Computer Anxiety Rating Scale – CARS (Heinssen, Glass & Knight, 1987)

Instructions:

For each statement, decide whether you disagree or agree with the statement using the following 5 point scale ranging from strongly disagree to strongly agree.   In the box to the right of each statement, fill in the number on the 5 point scale that best describes your level of disagreement or agreement.

Strongly Disagree				Strongly Agree
1	2	3	4	5

1.   I feel insecure about my ability to interpret a computer printout. ☐

2.*   I look forward to using a computer in my job. ☐

3.   I do not think I would be able to learn a computer programming language. ☐

4.*   The challenge of learning about computers is exciting. ☐

5.*   I am confident that I can learn computer skills. ☐

6.*   Anyone can learn to use a computer if they are patient and motivated. ☐

7.*   Learning to operate computers is like learning any new skill – the more you practice, the better you become. ☐

8.   I am afraid that if I begin to use computers I will become dependent upon them and lose some of my reasoning skills. ☐

9.*   I am sure that with time and practice I will be as comfortable working with computers as I am in working with a typewriter. ☐

10.*   I feel that I will be able to keep up with the advances happening in the computer field. ☐

11.   I dislike working with machines that are smarter than I am. ☐

12.   I feel apprehensive about using computers. ☐

13.   I have difficulty in understanding the technical aspects of computers. ☐

14.   It scares me to think that I could cause the computer to destroy a large amount of data by hitting the wrong key. ☐

15.   I hesitate to use a computer for fear of making mistakes that I cannot correct. ☐

16.   You have to be a genius to understand all the special keys contained on most computer terminals. ☐

17.*   If given the opportunity, I would like to learn about and use computers. ☐

18.   I have avoided computers because they are unfamiliar and somewhat intimidating to me. ☐

19.*   I feel computers are necessary tools in both educational and work settings. ☐

Note: * indicates items that are reverse-scored. Higher scores indicate higher levels of computer anxiety.

This test may be used for research purposes with proper citation to the authors.

References

Heinssen, R.K., Glass, C.R., & Knight, L.A. (1987). Assessing computer anxiety: Development and validation of the Computer Anxiety Rating Scale. *Computers in Human Behavior*, *3*, 49-59.