Sample design: Probability-based online sample, from national panel recruited almost entirely using address-based sampling (ABS)

Study population: 1,119 U.S. adults who work full-time at firms with 2-99 employees and who use a desktop or laptop computer at work

Field dates: Sept. 28-Oct. 7, 2013

Sampling error: +/- 4.2 percentage points for the full sample, factoring in design of the sample; higher for subgroups

Data collection/tabulation: GfK Group, formerly Knowledge Networks, sampling from probability-based KnowledgePanel®, which is designed to be representative of all U.S. adults

Survey sponsor: GFI Software Inc. (http://www.gfi.com)

Survey producer: Mokrzycki Survey Research Services (http://mjmsurvey.com)

Additional details about the methodology of this survey are provided at the end of this document

In the results below:

> * = less than 0.5%

> "Refused" indicates the percentage of respondents who skipped a question in the online survey without giving an answer. This category is shown only where at least 0.5% (rounded up to 1%) skipped a question. Respondents who refused any of the introductory screening questions were excluded from the sample.

> N (number of respondents who were asked certain questions) is unweighted

INTRODUCTION

S1. This research is being conducted to learn about work behaviors and attitudes of people who have jobs in small businesses. We're interested in getting information about these important issues from certain kinds of employees.

First, do you currently have a full-time job, where you work 35 or more hours a week for pay? (If you have more than one job, we want to know only about the main job where you work the most hours – is that job full time?)

[PROMPT IF REFUSED: It is important that we know what your current employment status is. We greatly appreciate your response and will keep it strictly confidential.**]**

	Yes	100%
[TERMINATE]	No	0

S2. Do you use a desktop and/or laptop computer in your full-time job?

	Yes	100%
[TERMINATE]	No	0

S3. Counting all locations where your full-time employer operates, what is the total number of persons who work for your employer, including yourself?

[TERMINATE]	1	0
	2-4	9%
	5-9	16%
	10-14	24%
	15-19	8%
	20-29	12%
	30-39	8%
	40-49	8%
	50-74	14%
	75-99	10%
[TERMINATE]	100 or more	0

Median: 20-29

[DISPLAY]
Throughout this survey we are asking only about your full-time job, not any other jobs or work you may do.

MAIN INTERVIEW

1. Please tell us how satisfied you are with different aspects of your job:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Ref.
Your job overall	36%	44%	8%	9%	2%	*
Your total annual income	15%	37%	17%	23%	8%	1%
The health and medical coverage provided by your employer	19%	28%	24%	14%	15%	1%
Opportunities for advancement at your job	18%	28%	27%	17%	10%	*
The age at which you'll probably retire	14%	26%	29%	16%	15%	*
The security of your job	26%	36%	21%	12%	6%	*
The ability to balance work and family	31%	39%	16%	9%	4%	*

NETS AND COMPARISON DATA:

	GFI - SMALL BUSINESS EMPLOYEES			RUTGERS – ALL U.S. F/T WORKERS		
	NET satisfied (very + somewhat)	Neither satisfied nor dissatisfied	NET dissatisfied (somewhat + very)	NET satisfied (very + somewhat)	Neither satisfied nor dissatisfied	NET dissatisfied (somewhat + very)
Your job overall	81%	8%	11%	68%	18%	14%
Your total annual income	52%	17%	31%	50%	16%	35%
The health and medical coverage provided by your employer	47%	24%	28%	46%	22%	32%
Opportunities for advancement at your job	46%	27%	27%	35%	32%	33%
The age at which you'll probably retire	40%	29%	31%	31%	28%	41%
The security of your job	62%	21%	18%	51%	18%	31%
The ability to balance work and family	70%	16%	13%	57%	22%	22%

GFI SOFTWARE SURVEY: **full-time employees of firms with 2-99 workers** *(respondent must use computer at work)*; Sept. 28-Oct.7, 2013. N=1,119

RUTGERS UNIVERSITY Heidrich Center for Workforce Development survey: adults nationally including 669 working full-time. Jan. 9-16, 2013. N=1,090

Both surveys fielded using probability-based online KnowledgePanel sample (GfK/Knowledge Networks)

2. How many hours per week do you USUALLY work at your job?

[NUMBER BOX, RANGE 35-99]

	F/T small business workers who use computers (GFI 2013)	All Americans with F/T jobs (American Time Use Survey 2012)
35-39 hours	13%	5%
40 hours	47%	57%
41-44 hours	6%	3%
45-49 hours	15%	11%
50-54 hours	9%	12%
55-59 hours	4%	4%
60-69 hours	4%	6%
70 or more hours	2%	2%

Mean: 44 hours
Median: 40 hours

3. Do you manage other people at your job?

Yes	48%
No	52%

4. Using a grading scale like they do in schools – where A is excellent, B is good, C is fair, D is poor and F is failing – how would you rate the quality of the management team where you work?

