

HISBUS Online Panel

A Virtual Village for Students

as Instrument of Political Consultation and Instant Information

Presentation in Zagreb

20/21 June 2007

Contents

1. Overview: Objectives and Philosophy
2. Standardization: Enquiry procedure / Presentation of results
3. Representativeness
4. Security Concept and Data Protection
5. Incentives and draws

Students research in the Web

- panel of 10.000 students
- *continuously* available *at any time*
- nationwide *representativeness*
- *quick* delivery of results
 - standard enquiry: 6 weeks
 - quick enquiry: 1 to 2 weeks max.

Virtual village for students

The interviewees ...

- ... are "*experts*" in education and higher education policy
- ... are not just objects of curious interviews, but *political consultants*
- ... exert influence on decision-making processes and political discussions



The online panel's 4 advantages

1. Costs

(printing, postage, reminders, returns, data collection)

2. Speediness

(1 – 6 weeks between designation of the problem and delivery of the results)

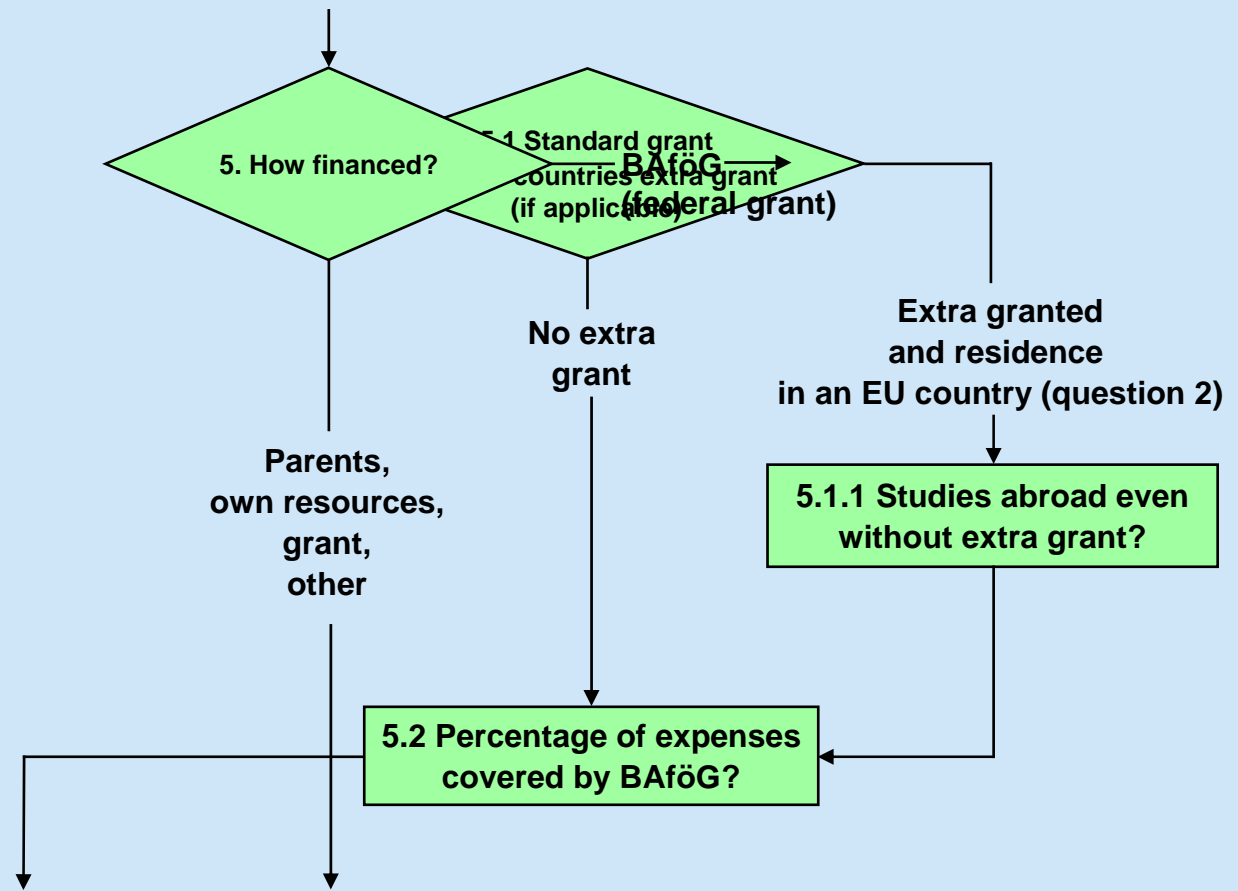
3. Quality of data

(online plausibilization)

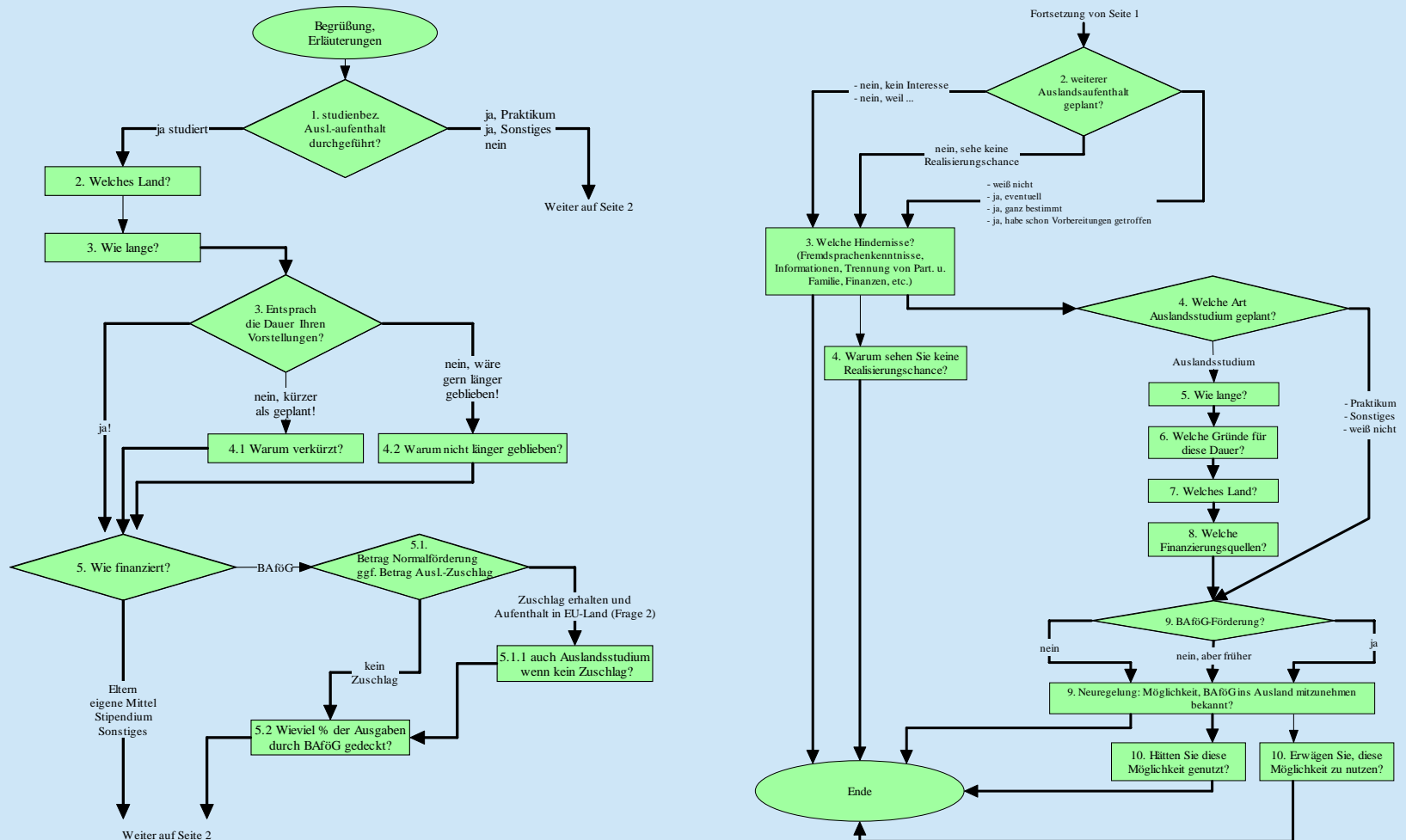
4. Expenditure for the interviewee

(reuse of master data / pre-enquiries)

Filter guidances (1)



Filter guidances (2)



Master data (1)

A. University and studies

- university?
- subject?
- degree?
- second studies?
 - when?
 - what subject was first?
- no. of university and subject terms?
- change of subject or degree?

