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v.2

**Canadian Small Business Owners' Views on
Information Security**

IC

Banner Tables

Prepared for: Industry Canada

Date: September 2005

Industry Canada
Library - LKC
FEB - 4 2019
Industrie Canada
Bibliothèque - BCS



Canadian Small Business Owners' Views on Information Security

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Canadian Small Business Owners' Views on Information Security

QC_COL. Including yourself, how many people are employed in the company at this location?

BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
No employees/one man shop	132	132	-	-	-	112	9	3	54	77	76	56	13	72	41	54	46	27	61	54	11	47	77
	26%	100%				43%	7%	6%	42%	21%	26%	27%	27%	26%	29%	25%	24%	32%	24%	27%	34%	23%	28%
						GH			J														
1 to 4 employees	265	-	265	-	-	127	86	8	62	201	160	104	21	155	73	108	110	40	137	107	15	106	149
	53%		100%			48%	68%	16%	48%	55%	54%	51%	46%	55%	51%	50%	58%	49%	54%	54%	45%	51%	54%
						H	FH																
5 to 9 employees	74	-	-	74	-	21	25	21	8	65	43	31	9	34	25	37	26	12	38	26	6	33	41
	15%			100%		8%	20%	45%	6%	18%	14%	15%	19%	12%	17%	17%	13%	14%	15%	13%	18%	16%	15%
						F	FG		I														
10 to 14 employees	30	-	-	-	30	2	6	16	6	25	16	15	4	21	3	18	9	4	19	11	1	20	8
	6%				100%	1%	5%	33%	4%	7%	5%	7%	9%	7%	2%	8%	5%	5%	7%	5%	3%	10%	3%
								FG						O									W
MEAN	3.9	1.0	3.2	7.9	12.6	2.5	4.5	8.5	2.7	4.3	3.8	4.0	4.5	3.9	3.5	4.3	3.7	3.5	4.1	3.7	3.4	4.5	3.4
			B	BC	BCD		F	FG		I												W	
MEDIAN	3.0	1.0	3.0	8.0	12.0	2.0	4.0	9.0	2.0	3.0	3.0	3.0	3.0	2.0	3.0	3.0	2.0	3.0	3.0	2.0	3.0	3.0	2.0

Canadian Small Business Owners' Views on Information Security

QC_COL. Including yourself, how many people are employed in the company at this location?
BASE: All
BANNER 2

	Industry (X3)													Region						
	Total	Service	Good	Finance	Edu-	Health	Manufac-	Profes-	Retail	Whole-	Constru-	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.		
		Indust-	-prod-																-prod-	/Real
(A)	ries	ucing	ucing	Estate	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	501	377	90	23	13	28	43	15	17	186	99	10	32	31	76	66	37	160	121	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
No employees/one man shop	132	104	19	5	4	12	10	3	4	54	24	1	5	9	23	15	10	47	25	11
	26%	28%	21%	21%	27%	44%	24%	20%	21%	29%	24%	9%	17%	28%	30%	23%	27%	29%	21%	27%
1 to 4 employees	265	195	48	14	7	10	24	9	9	96	54	5	15	21	37	36	17	81	73	21
	53%	52%	53%	60%	51%	35%	55%	60%	54%	51%	54%	50%	47%	67%	49%	54%	46%	51%	60%	52%
5 to 9 employees	74	59	13	3	2	3	6	1	2	28	18	3	6	1	11	12	7	20	17	6
	15%	16%	15%	14%	15%	11%	15%	5%	13%	15%	18%	27%	19%	5%	15%	19%	18%	13%	14%	16%
10 to 14 employees	30	20	11	1	1	3	3	2	2	8	3	1	6	-	5	3	3	12	5	2
	6%	5%	12%	5%	7%	11%	6%	15%	11%	4%	4%	14%	17%		6%	4%	9%	7%	5%	6%
MEAN	3.9	3.8	4.5	3.6	4.3	3.6	4.1	4.7	4.2	3.7	3.9	5.1	5.1	2.8	3.8	3.8	4.2	3.9	3.8	3.9
								N				N	JN							
MEDIAN	3.0	3.0	3.0	3.0	4.0	2.0	3.0	3.0	2.0	3.0	3.0	4.0	3.0	2.0	3.0	3.0	3.0	3.0	3.0	3.0

Canadian Small Business Owners' Views on Information Security

Q1. Overall, how would you rate your company's success now compared to a year ago?

BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
3 - Better	216	54	108	37	18	105	55	24	55	157	131	85	24	123	57	216	-	-	154	56	2	117	94
	43%	41%	41%	50%	58%	40%	43%	49%	42%	43%	44%	41%	50%	43%	39%	100%			60%	28%	6%	57%	34%
																			TU	U		W	
2 - About the Same	191	46	110	26	9	102	50	20	50	141	111	80	17	111	56	-	191	-	74	105	8	61	119
	38%	35%	42%	35%	29%	39%	39%	41%	38%	38%	38%	39%	36%	39%	39%		100%		29%	53%	25%	29%	43%
																			SU	SU		V	
1 - Worse	82	27	40	12	4	50	21	5	20	62	51	32	4	46	28	-	-	82	23	32	22	27	53
	16%	20%	15%	16%	13%	19%	17%	10%	16%	17%	17%	15%	9%	16%	19%			100%	9%	16%	70%	13%	19%
																			S	S	ST		
Don't know	12	5	7	-	-	6	1	-	4	7	3	9	2	3	3	-	-	-	5	6	-	2	8
	2%	4%	3%			2%	1%		3%	2%	1%	4%	5%	1%	2%				2%	3%		1%	3%
											K												
MEAN	2.3	2.2	2.3	2.3	2.4	2.2	2.3	2.4	2.3	2.3	2.3	2.3	2.4	2.3	2.2	3.0	2.0	1.0	2.5	2.1	1.4	2.4	2.2
																QR			TU	U		W	

Canadian Small Business Owners' Views on Information Security

Q1. Overall, how would you rate your company's success now compared to a year ago?

