

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

The survey consists of two parts:

- Part 1: Questions about respondents' knowledge and understanding of security programs
- Part 2: Questions examining perceptions of security programs required for banking and public services

General Information

Q1. Gender

- (1) Male
- (2) Female

Q2. Age

Please specify the year of your birth: ____

Part 1: Questions about respondents' knowledge and understanding of security programs

In this survey, "security program" refers to security software that must be installed on PCs for following online (website) services.

- Banking Services: Internet-only banks without PC-based services (such as K-Bank, KakaoBank, and Toss Bank) are excluded as this study focuses on PC-based security software.
- Government Services: This includes public services such as HomeTax and Minwon24.

"Security programs" in this survey include software required for Joint Certificates (public certificates).

"Security programs" include firewall software, anti-keylogging software, PC information collection software, and Joint Certificate management software.

Q3. Which three banks 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. Which of the following does **not** align with the definition of a security program in this survey?

- (1) Includes smartphone authentication apps
- (2) Includes certificate management software
- (3) Examples of security programs include firewall, anti-keylogging, PC information collection software used in banking and government services, and joint certificate

- management software
- (4) Installed for banking services

Part 2: Questions examining perceptions of security programs required for banking and public services.

Q5. Have you used online banking or government services on a PC? [Select one]

- (1) Both online banking and government services
- (2) Only online banking services
- (3) Only online government services
- (4) Neither

Q6. Please select **all** the banks you are currently using. [For respondents who answered (1) or (2) in Q5 only]

- (1) KEB Hana Bank
- (2) SC First Bank
- (3) Kookmin Bank
- (4) Shinhan Bank
- (5) Foreign Exchange Bank
- (6) Woori Bank
- (7) Korea Citibank
- (8) Kyongnam Bank
- (9) Gwangju Bank
- (10) Daegu Bank
- (11) Busan Bank
- (12) Jeonbuk Bank
- (13) Jeju Bank
- (14) Industrial Bank of Korea (IBK)
- (15) Nonghyup (NH Bank)
- (16) Suhyup (Korea Federation of Fisheries Cooperatives)
- (17) Korea Development Bank (KDB)

- (18) Export-Import Bank of Korea (KEXIM)
- (19) Others (please specify: _____)

Q7. Have you installed a security program for online banking? [Select one]

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

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

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

Q9. Have you installed a security program for 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 for government services? [Select one]

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

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

- (1) Not helpful

- (2) Slightly helpful
- (3) Average
- (4) Somewhat helpful
- (5) Very helpful

Q12. Would you still use a security program if it were not mandatory? [Select one]

- (1) Yes
- (2) No

Q13. What functions (operations) of security programs are you aware of? [Select and specify]

- (1) Specify the functions or operations: ____
- (2) Unsure

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

- (1) Always
- (2) Only When accessing banking/government sites
- (3) Only during specific functions after accessing 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: ____)