B. Educational background

- type of university admission
 - when achieved?
 - which way?
 - in what place (Zip code)?
- vocational education?
 - kind?
 - when (prior, after, during the studies)?

Master data (2)

C. Personal details

- sex?
- year of birth?
- civil status?
- children?
 - how many?
 - how old?
- nationality?

D. Social background

- graduations of mother and father?
- finished vocational education of mother and father?
- job position of mother and father?
(subtly differentiated into 17 categories)

Topics / enquiries (selection)

- Teacher shortage
- Studies abroad and BAföG grant
- Utility value of university rankings
- Children planned? Students' conceptions of life
- The Bolgona process: knowledge and acceptance
- Acceptance of study fees
- E-Learning
- Knowledge of foreign languages
- Pisa – knowledge acquired at school and capability to study

Enquiry procedure (1)

1. Coordination of the enquiry concept

2. Operationalization

3. Implementation into web questionnaire

4. Expert test

5. Pretest in the field

6. Enquiry field phase

7. Plausibilization

8. Statistical evaluation

9. Result processing

- agreement on topic
- identification of relevant content areas
- exploration of previous topic-related research

Enquiry procedure (2)

1. Coordination of the enquiry concept

2. Operationalization

3. Implementation into web questionnaire

4. Expert test

5. Pretest in the field

6. Enquiry field phase

7. Plausibilization

8. Statistical evaluation

9. Result processing

- questionnaire design with regards to content
- sequence
- ensuring comparability with other captures
- development of scales
- etc.

Enquiry procedure (3)

1. Coordination of the enquiry concept

2. Operationalization

3. Implementation into web questionnaire

4. Expert test

5. Pretest in the field

6. Enquiry field phase

7. Plausibilization

8. Statistical evaluation

9. Result processing

- adaptation to media (online version)
- individualization (filter creation)
- technical implementation (use of OPST, Online Panel Site Tool of Globalpark)

Enquiry procedure (4)

1. Coordination of the enquiry concept
2. Operationalization
3. Implementation into web questionnaire

4. Expert test

5. Pretest in the field
6. Enquiry field phase
7. Plausibilization
8. Statistical evaluation
9. Result processing

- first quick online test of the questionnaire by ...
- HIS experts and ...
- client experts

Enquiry procedure (5)

1. Coordination of the enquiry concept
2. Operationalization
3. Implementation into web questionnaire
4. Expert test
- 5. Pretest in the field**
 - test of the questionnaire by a small group of panel participants
6. Enquiry field phase
7. Plausibilization
8. Statistical evaluation
9. Result processing

Enquiry procedure (6)

1. Coordination of the enquiry concept
2. Operationalization
3. Implementation into web questionnaire
4. Expert test
5. Pretest in the field
- 6. Enquiry field phase**
7. Plausibilization
8. Statistical evaluation
9. Result processing

duration: 15 – 20 days

- invitation of participants by E-mail
- participation reminder after approx. 5 days
- second reminder after approx. 10 to 15 days

Enquiry procedure (7)

1. Coordination of the enquiry concept
2. Operationalization
3. Implementation into web questionnaire
4. Expert test
5. Pretest in the field
6. Enquiry field phase
- 7. Plausibilization**
8. Statistical evaluation
9. Result processing

- plausibilization of answers
- set up of aggregate variables (e.g. age by age-groups)

Enquiry procedure (8)

1. Coordination of the enquiry concept
2. Operationalization
3. Implementation into web questionnaire
4. Expert test
5. Pretest in the field
6. Enquiry field phase
7. Plausibilization
- 8. Statistical evaluation**
9. Result processing

creation of evaluations
corresponding to
stated questions

- frequency count
- comparison of means
- cross-classified tables
- etc.

Enquiry procedure (9)

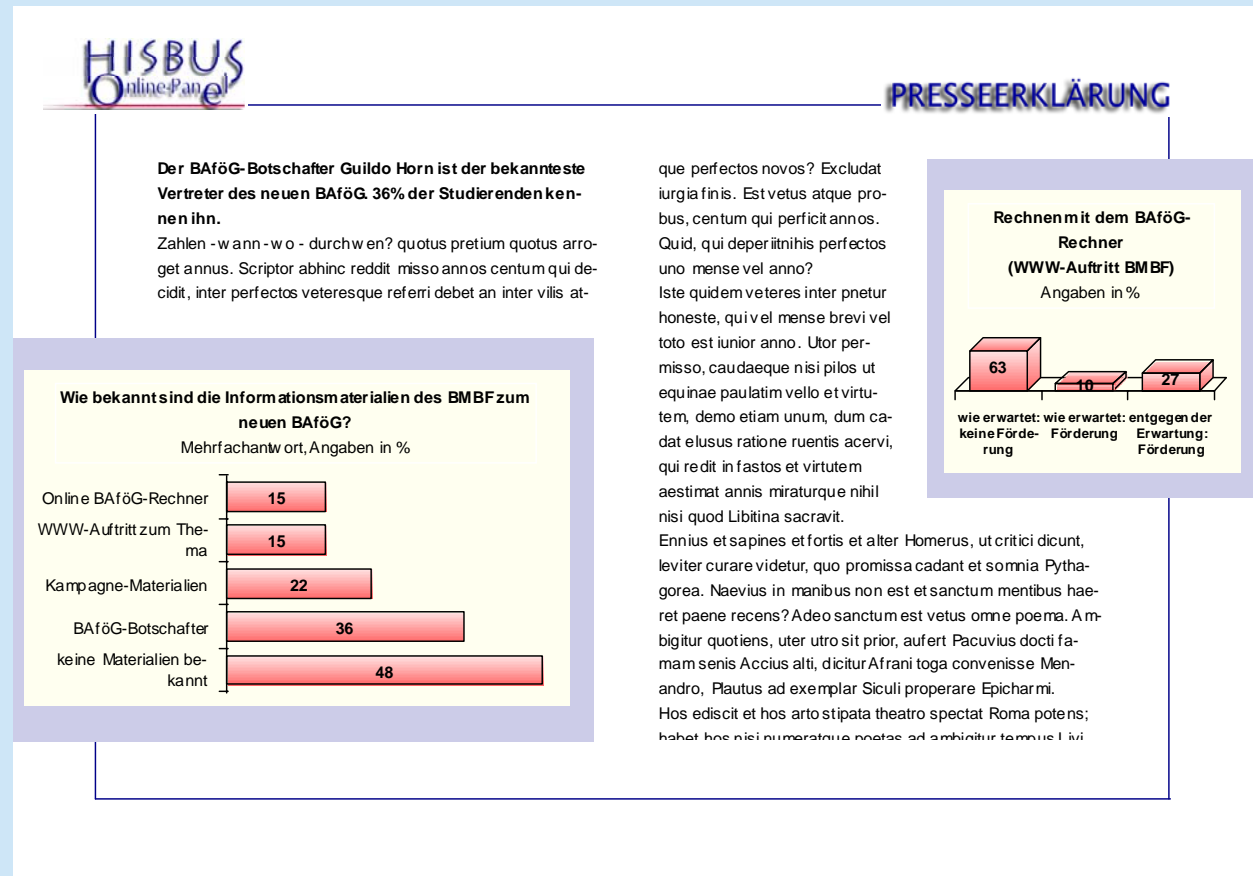
1. Coordination of the enquiry concept
2. Operationalization
3. Implementation into web questionnaire
4. Expert test
5. Pretest in the field
6. Enquiry field phase
7. Plausibilization
8. Statistical evaluation
- 9. Result processing**

creation of a summary report including ...