BASE: All

BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Profes- sion/ Science/ /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Better	216 43%	155 41%	41 45%	13 57%	5 40%	12 43%	18 41%	7 47%	10 56%	76 41%	35 35%	4 36%	16 50%	18 58%	42 55%	37 56%	15 39%	65 40%	45 37%	13 33%
2 - About the Same	191 38%	144 38%	38 42%	7 29%	4 27%	11 41%	18 42%	7 44%	5 29%	73 39%	42 43%	2 23%	13 42%	8 28%	22 29%	22 34%	12 32%	62 39%	53 44%	19 48%
1 - Worse	82 16%	70 19%	10 11%	3 14%	3 21%	3 10%	6 13%	1 9%	3 15%	34 18%	21 21%	4 40%	2 8%	3 9%	12 16%	4 7%	10 27%	33 20%	16 13%	7 18%
Don't know	12 2%	8 2%	2 2%	-	2 13%	2 6%	2 4%	-	-	3 2%	1 1%	-	-	2 5%	-	3 4%	1 2%	1 1%	7 6%	1 2%
MEAN	2.3	2.2	2.4	2.4	2.2	2.4	2.3	2.4	2.4	2.2	2.1	2.0	2.4	2.5 K	2.4	2.5 QRST	2.1	2.2	2.3	2.2

Canadian Small Business Owners' Views on Information Security

Q2. Realistically, how would you rate your company's chances for success a year from now?

BASE: All

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
TOTAL	501 100%	132 100%	265 100%	74 100%	30 100%	263 100%	127 100%	48 100%	129 100%	368 100%	295 100%	206 100%	47 100%	283 100%	143 100%	216 100%	191 100%	82 100%	256 100%	199 100%	32 100%	207 100%	275 100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
3 - Better	256 51%	61 47%	137 52%	38 52%	19 63%	128 49%	65 51%	29 61%	67 52%	187 51%	145 49%	111 54%	28 60%	149 53%	64 45%	154 71% QR	74 39%	23 28%	256 100%	-	-	142 69% W	104 38%
2 - About the Same	199 40%	54 41%	107 41%	26 36%	11 35%	106 40%	47 37%	19 39%	53 41%	143 39%	121 41%	78 38%	14 31%	112 40%	61 43%	56 26%	105 55% PR	32 39% P	-	199 100%	-	53 26%	137 50% V
1 - Worse	32 6%	11 8%	15 5%	6 8%	1 3%	20 8%	11 9%	-	5 4%	27 7%	21 7%	11 5%	3 5%	19 7%	9 6%	2 1%	8 4% P	22 27% PQ	-	-	32 100%	7 3%	25 9% V
Don't know	15 3%	5 4%	6 2%	4 5%	-	8 3%	4 3%	-	3 3%	11 3%	8 3%	7 3%	2 4%	2 1%	9 6% N	5 2%	4 2%	5 6%	-	-	-	5 3%	9 3%
MEAN	2.5	2.4	2.5	2.5	2.6	2.4	2.4	2.6	2.5	2.4	2.4	2.5	2.6	2.5	2.4	2.7 QR	2.4 R	2.0	3.0 TU	2.0	1.0	2.7 W	2.3

Canadian Small Business Owners' Views on Information Security

Q2. Realistically, how would you rate your company's chances for success a year from now?

BASE: All
BANNER 2

	Industry (X3)							Industry (X3)							Region					
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-	Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.		
		Indust-	prod-																prod-	/Real
(A)	ries	ucing	Estate	cation	Care	turing	tion/	Service	Trade	Trade	ction	(N)	(O)	(P)	(Q)	(R)	(S)	(T)		
TOTAL	501	377	90	23	13	28	43	15	17	186	99	10	32	31	76	66	37	160	121	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Better	256	193	45	15	5	14	20	9	12	90	49	7	15	17	45	43	11	79	60	19
	51%	51%	49%	64%	38%	52%	47%	59%	71%	49%	50%	67%	47%	54%	59%	65%	28%	49%	49%	47%
									J						Q	QRST		Q	Q	
2 - About the Same	199	146	37	8	6	12	18	5	4	73	39	3	15	14	27	19	20	64	55	14
	40%	39%	41%	36%	48%	43%	41%	31%	24%	39%	39%	33%	47%	46%	36%	29%	53%	40%	45%	33%
																P			P	
1 - Worse	32	27	5	-	1	1	3	1	1	16	8	-	1	-	5	3	5	9	5	6
	6%	7%	6%		6%	5%	6%	9%	5%	8%	8%		3%		6%	4%	13%	5%	4%	16%
																				PS
Don't know	15	11	3	-	1	-	3	-	-	7	3	-	1	-	-	1	2	8	2	2
	3%	3%	4%		8%		6%			4%	3%		3%			1%	6%	5%	1%	4%
MEAN	2.5	2.5	2.5	2.6	2.3	2.5	2.4	2.5	2.7	2.4	2.4	2.7	2.5	2.5	2.5	2.6	2.2	2.5	2.5	2.3
															Q	QT		Q	Q	

Canadian Small Business Owners' Views on Information Security

Q3A. In the past year, has your company's revenue increased, decreased, or remained the same?