A	22%
B	38%
C	27%
D	10%
F	3%
Refused	1%

Mean: B-

5. Thinking about the next 12 months, how likely do you think it is that you will lose your job or be laid off?

	F/T small business workers who use computers (GFI 2013)	All American adults (Gallup April 2013)
Very likely	3%	6%
Fairly likely	8%	12%
Not too likely	46%	35%
Not at all likely	43%	45%
Refused	1%	2%
NET very+fairly likely	11%	18%
NET not too+ not at all likely	89%	80%

We'd like to know about the extent to which you work remotely. We'll define "working remotely" as using a computer or other electronic device on which you can type, to work from anywhere other than the place where the business you work for is located.

6. Please tell us how often, if ever, you do each of the following for your current employer:

	Often	Sometimes	Rarely	Never
Work <u>full days</u> remotely from home instead of going into the office or other workplace	7%	9%	15%	68%
Work remotely from home <u>outside of regular working hours</u>, such as at night or on weekends	13%	20%	17%	49%
Work remotely during days off for holidays	8%	17%	17%	57%
Work remotely while you are on vacation	7%	13%	17%	62%

ASKED OF RESPONDENTS WHO WORK FULL DAYS REMOTELY FROM HOME "OFTEN" OR "SOMETIMES" (N=215):
7. In a TYPICAL week, about how many days do you work full days remotely from home?

[NUMBER BOX, RANGE 0-7]

0 days	12%
1 day	31%
2 days	20%
3 days	8%
4 days	5%
5 days	18%
6 days	5%
7 days	3%

Mean: 2.5 days
Median: 2 days

Thinking about ways people use computers and the Internet ....

8. Which comes closest to describing how often you use each of the following online social networking services? By "use" we mean viewing and/or posting content, from home or elsewhere.

	At least daily	Not daily, but regularly	Occasionally	Rarely	Never	Ref.
Facebook	37%	12%	14%	12%	25%	*
Twitter	4%	3%	6%	11%	74%	*
LinkedIn	1%	5%	14%	16%	62%	1%
Instagram	3%	4%	4%	7%	81%	1%
Google Plus	1%	2%	8%	12%	76%	1%
YouTube	5%	12%	29%	23%	29%	1%
Vine	1%	1%	3%	5%	90%	1%
Pinterest	3%	5%	8%	12%	72%	1%
Special-interest message boards	2%	3%	6%	8%	80%	2%
Comments on websites or blogs	2%	3%	10%	14%	70%	1%
Other	2%	2%	5%	9%	79%	3%

ASKED OF FORM A HALF SAMPLE (N=554):
9a. To your knowledge, is there <u>any</u> information about you on a social networking site that you wish could be removed?

Yes	8%
No	62%
I don't know if there is or isn't	30%

ASKED OF FORM B HALF SAMPLE (N=565):
9b. If you could snap your fingers and remove from the Internet <u>all</u> information that someone could find out about you personally, would you?

Yes	59%
No	30%
I don't think there's any personal information about me on the Internet	11%

ASKED OF RESPONDENTS WHO EVER USE FACEBOOK AND MANAGE OTHER PEOPLE AT WORK (N=397):
10a. Is any employee you supervise at work a "friend" of yours on Facebook?

Yes	48%
No	52%

ASKED OF RESPONDENTS WHO EVER USE FACEBOOK AND DO NOT MANAGE OTHER PEOPLE AT WORK (N=419):
10b. Is any manager of yours at work a "friend" of yours on Facebook?

Yes	29%
No	69%
Refused	1%

11. Do you ever use social networks for personal reasons while you are working?

[PROMPT IF REFUSED: Just as a reminder – all your answers are strictly confidential.]

