

Cybersecurity Public Awareness Survey 2016

Key Findings

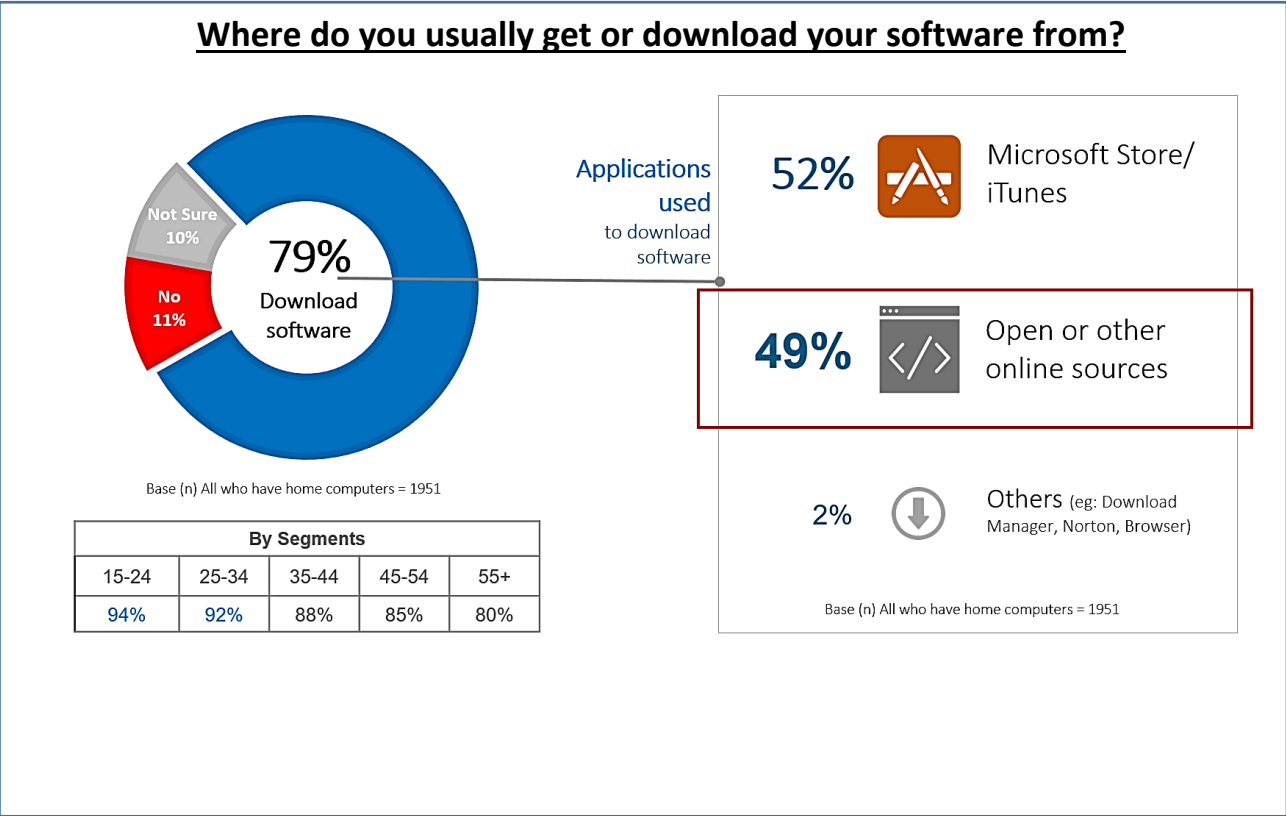
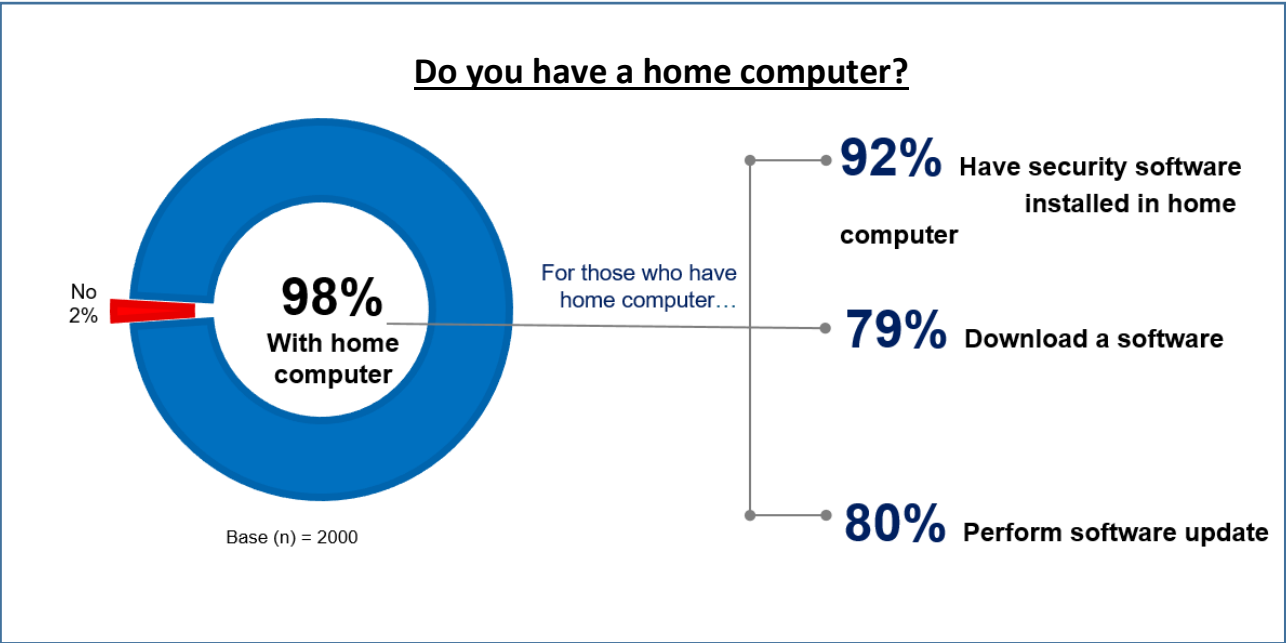
Survey Objective

