



Cybersecurity in the Workplace: Complete Survey*

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Q35 - Do you, yourself, personally go online (access internet or social media or websites) on any device at home, work, school, university or elsewhere?

- No
- Yes
- Don't know

Q36a - How do you access internet at home?

- Broadband subscription
- Smartphone
- I just connect to external/neighbouring Wi-Fi
- Other (specify, using English if possible)
- I don't access internet at home
- Don't know

Q36 - Which of the following devices do you use to go online (access internet or social media or websites)?

- Mobile Phone
- Smartphone
- Tablet
- Laptop computer
- Desktop computer
- Smart TV
- Games console
- Voice search
- None of the above
- Don't know

Q37 - How many desktop and laptop computers do you have in your household?

- None
- One
- Two
- Three or more
- Don't know

Q38 - How would you rate your ability to use the internet?

- I need help to navigate online
- I can do most of what I need to do online, sometimes asking for help
- I can use the internet independently
- I can use the internet independently, and people come to me for help on how to use it
- Don't know

Q39 - Please think about the time you spend on your smartphone, desktop, laptop or tablet and about activities like social media, messaging, or email. Overall, what best describes how often you go online?

- Almost constantly

- Many times a day
- About once a day
- Several times a week
- Less often
- Don't know

Q40 - How would you describe your internet connection at home?

- No access to internet at home
- Many problems connecting at home
- Occasional problems connecting at home
- Reliable connection at home
- Don't know"

Q41 - Is your internet connection at home fast enough to do what you want online?

- Too slow
- It depends on what I am doing
- Fast enough to do things I do online
- Don't know

Q42 - Did the pandemic lead you to learn how to use different software or applications?

- Yes (explain, using English if possible)
- No
- Don't know

Q1 - Would you indicate which of these age groups you are in?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 +
- Prefer not to answer

Q2 - What gender do you identify as?

- Male
- Female
- Non-binary
- Other (please describe, using English if possible)
- Prefer not to answer

Q3 - In which country do you currently reside?¹

- Afghanistan
- Albania
- Algeria
- Andorra
- ...

Q4- What is your primary nationality?

- Afghanistan
- Albania
- Algeria
- Andorra
- ...

Q5 - Would you describe the place where you live as ...?

- A big city
- Medium sized city
- The suburbs or outskirts of a big city
- A small city or town
- A rural village
- A farm or home in a rural area
- Other (please describe, using English if possible)
- Don't know

Q6 - Are you ...?

- Single, never married
- Married
- Living together with a partner
- Divorced or separated
- Widowed
- Don't know
- Prefer not to answer

Q7_1 - Including yourself, how many people reside in your household within each age group? -
Children aged under 18

- 0
- 1
- 2
- 3
- More than 3
- Don't know

¹ The options for questions Q3 and Q4 considered the list of nationalities according to the Government of the United Kingdom, <https://www.gov.uk/government/publications/nationalities/list-of-nationalities>, in addition to the "Prefer not to answer" option.

Q7_2 - Including yourself, how many people reside in your household within each age group? - Adults aged 18-65

- 0
- 1
- 2
- 3
- More than 3
- Don't know

Q7_3 - Including yourself, how many people reside in your household within each age group? - Adults aged above 65

- 0
- 1
- 2
- 3
- More than 3
- Don't know

Q9 - Would you indicate which is your highest degree or level of schooling you have completed?

- No qualifications
- Elementary or Primary School
- High School
- Vocational degree
- Bachelor's degree
- Master's Degree
- Doctoral Degree
- Post-degree professional qualification (eg banking accountancy, architecture, etc.)
- Other (please describe, using English if possible)
- Don't know

Q10 - Do you have a health problem or disability which prevents you from doing every-day tasks at home, work, school or university, or which limits the kind or amount of work you can do?

- No
- Yes
- Don't know
- Prefer not to answer

Q10.1 - Does this health problem or disability limit your use of a computer or the internet?

- No
- Yes
- Don't know

Q11 - Which of these descriptions best describes your present situation?