BASE: All
BANNER 1

	Company Size (C)										Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	No Emp /one man shop					\$250K to \$1 mil			Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No					
	Total	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)						
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274					
3 - Increased	237	49	131	36	20	111	69	31	63	171	152	84	23	138	66	180	53	3	153	74	3	127	104					
	47%	37%	50%	49%	66%	42%	54%	65%	49%	46%	52%	41%	48%	49%	46%	83%	28%	3%	60%	37%	11%	61%	38%					
			B		B		F	F			L					QR	R		TU	U		W						
2 - Remained the same	169	52	85	25	7	99	36	15	43	126	88	82	17	97	45	26	120	19	72	84	11	48	111					
	34%	40%	32%	34%	23%	38%	28%	31%	34%	34%	30%	40%	37%	34%	32%	12%	63%	23%	28%	42%	34%	23%	40%					
											K						PR	P		S		V						
1 - Decreased	81	30	39	10	2	51	22	2	20	61	49	32	6	42	28	4	14	61	24	35	18	28	50					
	16%	23%	15%	14%	7%	19%	17%	4%	15%	16%	17%	15%	13%	15%	20%	2%	7%	74%	9%	17%	55%	14%	18%					
		E				H	H										P	PQ		S	ST							
Refused	1	-	-	1	-	-	-	-	-	1	-	1	-	-	1	1	-	-	-	1	-	-	1					
	1%			2%						1%		1%			1%	1%				1%			1%					
Don't know	13	1	10	1	1	3	1	-	3	9	6	7	1	6	3	4	4	-	7	4	-	3	8					
	3%	1%	4%	1%	4%	1%	1%		2%	2%	2%	3%	2%	2%	2%	2%	2%		3%	2%		1%	3%					
			B																									
MEAN	2.3	2.1	2.4	2.4	2.6	2.2	2.4	2.6	2.3	2.3	2.4	2.3	2.4	2.3	2.3	2.8	2.2	1.3	2.5	2.2	1.6	2.5	2.2					
			B		B			F								QR	R		TU	U		W						

Canadian Small Business Owners' Views on Information Security

Q3A. In the past year, has your company's revenue increased, decreased, or remained the same?

BASE: All
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -producing Industries	Good -producing Industries	Finance /Real Estate	Edu- cation	Health Care	Manufac -turing	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Increased	237 47%	179 47%	43 47%	17 72% EGJK	5 36%	13 48%	15 35%	10 65% G	12 71% EGJK	84 45%	44 44%	4 36%	17 55%	14 46%	46 60% QST	37 56% S	15 41%	81 51% S	42 35%	16 39%
2 - Remained the same	169 34%	122 32%	35 39%	3 14%	6 46% D	10 36%	18 42% DI	5 31%	3 15%	68 36% DI	28 29%	4 38%	12 39% DI	11 37%	18 24%	24 36%	13 34%	43 27%	54 45% OR	17 41% O
1 - Decreased	81 16%	66 18%	12 13%	2 10%	1 7%	3 10%	9 21% HM	1 5%	3 15%	31 17% HM	25 25% EHMN	3 26%	2 6%	3 8%	12 15%	4 6%	8 23% P	34 21% P	17 14%	7 17% P
Refused	1 *%	1 *%	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	1 1%	-
Don't know	13 3%	8 2%	1 1%	1 4%	1 11%	2 6%	1 2%	-	-	3 2%	1 1%	-	-	2 8%	1 1%	2 2%	1 2%	2 1%	6 5%	1 3%
MEAN	2.3	2.3	2.3	2.7 GJK	2.3	2.4	2.1	2.6 G	2.6	2.3	2.2	2.1	2.5 G	2.4	2.5	2.5 QRST	2.2	2.3	2.2	2.2

Canadian Small Business Owners' Views on Information Security

Q3B. One year from now, do you expect your company's revenue to increase, remain the same, or decrease?
BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
3 - Increase	293	70	155	46	22	144	76	36	79	213	179	114	31	169	77	160	92	37	223	61	6	166	119
	59%	53%	59%	62%	73%	55%	60%	76%	61%	58%	61%	56%	67%	60%	53%	74%	48%	45%	87%	30%	18%	80%	43%
					B				FG							QR			TU			W	
2 - Remain the same	155	47	83	19	7	92	33	10	43	110	87	68	11	89	46	48	77	23	27	123	3	28	118
	31%	36%	31%	25%	23%	35%	26%	20%	33%	30%	29%	33%	22%	31%	32%	22%	40%	28%	10%	62%	10%	14%	43%
					H											P			SU			V	
1 - Decrease	32	10	18	3	-	18	12	-	5	27	22	10	4	15	11	3	12	18	1	6	23	6	24
	6%	8%	7%	5%		7%	10%		4%	7%	8%	5%	9%	5%	7%	1%	6%	21%	*%	3%	72%	3%	9%
																P	PQ		S	ST		V	
Refused	1	-	-	1	-	-	1	-	-	1	1	-	-	-	1	-	1	-	-	1	-	1	-
	*%			1%			1%			*%	*%				1%		1%			1%		1%	
Don't know	20	5	9	5	1	8	5	2	2	17	6	14	1	10	9	6	9	4	6	8	-	5	13
	4%	4%	3%	6%	4%	3%	4%	4%	2%	5%	2%	7%	1%	4%	6%	3%	4%	5%	2%	4%		3%	5%
												K											
MEAN	2.5	2.5	2.5	2.6	2.8	2.5	2.5	2.8	2.6	2.5	2.5	2.5	2.6	2.6	2.5	2.7	2.4	2.3	2.9	2.3	1.5	2.8	2.4
					B			FG								QR	R		TU	U		W	

Canadian Small Business Owners' Views on Information Security

Q3B. One year from now, do you expect your company's revenue to increase, remain the same, or decrease?

