

Attitude survey Dangers on the internet

By: Vilhelm Park

1. Introduction

In this report, there will be a survey that will be used to investigate the attitude towards dangers on the internet such as computer viruses and phishing using a survey.

1.1. Background

In the last couple of years, there has been an increase in phishing attacks, and related to that a lot more people have gotten computer viruses. My survey aimed to gauge people's attitudes towards such dangers on the internet and see if their attitude changes based on encountering said dangers.

The first question on the survey will be what language of the survey they want and what age group the survey taker is in. After that asking, how often they use their electronic devices, if they currently have antivirus software on their own electronic devices, and if they think they need antivirus software. Then asking if they have ever had a computer virus on their electronic devices or if they suspect if they have ever encountered a phishing email.

Finally, the last question will be how often the survey takers worry about encountering computer viruses or phishing.

1.2. Target

The survey's goal is to find out what people's attitudes towards dangers (computer virus, phishing) on the internet are. It would be fascinating to see if people who have encountered these dangers will have a different attitude towards them than a person who has never encountered those dangers. It would also be interesting to see if age will change any attitude towards the dangers or if it is simply a non-factor in this case.

1.3. Method

The only tool to make a survey that was known was google forms so that's what was used. To spread the survey the social media application Facebook was used. The survey was in both English and Swedish to be including for both international as well as Swedish survey takers. The questions can be found in the result section later in the report.

2. Hypothesis

The hypothesis for the survey is that people that have encountered computer viruses and phishing will often worry about dangers on the internet. Another hypothesis is that survey takers below 36 years old will be more likely to worry about dangers on the internet than survey takers over 36 years old. Survey takers who believe that they need antivirus software to protect their computers are more likely to worry about dangers on the internet than those who don't.

3. Results

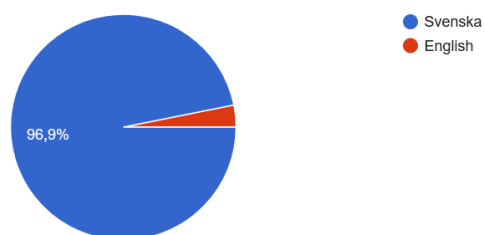
The survey contains eight questions, one question is related to what language to take the survey in, the one after that was a personal question, the remaining six were questions regarding behavior and attitude towards antivirus, computer virus, and phishing. The only diagrams that will be included are the Swedish part of the survey since there were only four participants that took the English survey and the questions are the same as the Swedish version, just in a different language. The data from the English survey will be included in the analyzing section. There were 128 participants that will be included in the analyzing section, but when the pictures were taken there were only 127 participants.

Personal questions

What language do you want to answer on

Vilket språk vill du svara på? What language do you want to use?

127 svar

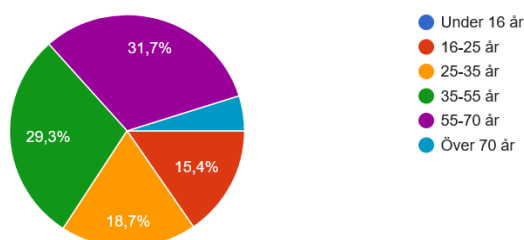


How old are you?

Faror på internet

Hur gammal är du?

123 svar

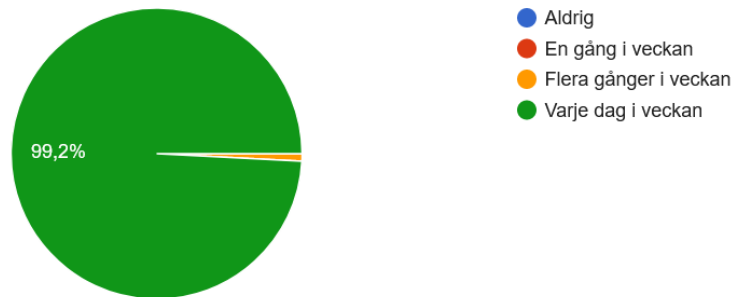


Behavior questions

How often do you use a computer/iPad/mobile phone?

Hur ofta använder du en dator/iPad/mobil?

