



**2010 ISACA Shopping on the Job Survey:  
Online Holiday Shopping and Workplace Internet Safety—  
Asia**

**October 2010**

[www.isaca.org](http://www.isaca.org)

\*n=893 unless otherwise indicated

Respondents are business and IT professionals who reside in Asia and are members of ISACA.

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1. During the holiday season (November and December), how much total time do you think an average employee at your organization spends shopping online using a work-supplied computer or smart phone at work or elsewhere?

a. 0 hours	10%
b. <b>1-2 hours</b>	<b>41%</b>
c. 3-5 hours	20%
d. 6-8 hours	8%
e. 9-12 hours	8%
f. 13-16 hours	4%
g. 17-20 hours	4%
h. 21-29 hours	2%
i. 30-39 hours	1%
j. 40-49 hours	1%
k. 50 hours or more	1%
  
2. Compared to last year, do you think employees at your organization will do more, less or about the same amount of online shopping this holiday season using a work-supplied computer or smart phone? (n=885)

a. <b>More</b>	<b>40%</b>
b. Less	13%
c. About the same	47%

3. How much money (in US dollars) in terms of productivity do you think your organization loses in November and December as a result of an employee shopping online during work hours? (n=885)
- |                      |            |
|----------------------|------------|
| a. \$0               | 17%        |
| b. <b>\$1-\$999</b>  | <b>39%</b> |
| c. \$1,000-\$4,999   | 17%        |
| d. \$5,000-\$9,999   | 10%        |
| e. \$10,000-\$14,999 | 6%         |
| f. \$15,000 or more  | 7%         |
| g. Other             | 6%         |
4. Does your organization prohibit the use of work e-mail addresses for personal online shopping or other online non-work-related activities? (n=878)
- |               |            |
|---------------|------------|
| a. <b>Yes</b> | <b>52%</b> |
| b. No         | 40%        |
| c. Unsure     | 8%         |
5. My organization does the following when it comes to mobile devices (e.g., smart phones, laptops, tablets, netbooks): (Please check all that apply.) (n=878)
- |   |            |
|---|------------|
| a. <b>Has a security policy that covers mobile devices</b>  | <b>62%</b> |
| b. Allows employees to use work mobile devices for personal use, including online shopping                          | 34%        |
| c. Allows employees to use personal mobile devices for work use   | 45%        |
| d. Regularly educates employees about securing their work-related and/or personal mobile devices for enterprise use | 51%        |
6. Does your organization limit or prohibit employees from shopping online using a work computer? (n=884)
- |   |            |
|---|------------|
| a. Limits (for example, to lunch hours or before or after work hours) | 9%         |
| b. <b>Limits by preventing access to certain sites</b>                | <b>38%</b> |
| c. Prohibits  | 17%        |
| d. No   | 31%        |
| e. Unsure   | 6%         |
7. Does your organization limit or prohibit employees from accessing social networking sites (e.g., Twitter, Facebook) for personal use using a work computer? (n=887)
- |   |            |
|---|------------|
| a. Limits (for example, to lunch hours or before or after work hours) | 8%         |
| b. Limits by preventing access to certain sites                       | 29%        |
| c. <b>Prohibits</b>   | <b>37%</b> |
| d. No   | 23%        |
| e. Unsure   | 3%         |

8. Please indicate whether each of these activities is of high risk, moderate risk or low risk to an organization: (n=848)

	Low Risk	Moderate Risk	High Risk
An employee uses his/her work e-mail address as a contact address for an online purchase.	16%	<b>56%</b>	28%
An employee clicks on an e-mail link to access an online shopping site from a work-supplied computer or smart phone.	8%	34%	<b>58%</b>
An employee accesses social networking sites for personal use from a work-supplied computer or smart phone.	12%	<b>46%</b>	42%
An employee uses mobile shopping applications on a work-supplied device.	10%	<b>48%</b>	42%
An employee uses a personal computer or smart phone for business e-mail/information.	19%	38%	<b>43%</b>
An employee downloads personal files, music, etc., onto work-supplied computer or smart phone.	8%	33%	<b>59%</b>
An employee loses/misplaces a work-supplied computer or smart phone.	3%	14%	<b>83%</b>

9. Approximately what percentage of your organization's information security incidents do you think are the result of employees' use of work computers for personal activities? (n=857)

a. 0	6%
b. <b>1-9</b>	<b>35%</b>
c. 10-19	22%
d. 20-29	14%
e. 30-39	7%
f. 40-49	3%
g. 50-59	4%

h. 60-69	2%
i. 70-79	4%
j. 80-89	1%
k. 90-99	1%
l. 100	0%

10. What security measures, if any, has your organization put in place to limit or prevent employees from shopping online using a work computer? (Please check all that apply.) (n=842)

a. Has a security policy in place that addresses online shopping	52%
b. Provides training on the security policy	54%
c. Educates employees on the risks of online shopping (but does not have a security policy)	32%
d. <b>Has technology in place to protect against web-based attacks</b>	<b>64%</b>
e. Blocks retail web sites	40%
f. Monitors employee usage of web	53%
g. Communicates its policy	51%
h. Provides a “guest” or segregated network and computing resources for employees to use for shopping and personal online activities	14%

11. In what industry do you work? (n=860)

a. Finance/banking/insurance	27%
b. Public accounting	5%
c. Transportation/aerospace	2%
d. Retail/wholesale/distribution	3%
e. Government/military	4%
f. <b>Technology services/consulting</b>	<b>29%</b>
g. Manufacturing/engineering	7%
h. Telecommunications/communications	4%
i. Mining/construction/petroleum/agriculture	2%
j. Utilities	1%
k. Legal/law/real estate	1%
l. Health care/medical/pharmaceutical	2%
m. Advertising/marketing/media	1%
n. Education/nonprofit	4%
o. Other	8%

12. How many people are employed in your organization, including all branches, divisions and subsidiaries? (n=856)

a. 1-49	7%
b. 50-99	4%
c. 100-249	8%
d. 250-499	7%
e. 500-999	9%
f. <b>1,000-4,999</b>	<b>24%</b>
g. 5,000-9,999	13%
h. 10,000-24,999	9%
i. 25,000-49,999	6%
j. 50,000-99,000	4%
k. 100,000 or more	9%

13. Which of the following is closest to your job title? (n=852)

a. External consultant	9%
b. Professor/teacher	1%
c. Professional	31%
d. Supervisor	8%
e. <b>Manager</b>	<b>37%</b>
f. Director	6%
g. Vice president	6%
h. President/CEO	2%

14. In which country do you work? (n=288)

a. Bangladesh	0%
b. China	0%
c. Hong Kong	5%
d. <b>India</b>	<b>30%</b>
e. Indonesia	3%
f. Japan	13%
g. Korea	3%
h. Lebanon	2%
i. Macao	0%
j. Malaysia	5%
k. Oman	1%
l. Pakistan	7%
m. Philippines	6%
n. Saudi Arabia	4%
o. Singapore	7%
p. Sri Lanka	2%
q. Taiwan	2%
r. Thailand	2%
s. United Arab Emirates	7%
t. Other	1%