BASE: All

BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- -ucing Indust- ries	Good -prod- -ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- -turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Increase	293 59%	224 59%	45 50%	15 67%	6 44%	17 61%	19 44%	10 65%	12 71% G	112 60%	54 54%	8 77% G	16 51%	22 72% G	51 67% Q	45 68% Q	15 40%	93 58% Q	67 56% Q	22 54%
2 - Remain the same	155 31%	113 30%	33 36%	8 33%	6 45%	8 30%	17 39%	4 26%	4 24%	52 28%	33 33%	2 16%	12 37%	9 28%	24 31%	16 25%	14 37%	46 29%	42 35%	13 32%
1 - Decrease	32 6%	26 7%	6 6%	-	-	2 9%	3 8%	1 9%	1 5%	18 10%	5 5%	-	1 3%	-	2 2%	3 4%	4 12%	13 8% O	6 5%	4 10%
Refused	1 *%	-	1 1%	-	-	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 1%	-	-
Don't know	20 4%	14 4%	6 6%	-	1 11%	-	3 6%	-	-	4 2%	8 8%	1 7%	3 9%	-	-	2 3%	4 11%	8 5%	5 4%	2 4%
MEAN	2.5	2.5	2.5	2.7	2.5	2.5	2.4	2.6	2.7	2.5	2.5	2.8	2.5	2.7 G	2.6 Q	2.7 Q	2.3	2.5	2.5	2.5

Canadian Small Business Owners' Views on Information Security

Q4A. What is the one main factor that led to your company's revenue increase in the past year?

BASE: Those whose company's revenue increased in the past year (Q3a=3)

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
TOTAL	237	49	131	36	20	111	69	31	63	171	152	84	23	138	66	180	53	3	153	74	3	127	104
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	238	51	133	36	18	112	69	30	64	171	153	85	24	138	64	182	52	3	156	72	4	130	103
Product / service (NET)	50	9	26	10	4	19	16	10	9	39	35	15	3	29	17	38	10	2	31	17	1	26	20
	21%	19%	20%	27%	21%	18%	23%	34%	15%	23%	23%	18%	12%	21%	26%	21%	19%	69%	20%	23%	22%	20%	20%
Providing great customer service	31	8	17	6	-	14	11	3	6	23	22	9	3	21	7	26	4	2	18	11	1	15	14
	13%	16%	13%	17%		12%	16%	9%	10%	14%	14%	11%	12%	16%	11%	14%	7%	69%	12%	15%	22%	12%	14%
																		PQ					
Increased/new products/services	15	2	8	3	3	5	4	6	3	12	11	5	-	5	10	10	5	-	9	6	-	9	5
	7%	3%	6%	8%	15%	4%	5%	19%	5%	7%	7%	6%		3%	15%	6%	10%		6%	8%		7%	5%
															N								
Cornering a niche market	3	-	2	1	1	1	1	2	-	3	3	1	-	3	-	2	1	-	3	-	-	2	1
	1%		1%	2%	6%	1%	1%	6%		2%	2%	1%		2%		1%	2%		2%			2%	1%
Increased demand (NET)	45	10	25	5	4	19	14	6	10	35	28	17	6	26	12	33	12	-	30	14	1	23	21
	19%	21%	19%	14%	21%	17%	21%	18%	15%	21%	19%	20%	25%	19%	18%	19%	22%		19%	19%	27%	18%	21%
Increased business/new clients	35	9	18	3	4	17	8	6	10	26	23	12	4	21	10	27	8	-	25	10	-	19	15
	15%	19%	14%	9%	21%	15%	11%	18%	15%	15%	15%	14%	16%	15%	16%	15%	15%		16%	14%		15%	14%
Strong markets demand	10	1	7	2	-	3	7	-	-	10	6	4	2	5	2	6	4	-	5	4	1	4	6
	4%	2%	6%	5%		2%	9%			6%	4%	5%	8%	3%	3%	3%	7%		3%	5%	27%	3%	6%
Output / Productivity (NET)	34	7	21	4	3	12	13	3	13	20	23	11	4	24	7	27	7	-	27	7	-	17	16
	14%	14%	16%	10%	13%	11%	19%	10%	21%	12%	15%	12%	16%	17%	10%	15%	13%		18%	9%		14%	16%
Expansion/growth (general)	18	2	14	2	-	6	8	2	7	12	12	7	4	12	3	14	4	-	15	4	-	9	10
	8%	3%	11%	7%		5%	11%	7%	11%	7%	8%	8%	16%	9%	4%	8%	8%		9%	5%		7%	9%
Hard work/quality of work	15	5	7	1	3	6	5	1	7	9	11	4	-	11	4	12	3	-	13	3	-	9	7
	6%	11%	5%	3%	13%	6%	8%	3%	10%	5%	8%	5%		8%	6%	7%	5%		8%	4%		7%	6%
Advertising / marketing / awareness (NET)	31	10	16	3	2	19	7	1	11	20	22	9	5	16	8	24	6	1	25	6	1	25	6
	13%	21%	12%	7%	10%	17%	10%	4%	18%	12%	14%	11%	24%	12%	13%	13%	12%	31%	16%	8%	23%	19%	6%
																							W
Good word of mouth	14	5	6	1	1	10	2	1	7	6	9	4	2	6	4	11	2	-	10	3	-	11	2
	6%	11%	5%	2%	6%	9%	2%	4%	11%	4%	6%	5%	8%	5%	7%	6%	4%		7%	4%		8%	2%
																							W
Advertising in local media	12	4	6	1	1	7	3	-	2	10	8	3	4	5	2	8	3	1	8	3	1	8	4
	5%	9%	5%	2%	4%	6%	4%		3%	6%	5%	4%	16%	4%	4%	4%	5%	31%	5%	4%	23%	6%	4%

Canadian Small Business Owners' Views on Information Security

Table Q4A Page 12
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(Continued)

Q4A. What is the one main factor that led to your company's revenue increase in the past year?
BASE: Those whose company's revenue increased in the past year (Q3a=3)
BANNER 1