The Cyber Security Agency of Singapore (CSA) engaged a research company to conduct a cybersecurity awareness survey. The objective of the survey is to determine the current levels of public awareness, behaviours and perception. The findings will allow CSA to develop strategies and outreach activities accordingly.

Methodology

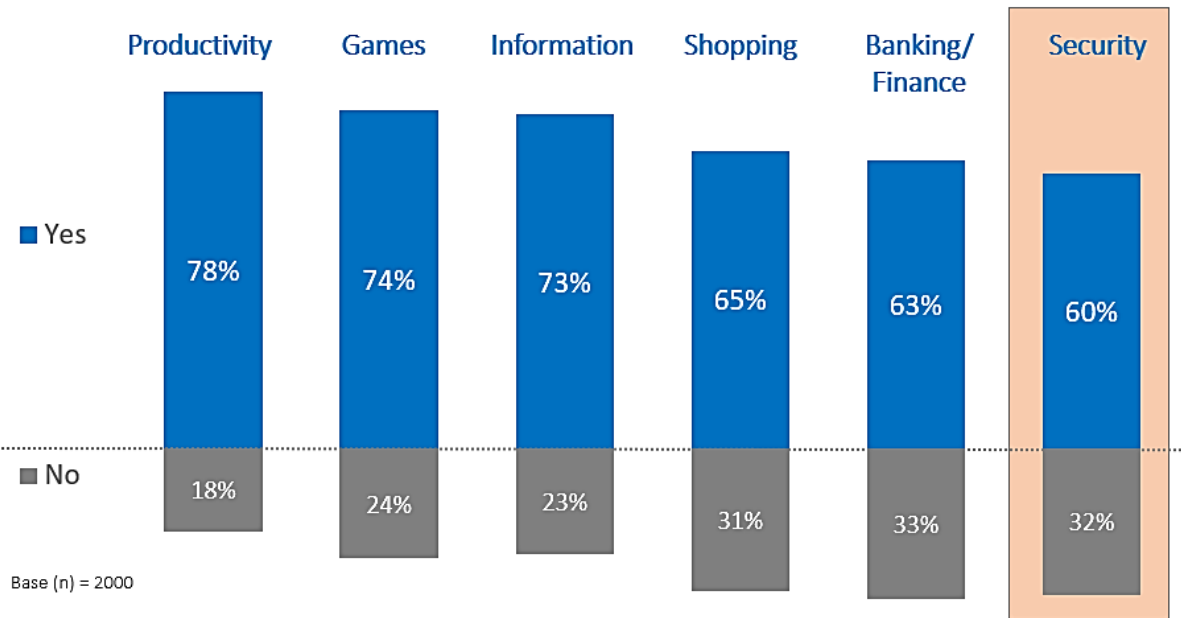
Data was collected from 2,000 respondents via an online survey. The sample of respondents is aligned with Singapore's population statistics and profile.