- a very brief commentary to the most important results
- extensive figures

Summary report: "Press release"

- press release
- diagrams (1 – 3)
- results
- method
- questionnaire with frequency tabulation
- appendix with tables



Summary report: further parts

- press release
- diagrams (1 – 3)
- results
- method
- questionnaire with frequency tabulation
- appendix with tables

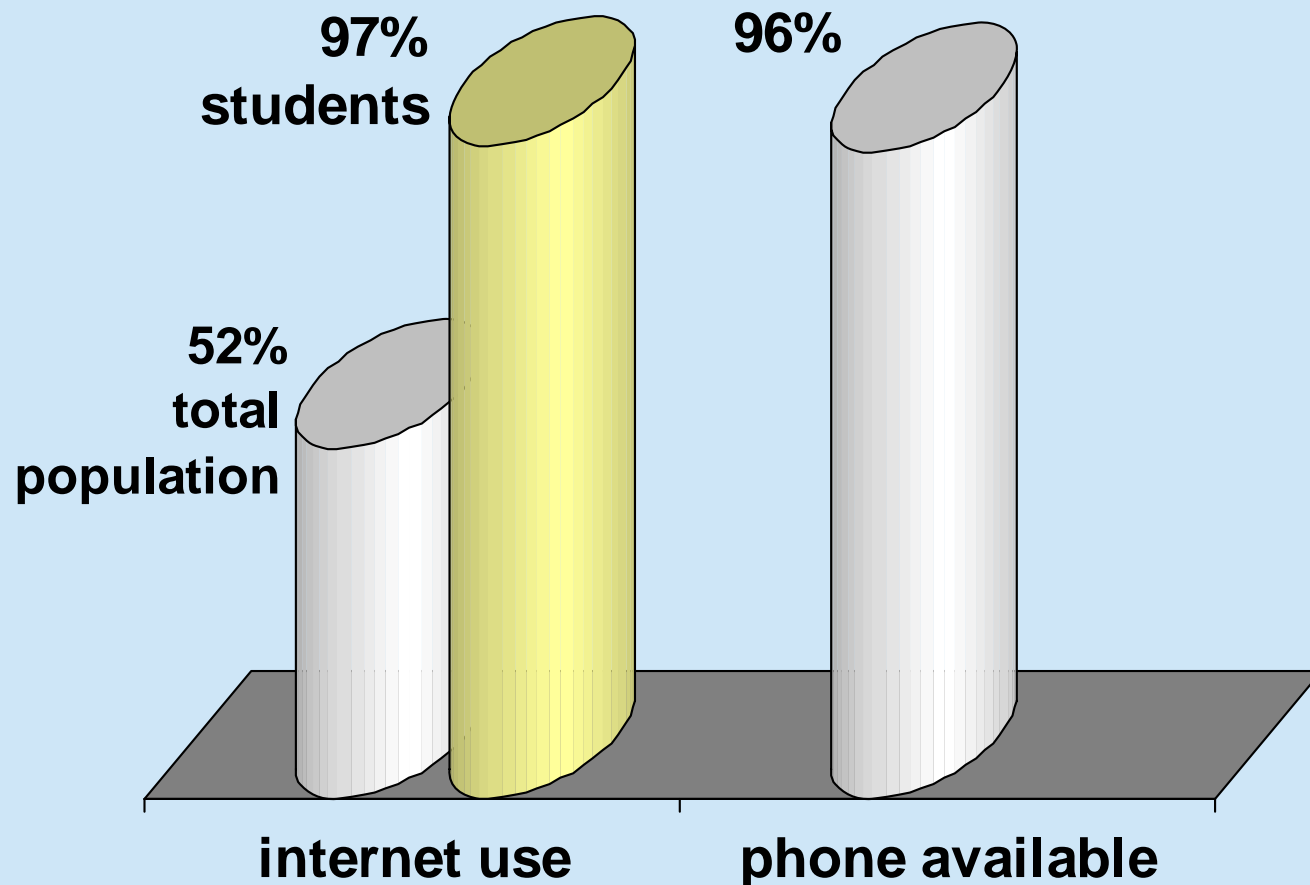


Guideline: Quality Assurance Standards for Online Enquiries



- *"The participants must be **'actively'** selected or recruited respectively ..."*
- *"A general invitation (e.g. by **banners**) does **not** meet the methodical requirements ..."*
- *"Due to their **self selectivity** these 'passive' selections result in sample biasing ..."*
- *"Generalized statements are only possible, if a very **advanced online penetration** of the target group can be proved."*

Online Penetration



Statistisches
Bundesamt
Spring 2003

Offline recruited online panel

- recruiting of panelists by representative written enquiries
 - social survey
 - panel of persons with university admission
 - first year students' enquiry
 - HISBUS recruiting enquiries in writing
 - Since 2007: study quality monitor
- ensures active selection
- allows check for sample biasing

Bias adjustments

Precondition: Ensuring the representativeness of the written enquiry (draw proportion adjustment and weighting, if necessary)

Step 1: Bias check by ...

- comparison between persons ready to participate online and participants of the written enquiry
- comparison between panelists and participants of the written enquiry

Step 2: Bias adjustment by weighting

Determination of suitable weighting characteristics by experiment, optimization:

- best possible adjustment to population
- at the same time smallest possible number of characteristics

Bias check (1)

	Social survey	Ready to participate online	Panelists
Female	46.1	47.3	46.3
Male	53.9	52.7	53.7
Engineering	17.0	14.3	12.5
Ling./Cult.	21.1	19.2	17.9
Math./Nat. Sc.	18.3	22.0	23.1
Medicine	6.1	7.9	7.1
Law/Econ.	22.1	22.2	22.8
Soc. Psy. Edu.	15.4	14.4	16.7
Total	(12,428)	(3,255)	(737)