- Working full time (30 hours a week or more)
- Working part time (8-29 hours a week)

- Retired (not working)
- Retired (working part-time)
- Unemployed
- Permanently sick or disabled
- In community or military service
- Studying full time
- Studying part time
- Doing housework, looking after children or other dependent persons
- Don't know

Q12_1 - Choose the best option that applies to your work/studying situation: - Currently

- Working/studying solely from home
- Working/studying solely from the office/university
- Flexible, hybrid working/studying from home and office/university
- Decentralised work centre that is closer to your home (WeWork, Regus, Coffee Place etc.)
- Unemployed
- On furlough/leave
- Not working for other reasons
- Don't know

Q12_2 - Choose the best option that applies to your work/studying situation: - During the Pandemic

- Working/studying solely from home
- Working/studying solely from the office/university
- Flexible, hybrid working/studying from home and office/university
- Decentralised work centre that is closer to your home (WeWork, Regus, Coffee Place etc.)
- Unemployed
- On furlough/leave
- Not working for other reasons
- Don't know

Q12_3 - Choose the best option that applies to your work/studying situation: - Before the pandemic

- Working/studying solely from home
- Working/studying solely from the office/university
- Flexible, hybrid working/studying from home and office/university
- Decentralised work centre that is closer to your home (WeWork, Regus, Coffee Place etc.)
- Unemployed
- On furlough/leave
- Not working for other reasons
- Don't know

Q13_1 - How often do you work/study from home? – Currently

- Never
- Rarely
- Sometimes
- One day a week
- Two days a week

- Three days a week
- Four or more days a week
- Don't know

Q13_2 - How often do you work/study from home? - During the Pandemic

- Never
- Rarely
- Sometimes
- One day a week
- Two days a week
- Three days a week
- Four or more days a week
- Don't know

Q13_3 - How often do you work/study from home? - Before the pandemic

- Never
- Rarely
- Sometimes
- One day a week
- Two days a week
- Three days a week
- Four or more days a week
- Don't know

Q14 - Since the pandemic began, have you changed your job?

- No
- Yes

Q14.1 - What was your previous job?²

- Corporate managers and directors
- Other managers and proprietors
- Science, research, engineering and technology professionals
- Health professionals
- Teaching and other educational professionals
- Business, media and public service professionals
- Science, engineering and technology associate professionals
- Health and social care associate professionals
- Protective service occupations
- Culture, media and sports occupations
- Business and public service associate professionals
- Administrative occupations
- Secretarial and related occupations

² Two-digit classification from the Standard Occupational Classification for the United Kingdom, <https://www.ons.gov.uk/methodology/classificationsandstandards/standardoccupationalclassificationsoc/soc2020>.

- Skilled agricultural and related trades
- Skilled metal, electrical and electronic trades
- Skilled construction and building trades
- Textiles, printing and other skilled trades
- Caring personal service occupations
- Leisure, travel and related professional service occupations
- Community and civil enforcement occupations
- Sales occupations
- Customer service occupations
- Process, plant and machine operatives
- Transport and mobile machine drivers and operatives
- Elementary trades and related occupations
- Elementary administration and service occupations

Q14.2 - What was the industry your previous job was in?³

- Agriculture; plantations; other rural sectors
- Basic Metal Production
- Chemical industries
- Commerce
- Construction
- Education
- Financial services; professional services
- Food; drink; tobacco
- Forestry; wood; pulp and paper
- Health services
- Hotels; tourism; catering
- Mining (coal; other mining)
- Mechanical and electrical engineering
- Media; culture; graphical
- Oil and gas production; oil refining
- Postal and telecommunications services
- Public service
- Shipping; ports; fisheries; inland waterways
- Textiles; clothing; leather; footwear
- Transport (including civil aviation; railways; road transport)
- Transport equipment manufacturing
- Utilities (water; gas; electricity)
- Don't know

Q14.3 - What was the size of your previous company?⁴

- Self-employed
- Less than 10 employees

³ List of industries from the International Labour Organization, <https://www.ilo.org/global/industries-and-sectors/lang--en/index.htm>

⁴ The options in Q14.3 measure the size of a company by its number of employees, considering micro, small, medium, and large businesses according to the OECD, <https://doi.org/10.1787/31d5eeaf-en>

- Between 10 and 49 employees
- Between 50 and 249 employees
- 250 employees or more
- Don't know

Q14.4 - Did the pandemic have an impact on your job change?