HOME COMPUTER USAGE BEHAVIOUR

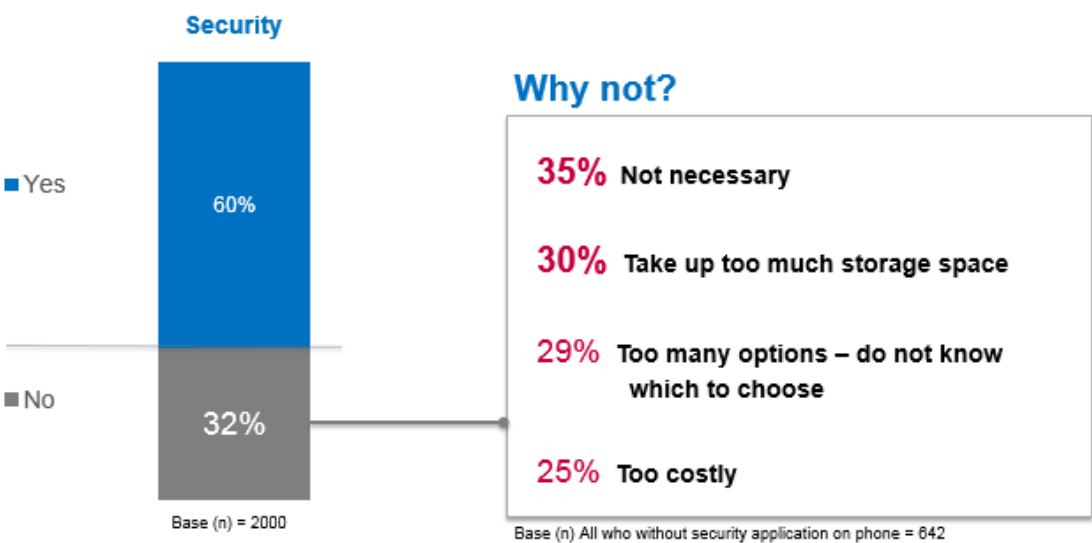


MOBILE DEVICE USAGE BEHAVIOUR

What kind of applications do you have on your mobile phone?



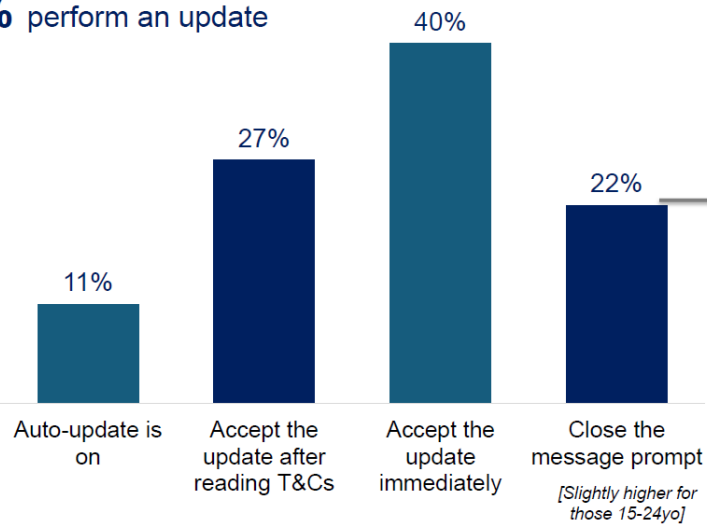
Why do you not install security applications on your mobile phone?



*respondents can choose more than one option

Which of the following best describes what you do when an update is available for your mobile devices?

78% perform an update



Reason for Not Accepting Updates

40% Not necessary
[Top reason for females]

37% Too time consuming
[Top reason for males]

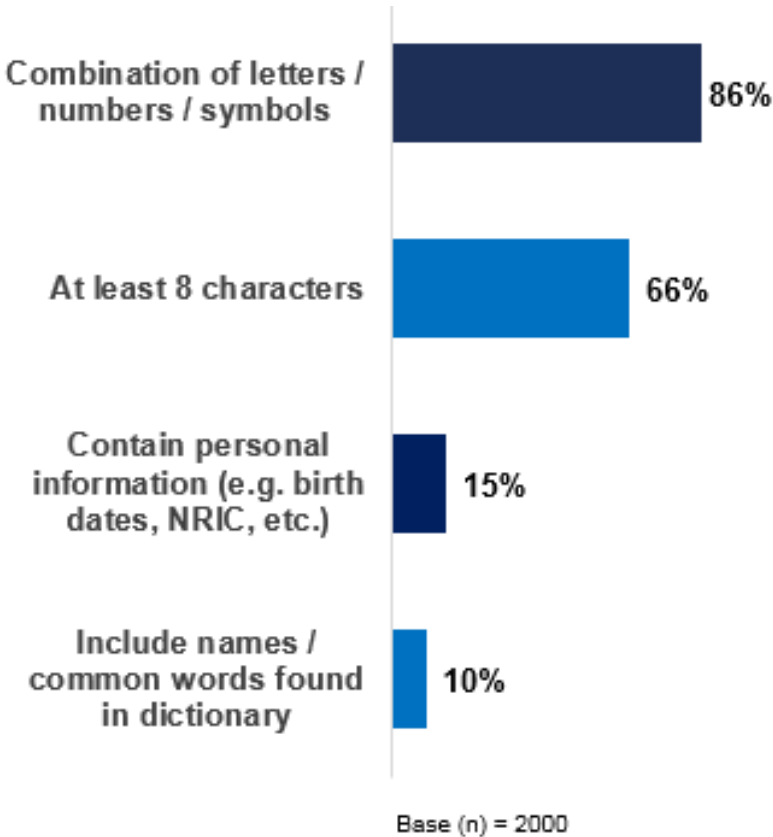
30% Not important for me

Base (n) All who close the message= 426

Base (n) All who have installed applications on mobile phone = 1916

GENERAL CYBERSECURITY MEASURES

What are the features of your passwords for online accounts?