	Company Size (C)				Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)		
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Better/increased marketing effort	6 3%	1 2%	4 3%	1 3%	-	3 2%	3 4%	-	3 4%	3 2%	4 3%	2 2%	-	4 3%	2 2%	4 2%	2 3%	-	6 4%	-	-	6 5%	-
Management of Business (NET)	26 11%	4 7%	16 12%	3 9%	2 12%	15 13%	7 10%	2 8%	8 12%	18 10%	10 6%	16 19%	1 4%	16 12%	7 11%	19 10%	7 13%	-	14 9%	8 11%	1 27%	9 7%	16 16%
Ability to find great staff	9 4%	-	6 5%	-	2 12%	3 2%	4 6%	2 5%	1 1%	8 5%	4 3%	4 5%	1 4%	6 4%	1 1%	7 4%	2 3%	-	5 3%	3 3%	-	5 4%	4 4%
Price increases	7 3%	1 2%	5 4%	1 2%	-	5 5%	-	-	3 4%	4 3%	3 2%	4 5%	-	4 3%	2 3%	4 2%	3 7%	-	2 1%	3 5%	1 27%	1 1%	6 6%
Increased personnel	6 2%	2 3%	4 3%	-	-	4 4%	1 2%	-	3 5%	2 1%	-	6 7%	-	1 1%	4 7%	4 2%	2 3%	-	4 3%	2 2%	-	1 1%	4 4%
Location change (general)	3 1%	1 2%	-	2 7%	-	3 2%	-	1 3%	1 1%	2 1%	3 2%	1 1%	-	3 2%	-	3 2%	-	-	2 2%	1 1%	-	3 2%	1 1%
Keeping costs down	1 *%	-	1 1%	-	-	-	1 1%	-	-	1 *%	-	1 1%	-	1 1%	-	1 *%	-	-	1 1%	-	-	-	1 1%
Economic Factors (NET)	17 7%	5 11%	8 6%	3 9%	1 5%	10 9%	6 9%	2 6%	4 6%	14 8%	14 9%	4 4%	2 8%	11 8%	3 4%	15 8%	3 5%	-	9 6%	8 10%	-	8 6%	10 9%
Economic upturn/growth (general)	14 6%	4 9%	7 5%	3 7%	-	9 8%	5 7%	-	4 6%	10 6%	10 7%	4 4%	-	10 8%	2 3%	12 7%	2 3%	-	7 5%	6 8%	-	5 4%	9 9%
Higher oil prices	3 1%	-	1 1%	1 2%	1 5%	-	1 2%	2 6%	-	3 2%	3 2%	-	2 8%	-	1 1%	2 1%	1 2%	-	1 1%	2 2%	-	2 2%	1 1%
Rising Canadian dollar	1 *%	1 2%	-	-	-	1 1%	-	-	-	1 *%	1 1%	-	-	1 1%	-	1 *%	-	-	1 1%	-	-	1 1%	-
Other (NET)	27 11%	3 7%	13 10%	7 19%	4 18%	14 12%	5 8%	5 17%	7 10%	20 11%	15 10%	12 14%	2 10%	14 10%	9 13%	22 12%	5 10%	-	14 9%	11 14%	-	16 13%	11 10%
Weather	11 5%	-	8 6%	3 8%	-	7 6%	3 4%	1 2%	3 4%	7 4%	5 3%	6 7%	1 5%	6 4%	5 7%	8 4%	3 6%	-	4 3%	5 7%	-	7 6%	4 4%
Other	16 7%	3 7%	4 3%	4 12%	4 18%	7 6%	3 4%	5 15%	4 6%	12 7%	10 7%	6 7%	1 5%	9 6%	4 6%	13 7%	2 4%	-	10 7%	6 8%	-	9 7%	7 6%
Refused	1 *%	-	1 1%	-	-	-	-	-	-	1 1%	1 1%	-	-	-	-	1 1%	-	-	1 1%	-	-	1 1%	-

Canadian Small Business Owners' Views on Information Security

Q4A. What is the one main factor that led to your company's revenue increase in the past year?
BASE: Those whose company's revenue increased in the past year (Q3a=3)
BANNER 1

	Company Size (C)				Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)		
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Don't know	6 3%	-	4 3%	2 5%	-	3 2%	1 1%	1 3%	2 3%	4 3%	5 3%	1 2%	1 3%	2 1%	4 6%	2 1%	3 5%	-	2 2%	4 5%	-	3 2%	4 3%

Canadian Small Business Owners' Views on Information Security

Q4A. What is the one main factor that led to your company's revenue increase in the past year?

BASE: Those whose company's revenue increased in the past year (Q3a=3)