Yes	33%
No	67%

12. All in all, to what extent does social networking affect your productivity at work?

[REVERSE ORDER OF RESPONSES FOR HALF SAMPLE]

Makes me much more productive	3%
Makes me a little more productive	7%
Doesn't make a difference	72%
Makes me a little less productive	17%
Makes me much less productive	1%

13. Which comes closest to describing how well you know how to use computers?

Expert	12%
Advanced	41%
Intermediate	40%
Novice	6%

14. To your knowledge, how are computers you use connected to each other where you work?

There is only a wired network ("Ethernet")	22%
There is only a wireless network ("wifi")	18%
There are wired AND wireless networks	45%
There is no computer network where I work	4%
Don't know/not sure	10%

15. Do you ever use these mobile computing devices?

	Yes	No	Refused
Laptop computer	85%	15%	*
iPad or other tablet	50%	48%	2%
iPhone, Droid, Blackberry or other smartphone	75%	25%	*
Other mobile computing device	13%	84%	3%

16. How frequently do you connect each of the following mobile computing devices to the network where you work? **ASKED OF N USERS OF EACH TYPE OF DEVICE**

	N	Often	Sometimes	Rarely	Never	Ref.
Laptop computer	**525**	52%	20%	14%	13%	1%
iPad or other tablet	**308**	35%	24%	16%	25%	*
iPhone, Droid, Blackberry or other smartphone	**466**	51%	22%	12%	16%	0
Other mobile computing device	**69**	*Subgroup too small for reporting*				

17. For each of these mobile computing devices that you use for work, please tell us whether you own the device, whether it's a device issued to you by your employer, or whether you use both your own and employer-issued devices:
ASKED OF N RESPONDENTS WHO EVER USE EACH TYPE OF DEVICE TO CONNECT TO THE NETWORK AT WORK

	N	I own the device	The employer issued the device	I use both my own and employer-issued devices	Ref.
Laptop computer	**457**	49%	41%	10%	1%
iPad or other tablet	**238**	70%	21%	8%	1%
iPhone, Droid, Blackberry or other smartphone	**397**	75%	19%	5%	1%
Other mobile computing device	**53**	*Subgroup too small for reporting*			

ASKED OF RESPONDENTS WHO EVER USE ANY MOBILE COMPUTING DEVICE TO CONNECT TO THE NETWORK AT WORK (N=527):
18. All in all, which of these two statements comes closer to your view about being able to use mobile computing devices to work remotely?

[REVERSE ORDER OF RESPONSE OPTIONS FOR HALF SAMPLE]
   Mobile computing has improved my life because I can work from anywhere   75%
   Mobile computing has made my life more stressful because it's harder to escape work   25%

ASKED OF RESPONDENTS WHO EVER USE ANY MOBILE COMPUTING DEVICE TO CONNECT TO THE NETWORK AT WORK (N=527):
19. Have you ever lost a mobile computing device – your own, or employer-issued – that contained company data?
                    Yes   7%
                    No   92%

ASKED OF RESPONDENTS WHO USE AT LEAST ONE EMPLOYER-ISSUED COMPUTING DEVICE (N=303):
20. How often would you say you use computer equipment or devices owned by your employer for things not related to work, including social networking, personal email and/or shopping online?
                    Often   22%
                    Sometimes   38%
                    Rarely   30%
                    Never   9%

21. How much risk do you think there is that you personally could become the victim of identity theft or other crime when you are using computer systems where you work?

A great deal	6%
Some	37%
Not much	44%
None at all	13%

22. Which of the following best describes what kind of help there is to run the computer systems, also known as information technology (IT), where you work?

There's a full-time IT manager on staff	26%
Someone on staff handles IT part-time	21%
The business has hired outside help to handle IT	30%
There is no designated IT support	22%

23. Which of the following comes closest to describing how often you ask for help from IT (information technology) support where you work?

Multiple times per week	3%
About once a week	13%
Not weekly but at least once a month	27%
Less often than that	48%
Never	9%
Refused	1%

24. Does your employer have written policies telling you how you may or may not use work computers?

Yes	53%
No	47%

25. Have you ever knowingly violated your employer's policies about ways you may or may not use work computers?

[IF REFUSED, PROMPT: Just as a reminder – all your answers are strictly confidential.]

Yes	24%
No	76%

26. Are your employer's computers set up to block you from visiting certain websites from work?

Yes	36%
No	63%

IND1. Think about the industry in which you currently work at your MAIN job. Which of the following kinds of industries is it?