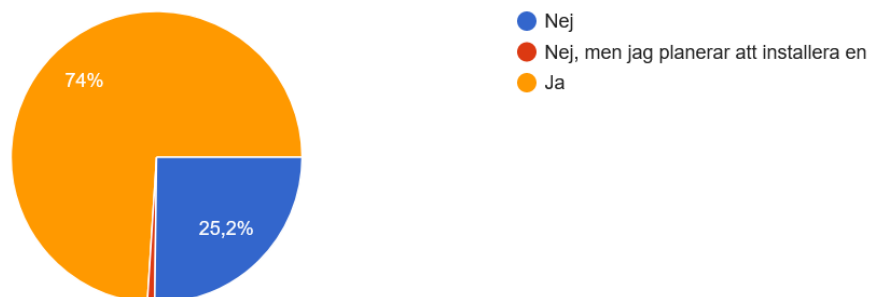
123 svar



Do you have an antivirus installed on your computer/iPad/mobile phone?

Har du ett antivirus installerat på din dator/iPad/mobil?

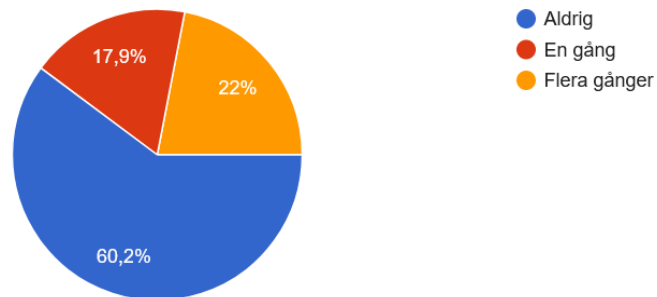
123 svar



Have you ever had a virus on your computer/iPad/mobile phone?

Har du någonsin haft ett virus på din dator/iPad/mobil?

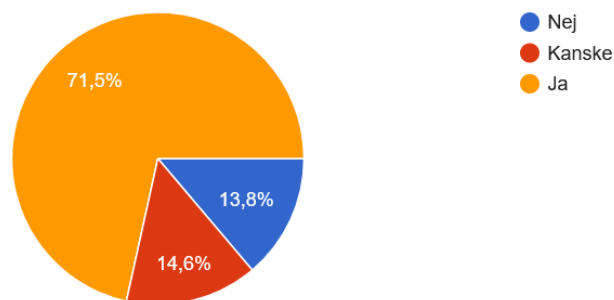
123 svar



Have you ever got an email that you suspected was a phishing attempt?

Har du någonsin fått ett email som du misstänkt var ett försök till nätfiske?

123 svar

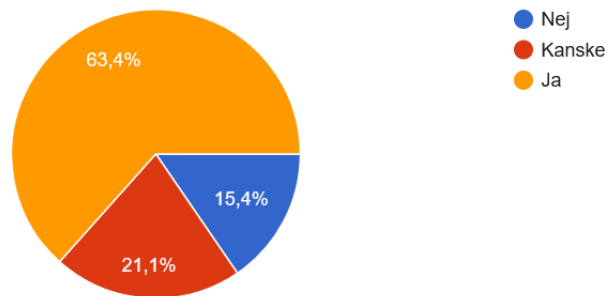


Attitude questions

Do you feel that you need an antivirus to protect your computer/iPad/mobile phone?

Känner du att du behöver ett antivirus för att försvara din dator/iPad/mobil?

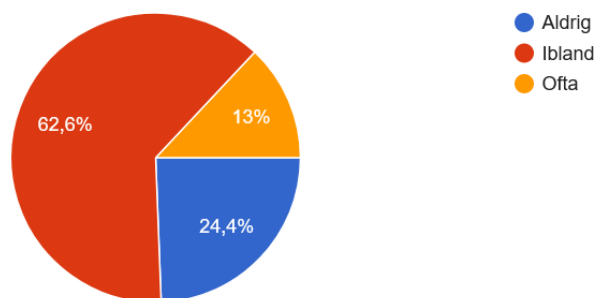
123 svar



Do you usually worry about encountering phishing or a computer virus?

Brukar du oroa dig över att råka ut för nätfiske eller datorvirus?

123 svar



4. Analysis

In this section, the survey will be analyzed and in particular, the hypothesis will be brought up. First and foremost 128 participated in the survey, to make it easier to analyze the age groups will be divided into a younger group which is younger than 36, and the older group which is 36 and older.