BANNER 2

	Industry (X3)													Region								
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-					Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.
		-prod- Indus- tries	-prod- Indus- tries					/Real Estate	tion	Care	-turing	Primary										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)			
TOTAL	237 100%	179 100%	43 100%	17 100%	5 100%	13 100%	15 100%	10 100%	12 100%	84 100%	44 100%	4 100%	17 100%	14 100%	46 100%	37 100%	15 100%	81 100%	42 100%	16 100%		
UNWEIGHTED TOTAL	238	179	45	16	5	12	16	10	14	85	43	4	19	13	45	42	19	87	26	19		
Product / service (NET)	50 21%	41 23%	5 11%	5 30%	2 47%	1 10%	3 18%	1 9%	3 21%	17 21%	11 M 25%	1 7%	4 30%	10 22%	8 22%	4 28%	15 18%	10 23%	3 20%			
Providing great customer service	31 13%	26 15%	3 7%	3 15%	2 47%	-	2 13%	1 9%	2 15%	11 13%	9 20%	-	-	2 12%	7 15%	6 17%	2 14%	12 S 15%	2 4%	2 15%		
Increased/new products/services	15 7%	12 7%	1 2%	2 10%	-	1 10%	1 5%	-	-	6 8%	2 4%	1 25%	-	3 18%	3 7%	2 5%	1 5%	1 1%	8 R 19%	1 5%		
Cornering a niche market	3 1%	2 1%	1 3%	1 5%	-	-	-	-	1 6%	-	1 2%	-	1 7%	-	-	-	1 9%	2 3%	-	-		
Increased demand (NET)	45 19%	30 16%	11 26%	4 23%	1 19%	4 32%	8 50% IJK	-	1 7%	13 15%	7 16%	-	4 21%	3 25%	9 20%	5 14%	1 5%	14 Q 18%	12 27% Q	4 25%		
Increased business/new clients	35 15%	25 14%	8 18%	3 17%	1 19%	4 32%	7 44% IJKM	-	1 7%	13 15%	3 8%	-	1 5%	3 18%	6 14%	4 12%	1 5%	12 15%	10 23%	1 7%		
Strong markets demand	10 4%	5 3%	4 8%	1 6%	-	-	1 5%	-	-	-	4 9%	-	3 16%	1 6%	3 6%	1 2%	-	2 2%	2 4%	3 18%		
Output / Productivity (NET)	34 14%	22 12%	9 22%	1 5%	1 18%	-	1 6%	6 65% EGLJKMN D	2 15%	12 15%	5 11%	1 24%	2 12%	2 16%	7 15%	5 15%	1 5%	12 15%	8 18%	1 5%		
Expansion/growth (general)	18 8%	13 7%	3 8%	1 5%	1 18%	-	1 6%	2 25%	-	8 9%	3 7%	-	-	2 16%	5 11%	2 5%	1 5%	4 6%	6 15%	-		
Hard work/quality of work	15 6%	9 5%	6 14%	-	-	-	-	4 40% JK	2 15%	5 6%	2 4%	1 24%	2 12%	-	2 4%	4 10%	-	8 10%	1 3%	1 5%		
Advertising / marketing / awareness (NET)	31 13%	25 14%	5 11%	2 9%	-	3 19%	1 6%	-	2 14%	14 16%	3 8%	2 51%	4 22%	2 12%	5 12%	4 10%	3 19%	15 S 19%	2 4%	2 15%		
Good word of mouth	14 6%	10 5%	3 7%	-	-	-	-	-	1 7%	8 9%	1 2%	-	3 17%	1 7%	5 10%	2 5%	1 5%	5 7%	-	1 6%		

Canadian Small Business Owners' Views on Information Security

Q4A. What is the one main factor that led to your company's revenue increase in the past year?
BASE: Those whose company's revenue increased in the past year (Q3a=3)
BANNER 2

	Industry (X3)										Region									
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Advertising in local media	12 5%	11 6%	1 2%	1 4%	-	3 19%	1 6%	-	-	5 6%	3 6%	-	-	-	1 2%	1 2%	2 14%	6 8%	2 4%	-
Better/increased marketing effort	6 3%	4 2%	1 2%	1 5%	-	-	-	-	1 7%	1 1%	-	2 51%	1 5%	1 5%	-	1 2%	-	4 4%	-	2 10%
Management of Business (NET)	26 11%	21 12%	3 6%	5 27%	1 16%	2 13%	1 5%	1 9%	1 7%	10 12%	3 8%	-	1 5%	2 11%	7 15%	6 16%	2 11%	4 6%	5 11%	2 10%
Ability to find great staff	9 4%	7 4%	1 2%	2 12%	-	-	1 5%	-	-	4 5%	1 2%	-	-	1 6%	1 2%	3 7%	2 11%	4 4%	-	-
Price increases	7 3%	5 3%	2 4%	-	1 16%	-	-	1 9%	1 7%	3 3%	1 2%	-	1 5%	-	3 6%	3 7%	-	1 1%	-	1 5%
Increased personnel	6 2%	6 3%	-	3 16%	-	-	-	-	-	3 4%	-	-	-	-	1 2%	-	-	-	5 11%	-
Location change (general)	3 1%	3 2%	-	-	-	2 13%	-	-	-	-	2 4%	-	-	-	3 6%	1 2%	-	-	-	-
Keeping costs down	1 *%	-	-	-	-	-	-	-	-	-	-	-	-	1 5%	-	-	-	-	-	1 5%
Economic Factors (NET)	17 7%	12 7%	4 10%	1 6%	-	2 13%	2 10%	2 17%	1 7%	7 8%	2 4%	-	1 5%	1 5%	4 8%	3 9%	1 5%	6 8%	2 4%	2 10%
Economic upturn/growth (general)	14 6%	11 6%	2 6%	1 6%	-	2 13%	2 10%	-	1 7%	6 7%	2 4%	-	1 5%	-	4 8%	2 4%	1 5%	5 7%	2 4%	1 5%
Higher oil prices	3 1%	1 1%	2 4%	-	-	-	-	2 17%	-	1 1%	-	-	-	-	-	2 5%	-	1 1%	-	-
Rising Canadian dollar	1 *%	-	-	-	-	-	-	-	-	-	-	-	-	1 5%	-	-	-	-	-	1 5%
Other (NET)	27 11%	23 13%	4 10%	-	-	2 12%	1 6%	-	4 29%	9 11%	8 19%	-	3 20%	-	3 6%	3 7%	4 24%	11 13%	5 12%	2 15%
Weather	11 5%	10 6%	1 2%	-	-	-	1 6%	-	-	3 3%	7 17%	-	-	-	-	-	1 4%	4 5%	5 12%	2 10%
Other	16 7%	12 7%	3 8%	-	-	2 12%	-	-	4 29%	6 7%	1 2%	-	3 20%	-	3 6%	3 7%	3 20%	7 8%	-	1 6%

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Table Q4A Page 16
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Q4A. What is the one main factor that led to your company's revenue increase in the past year?
BASE: Those whose company's revenue increased in the past year (Q3a=3)
BANNER 2

	Industry (X3)			Industry (X3)										Region					
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-	Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.	
		Indust-	-prod-																-prod-
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Refused	1 *%	1 1%	-	-	-	-	-	-	-	1 2%	-	-	-	1 2%	-	-	-	-	-
Don't know	6 3%	5 3%	2 4%	-	-	-	-	-	2 2%	2 6%	-	2 9%	-	-	3 7%	1 4%	3 4%	-	-

Canadian Small Business Owners' Views on Information Security

Q4B. What is the one main factor that led to your company's revenue decrease in the past year?