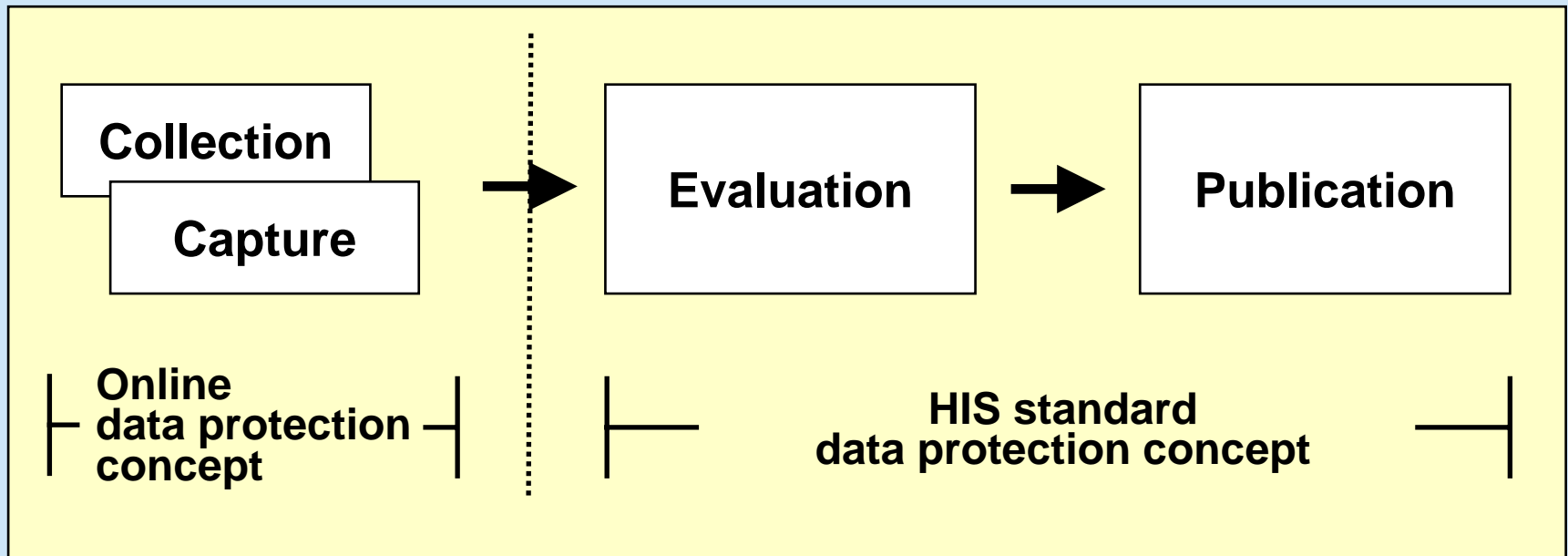
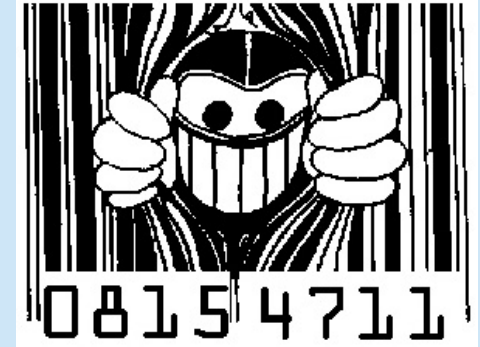
Bias check (2)

	Social survey	Ready to participate online
Computer use at univ.	4.2 h	4.7 h
External use of computer	9.8 h	10.9 h
Online (at univ. and externally)	4.8 h	6.1 h

Above-average familiar with ... (%)		
- Word processor	71	78
- Spreadsheet (Excel)	33	38
- E-mail	76	86
- Internet / WWW	67	78
- Programming languages	11	14

Extension of the HIS data protection concept

Conflict: Capture of
private data, i.e. data to be protected,
via the Internet





Guideline: Quality Assurance Standards for Online Enquiries



http://www.adm-ev.de/quali_online.html

*„... When temporarily saving the data on a server that also has access to online-media, one has to **ensure** that no third parties can access these data.*

...

Address and interview data must be separated immediately after reception in the research institute“.

Safeguarding the webserver (1): matter of course

Protection of the HISBUS webserver by

- consistent **use of open source software** according to KBSt, BSI, BMWi, DFN-CERT recommendations:
 - Linux operating system
 - Apache webserver software
 - server applications (PHP middleware, security software)
- **minimalistic software equipment** of the webserver
- setup of an additional **firewall** (rulebased package filtering)
- **disabling of unsafe protocols** (telnet, ftp etc.)

Safeguarding the webserver (2)

Protection of the HISBUS webserver by

- **use of encryption**
 - for administration (ssh, scp)
 - for access by interviewees (https, 128Bit)
 - certification of webserver (confidence-building measure)
- **continuous system monitoring**
 - access control (restrict root, RSBAC)
 - intrusion detection / misuse detection (snort)
 - system logfile analysis on a regular basis (logcheck)
 - file system integrity check (tripwire)
- **prompt integration of security updates (patches etc.)**

Necessity of security updates

```
nmap hisbus.his.de
```

```
badBoy@invader.his.de~#  
badBoy@invader.his.de~# nmap hisbus.his.de  
  
Starting nmap V. 2.54BETA31 ( www.insecure.org/nmap/ )  
Interesting ports on hisbus.his.de (192.124.237.158):  
Port      State      Service  
25/tcp    open       smtp  
80/tcp    open       http  
443/tcp   open       https  
Nmap run  
badBoy@:
```

Port	State	Service
25/tcp	open	smtp
80/tcp	open	http

```
telnet hisbus.his.de 25
```

```
badBoy@invader.his.de~#  
badBoy@invader.his.de~# telnet hisbus.his.de 25  
Trying 192.124.237.158...  
Connected to hisbus.his.de.  
Escape character is '^]'.  
220 hisbus.his.de ESMTTP Sendmail 8.12.11/8.12.11; Sat, 27 Mar 2004  
0  
QUIT  
221 2.0.0 hisbus.his.de close  
Connection closed by foreign host.  
badBoy@invader.his.de~#
```

```
Sendmail 8.12.11/8.12.11;
```


US-CERT Vulnerability Note VU#398025 - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://www.kb.cert.org/vuls/id/398025

US-CERT
www.us-cert.gov The US Computer Emergency Readiness Team

U.S. DEPARTMENT OF HOMELAND SECURITY

home press room about us working with us events contact us resources

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Vulnerability Note VU#398025

Remote Buffer Overflow in Sendmail

Overview

There is a vulnerability in sendmail that may allow remote attackers to gain the privileges of the sendmail daemon, typically root.

I. Description

Researchers at [Internet Security Systems \(ISS\)](#) have discovered a remotely exploitable vulnerability in sendmail. This vulnerability could allow an intruder to gain control of a vulnerable sendmail server.

Most organizations have a variety of mail transfer agents (MTAs) at various locations within their network, with at

