



# WebSense, Inc. Web@Work Survey 2006

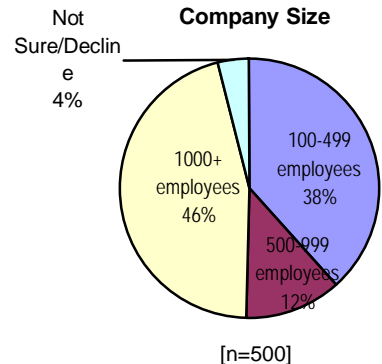
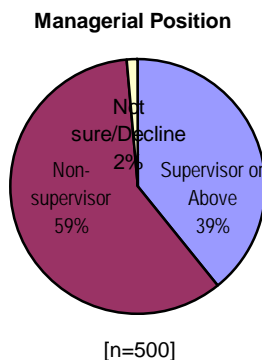
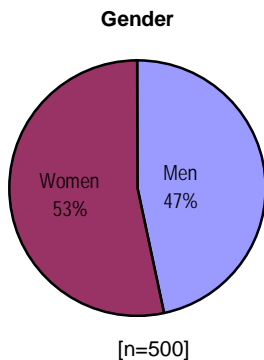
Conducted by Harris Interactive®  
*Employee Survey Results*

## Demographics

- Harris Interactive, on behalf of Websense, surveyed a random sample of 500 U.S. employees via telephone from March 16-April 4, 2006. To participate in the survey, respondents had to:
  - be at least 18 years old;
  - work full-time for a company with at least 100 employees;
  - have internet access at work.

Respondents ranged in age from 18 to 74. Thirty-eight percent worked at small companies (100-499 employees), 12 percent at mid-sized companies (500-999 employees), and 46 percent at large companies (1000 or more employees). Fifty-three percent of respondents were women and 47 percent were men. The majority of employees (59 percent) did not hold a supervisory position.

The sampling error for this study is +/- 4.4 percent at the 95 percent confidence level.



## Table of Contents

|  |         |
|--|---------|
| <u>Internet Access at Work</u> .....     | Page 3  |
| <u>What Employees Access</u> .....       | Page 4  |
| <u>Pornography</u> .....                 | Page 5  |
| <u>Blogging</u> .....                    | Page 5  |
| <u>Gender Differences</u> .....          | Page 5  |
| <u>Computer-Based Activities</u> .....   | Page 6  |
| <u>Spyware</u> .....                     | Page 8  |
| <u>Phishing</u> .....                    | Page 8  |
| <u>Offensive or Risky Material</u> ..... | Page 8  |
| <u>Security</u> .....                    | Page 9  |
| <u>Web Filtering</u> .....               | Page 10 |
| <u>Job Risk</u> .....                    | Page 10 |
| <u>Morning Coffee or Internet</u> .....  | Page 11 |