The first part of the hypothesis was about if participants have had a virus multiple times and suspect they have encountered phishing they will worry more than the participants that have never encountered either of them. The total amount of people who have had a computer virus multiple times and encountered phishing was 23 while the other group was 14 participants. Among the participants who have encountered both dangers the result was as follows, 12 (52%) worry sometimes, 5 (22%) worry often and 6 (26%) never worry. While the participants who have never encountered either danger the result was a little different, 9 (64%) worry sometimes, 2 (14%) often worry and 3 (21%) never worry about the dangers. The main difference between the two groups was that more people worry sometimes if they have never encountered either danger and that the people who have encountered the dangers multiple times had more participants who never worried. The fact that there were pretty few amounts of people who never encountered either of the dangers makes the analysis harder and not as accurate.

The second part of the hypothesis was that the younger group would worry more about the dangers than the older group of participants. There were 45 younger participants and 83 older participants. Among the survey takers below 36 years old 23 (51%) participants worried sometimes over the dangers (computer virus, phishing) on the internet, 13 (13%) worried often about them and finally, 16 (36%) never worried about the dangers. The older group who were 36 years or older had a slightly different result where 55 (66%) worry sometimes about the dangers, 11 (13%) worried often about the dangers, and 17 (20%) never worried about the dangers on the internet. The main difference between the older and younger group was that more participants worried sometimes in the older group while in the younger group more participants never worried about the dangers.

The third and final part of the hypothesis was that people who believe they need an antivirus to defend their electronic devices will worry more than people who don't. After gathering the data from the survey 80 participants believe they need antivirus protection, while 20 believe that they don't need antivirus protection for their electronic devices. Among the first group, there were 48 (60%) who worry sometimes about the dangers, 13 (16%) who worry often, and 19 (24%) who never worries. On the other hand, the second group 9 (45%) worry sometimes, 1 (5%) worry often and 10 (50%) never worry about the dangers. The main differences in the result are clear that for those who don't think they need antivirus there is a higher percentage than worries sometimes and often compared to those who never worry. While those who don't think they need antivirus had a significantly higher amount in the percentage who never worries about the dangers.

After analyzing every part of the hypothesis that was presented, there seems that all the hypothesis were accurate to some extent, the only thing that could cloud the result is the fact that there were not a big pool of the participants when it comes to parts of the hypothesis. Even though there were 128 participants the scope for the first part of the hypothesis made the group's analysis too small. If there were ten times more participants the result would have been more accurate and interesting.

5. Conclusion

Some conclusions can be drawn from the hypothesis, survey, and topic. The hypothesis was somewhat easy to answer, but there should have been more questions that made it easier to analyze the attitude of the survey participants. Right now there were only two questions that could gauge the participant's attitude and those questions were somewhat easy to analyze. More of those types of questions were needed, but related to another issue were that the topic was tough to make questions that were more towards the attitude. So to solve this problem would have been to create a new topic that was easier to make questions towards attitude.

Some questions were hostile such as the question regarding if a participant has ever had a computer virus, but a surprising amount answered that they have had a computer virus. One of the reasons that so many participants answered truthfully could be because this is an anonymous survey, but there could still have been more people who most likely have had a virus on their computer. So the result may not be 100 % accurate.

On the same topic as the last section, the question regarding phishing might not be 100 % accurate as well since the question was if you suspected you have encountered phishing. That means that it is not certain that you have encountered it. It is also harder to measure if you have encountered phishing compared to computer viruses since phishing might not always lead to a direct impact on your computer. So the result that so many have encountered phishing might be much higher than it should have been. It's also possible that phishing has increased a lot in the last couple of years and phishing has simply become so widespread that most people have encountered it.

The question regarding the daily use of electronic devices was planned to work as a way to see how used the participants were to technology. The issue was that too many answered that they used electronic devices daily. If the mobile phone would not have been included the result might have been very different and been easier to analyze. Everyone uses mobile phones in their daily life while the iPad and computers might not be used quite as much.

There were a surprising amount of people who worry about the dangers on the internet, but it could also be that the final question was somewhat leading since the whole survey was about the dangers on the internet, and the final question was if they worry about them. Also sometimes is a vague answer since it might be hard to measure compared to often and never. Maybe the middle stance should have had a time limit such as worrying a couple of times a month instead of an indefinite time limit since most likely a lot of people have worried once or twice about getting hacked. There are some issues that were brought up in the conclusion and they will be kept in mind if there is ever a need to do another survey.