Agriculture, Forestry, Fishing and Hunting 2%
Mining, Quarrying, and Oil and Gas Extraction .... *
Utilities... 1%
Construction 6%
Manufacturing.. 10%
Wholesale Trade 3%
Retail Trade.. 8%
Transportation and Warehousing 3%
Information 3%
Finance and Insurance... 6%
Real Estate and Rental and Leasing.. 2%
Professional, Scientific, and Technical Services 13%
Management of Companies and Enterprises 2%
Administrative and Support and Waste Management and Remediation
    Services .... *
Educational Services.. 8%
Health Care and Social Assistance 11%
Arts, Entertainment, and Recreation 3%
Accommodation and Food Services.. 3%
Other Services and Community/Non-Profit Organizations (except Public
    Administration)... 8%
Public Administration.. 3%
Armed Forces... 1%

OCCP. In your MAIN job, what kind of work do you do?

Management 20%
[SPACE]
Business and Financial Operations 10%
[SPACE]
Professional
Computer and Mathematical 4%
Architecture and Engineering 3%
Life, Physical, and Social Sciences 1%
Community and Social Services 1%
Lawyer, judge 1%
Teacher, except college and university 4%
Teacher, college and university .... *
Other professional 8%
[SPACE]
Health Care
Medical Doctor (such as physician, surgeon, dentist, veterinarian) 1%
Other Health Care Practitioner (such as nurse, pharmacist, chiropractor,
    dietician) 3%
Health Technologist or Technician (such as paramedic, lab technician) 1%
Health Care Support (such as nursing aide, orderly, dental assistant) 2%
[SPACE]
Service
Protective Service 2%
Food Preparation and Serving 1%
Building and Grounds Cleaning and Maintenance 1%
Personal Care and Service 1%
[SPACE]
Sales
Sales Representative 5%
Retail Sales 2%
Other Sales 2%
[SPACE]
Office and Administrative Support 11%
[SPACE]
Farming, Forestry, and Fishing .... *
[SPACE]
Precision Production, Craft, And Repair
Construction and Extraction 1%
Installation, Maintenance, and Repair 2%
Precision Production (such as machinist, welder, baker, printer, tailor) 2%
[SPACE]
Transportation and Material Moving 1%
[SPACE]
Armed Forces 1%
[SPACE]
Other, please specify **[TEXT BOX]** 11%

METHODOLOGY

This survey was sponsored by GFI Software Inc. and conducted online by the GfK Group (formerly Knowledge Networks) using sample from the probability-based KnowledgePanel®, which is designed to be representative of all adults in the United States. The survey was conducted Sept. 28-Oct. 7, 2013, with screening that yielded 1,119 U.S. adults who work full-time at firms with 2-99 employees and who use a desktop or laptop computer at work. Mike Mokrzycki of Mokrzycki Survey Research Services produced the survey for GFI.

KnowledgePanel members are recruited using address-based sampling (ABS), a probability-based selection of addresses from the U.S. Postal Service's Delivery Sequence File. ABS is estimated to cover 97% of U.S. households, including more than a third that today have only cell phones, according to federal government surveys. Individuals at randomly sampled addresses are invited to join KnowledgePanel through a series of mailings, with follow-up telephone calls in some cases. A small number of current KnowledgePanel members were recruited using the random-digit-dial (RDD) sampling technique before Knowledge Networks turned to ABS on a large scale in 2009. KnowledgePanel members who do not have their own Internet access – 30 of the 1,119 respondents in this survey – are provided with it and a netbook computer if needed.

Respondents randomly selected from KnowledgePanel received an email notification to take this survey. Automatic email reminders were sent to non-respondent panel members after three days, with automated phone calls following several days thereafter if necessary. GfK operates a modest incentive program to encourage participation and create member loyalty.

Results were statistically adjusted, or weighted, in multiple stages so that KnowledgePanel as a whole matches known population benchmarks for the U.S. population and to reconcile differences between the sample for this study and all KnowledgePanel members who meet the same employment criteria. Weighting variables were gender, age, race, education, household income, Census region and whether or not the respondent lives in a metropolitan area. Additionally, a minor adjustment was made to the distribution of respondents by enterprise employment size, using targets derived from the U.S. Census Bureau's Statistics of U.S. Businesses.

The margin of sampling error for survey estimates from the full sample is plus or minus 4.2 percentage points, factoring in effects from the design of the sample. Sampling error is higher for subgroups. While sampling error can be quantified statistically in a probability-based survey, as with any survey this study is subject to other, non-quantifiable sources of error, such as from question wording and order.

# # #