### Internet Access at Work

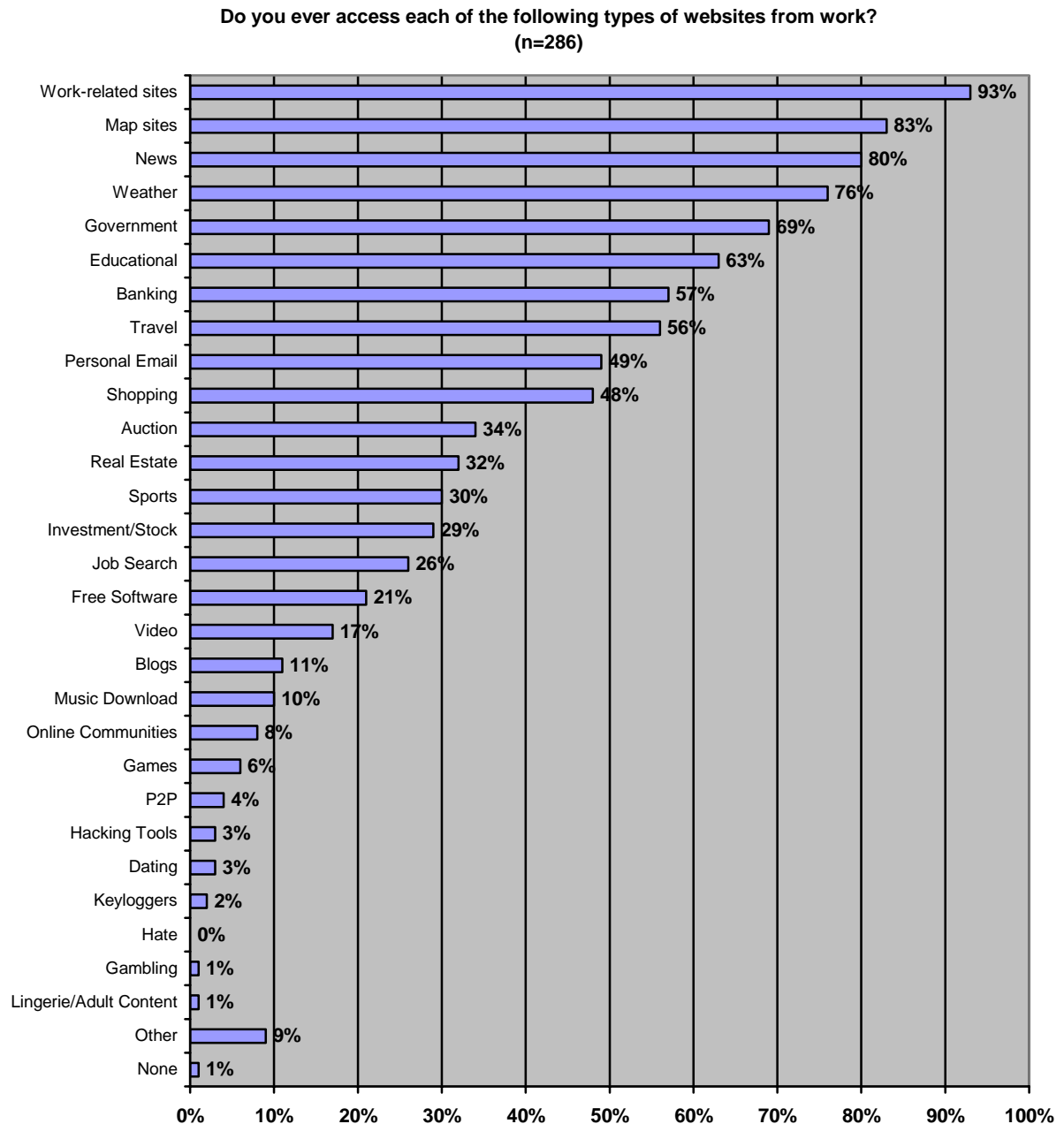
- Ninety-three percent of respondents said they spend at least some time accessing the internet at work. (Same as last year, 93 percent<sup>1</sup>.)
- The average time spent per week accessing the internet at work is 10.2 hours. (Nearly the same as last year, at 10.3.)
- About three in five (61 percent) employees who access the internet at work admitted to spending some time accessing non-work-related websites during work hours.
- *Of those employees who access non-work-related websites*, the average time accessing the internet at work is 12.81 hours, and the average time accessing non-work-related websites at work is 3.06 hours. This means that 24 percent of their time accessing the internet is non-work-related. (Slightly down from last year).

---

<sup>1</sup> Last year's employee survey was conducted by telephone within the United States between February 28 and March 21, 2005 among a nationwide cross sample of 500 adults aged 18+ who have Internet access at work and work at a company with at least 100 employees.

## What Employees Access

- Among employees who access non-work-related sites at work, the top three non-work-related sites accessed are Map sites such as Mapquest (83 percent), News sites (80 percent), and Weather sites (76 percent).



## Pornography

- Fewer people are accessing pornography at work than last year. Twelve percent of employees have either by accident or on purpose, visited a pornography website while at work (versus 17 percent last year). The overwhelming majority of those who have visited pornography sites at work (95 percent) said their visit to the site was accidental<sup>2</sup>.

## Blogging

- Five percent of employees said that they have a personal blog.
- Of those that have a personal blog, nearly half (46 percent) indicated that they do record work-related events or interactions with their co-workers in their personal blogs at least some amount of the time.<sup>3</sup>
- Forty-two percent of employees said that their company has regulations that prohibit employee-blogging. Fewer employees at smaller companies said that their company had regulations vs. those at larger companies.

### **Percent of employees who said, to the best of their knowledge, that their company has any regulations that prohibit employee-blogging [n=500]:**

- Small: 34 percent
  - Medium: 47 percent
  - Large: 48 percent
- Of those employees who visit blogs during work hours, 31 percent said they visit them occasionally or very frequently (4 percent somewhat frequently; 63 percent not very frequently or not at all)<sup>4</sup>.