- No
- Yes, please explain, using English if possible

Q15 - What is your current occupation?

- Corporate managers and directors
- Other managers and proprietors
- Science, research, engineering and technology professionals
- Health professionals
- Teaching and other educational professionals
- Business, media and public service professionals
- Science, engineering and technology associate professionals
- Health and social care associate professionals
- Protective service occupations
- Culture, media and sports occupations
- Business and public service associate professionals
- Administrative occupations
- Secretarial and related occupations
- Skilled agricultural and related trades
- Skilled metal, electrical and electronic trades
- Skilled construction and building trades
- Textiles, printing and other skilled trades
- Caring personal service occupations
- Leisure, travel and related professional service occupations
- Community and civil enforcement occupations
- Sales occupations
- Customer service occupations
- Process, plant and machine operatives
- Transport and mobile machine drivers and operatives
- Elementary trades and related occupations
- Elementary administration and service occupations

Q16 - What is the industry you work in?

- Agriculture; plantations; other rural sectors
- Basic Metal Production
- Chemical industries
- Commerce
- Construction
- Education
- Financial services; professional services
- Food; drink; tobacco

- Forestry; wood; pulp and paper
- Health services
- Hotels; tourism; catering
- Mining (coal; other mining)
- Mechanical and electrical engineering
- Media; culture; graphical
- Oil and gas production; oil refining
- Postal and telecommunications services
- Public service
- Shipping; ports; fisheries; inland waterways
- Textiles; clothing; leather; footwear
- Transport (including civil aviation; railways; road transport)
- Transport equipment manufacturing
- Utilities (water; gas; electricity)
- Don't know

Q17 - What is the size of your company?

- Self-employed
- Less than 10 employees
- Between 10 and 49 employees
- Between 50 and 249 employees
- 250 employees or more
- Don't know

Q18a - Could you indicate what is the current annual total income of your household (counting all wages, salaries, pensions, and other incomes that come in before taxes and other deductions)?

- Yes (currency and amount introduced by each participant)
- No, prefer not to say
- Don't know

Q19 - Consider a scale where 1 indicates the lowest income group and 10 the highest income group in your country. Could you indicate what category best represents your household income (counting all wages, salaries, pensions, and other incomes that come in before taxes and other deductions)?

- 1 - Lowest household income group in your country
- 2
- 3
- 4
- 5 – Middle household income group in your country
- 6
- 7
- 8
- 9
- 10 – Highest household income group in your country
- Don't know
- Prefer not to say

Q20 - Including yourself, how many people in your household work from home, whether full or part time?

- 0
- 1
- 2
- 3
- More than 3
- Don't know

Q21 - Including yourself, does anyone in your household study at home for their primary, secondary, or other education?

- No
- Yes
- Don't know

Q22 - Do you need internet access to do your work/study?

- Never
- Rarely
- Yes, for a minority of my daily tasks
- Yes, for most of my daily tasks
- Yes, I usually cannot perform my daily tasks without internet access
- Don't know

Q23 - Do you go online at home for work/study-related activities?

- No
- Yes
- Don't know

Q24_1 - Please indicate whether you agree or disagree with the following statements. - Online access at home made it possible for me to work/study at home

- Agree
- Disagree
- Don't know
- Not applicable

Q24_2 - Please indicate whether you agree or disagree with the following statements. - I am very satisfied with the use of online systems in working/studying from home

- Agree
- Disagree
- Don't know
- Not applicable

Q24_3 - Please indicate whether you agree or disagree with the following statements. - I prefer to work/study from home

- Agree

- Disagree
- Don't know
- Not applicable

Q24_4 - Please indicate whether you agree or disagree with the following statements. - I prefer to work/study from an office outside my home