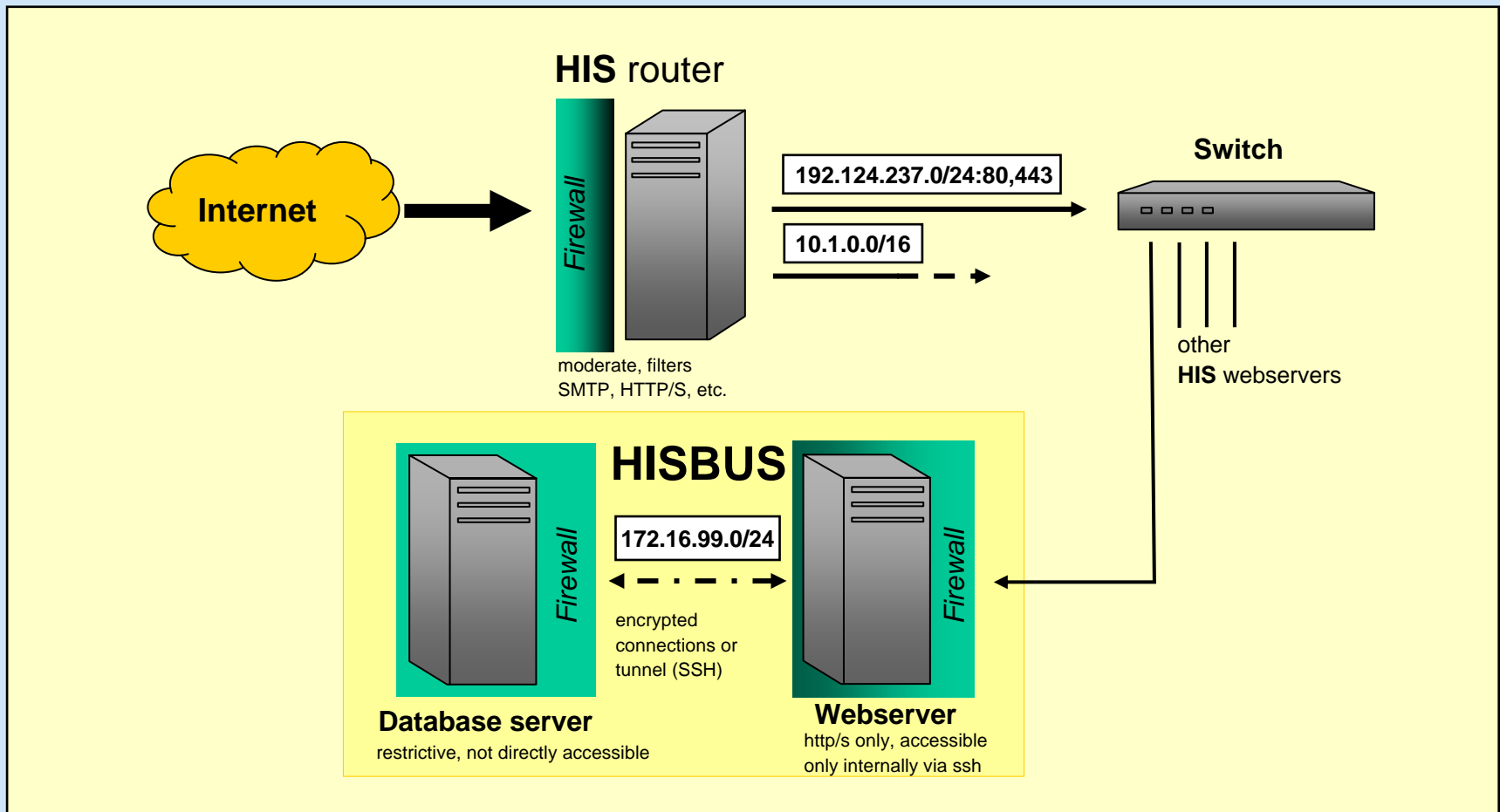
There is a vulnerability in sendmail that may allow remote attackers to gain the privileges of the sendmail daemon, typically root.

View Notes

By
[Name](#)

[ID Number](#)

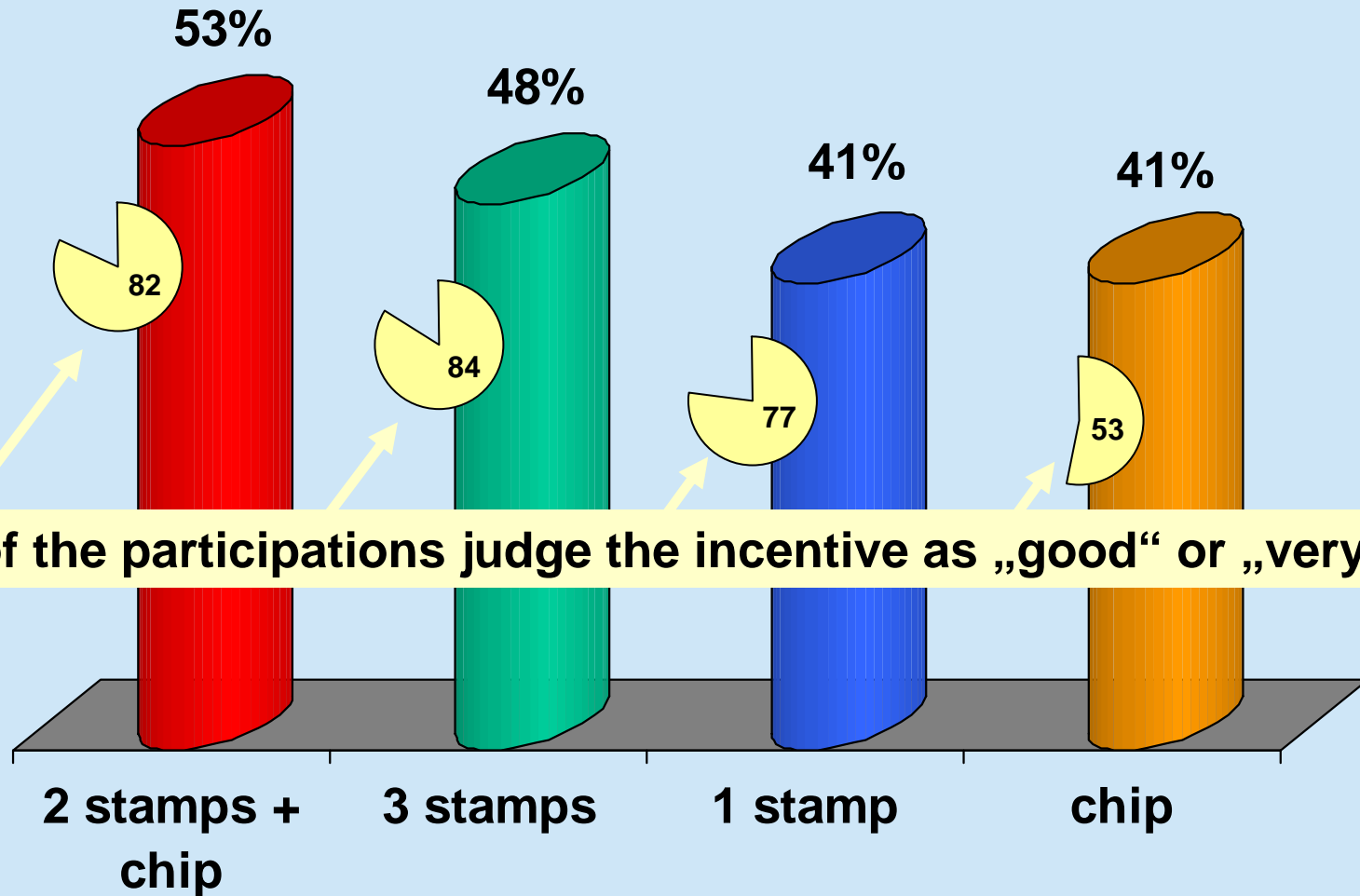
2-server concept



Incentives and Draws



Incentives prior to start of enquiry



... % of the participations judge the incentive as „good“ or „very good“

3 stamps vs. 2 stamps



Feedback of panel participations

- „I was very surprised. I think I've never been that pleased to hold a stamp in my hand. Good idea, useful and completely sufficient to express appreciation“
- „I liked this thank-you even more since I didn't expect it!
Thank you very much!“

