**APPENDIX: DIGITAL BEHAVIOURS QUESTIONNAIRE (DBQ)**

We now use and experience many different types of digital information with different formats and on different devices – e.g. apps, data files, web links, blogs, photos etc. We are interested in how you behave towards, and how you think about the different types of digital information you have access to in your daily life and in your workplace. Please answer the following questions as honestly as you can, if you prefer not to give an answer then leave it blank.

**PART 1: ABOUT YOU**

**1.1 I am**: male □ female □ prefer not to say □

**1.2 I am** \_\_\_\_ years old

**1.3 My current employment status is**:

Working part-time □

Working full-time □

**1.4 Current employer**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1.5** **Size of current employer:**

Micro enterprise (<10 staff) □

Small enterprise (<50 staff) □

Medium enterprise (<250 staff) □

Large organization (>250 staff) □

**1.6** **Length of time with current employer**:

Less than 1 year □

1-5 years □

5-10 years □

Over 10 years □

**1.7 Current job role** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1.8 Length of time in your current job role:**

Less than 1 year □

1-5 years □

5-10 years □

Over 10 years □

**1.9 Does your current job role entail any responsibility for data protection?**

Yes □ No □

**PART 2: How you feel about digital information in general**

We are interested in how people feel about digital materials in their workplace. These materials which we refer to as ‘files’, include emails, email attachments, spreadsheets, PDF’s, databases etc. When you answer, do not consider spam/junk files which many people delete instantly.

**The digital hoarding questionnaire**

Please answer the following statements by selecting the most appropriate number, where 1 = not at all to 7 = very much so

 *Not at all*  *Very much so*

2.1. I find it extremely difficult to delete old or unused files 1 2 3 4 5 6 7

2.2. I tend to accumulate digital files, even when they are not 1 2 3 4 5 6 7

directly relevant to my job

2.3. Deleting certain files would be like deleting a loved one 1 2 3 4 5 6 7

2.4. If I delete certain files I feel apprehensive about it afterwards 1 2 3 4 5 6 7

2.5. I strongly resist having to delete certain files 1 2 3 4 5 6 7

2.6. I feel strongly that some files might be useful one day 1 2 3 4 5 6 7

2.7. I lose track of how many digital files I possess 1 2 3 4 5 6 7

2.8. Deleting certain files would be like losing part of myself 1 2 3 4 5 6 7

2.9. Thinking about deleting certain files causes me some 1 2 3 4 5 6 7

 emotional discomfort

2.10. At times I find it difficult to find certain files because 1 2 3 4 5 6 7

 I have so many

**PART 3: ABOUT YOUR DIGITAL BEHAVIOUR AT WORK**

We are now interested in the range of digital materials that people typically have access to in their working life, how many of these materials people typically possess, and how they behave towards them. We will refer to these materials as ‘files’, these include emails, email attachments, spreadsheets, PDF’s, databases etc. When you answer, do not consider spam/junk files.

**THE DIGITAL BEHAVIOURS AT WORK QUESTIONNAIRE**.

**SECTION 1: ACCUMULATION AND STORAGE BEHAVIOURS**

Below is a list of common digital items you might currently have stored on your work computer/network drive. For each one, please indicate how many you have right now. If you have access to your electronic devices please provide an exact number, if you do not have access please try to give an accurate estimate of the number of files you have.

**Type of file:**

**Read emails currently in inbox**

**Unread emails currently in inbox**

**Emails currently in ‘deleted’ folder**

**Emails in archived folders:**

**Text files:**

*For example, word documents, reports, PDF’s etc.*

**Numerical files:**

*For example, statistical data files, spreadsheets, databases etc.*

**Presentation files:**

*For example, PowerPoint files, poster files etc*

**Photographs:**

**SECTION 2:** **Deletion behaviours**

Typically, how often do you tend to delete the following types of digital files? When you answer, do not consider spam/junk files.

Please tick one box that best describes your deletion habits for each file type.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **File Type** | **I typically delete these daily** | **I typically delete these weekly** | **I typically delete these monthly** | **I typically delete these yearly** | **I hardly ever delete these files** |
| **Read emails currently in inbox** |  |  |  |  |  |
| **Unread emails currently in inbox** |  |  |  |  |  |
| **Emails currently in ‘deleted’ folder**  |  |  |  |  |  |
| **Emails in archived folders** |  |  |  |  |  |
| **Text files**.*For example, word documents, reports, PDF’s etc*. |  |  |  |  |  |
| **Numerical files**.*For example, statistical data files, spreadsheets databases etc.* |  |  |  |  |  |
| **Presentation files**.*For example, PowerPoint files, poster files etc.* |  |  |  |  |  |
| **Photographs** |  |  |  |  |  |

**SECTION 3: RATIONALE FOR KEEPING E-MAILS**

Now think specifically about the emails you keep (in your inbox, or in archived folders). If you rarely delete them, can you identify the key reasons why not? For each of the following statements please indicate how typically true this is for you, where 1 = not at all true, and 7 = very true.

 *Not at all true*  *Very true*

a) It is my company policy never to delete information 1 2 3 4 5 6 7

so I don’t have a choice

b) I don’t delete them because they may come in 1 2 3 4 5 6 7

useful in the future

c) I don’t delete them because they may contain information 1 2 3 4 5 6 7

vital for my job

d) I don’t delete them because I am worried that I might 1 2 3 4 5 6 7

accidentally delete something important

e) I don’t delete them because I feel a sense of 1 2 3 4 5 6 7

attachment to them

f) I don’t delete them because I feel a sense of 1 2 3 4 5 6 7

professional responsibility about them

g) I don’t delete them because they ‘belong’ to 1 2 3 4 5 6 7

my company and are not mine to do with as I wish

h) I don’t delete them because storing them is not my 1 2 3 4 5 6 7

problem, if they take up too much space then my

company can delete them

1. I simply don’t have the time to delete them all 1 2 3 4 5 6 7

j) I am too lazy to delete them 1 2 3 4 5 6 7

k) I don’t delete them in case I need to have 1 2 3 4 5 6 7

‘evidence’ that something has been done

l) I don’t delete them because I keep an example 1 2 3 4 5 6 7

from everyone so that it is easier to reply in future

**SECTION 4: CONSEQUENCES**

For each of the types of files you may have stored on your work computer/network drive/external drives please now consider the degree of sensitivity of that material and the possible consequences if it were made public or stolen. Think about if the files were to be released (e.g. emailed to the wrong distribution group, or stolen by a hacker and circulated on the internet). Think firstly about consequences for you, and then secondly about consequences for your company.

**In the scale selecting 1 = no consequences at all, while 7 = very severe consequences.**

**Personal consequences for me…**

 *No consequences Very severe*

 *At all consequences*

Emails 1 2 3 4 5 6 7

Text files 1 2 3 4 5 6 7

Numerical files 1 2 3 4 5 6 7

Presentation files 1 2 3 4 5 6 7

Photographs 1 2 3 4 5 6 7

**Consequences for my company…**

 *No consequences Very severe*

 *At all consequences*

Emails 1 2 3 4 5 6 7

Text files 1 2 3 4 5 6 7

Numerical files 1 2 3 4 5 6 7

Presentation files 1 2 3 4 5 6 7

Photographs 1 2 3 4 5 6 7