- Agree
- Disagree
- Don't know
- Not applicable

Q24_5 - Please indicate whether you agree or disagree with the following statements. - I prefer a hybrid option that allows me to work/study from home and from an office outside my home

- Agree
- Disagree
- Don't know
- Not applicable

Q25_1 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - I am more productive

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_2 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - I am lonely

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_3 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - I get more distractions

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_4 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - I lose touch with people important to my work

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters

- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_5 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - I have too many problems with communication

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_6 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - I experience many problems with technology

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_7 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - Security is a problem

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q25_8 - Please indicate the best option for these statements? If any of these don't apply to you, choose don't know. - Privacy is a problem

- Working/Studying at home
- Working/studying at a main office, branch office, or university headquarters
- Working/studying at a decentralised work place (WeWork, Coffee place, etc.)
- Don't know
- Not applicable

Q26c - Have you faced any of the following security problems in the present (currently), during the pandemic, or before the pandemic? Currently:

- Received obscene or abusive e-mails
- Received a virus, spyware or other malicious software on your computer
- Saw unsolicited cruel or hateful comments or images online
- Been harassed or bullied online
- I have been a victim of a scam or fraud online
- I have been a victim of online identity theft
- Believed someone accessed your social network or e-mail account without your permission
- Had personal data or passwords stolen or hacked

- Had your computer or other digital device stolen
- Tricked into opening a fraudulent message or attachment ('phishing')
- Tricked into providing personal information online ('pharming')
- Lost documents, pictures or other data that was on my computer or other device
- Other problem, please describe using English if possible
- I haven't faced any cybersecurity problems
- Don't know

Q26b - Have you faced any of the following security problems in the present (currently), during the pandemic, or before the pandemic? During the pandemic:

- Received obscene or abusive e-mails
- Received a virus, spyware or other malicious software on your computer
- Saw unsolicited cruel or hateful comments or images online
- Been harassed or bullied online
- I have been a victim of a scam or fraud online
- I have been a victim of online identity theft
- Believed someone accessed your social network or e-mail account without your permission
- Had personal data or passwords stolen or hacked
- Had your computer or other digital device stolen
- Tricked into opening a fraudulent message or attachment ('phishing')
- Tricked into providing personal information online ('pharming')
- Lost documents, pictures or other data that was on my computer or other device
- Other problem, please describe using English if possible
- I haven't faced any cybersecurity problems
- Don't know

Q26a - Have you faced any of the following security problems in the present (currently), during the pandemic, or before the pandemic? Before the pandemic:

- Received obscene or abusive e-mails
- Received a virus, spyware or other malicious software on your computer
- Saw unsolicited cruel or hateful comments or images online
- Been harassed or bullied online
- I have been a victim of a scam or fraud online
- I have been a victim of online identity theft
- Believed someone accessed your social network or e-mail account without your permission
- Had personal data or passwords stolen or hacked
- Had your computer or other digital device stolen
- Tricked into opening a fraudulent message or attachment ('phishing')
- Tricked into providing personal information online ('pharming')
- Lost documents, pictures or other data that was on my computer or other device
- Other problem, please describe using English if possible
- I haven't faced any cybersecurity problems
- Don't know

Q26.1 - Did you experience more cybersecurity problems before, during, or after the pandemic (currently)?

- No difference
- More before the pandemic
- More during the pandemic
- More after the pandemic (currently)
- I don't know

Q27_1 - Do you agree in the effectiveness of the following online protection measures? - Keeping family members away from work devices

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_2 - Do you agree in the effectiveness of the following online protection measures? - Using a sliding webcam cover

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_3 - Do you agree in the effectiveness of the following online protection measures? - Using strong passwords

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_4 - Do you agree in the effectiveness of the following online protection measures? - Carefully managing your passwords

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_5 - Do you agree in the effectiveness of the following online protection measures? - Keeping operating systems and software up to date

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_6 - Do you agree in the effectiveness of the following online protection measures? - Using secure networks when connecting to the Internet

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_7 - Do you agree in the effectiveness of the following online protection measures? - Being careful to avoid phishing and scam e-mails

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_8 - Do you agree in the effectiveness of the following online protection measures? - Sharing virtual meetings URL securely, e.g. requesting a password or authentication to join the meeting.