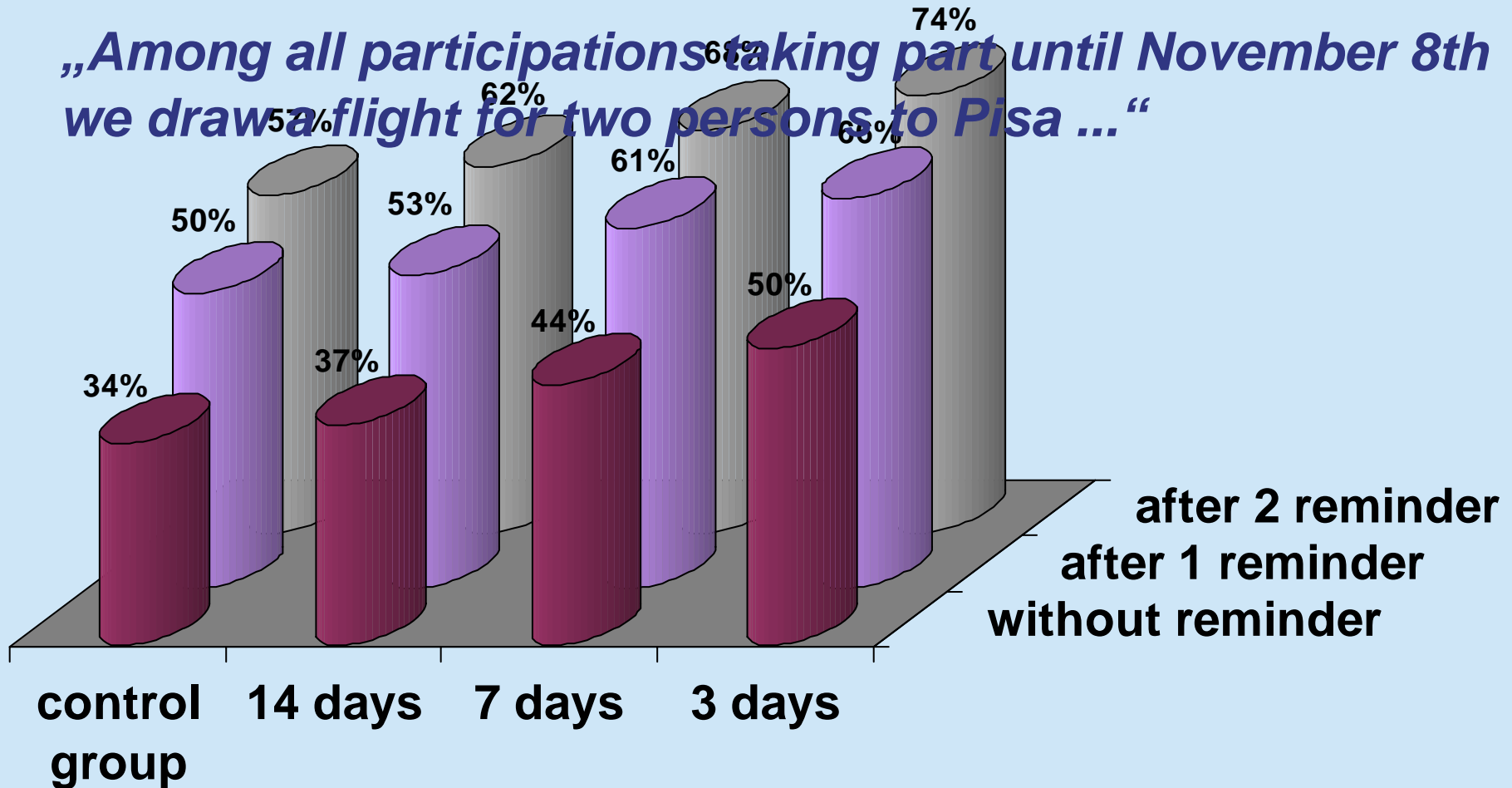


Draws / Draw items

	Few large winnings worth 5 * 100 €	Many smalls winnings worth 20 * 25 €	Combination of 1 MP3 and winnings 20 * 20 €	Control group without draw
Equivalent cash	44%	40%	35%	35%
Equivalent in book vouchers	44%	37%	40%	
Equivalent in railroad ticket vouchers	40%	36%	36%	

Draws / Draw dates

„Among all participations taking part until November 8th we draw a flight for two persons to Pisa ...“



Thank you!

Special Requirements

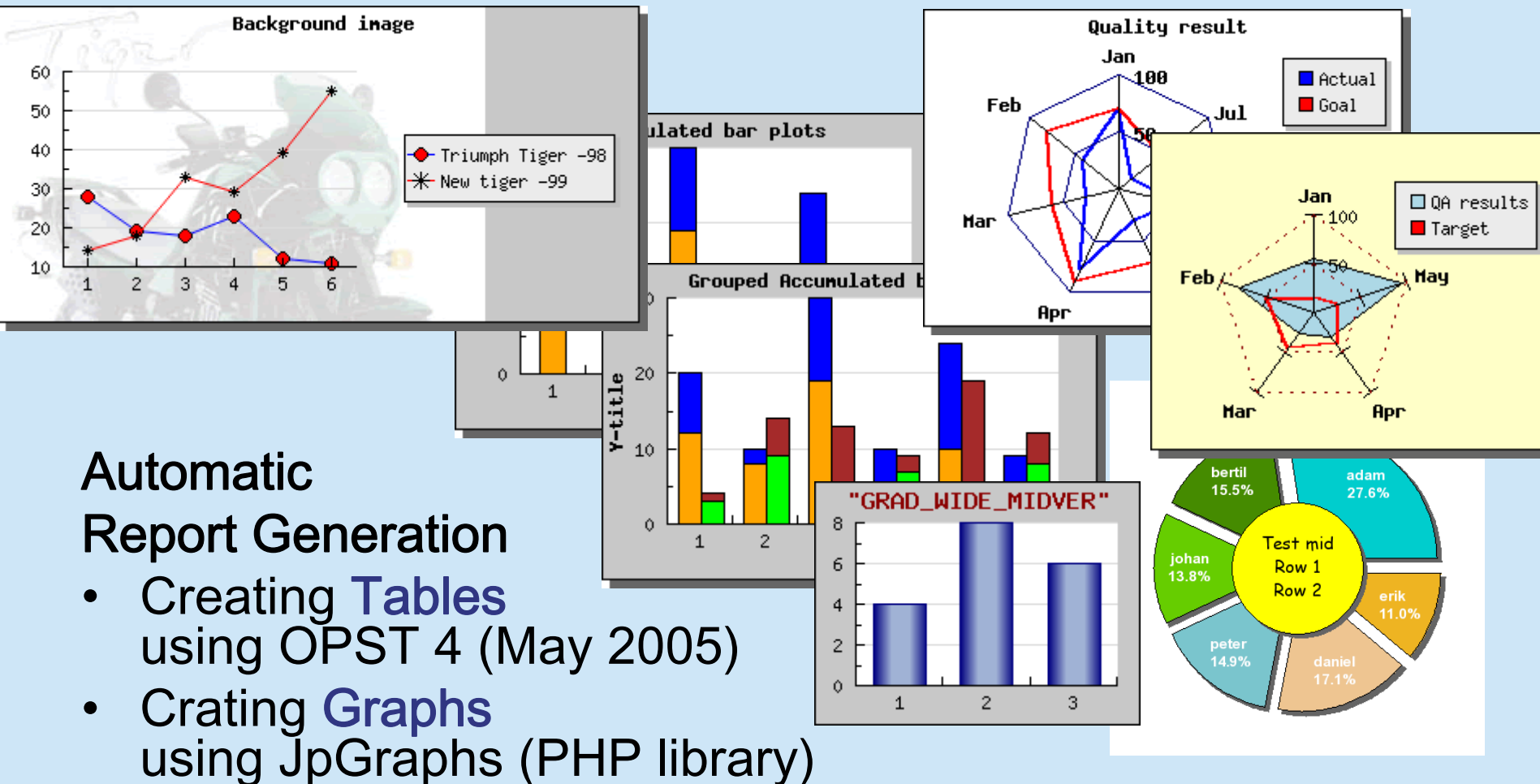
OPST Online Panel Site Tool (Globalpark)

- **Open architecture** (LAMP, Linux, Apache, MySQL, PHP)
- Source available
→ possibility to make **own add-ons**

Examples:

- Enquiry „Foreign Languages“
DIALANG Questionnaire with **complex calculations**
- Enquiry „E-Learning“
(Tool-Tips = **Mouse over buttons**)
- Semiautomatic **Wightening**
- HISBUS **Data Cleaning** Module
- HISBUS **Reporting** Module (planned)

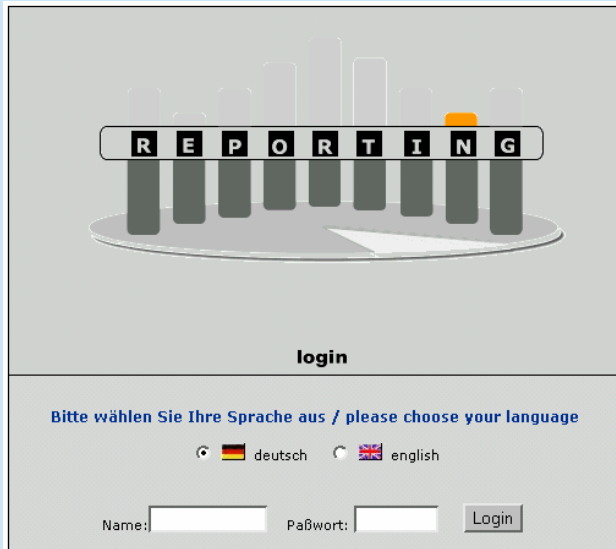
HISBUS Reporting



Automatic Report Generation

- Creating **Tables** using OPST 4 (May 2005)
- Crating **Graphs** using JpGraphs (PHP library)

OPST Reporting platform



The login screen features a stylized bar chart with the word 'REPORTING' in large letters above it. Below the chart is a 'login' button. At the bottom, there is a language selection section with radio buttons for 'deutsch' and 'english', and a 'Login' button next to input fields for 'Name:' and 'Paßwort:'.

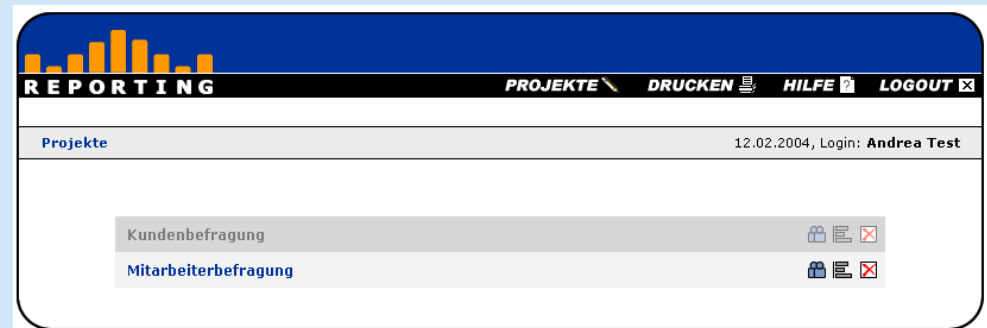
login

Bitte wählen Sie Ihre Sprache aus / please choose your language

☐ deutsch ☐ english

Name: Paßwort:

- separate access to report features
- real-time report statistics (drop-outs, survey duration etc.)
- real-time analysis of open and closed questions



The dashboard has a blue header with a bar chart and the word 'REPORTING'. Navigation links include 'PROJEKTE', 'DRUCKEN', 'HILFE', and 'LOGOUT'. Below the header, the 'Projekte' section shows the date '12.02.2004, Login: Andrea Test' and two survey options: 'Kundenbefragung' and 'Mitarbeiterbefragung', each with a small icon and a red 'X' button.

REPORTING

PROJEKTE DRUCKEN HILFE LOGOUT

Projekte 12.02.2004, Login: Andrea Test

Kundenbefragung

Mitarbeiterbefragung

Frage: In welcher Abteilung arbeiten Sie?

Typ:111 - Einfachauswahl untereinander Variable:v_16718 Label:Abteilung

	Ausgewählt	wie oft ausgewählt (in Prozent)
Verwaltung (1)	1	14,3%
Marketing (2)	1	14,3%
Produktion (3)	3	42,9%
Consulting (4)	2	28,6%
Gesamtzahl gültige Werte	7	
Mittelwert:	2,857	
Missing	0	
Sys-Missing	111	
Gesamt: 118	Alle Personen auf dieser Seite: 7	

Language support

- Specifying and Editing General Properties
- Centrally Editing Text Elements of the Questionnaire , Survey Messages and Logos or ...
- Externally Editing Text Elements ...
- Setting Up a Language Selection Question

Hardware



2 Server, each:

- 2 Xeon Processor 3,06GHz
- 2 GB Ram
- Hardware RAID (RAID 1)
- 2 Harddisc SCSI 18GB/1.500rpm
- 2 Harddisc SCSI 73GB/1.500rpm
- 2 Gbit Lan
- 2 Redundant 400W power supply

Data Backup

- External 500 GB Harddisc
- Backup-Server

High Availability

- RAID
- Redundand Power Supply
- Monitoring / Notification



Monitoring / Notification

- Monitoring via Nagios
- Notification via SMS

OPST Licence

Online Panel Site Tool

- Special Agreement between



and HIS

- 10.000 Euros / year
- Support and Updates included
- Documented Source available

There are four major steps to set-up and conduct an online-survey

✓ four steps to an online-survey



- ✓ first step to an online-survey – create project (I)



Neues Projekt anlegen

Alle mit * gekennzeichneten Felder müssen ausgefüllt werden.

Projekt importieren

Projekttyp	Personalisierte Umfrage
Titel (max. 255)*	Website Test 2003
Beschreibung	Überprüfung der Homepage nach dem Relaunch
Autor (max. 50)*	Martin Muster
Mitarbeiter (max. 255)	
Welche Gruppen sollen vollen Zugang erhalten?	<input checked="" type="checkbox"/> System Administrator <input type="checkbox"/> Administrator <input type="checkbox"/> Project Manager <input type="checkbox"/> Panel Administrator

anlegen

- selection of project type (anonymous vs. personalised)
- create title
- description
- determine team members

- ✓ first step to an online-survey – create project (II)



Eigenschaften der Umfrage "Website Test 2003" (Personalisierte Umfrage)

[Umfragemeldungen editieren](#) [Logintexte definieren](#) [Popup-Generator](#)

Allgemeine Optionen

Status	angelegt - Aktivieren
URL der Umfrage [Ändern]	http://test.3uu.de/uc/root/ceff
Beginn der Umfrage - Zeit auf dem Server (in GMT): 18.02.2003 11:23:02 -	1 1 2003 Zeit: 00 00 00
Ende der Umfrage - Zeit auf dem Server (in GMT): 18.02.2003 11:23:02 -	1 1 2003 Zeit: 00 00 00
Änderungen am Fragebogen mitloggen [Änderungen anzeigen]	<input type="checkbox"/>

Layoutoptionen

Layoutvorlage [Detailvorschau] [Layout bearbeiten]	STANDARDLAYOUT
Stylesheet nicht aktualisieren, da lokal modifiziert	<input type="checkbox"/>
Layoutbilder nicht aktualisieren (benutzerdefiniertes Logo...)	<input type="checkbox"/>
Fortschrittsanzeige (0 für keine oder Anzahl der Seiten, die als Berechnungsbasis dienen)	0
Hier können Sie zu jeder Seite eine genaue Prozentangabe definieren	Fortschrittsanzeige bearbeiten
Die Fragen werden durchnummeriert	<input type="checkbox"/>
Korrekturen der Antworten sind nicht möglich.	<input type="checkbox"/>

- URL
- start/end of field phase
- pop-Up-Generator

- progress indicator
- layout type (password/code)

- ✓ second step to an online-survey – create questionnaire (I)



