

This survey aims to investigate perceptions of security programs used in South Korea.

The survey consists of two parts:

- Part 1: Questions about respondents' knowledge and understanding.
- Part 2: Perception survey on security programs required for banking and public services.

General Questions

Q1. What is your gender?

- (1) Male
- (2) Female

Q2. How old are you? (please specify: ____)

Part 1: Questions about respondents' knowledge and understanding

In this survey, the term "security program" refers to the security software that must be installed on a PC when using the following online (website) services.

- Banking: This study focuses on security programs that need to be installed on PCs, so internet-only banks that do not provide PC-based services (such as K-Bank, KakaoBank, and Toss Bank) are excluded.
- Government Services: This refers to public services, with common examples being HomeTax and Minwon24.

Additionally, the term "security program" in this survey includes software required for using a Joint Certificate.

Examples of "security programs" provided to aid respondents' understanding include firewall software, anti-keylogging software, PC information collection software, and Joint Certificate management software used in the aforementioned services.

Q3. Please select the three banks that are not included in this study:

- (1) K-Bank
- (2) Kookmin Bank
- (3) Kakao Bank
- (4) Nonghyup Bank
- (5) Toss Bank
- (6) KEB Hana Bank
- (7) Shinhan Bank

Q4. Please select the statement that does not describe the security program as defined in this survey:

- (1) The security program referred to in this survey includes authentication applications installed on smartphones.
- (2) The security program referred to in this survey includes certificate management software.

- (3) Examples of security programs mentioned in this survey include firewall software used in banking and government services, anti-keylogging software, PC information collection software, and certificate management software.
- (4) The security program mentioned in this survey is installed when using banking services.

Part 2: Perception survey on security programs required for banking and public services.

Q5. Have you ever used online banking or public services through a PC? [Select one]

- (1) Experienced both online banking and government services
- (2) Experienced only online banking services
- (3) Experienced only online government services
- (4) Have never experienced either

Q6. Please select all the banks you are currently using. [Multiple selections allowed]

- (1) ~ (18) Major banks in South Korea
- (19) Other (please specify: _____)

Q7. Have you ever installed a security program to use online banking services? [Select one]

- (1) Yes
- (2) No
- (3) Unsure

Q8. How often do you think the installation and use of security programs are enforced when using banking services? [Select one]

- (1) Never enforced

- (2) Rarely enforced
- (3) Occasionally enforced
- (4) Frequently enforced
- (5) Always enforced

Q9. Have you ever installed a security program to use government services? [Select one]

- (1) Yes
- (2) No
- (3) Unsure

Q10. How often do you think the installation and use of security programs are enforced when using government services? [Select one]

- (1) Never enforced
- (2) Rarely enforced
- (3) Occasionally enforced
- (4) Frequently enforced
- (5) Always enforced

Q11. Do you think security programs are actually helpful for security? [Select one]

- (1) Not helpful
- (2) Slightly helpful
- (3) Average
- (4) Somewhat helpful
- (5) Very helpful

Q12. Would you still consider using a security program even if it were not required?
[Select one]

- (1) Yes
- (2) No

Q13. Please describe any functions or operations provided by security programs that you are aware of. [Select and specify]

- (1) Specify the functions or operations of security programs you know: ____
- (2) Unsure

Q14. When do you think security programs are active? [Select one]

- (1) Always
- (2) When accessing banking and government sites
- (3) When using specific functions after accessing the above sites
- (4) Unsure

Q15. How do you uninstall security programs? [Select one]

- (1) Using Windows features (e.g., "Add or Remove Programs" in Control Panel)
- (2) Using the security program's uninstaller
- (3) Using external programs (e.g., "HoaxEliminator")
- (4) Deleting the folder where the security program is installed
- (5) No experience deleting security programs
- (6) Unsure
- (7) Other (please specify: ____)