Questionnaire for User’s survey

The questionnaire is prepared to collect information related to evaluate performance of anti-virus software in Kolhapur and Sangli District for the purpose of research work. We would be very happy if you could spend a few minutes completing our survey, so that we can learn from your experiences.

Notes: 1) The contents of this form will be treated as strictly confidential.
2) The information given will be used only for academic purposes.
3) Please tick mark appropriate boxes.
4) Please write required information in the appropriate boxes.

Name of Organization: ---------------------------------------------------------------
-------------------------------------------------------------------------
Name of User: ---------------------------------------------------------------------
Designation: ------------------------------------------------------Total No of Computers: -----

Cost and financial aspects

Q.1 All computers in organization are connected to each other via LAN, Wireless LAN etc?
   A. Yes  B. No

Q.2. Are you using external devices like pen drive, CD, memory card, mobile etc.?
   A. Yes  B. No

Q.3. Have you installed any Anti-virus software on your all computers?
   A. Yes  B. No
   If Yes, go to Q. 4. If No, then abort.

Q.4. Have you installed Anti-virus software on Internet connected computers or Offline Computers?
   A. Internet Connected  B. Stand alone without Internet
   C. LAN Only  D. LAN with Internet

Q.5. Which anti-virus software is being used by you?
   A. Kaspersky anti-Virus  B. AVG anti-Virus
   C. Norton anti-Virus  D. McAfee Virus scans
   E. Quick Heal anti-Virus  F. Net Protector
   G. Other (give name):-----------------------------------

Q.6. What is the type of anti-virus software installed on your PC?
   A. Total Security  B. Professional
   C. Home Edition  E. Any Other: --------------------------

Q.7. What type of Anti-virus software package you are using?
   A. Trial  B. Licensed
Q.8. Total cost of anti-virus software purchased by you?
   A. ☐ Less than Rs. 1000     B. ☐ Rs. 1000 to 1500
   C. ☐ Rs. 1501 to 2000     D. ☐ Rs. 2001 to 2500
   E. ☐ More than Rs. 2500

Q.9 On which priority basic you select the security product?
   A. ☐ Brand Name     B. ☐ Service
   C. ☐ After sale Service     D. ☐ Price

Q.10. Did you experience any financial loss due to Virus attack on your computer system before using Anti-virus software?
   A. ☐ Yes     B. ☐ No

Q.11. Have you imposed any restrictions on the user to avoid virus attack?
   A. ☐ Yes     B. ☐ No

Q.12. Is it difficult to get funds from management for purchasing anti-virus software?
   A. ☐ Yes     B. ☐ No

Q.13. Are all your computers / network protected by anti-virus software or only important computers like servers, network stations, etc.
   A. ☐ All     B. ☐ Partly protected

Q.14. Rate the service provided by the help/support center for the present anti-virus software.
   A. ☐ Excellent     B. ☐ Good
   C. ☐ Fair     D. ☐ Poor     E. ☐ Neutral

Q.15. Rate the procedure of ‘Virus Database Definition Update’ in the present anti-virus software?
   A. ☐ Excellent     B. ☐ Good
   C. ☐ Fair     D. ☐ Poor     E. ☐ Neutral

Q.16. What is your opinion about the procedure of ‘Version Update’ for your present anti-virus software?
   A. ☐ Excellent     B. ☐ Good
   C. ☐ Fair     D. ☐ Poor     E. ☐ Neutral
Technical Support

Rate the following aspects related to the technical support of the present Antivirus Software? {1. Neutral 2. Poor 3. Fair 4. Good 5. Excellent}

Q. 1. Online support
Q. 2. Telephonic support
Q. 3. Support through Email
Q. 4. User manual / Trouble shooting manual
Q. 5. User Forum

Scanning Capabilities

Rate the following aspects related to the scanning capability of the present antivirus software {1. Neutral 2. Poor 3. Fair 4. Good 5. Excellent}

Q. 1. On-access Scanning
Q. 2. On-demand Scanning
Q. 3. Scheduled Scanning
Q. 5. Compressed Files Scanning
Q. 6. Auto-Clean Infected Files
Q. 7. Email protection
Q. 8. File Sharing protection
Q. 9. Web Mail protection
Q. 10. Heuristic Scanning
Q. 11. Ad ware / Spyware Scanning
Q.12. Script Blocking  
Q.13. Quarantines Infected Files  
Q.15. Registry Startup Protection

Other Important Features

Q.1. What is your opinion about the On Scan Reporting / History of present anti-virus software?
   A. Satisfactory   B. Can’t Say   C. Not Satisfactory

Q.2. What is your opinion about the Password Protect Settings of present anti-virus software?
   A. Satisfactory   B. Can’t Say   C. Not Satisfactory

Please give your comments in 2 -3 lines about your overall experience of using the Anti-virus Software. [OPTIONAL]
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Stamp & Signature