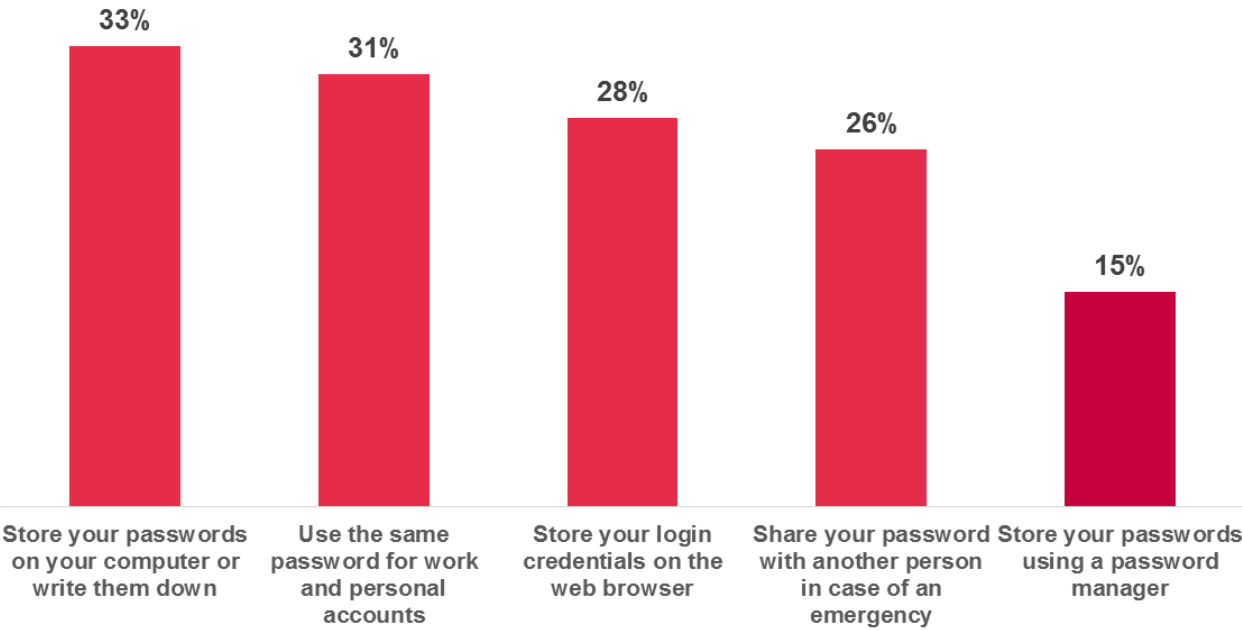
*respondents can choose more than one option

Which of the following is the strongest/safest password?



Base (n) = 2000

How do you manage your passwords?

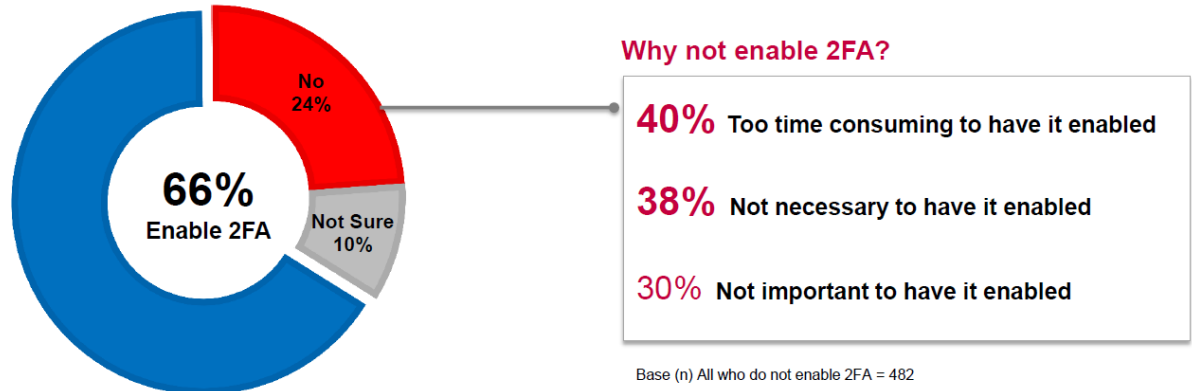


By Segment:

15-24 years old	36%	49%	43%	38%	19%
25-34 years old	33%	33%	35%	30%	15%
35-44 years old	34%	27%	22%	23%	18%
45-54 years old	27%	21%	18%	14%	11%
55+ years old	34%	22%	14%	18%	10%

