (including SMS, WhatsApp, and iMessage) | 47 | 97.9% |
| Receive scam or phishing emails | 36 | 75% |
| Browse scam websites | 13 | 27.1% |
| Entice downloads of malicious applications | 11 | 22.9% |

6. Have you encountered the above situations more frequently in the last three months?

| Options | Response | Percentage |
|---------|----------|------------|
| Yes | 42 | 87.5% |
| No | 6 | 12.5% |

7. If you unfortunately encounter the following situation now, what losses do you think it will cause you? *(Multiple Selection)*

| | No loss | Personal information leakage | Economic losses | Reputational damage |
|--------------------------------|---------------|------------------------------|-----------------|---------------------|
| Fraudulent calls | 16 (33.3%) | 27 (56.3%) | 28 (58.3%) | 5 (10.4%) |
| Fraudulent messages | 15 (31.3%) | 19 (39.6%) | 30 (62.5%) | 5 (10.4%) |
| Scam or Phishing emails | 15 (31.3%) | 22 (45.8%) | 26 (54.2%) | 6 (12.5%) |
| Scam websites | 25 (52.1%) | 13 (27.1%) | 18 (37.5%) | 2 (4.2%) |
| Malicious applications | 23 (47.9%) | 15 (31.3%) | 18 (37.5%) | 5 (10.4%) |

Section C Fraudulent Call

8. Suppose there is a scam call now, can you successfully identify it (no matter before answering or after answering)?

| Options | Response | Percentage |
|-----------------|----------|------------|
| Yes (Answer Q9) | 43 | 89.6% |
| No (Answer Q10) | 5 | 10.4% |

9. What are the reasons that you can identify whether it is a scam call?
(Multiple Selection)

| Options | Response | Percentage |
|--|----------|------------|
| Unknown phone number | 36 | 83.7% |
| Non-local call | 16 | 37.2% |
| Hear robotic or synthetic vocals | 11 | 25.6% |
| Communication language is not the mother tongue | 15 | 34.9% |
| Unbelievable contents | 30 | 69.8% |
| Recognized by the anti-spam call programs (such as WhoisCall, Call Defender) | 15 | 34.9% |
| Reminder from surroundings | 16 | 37.2% |
| Intuition | 22 | 51.2% |
| Past experiences | 18 | 41.9% |

10. What are the reasons that you cannot identify whether it is a scam call?
(Multiple Selection)

| Options | Response | Percentage |
|--|----------|------------|
| The caller is a real person | 4 | 80% |
| It is a local call | 5 | 100% |
| The communication language is the mother tongue | 3 | 60% |
| Relevant content with yourselves | 3 | 60% |
| Not recognized by the anti-spam call programs (such as WhoisCall, Call Defender) | 1 | 20% |
| Think that it is not a scam after discussing with the surroundings | 0 | 0% |
| Never think about whether it is a scam | 3 | 60% |

Section D Fraudulent Message

11. Suppose there is a scam message now, can you successfully identify it?

| Options | Response | Percentage |
|------------------|----------|------------|
| Yes (Answer Q12) | 44 | 91.7% |
| No (Answer Q13) | 4 | 8.3% |

12. What are the reasons that you can identify whether it is a scam message?
(Multiple Selection)

| Options | Response | Percentage |
|--|----------|------------|
| Message comes from an unknown number | 35 | 79.5% |
| The format is different from the official message | 27 | 61.4% |
| Have typos or variants | 12 | 27.3% |
| The hyperlink is not the official website | 31 | 70.5% |
| The link inside the message is different from the official webpage (including the interface and operation process) | 23 | 52.3% |
| Unbelievable contents | 25 | 56.8% |
| Reminder from surroundings | 12 | 27.3% |
| Intuition | 16 | 36.4% |
| Past experiences | 13 | 29.5% |

13. What are the reasons that you cannot identify whether it is a scam message? (Multiple Selection)

| Options | Response | Percentage |
|--|----------|------------|
| Messages from a trusted number | 3 | 75% |
| The message could state your personal information | 2 | 50% |
| The hyperlink is similar to the official website | 2 | 50% |
| The webpage is the same or similar to the official webpage (including interface and operation process) | 3 | 75% |
| The webpage can be successfully logged in with a personal account | 1 | 25% |
| Able to get a small amount of returns | 2 | 50% |
| Think that it is not a scam after discussing with the surroundings | 0 | 0% |
| Never think about whether it is a scam | 2 | 50% |

Section E Summary

14. If you reencounter the following situations in the future, how confident are you that you can successfully distinguish them? (1 is very unconfident, and 5 is very confident)

| | 1 | 2 | 3 | 4 | 5 |
|--------------------------------|-----------|-------------|---------------|---------------|---------------|
| Fraudulent calls | 0 (0%) | 0 (0%) | 10 (20.8%) | 21 (43.8%) | 17 (35.4%) |
| Fraudulent messages | 0 (0%) | 0 (0%) | 6 (12.5%) | 23 (47.9%) | 19 (39.6%) |
| Scam or Phishing emails | 0 (0%) | 0 (0%) | 22 (45.8%) | 22 (45.8%) | 16 (33.3%) |
| Scam websites | 0 (0%) | 2 (4.2%) | 13 (27.1%) | 23 (47.9%) | 10 (20.8%) |
| Malicious applications | 0 (0%) | 3 (6.3%) | 19 (39.6%) | 17 (35.4%) | 9 (18.8%) |

15. You know a lot about popular scams or techniques.

| Options | Response | Percentage |
|-------------------|----------|------------|
| Strongly Disagree | 0 | 0% |
| Disagree | 2 | 4.2% |
| Neutral | 14 | 29.2% |
| Agree | 16 | 33.3% |
| Strongly Agree | 16 | 33.3% |

16. You know the government has launched different tools or measures to help the public identify fraudulent calls or messages.

| Options | Response | Percentage |
|-------------------|----------|------------|
| Strongly Disagree | 7 | 14.6% |
| Disagree | 22 | 45.8% |
| Neutral | 9 | 18.8% |
| Agree | 7 | 14.6% |
| Strongly Agree | 3 | 6.3% |

17. The government has taken sufficient measures and methods to assist and educate citizens in identifying scams.

| Options | Response | Percentage |
|-------------------|----------|------------|
| Strongly Disagree | 15 | 31.3% |
| Disagree | 16 | 33.3% |
| Neutral | 12 | 25% |
| Agree | 3 | 6.3% |
| Strongly Agree | 2 | 4.2% |

18. The government is doing enough to combat the fraud problem.

| Options | Response | Percentage |
|-------------------|----------|------------|
| Strongly Disagree | 14 | 29.2% |
| Disagree | 21 | 43.8% |
| Neutral | 10 | 20.8% |
| Agree | 2 | 4.2% |
| Strongly Agree | 1 | 2.1% |