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_9 - Do you agree in the effectiveness of the following online protection measures? - Using licenced (not pirated) software

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_10 - Do you agree in the effectiveness of the following online protection measures? - Not sharing personal information (information that can identify you as an individual, such as your postal address) on social media

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_11 - Do you agree in the effectiveness of the following online protection measures? - Checking the authenticity of people who contact you online

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand

- Somewhat agree
- Strongly agree

Q27_12 - Do you agree in the effectiveness of the following online protection measures? - Not visiting websites that look suspicious (e.g., an adult streaming website)

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_13 - Do you agree in the effectiveness of the following online protection measures? - Using two- or multi-factor authentication

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_14 - Do you agree in the effectiveness of the following online protection measures? - Blocking pop-up ads

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_15 - Do you agree in the effectiveness of the following online protection measures? - Managing records of your internet use like "cookies"

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q27_16 - Do you agree in the effectiveness of the following online protection measures? - Other, please specify, using English if possible

- Strongly disagree
- Somewhat disagree
- I don't know/I don't understand
- Somewhat agree
- Strongly agree

Q28 - Did you start taking more protective online measures since the pandemic?

- No
- Yes

- Don't know

Q29 - When working from home, which devices do you use?

- Only personal devices
- Devices provided by your employer
- A mix of corporate and personal devices
- Don't know

Q30_1 - Does your employer do any of the following for you? - Provides antivirus software

- No
- Yes
- Not applicable
- Don't know

Q30_2 - Does your employer do any of the following for you? - Provides a corporate Virtual Private Network (VPN) for your use

- No
- Yes
- Not applicable
- Don't know

Q30_3 - Does your employer do any of the following for you? - Makes corporate applications accessible to you only via encrypted communication channels

- No
- Yes
- Not applicable
- Don't know

Q30_4 - Does your employer do any of the following for you? - Provides you access to IT support

- No
- Yes
- Not applicable
- Don't know

Q30_5 - Does your employer do any of the following for you? - Has clear policies for responding to any security incidents or personal data breaches

- No
- Yes
- Not applicable
- Don't know

Q30_6 - Does your employer do any of the following for you? - Provides training on good cybersecurity practices for staff

- No
- Yes
- Not applicable

- Don't know

Q30_7 - Does your employer do any of the following for you? - Has policies on working from home or remotely

- No
- Yes
- Not applicable
- Don't know

Q30_8 - Does your employer do any of the following for you? - Provides secure videoconferencing software

- No
- Yes
- Not applicable
- Don't know

Q30_9 - Does your employer do any of the following for you? - Provides corporate centralised storage solutions and internet resources to share working files

- No
- Yes
- Not applicable
- Don't know

Q30_10 - Does your employer do any of the following for you? - Provides multifactor authentication

- No
- Yes
- Not applicable
- Don't know

Q30_11 - Does your employer do any of the following for you? - Provides a securely configured device, such as a laptop

- No
- Yes
- Not applicable
- Don't know

Q30_12 - Does your employer do any of the following for you? - Has me use software that is pre-approved by the organisation

- No
- Yes
- Not applicable
- Don't know

Q31 - Did your employer start taking more measures for protecting your security when working online since the pandemic?

- No

- Yes
- Don't know

Q32 - Generally speaking, with respect to the organisation in which you work, would you say that it is very open to new ideas and innovation?

- Agree
- Disagree
- Don't know

Q33 - Generally speaking, with respect to the organisation in which you work, it is more focused on the outcomes of your work or with how you do your work:

- Focused on processes, how work is done
- Focused on results, the outcomes of work
- Don't know

Q34 - What is the position of your organisation regarding work from home?

- Does not permit my working from home or remotely, on the move, or anywhere that is not in my organisation's premises
- Allows a hybrid mix of work from home and work from my organisation's premises"
- Permits me only to work from home or remotely, on the move
- Doesn't apply to my job (I work in an industry/job where working from home is not possible)
- Don't know