*respondents can choose more than one option

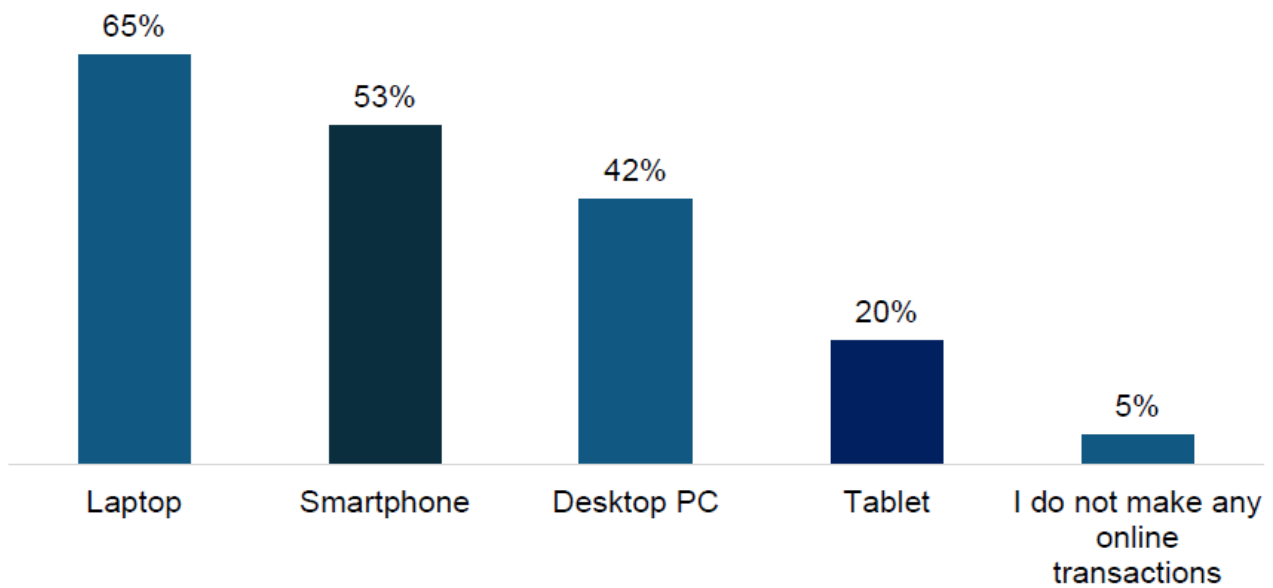
Do you enable Two Factor Authentication (2FA) when the option is available?



Base (n) All = 2000

Base (n) All who do not enable 2FA = 482

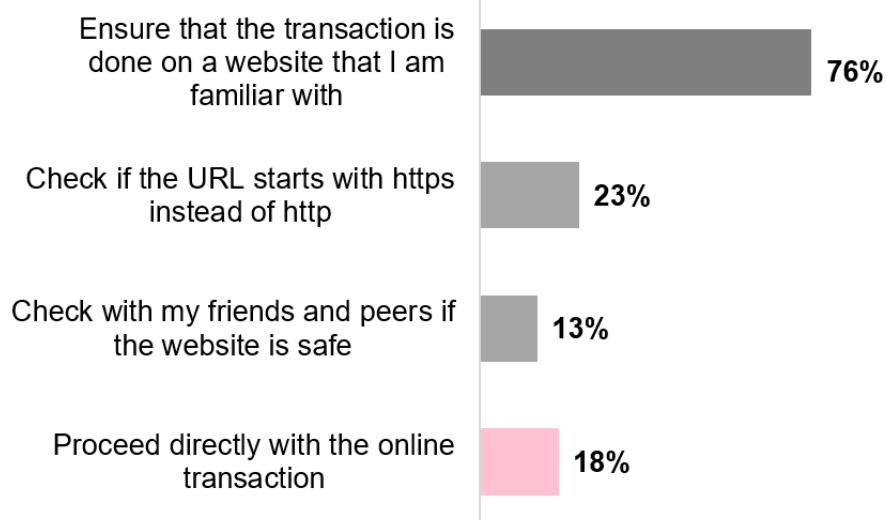
Which of the following devices do you use to make online transactions?