## Gender Differences

- As in previous years, men are more likely than women to engage in personal surfing at work. Almost two-thirds (65 percent) of men who access the internet at work admitted to accessing non work-related websites during work hours vs. 58 percent of women.
- Men are more likely than women to view pornography at work. Whether it was by accident or on purpose, 16 percent of men who access the internet at work said they had visited a porn site while at work, while only 8 percent of women had done so.
- Among those who access the internet, men are more likely than women to access weather, sports, investment/stock, and blog sites:

---

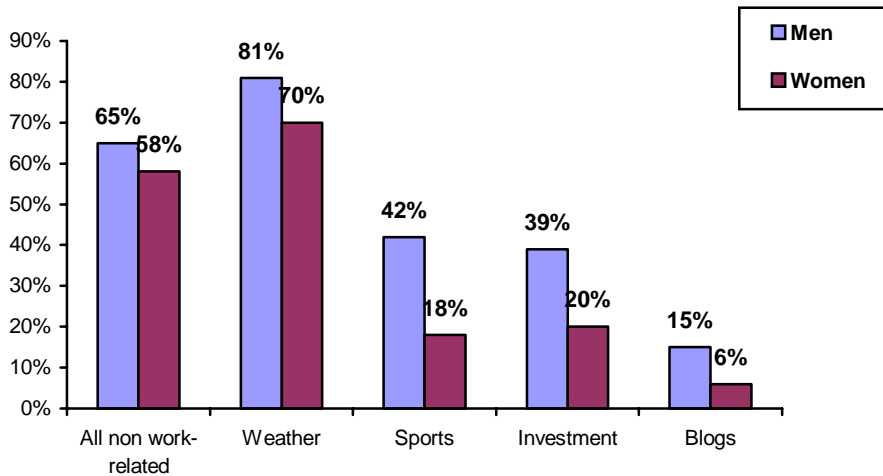
<sup>2</sup> Very small base (n<100). Data should only be used directionally.

<sup>3</sup> Very small base (n<50). Data should only be used directionally.

<sup>4</sup> Very small base (n<50). Data should only be used directionally.

- o Men are 1.15 times more likely than women to visit weather sites (81 percent men vs. 70 percent women).
- o Men are 2.3 times more likely than women to visit sports sites (42 percent men vs. 18 percent women).
- o Men are 1.95 times more likely than women to visit investment/stock purchasing sites (39 percent men vs. 20 percent women).
- o Men are 2.5 times more likely than women to visit blogs (15 percent of men vs. 6 percent of women).

**Types of non work-related sites accessed at work – Differences by gender**



[n=219 Men/250 women for the first question; n=143 men/143 women for the second question ]

## Computer-Based Activities

**Which of the following computer-based activities do you do at least once per week from work?**

|   |            |
|---|------------|
| Use streaming media to do such things as listen to internet radio or watch live newscasts via the web | 24 percent |
| Use instant messaging, such as AOL Instant Messenger or MSN Messenger                                 | 17 percent |
| Listen to MP3s or music files   | 11 percent |
| Play DVDs   | 10 percent |
| Play games  | 9 percent  |
| Use any unlicensed or copied software   | 2 percent  |

|   |            |
|---|------------|
| Access online hacking tools that teach or enable you to infiltrate computer systems | 1 percent  |
| Other   | 8 percent  |
| None  | 53 percent |

[n=500]

- Almost one in four (24 percent) employees watch or listen to streaming media at least once per week from work. This is up from last year (18 percent).
- One in six employees (17 percent) use IM at least once per week from work. Of those employees who said they use IM, 29 percent said they use it primarily for non-work-related purposes.<sup>5</sup>
- 18 percent of employees have downloaded and stored any non-work-related mp3s, personal photos, video clips, or movie clips on their work computer or network.

---

<sup>5</sup> Very small base (n<100). Data should only be used directionally.

## Spyware

- Only 6 percent of employees said that to the best of their knowledge, they have visited websites at work that contain spyware. However, 39 percent of those who have visited websites containing spyware said that their work computer has been negatively impacted by spyware<sup>6</sup>.
- Of those whose computers were impacted by spyware, 42 percent said the spyware resulted in a call to the help desk or IT staff<sup>7</sup>.