BASE: Those whose company's revenue decreased in the past year (Q3a=1)

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)		
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
TOTAL	81	30	39	10	2	51	22	2	20	61	49	32	6	42	28	4	14	61	24	35	18	28	50
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	84	32	40	10	2	53	22	2	20	63	52	32	7	43	29	4	15	63	22	35	20	28	53
Decreased demand (NET)	22	8	11	3	-	17	5	-	4	18	14	8	1	10	10	1	3	18	6	8	6	8	13
	27%	27%	28%	25%		33%	23%		20%	29%	27%	25%	22%	24%	36%	20%	24%	29%	25%	22%	34%	26%	27%
Less customers/tourist/ population decrease in the area	14	5	7	2	-	10	4	-	2	12	9	5	-	7	7	1	3	10	3	6	4	5	8
	17%	17%	18%	19%		20%	16%		8%	20%	18%	16%		16%	24%	20%	19%	17%	14%	18%	20%	19%	16%
Industry is declining/ poor performance (general)	6	2	3	1	-	5	2	-	2	5	4	2	1	3	2	-	1	6	2	1	2	2	4
	8%	8%	8%	6%		9%	7%		8%	8%	8%	7%	22%	8%	6%		5%	9%	10%	2%	9%	8%	8%
Reduction of sales	2	1	1	-	-	2	-	-	1	1	1	1	-	-	2	-	-	2	-	1	1	-	2
	2%	3%	2%			3%			4%	1%	2%	2%			5%			3%		2%	4%		3%
Economic Factors (NET)	22	8	9	4	1	10	9	1	5	17	13	9	-	14	6	1	5	16	7	9	5	7	13
	26%	26%	23%	36%	55%	19%	41%	58%	23%	28%	25%	28%		34%	22%	21%	34%	26%	30%	27%	29%	26%	26%
Increased competition	11	6	3	1	1	6	2	1	3	8	5	6	-	9	2	-	-	11	3	5	3	5	6
	13%	20%	7%	10%	55%	12%	9%	58%	14%	14%	10%	19%		22%	6%			18%	11%	14%	20%	16%	13%
Poor performance of the economy	6	1	4	1	-	4	3	-	2	5	4	3	-	3	3	-	3	3	3	2	2	3	4
	8%	3%	11%	10%		7%	13%		9%	7%	7%	9%		6%	10%		21%	6%	11%	6%	10%	10%	7%
Rising Canadian dollar	2	-	1	2	-	-	2	-	-	2	2	-	-	2	-	-	1	2	1	2	-	-	2
	3%		2%	16%			11%			4%	5%			6%			6%	3%	4%	5%			5%
Loss of staff	2	1	1	-	-	-	2	-	-	2	2	-	-	-	2	1	1	-	1	1	-	-	1
	2%	3%	2%				8%			3%	4%				6%	21%	7%		4%	3%			2%
Increased cost (NET)	10	3	6	-	1	8	1	1	4	6	7	3	1	3	6	-	1	7	3	5	2	2	7
	12%	11%	15%		45%	17%	4%	42%	20%	10%	15%	8%	15%	8%	21%		7%	12%	15%	15%	9%	6%	15%
Increased cost	8	2	5	-	1	6	1	1	4	4	7	1	1	3	3	-	1	7	2	4	2	2	5
	9%	6%	13%		45%	12%	4%	42%	20%	6%	13%	3%	15%	8%	12%		7%	11%	8%	12%	9%	6%	10%
Increased gas or fuel prices	3	2	1	-	-	3	-	-	-	3	1	2	-	-	3	-	-	1	2	1	-	-	3
	3%	6%	2%			5%				4%	2%	5%			9%			1%	7%	2%			5%
Changes in government / policy (NET)	5	1	2	1	-	2	1	-	1	4	3	1	-	4	-	-	-	5	-	3	1	1	4
	6%	3%	6%	14%		3%	7%		4%	6%	6%	5%		9%			7%		9%	9%	3%	7%	7%
Government policy changed	5	1	2	1	-	2	1	-	1	4	3	1	-	4	-	-	-	5	-	3	1	1	4
	6%	3%	6%	14%		3%	7%		4%	6%	6%	5%		9%			7%		9%	9%	3%	7%	7%

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Table Q4B Page 18
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(Continued)

Q4B. What is the one main factor that led to your company's revenue decrease in the past year?
BASE: Those whose company's revenue decreased in the past year (Q3a=1)
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Management of Business (NET)	4 5%	3 9%	1 2%	1 6%	-	2 4%	2 7%	-	3 13%	2 3%	3 7%	1 2%	1 11%	3 6%	1 3%	-	2 11%	3 4%	2 7%	2 4%	1 5%	3 9%	2 3%
We are in the process of/have changed how we do business	4 5%	3 9%	1 2%	1 6%	-	2 4%	2 7%	-	3 13%	2 3%	3 7%	1 2%	1 11%	3 6%	1 3%	-	2 11%	3 4%	2 7%	2 4%	1 5%	3 9%	2 3%
Financing / access to capital (NET)	2 3%	1 3%	2 4%	-	-	2 5%	-	-	-	2 4%	2 5%	-	2 39%	-	-	-	2 12%	1 1%	-	2 5%	1 4%	2 9%	-
Couldn't get credit I needed	2 3%	1 3%	2 4%	-	-	2 5%	-	-	-	2 4%	2 5%	-	2 39%	-	-	-	2 12%	1 1%	-	2 5%	1 4%	2 9%	-
Other (NET)	11 13%	5 16%	4 11%	2 18%	-	7 14%	2 9%	-	2 11%	8 13%	4 8%	7 21%	1 14%	5 11%	4 15%	3 59%	2 12%	6 10%	4 17%	4 10%	2 10%	4 15%	7 13%
Other	11 13%	5 16%	4 11%	2 18%	-	7 14%	2 9%	-	2 11%	8 13%	4 8%	7 21%	1 14%	5 11%	4 15%	3 59%	2 12%	6 10%	4 17%	4 10%	2 10%	4 15%	7 13%
Don't know	6 8%	2 6%	4 11%	-	-	3 5%	2 8%	-	2 8%	4 7%	3 5%	3 11%	-	3 8%	1 3%	-	-	6 10%	2 7%	3 8%	-	2 6%	4 9%