Base (n) = 2000

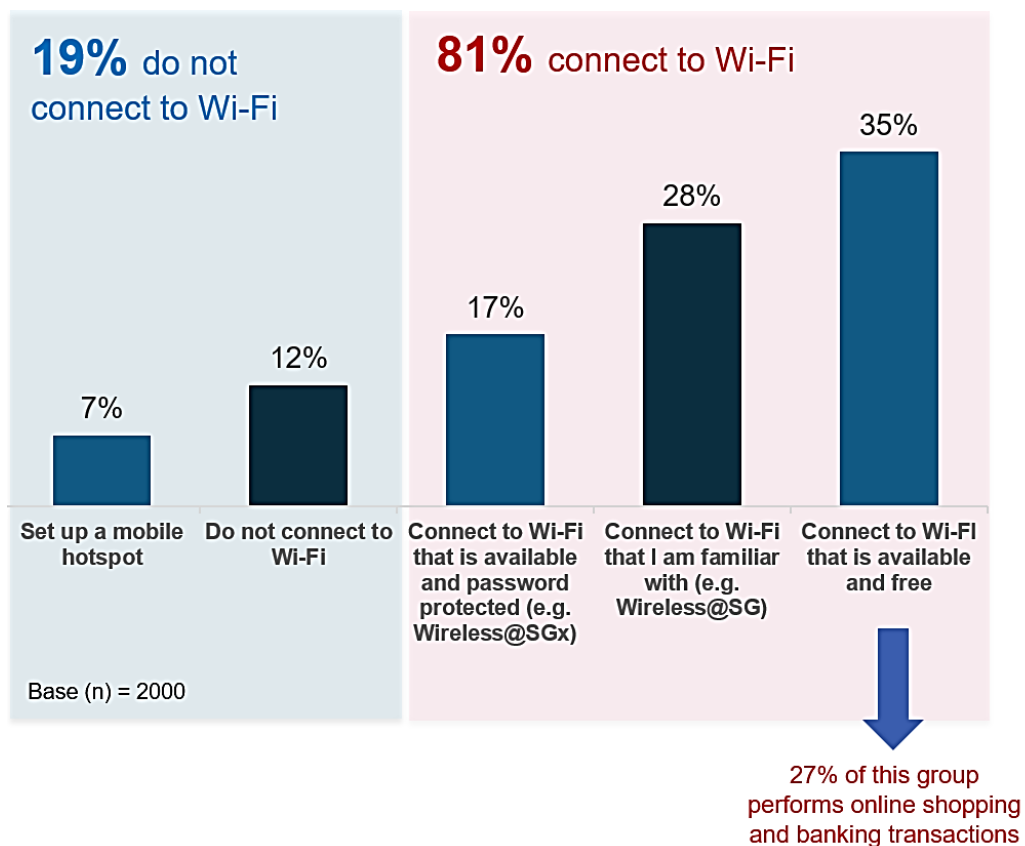
By Segments	15-24	25-34	35-44	45-54	55+
Laptop	67%	69%	67%	60%	53%
Smartphone	62%	64%	56%	38%	31%
Desktop	27%	45%	45%	43%	46%

When making an online transaction, which of the following best describes what you will do?



*respondents can choose more than one option

What are your practices on connecting to the Internet at public places?



Which of the following activities do you use public/free Wi-Fi for?

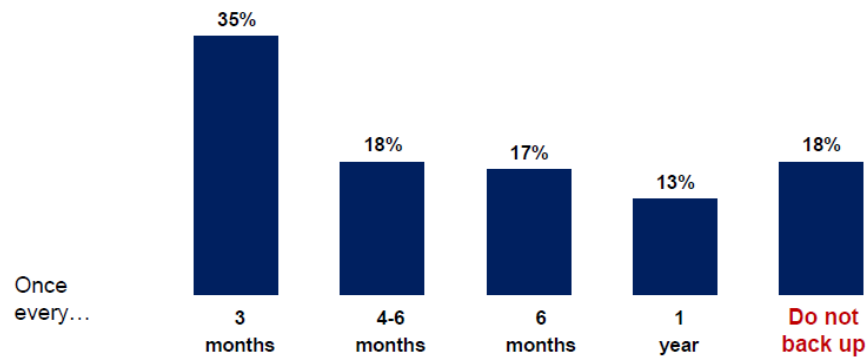


Base (n) All who connect to Wi-Fi = 1625

*respondents can choose more than one option

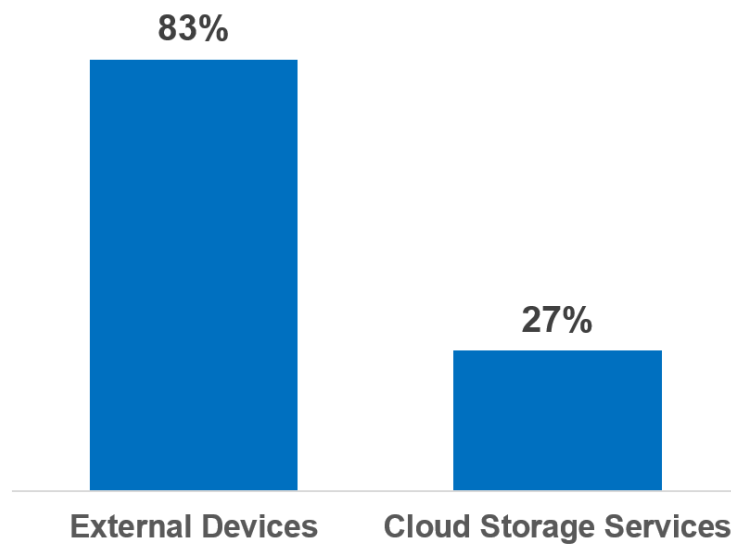
How often do you back up your data/files for your devices?

