

Dấu thời gian	What is your name?	What is your age group?	What is your current role?	What is your field of study or work?
#####	Nguyen Minh Anh	18–24	Student	Business
#####	Tran Bao Long	25–34	Employee	Office Administration
#####	Le Hoang Nam	18–24	Student	Engineering
#####	Pham Quynh Nhu	25–34	Employee	Marketing
#####	Vo Thi My Duyen	18–24	Student	Literature
#####	Nguyen Van Tuan	35–44	Employee	Retail
#####	Hoang Thi Lan	18–24	Student	Business
#####	Phan Duy Khang	25–34	Employee	Customer Service
#####	Tran Bao Chau	18–24	Student	Science
#####	Le Thi Ha	35–44	Employee	Education
#####	Nguyen Duc Anh	18–24	Student	IT novice
#####	Dang Thi Mai	25–34	Employee	Human Resources
#####	Pham Huu Nghia	18–24	Student	Media Studies
#####	Do Minh Phuc	25–34	Employee	Sales
#####	Tran Thi Hong	25–34	Freelancer	Design

How often do you log into online accounts or systems? Have you ever experienced a cybersecurity issue such as a virus or malware? 1. How familiar are you with the term "cybersecurity"?

Daily	Yes	Somewhat familiar
Daily	No	Very familiar
Daily	Yes	Heard of it
Daily	Yes	Somewhat familiar
Weekly	No	Not familiar
Daily	No	Somewhat familiar
Daily	Yes	Somewhat familiar
Daily	No	Very familiar
Daily	No	Heard of it
Daily	Yes	Somewhat familiar
Daily	Yes	Heard of it
Daily	Yes	Somewhat familiar
Weekly	No	Heard of it
Daily	No	Very familiar
Daily	Yes	Somewhat familiar

2. Do you know what "Multi-Factor Authentication" 3. How often do you currently use MFA (e.g., code 4. When you log in, how important is convenience

Yes, heard of it	Sometimes	I want a balance between security and convenience
Yes, I use it often	Always	I want a balance between security and convenience
No	Never	I prefer maximum convenience
Yes, I've heard of it	Sometimes	I want a balance between security and convenience
No	Never	I prefer maximum convenience
Yes, I use it	Always	I prefer maximum security
Yes, I've heard of it	Sometimes	I want a balance between security and convenience
Yes, I use it	Always	I want a balance between security and convenience
No	Never	I prefer maximum convenience
Yes, occasionally use	Sometimes	I want a balance between security and convenience
No	Never	I prefer maximum convenience
Yes, I've heard of it	Sometimes	I want a balance between security and convenience
No	Never	I prefer maximum convenience
Yes, I use it	Always	I want a balance between security and convenience
Yes, I've heard of it	Sometimes	I want a balance between security and convenience

5. On a scale of 1–5, how much do you agree: “MF” 6. Which of the following login methods have you used? 7. Have you ever been stopped from logging in because

4	Username+password; SMS code	Yes, annoying
5	Username+password; Authenticator app	Yes, useful
2	Username+password only	Yes, useful
4	Username+password; SMS code	Yes, annoying
2	Username+password only	No
5	Username+password; SMS code	Yes, useful
4	Username+password; SMS code	No
5	Username+password; Authenticator app	Yes, annoying
3	Username+password	No
4	Username+password; SMS code	Yes, annoying
2	Username+password only	Yes, useful
4	Username+password; SMS code	Yes, annoying
3	Username+password	Yes, annoying
5	Username+password; SMS code	Yes, useful
4	Username+password; SMS code	Yes, annoying

8. How comfortable would you feel if your workplace was hacked? 9. On a scale of 1–5, how much do you agree: “I worry about my work being hacked.” 10. What do you think is the biggest risk to your organization?

Somewhat comfortable

4 Phishing emails

Comfortable

5 Weak passwords

Uncomfortable

3 Weak passwords

Uncomfortable

3 Phishing emails

Uncomfortable

2 Lost or stolen device

Comfortable

5 Device theft

Somewhat comfortable

4 Phishing emails

Comfortable

5 Weak passwords

Neutral

3 Weak passwords

Neutral

3 Phishing emails

Uncomfortable

2 Phishing emails

Neutral

3 Weak passwords

Uncomfortable

2 Weak passwords

Comfortable

5 Weak passwords

Somewhat comfortable

4 Phishing emails

11. How confident are you that your current account is secure?	12. If given a choice, would you prefer:	13. Have you ever avoided enabling MFA or security keys?
Somewhat confident	Password + one extra step (MFA)	Yes
Very confident	Password + both MFA and device verification	No
Not very confident	Password only	Yes
Somewhat confident	Password + one extra step (MFA)	Yes
Not confident at all	Password only	Yes
Very confident	Password + device verification	No
Somewhat confident	Password + one extra step (MFA)	Yes
Very confident	Password + both MFA and device verification	No
Somewhat confident	Password only	Yes
Somewhat confident	Password + one extra step (MFA)	Yes
Not confident	Password only	Yes
Somewhat confident	Password + one extra step (MFA)	Yes
Not confident	Password only	Yes
Very confident	Password + one extra step (MFA)	No
Somewhat confident	Password + one extra step (MFA)	Yes

14. Would you like to receive training or tips on keeping your account secure? 15. Overall, how do you feel about stronger login security?

Yes	Positive – useful but sometimes inconvenient
Maybe	Very positive – helps me feel safer
Yes	Neutral – security is important but too many steps
Yes	Positive – reasonable balance
Yes	Negative – too complicated
Yes	Very positive – should be mandatory
Maybe	Positive – helps protect data
Yes	Very positive – essential for safety
Yes	Neutral – okay if simple
Yes	Positive – should be improved
Yes	Negative – annoying to use
Yes	Positive – practical approach
Maybe	Neutral – unnecessary for basic accounts
Yes	Very positive – feel protected
Yes	Positive – helps reduce risks