Übersicht Seiten zu Umfrage Website Test 2003

[Neue Seite anlegen](#) |
 [Alle aufklappen](#) |
 [Alle zuklappen](#) |
 [Reihenfolge verändern](#) |
 [Fragen anzeigen](#) |
 [Fragebogenmodul-Import](#)

pgid	Titel	Verschieben	Neu/Kopie/Export	Eigenschaften/Vorschau	Löschen
4991	<input type="checkbox"/> Seite 1: Einleitungsfragen	↑ ↓ ← →			
4992	<input type="checkbox"/> Seite 2: Fragen zum Layout	↑ ↓ ← →			
4993	<input type="checkbox"/> Seite 3: Fragen zur Navigation	↑ ↓ ← →			
4994	<input checked="" type="checkbox"/> Filter Filterseite: Navigation	↑ ↓ ← →			
4995	<input type="checkbox"/> Filterseite 3b Navigation	↑ ↓ ← →			
4996	<input type="checkbox"/> Seite 4: Fragen zum Inhalt	↑ ↓ ← →			
4997	<input checked="" type="checkbox"/> Random (Rotation) Designvorschläge	↑ ↓ ← →			
4998	<input type="checkbox"/> Designvorschläge 1	↑ ↓ ← →			
4999	<input type="checkbox"/> Designvorschläge 2	↑ ↓ ← →			
5000	<input type="checkbox"/> Seite 6: Soziodemographie	↑ ↓ ← →			
4987	<input type="checkbox"/> Endseite Endseite (Status = 31)				

- create pages
- define plausibility checks
- define rotations
- create filters

- ✓ second step to an online-survey – create questionnaire (II)



► Fragen zur Seite "Seite 2: Fragen zum Layout (4992)" aus der Umfrage Website Test 2003

Fragebogen Seitenvorschau Reihenfolge ändern Trigger bearbeiten Plauscheck bearbeiten (Plauscheck bearbeiten) ↑ ↓

coid	conr	Titel	Optionen	Fragetyp
6468	1	Farbgestaltung		311 (ändern)
6469	2	Logo/ Flashelemente		311 (ändern)
Neu:	3	Hintergrundbilder Aus Bibliothek laden Detailanzeige Fragetypen	<div> 111 - Einfachauswahl untereinander HTML-Code Bild 111 - Einfachauswahl untereinander 112 - Einfachauswahl nebeneinander 113 - Einfachauswahl, Skala oberhalb 121 - Mehrfachauswahl untereinander 122 - Mehrfachauswahl nebeneinander 131 - geschlossene Auswahlliste 132 - offene Auswahlliste 141 - Textfeld einzeilig 142 - Textfeld mehrzeilig 143 - Textfeld-Matrix vertikal 144 - Textfeld-Matrix horizontal 311 - Standard-Matrix 1 312 - Standard-Matrix 2 </div>	

Zeitverbrauch (in Sekunden): 0.437536020317

- create questions
- select type of question
- integrate pictures

- ✓ second step to an online-survey – create questionnaire (III)



Frage 4 Angaben Person bearbeiten (Typ 111, Seite 4 Angaben Person, Projekt FK Layout)

Fragebogen Übersicht Seite Fragenvorschau Fragetyp ändern Skalensystem In Bibliothek eintragen Grafikauswahl anzeigen

Fragezeit: Wie lange nutzen Sie das Internet bereits?

Ausfüllanweisung:

Hilfetext:

Ausblendbedingung für diese Frage: Frage wird immer angezeigt. [Ausblendbedingung editieren](#)

Voreinstellung für alle Items: ☐ Pflichtfrage (dac)

- enter question text
- define scales
- import text

Antworten

Massenimport Kategorien - andere Codes vergeben - Alphabetisch sortieren

Nr	Code	Antwortkategorien	Missing Value	Rotation	Löschen	neue Spalte
Neu		Antwortkategorie	<input type="checkbox"/>	↓	↓	
1	1	weniger als 1/2 Jahr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	2	bis zu 1 Jahr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	3	bis zu 2 Jahre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	4	bis zu 3 Jahre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

System Einsicht

Wie lange nutzen Sie das Internet bereits?

☐ weniger als 1/2 Jahr
☐ bis zu 1 Jahr
☐ bis zu 2 Jahre
☐ bis zu 3 Jahre
☐ bis zu 4 Jahre
☐ bis zu 5 Jahre
☐ mehr als 5 Jahre

preview questionnaire directly

✓ third step to an online-survey – invite participants



Kurzinfo: Hier können Sie mit einzelnen oder mehreren Panelisten auf einmal Kontakt aufnehmen. Der Zeilenumbruch wird automatisch beim Verschieben der Mails vorgenommen. Die angezeigten Absender-E-Mail-Adressen lassen sich im Optionen-Menü festlegen.

Die folgenden Platzhalter stehen zur Verfügung: #nname# (=Nachname), #vname# (=Vorname), #email# (=E-Mail-Adresse), #passwd# (=Passwort), #ar_key# (=Registrierungskey), #url# (=URL der Umfrage), #code# (=Code), #code_complete# (=Url der Umfrage mit angehängtem Code), #bonustype# (=Art der Prämienvergabe), #panelpoints# (=Punktestand des Panelisten), #bonus# (=Anzahl der Bonuspunkte), #startdate# (=Anfangsdatum der Umfrage), #enddate# (=Enddatum der Umfrage), #ptitle# (=Titel des Projektes), #account# (=Account-Name), #street# (=Strasse), #zip# (=Postleitzahl), #place# (=Ort), #group# (=Gruppe), #country# (=Land)

☐ Kopie dieser Mail an Absender schicken (ohne Platzhalterersetzungen)

☐ HTML-Format

☐ Die Mails direkt auf den Status "Halten" stellen (nur möglich, wenn mehr als 10 Mails verschickt werden)

Mailvorlage:

Absender: | Reply-To = From: | 1 = highest | Keine Lesebestätigung | Zeichensatz: iso-8859-1

Betreff:

Mailtext:

```

Hallo #vname# #nname#,

wir möchten Sie zur neuen Umfrage einladen.

dies ist der Link zur Umfrage:
#url#

Ihr Passwort lautet:
#passwd#

Ihr Globalpark-T3am
  
```

- edit E-mail template
- send reminder
- use parameter

✓ fourth step to an online-survey – field phase & data export



Online-Statistik "FK_Layout"

zurück - Druckvariante

Hier sehen Sie Informationen über die ausgewählten Felder:

FRAGE: WELCHE/N BEREICH/E UNSERES INTERNETANGEBOTES NUTZEN SIE?

	Ausgewählt	Nicht ausgewählt	Gesamtzahl gültige Werte	Sys-Missing
Produkte	49,3 %	140	276	0
Unternehmen	49,6 %	139	276	0
Presse	47,8 %	144	276	0
Service	54,0 %	127	276	0
Sony-Club	49,6 %	139	276	0

Gesamtanzahl: 276, Alle Personen auf dieser Seite: 276

FRAGE: WIE LANGE NUTZEN SIE DAS INTERNET BEREITS?

	Ausgewählt	wie oft ausgewählt(in Prozent)
weniger als 1/2 Jahr (1)	33	12,0%
bis zu 1 Jahr (2)	22	8,0%
bis zu 2 Jahre (3)	42	15,2%
bis zu 3 Jahre (4)	51	18,5%
bis zu 4 Jahre (5)	39	14,1%
bis zu 5 Jahre (6)	46	16,7%
mehr als 5 Jahre (7)	43	15,6%

- real time field statistics
- online statistics
- online report
- statistics of access details and abort rate

- access statistics
- data export (SPSS/Excel)