82% perform back-up



Base (n) All = 2000

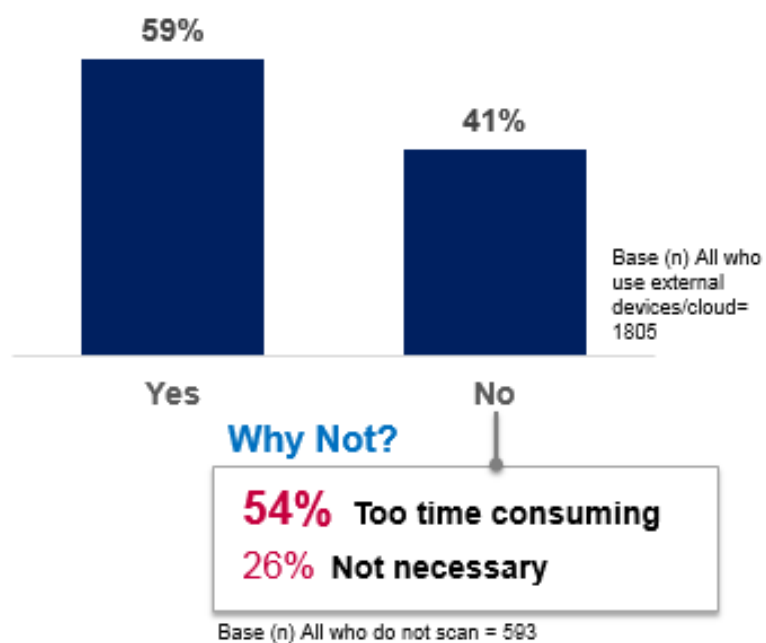
Do you use external devices or cloud storage services?



Base (n) All = 2000

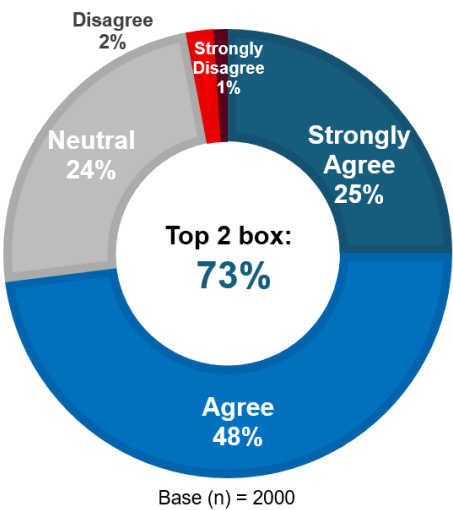
*respondents can choose more than one option

Do you conduct virus scans on files/devices before opening?



PERCEPTION TOWARDS CYBERSECURITY

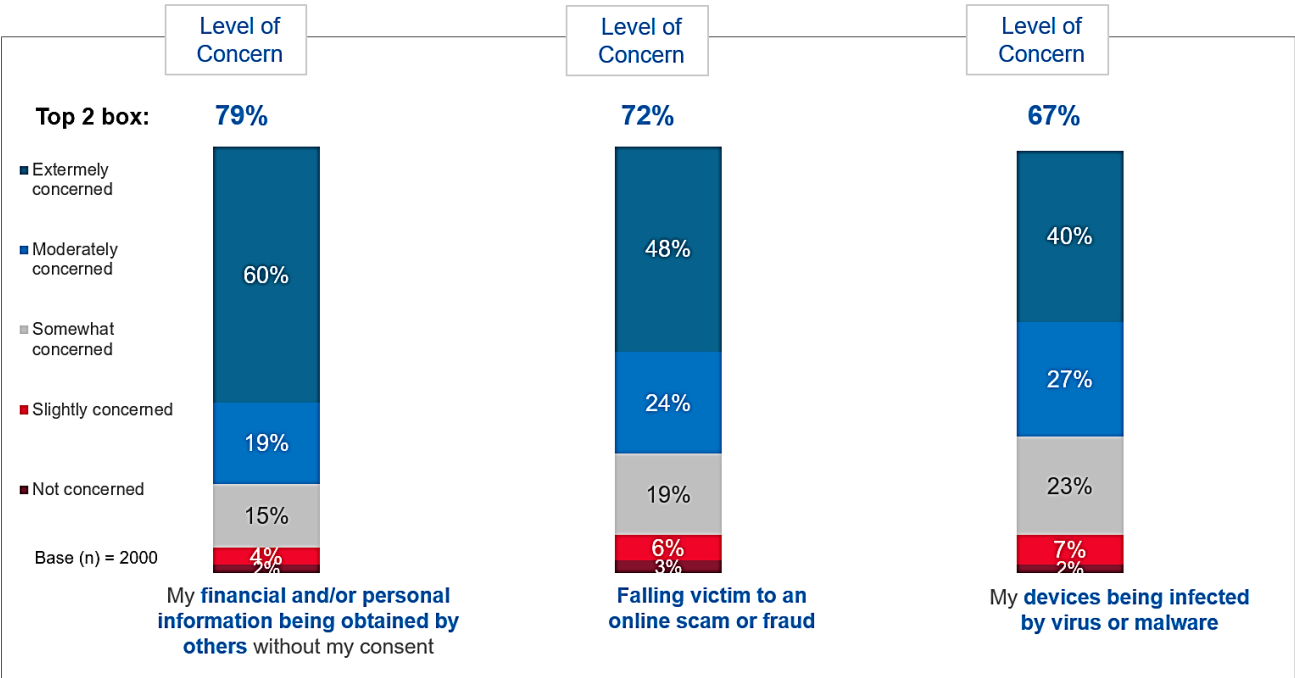
Do you agree that all Singaporeans have a role to play where cybersecurity is concerned?