## Phishing

- Employees are more likely to be aware of phishing than last year. Almost half (49 percent) of employees have heard of phishing, compared to only 33 percent last year. Still, 50 percent have never heard of phishing.
- Only 2 percent of employees said they have ever “fallen for a phish” and clicked through a link to a phishing website at work.

## Offensive or Risky Material

- Twelve percent of employees said that they have had a co-worker, friend, or acquaintance send a link to their work email address that they considered offensive.
- Eleven percent of employees said that a co-worker, friend, or acquaintance has sent a link to their work email address to a website that they thought might contain spyware or lead to some sort of security risk.

---

<sup>6</sup> Very small base (n<50). Data should only be used directionally.

<sup>7</sup> Very small base (n<50). Data should only be used directionally.



## Security

- Of those employees who have a home PC, about three-fourths (76 percent) said they believe their company's security infrastructure is more secure compared to their home PC. 14 percent believe it is just as secure, and 4 percent believe it is less secure. (Two percent were unsure or declined to answer.)
- Of those employees who have a home PC, almost one in six (16 percent) are more likely to use their work computer to conduct online transactions. Sixty-two percent said they are more likely to conduct online transactions (such as banking or shopping) on their home computer.
- The majority of employees are not concerned about identity theft in the workplace. Sixty-three percent of employees said they are not very or not at all concerned about identity theft in the workplace; 19 percent are somewhat concerned; 16 percent are very or extremely concerned.

## Web Filtering

- The overwhelming majority of employees (92 percent) believe that their company has the right to install web filtering technology.

## Job Risk

- Employees feel viewing adult content at work or infecting their company with malicious spyware or a virus puts them at greater risk of losing their job than sleeping at their desk. Almost half (46 percent) said they believe they will lose their job visiting adult content using their work internet connection and almost one-third (30 percent) said they would lose their job if they infected the company with malicious spyware or a virus, while only 11 percent believe they will lose their job if they sleep at their desk.

### **Thinking about your workplace in general, in your opinion, conducting which one of the following activities at work would be most likely to result in your losing your job?**

|   |            |
|---|------------|
| Viewing adult content using your work internet connection | 46 percent |
| Infecting your company with malicious spyware or a virus  | 30 percent |
| Sleeping at your desk                                     | 11 percent |
| Playing games using your work internet connection         | 2 percent  |
| Personal shopping using your work internet connection     | 1 percent  |
| None of these   | 4 percent  |
| Not sure/Decline to answer                                | 7 percent  |

[n=500]

## Morning Coffee or Internet?

- Of those that said they use the internet at work for personal reasons, half (50 percent) of them said that they would rather give up their morning coffee than give up their ability to use the internet at work for personal use.

**If you had to give up either your morning coffee or your ability to use the internet at work for personal use, which would you give up, your coffee or the internet? (n=286)**

|                           |            |
|---------------------------|------------|
| Morning coffee:           | 50 percent |
| Personal internet access: | 45 percent |
| Neither                   | 3 percent  |
| Not sure/Decline          | 2 percent  |

## **Methodology**

Data for these surveys were collected by Harris Interactive on behalf of Websense. Harris Interactive is solely responsible for the telephone data collected and Websense is responsible for the data analysis and reporting. Both parties collaborated on the survey questionnaire.

The employee survey was conducted by telephone within the United States between March 16 and April 4, 2006 among a nationwide cross sample of 500 employees aged 18+ who have Internet access at work and work at a company with at least 100 employees. Data were not weighted and are therefore only representative of those employees surveyed.

In theory, with probability samples of this size, one can say with 95 percent certainty that the overall employee results have a sampling error of plus or minus 4.4 percentage points. Sampling error for the various sub-samples is higher and varies.

## **About Harris Interactive®**

Harris Interactive Inc. ([www.harrisinteractive.com](http://www.harrisinteractive.com)), based in Rochester, New York, is the 13<sup>th</sup> largest and the fastest-growing market research firm in the world, most widely known for *The Harris Poll*® and for its pioneering leadership in the online market research industry. Long recognized by its clients for delivering insights that enable confident business decisions, the Company blends the science of innovative research with the art of strategic consulting to deliver knowledge that leads to measurable and enduring value.

Harris Interactive serves clients worldwide through its United States, Europe ([www.harrisinteractive.com/europe](http://www.harrisinteractive.com/europe)) and Asia offices, its wholly-owned subsidiary Novatris in Paris, France ([www.novatris.com](http://www.novatris.com)), and through an independent global network of affiliate market research companies.  
EOE M/F/D/V