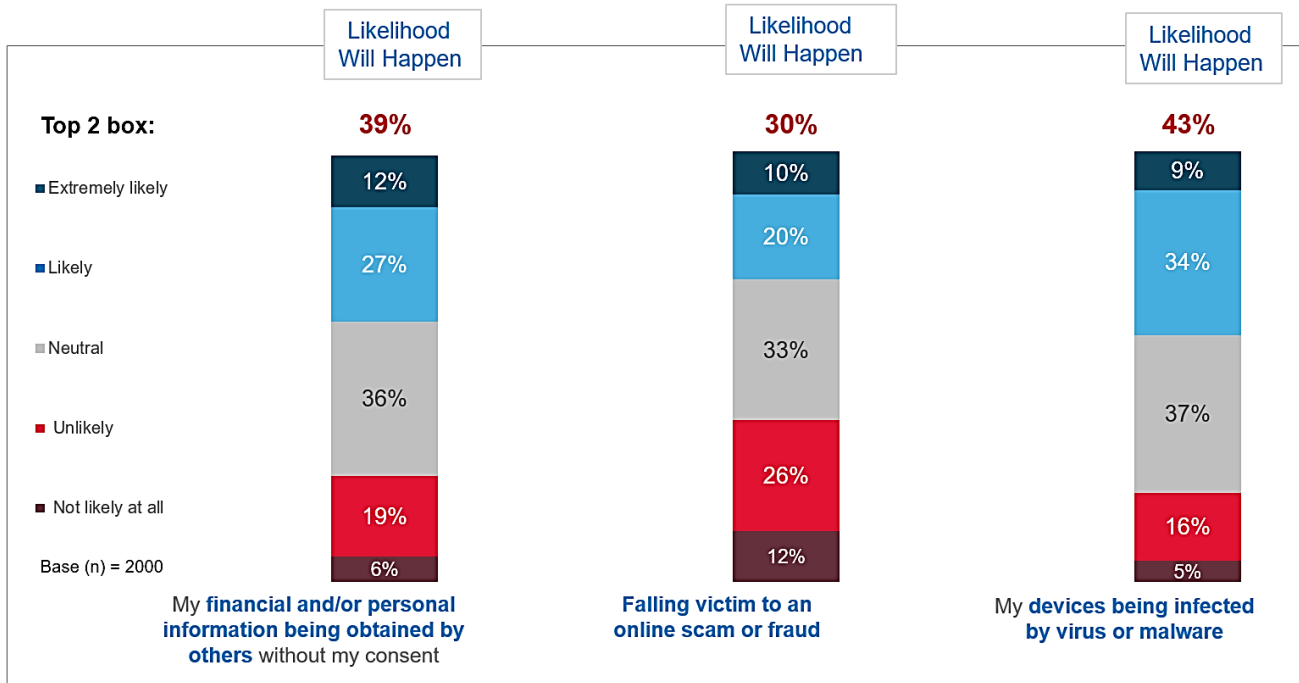
A clear majority agreed that all Singaporeans had a role to play in cybersecurity.

	15-24	25-34	35-44	45-54	55+
By Segments	68%	68%	73%	78%	82%

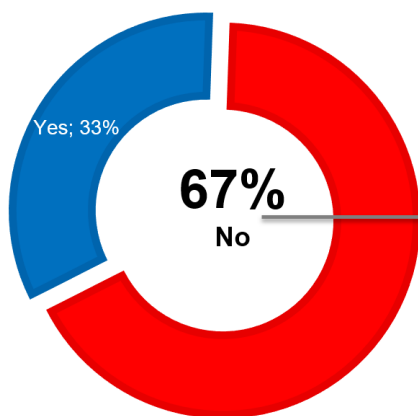
What is your level of concern on cybersecurity risk scenarios?



How likely do you think the following scenarios will happen to you?



Do you feel that there is enough information about cybersecurity for the general public?



Base (n) = 2000

Top 3 Types of Information Public Would Like to See

1. Steps to protect and prevent data from unauthorised access/threats
2. More communications to provide info/serve as warning/reminders
3. Basic education specially to youth and elderly