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Q4B. What is the one main factor that led to your company's revenue decrease in the past year?
BASE: Those whose company's revenue decreased in the past year (Q3a=1)
BANNER 2

	Industry (X3)							Industry (X3)							Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)				(G)	(H)	(I)		(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	81 100%	66 100%	12 100%	2 100%	1 100%	3 100%	9 100%	1 100%	3 100%	31 100%	25 100%	3 100%	2 100%	3 100%	12 100%	4 100%	8 100%	34 100%	17 100%	7 100%	
UNWEIGHTED TOTAL	84	69	12	3	1	2	9	1	3	30	28	2	2	2	11	4	12	38	10	9	
Decreased demand (NET)	22 27%	21 32% C	1 7%	-	-	-	1 9%	-	1 34%	8 25%	12 50% G	-	-	-	3 30%	-	3 33%	10 29%	2 10%	4 56% S	
Less customers/tourist/ population decrease in the area	14 17%	14 21%	-	-	-	-	-	-	1 34%	5 18%	8 31%	-	-	-	2 16%	-	1 17%	7 21%	2 10%	2 23%	
Industry is declining/ poor performance (general)	6 8%	6 10%	-	-	-	-	-	-	-	2 8%	4 16%	-	-	-	2 14%	-	1 16%	3 8%	-	1 11%	
Reduction of sales	2 2%	1 1%	1 7%	-	-	-	1 9%	-	-	-	1 3%	-	-	-	-	-	-	-	-	2 22%	
Economic Factors (NET)	22 26%	18 27%	4 31%	-	-	2 62%	3 29%	-	1 36%	5 18%	7 30%	3 100% GIJK	1 55%	-	6 54%	3 74% R	-	8 22%	5 30%	-	
Increased competition	11 13%	10 15%	1 7%	-	-	2 62%	1 9%	-	1 36%	2 6%	6 23%	-	-	-	2 16%	1 25%	-	5 14%	3 20%	-	
Poor performance of the economy	6 8%	5 8%	1 9%	-	-	-	-	-	-	3 8%	2 7%	1 37%	1 55%	-	3 24%	-	-	2 6%	2 10%	-	
Rising Canadian dollar	2 3%	2 2%	1 7%	-	-	-	1 9%	-	-	-	-	2 63%	-	-	2 14%	-	-	1 3%	-	-	
Loss of staff	2 2%	1 1%	1 8%	-	-	-	1 10%	-	-	1 3%	-	-	-	-	-	2 49%	-	-	-	-	
Increased cost (NET)	10 12%	6 9%	3 28%	1 38%	1 100% DGJ	-	3 28%	1 100% DGJ	-	4 14%	-	-	-	1 34%	1 8%	1 26%	1 17%	3 10%	3 20%	-	
Increased cost	8 9%	5 8%	2 13%	-	1 100% GJ	-	1 9%	1 100% GJ	-	4 14%	-	-	-	1 34%	1 8%	1 26%	1 17%	3 8%	2 10%	-	
Increased gas or fuel prices	3 3%	1 1%	2 14%	1 38%	-	-	2 18%	-	-	-	-	-	-	-	-	-	-	1 3%	2 10%	-	
Changes in government / policy (NET)	5 6%	3 5%	1 12%	-	-	-	1 16%	-	-	2 7%	1 3%	-	-	-	-	-	1 17%	1 3%	1 9%	1 11%	

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Table Q4B Page 20
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(Continued)

Q4B. What is the one main factor that led to your company's revenue decrease in the past year?
BASE: Those whose company's revenue decreased in the past year (Q3a=1)
BANNER 2

	Industry (X3)							Industry (X3)							Region						
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-	Retail	Whole-	Constru	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.			
		Indust-	-prod-																-prod-	/Real	cation
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)		
Government policy changed	5 6%	3 5%	1 12%	-	-	-	1 16%	-	-	2 7%	1 3%	-	-	-	-	1 17%	1 3%	1 9%	1 11%		
Management of Business (NET)	4 5%	2 4%	2 15%	-	-	-	1 9%	-	-	2 6%	1 3%	-	1 45%	-	1 8%	-	1 8%	3 8%	-	-	
We are in the process of/have changed how we do business	4 5%	2 4%	2 15%	-	-	-	1 9%	-	-	2 6%	1 3%	-	1 45%	-	1 8%	-	1 8%	3 8%	-	-	
Financing / access to capital (NET)	2 3%	1 1%	-	-	-	-	-	-	-	-	1 3%	-	-	2 66%	-	-	-	-	2 10%	1 11%	
Couldn't get credit I needed	2 3%	1 1%	-	-	-	-	-	-	-	-	1 3%	-	-	2 66%	-	-	-	-	2 10%	1 11%	
Other (NET)	11 13%	9 14%	1 7%	1 62% K	-	-	1 9%	-	1 31%	6 20%	1 3%	-	-	-	-	2 25%	5 16%	2 10%	2 22%		
Other	11 13%	9 14%	1 7%	1 62% K	-	-	1 9%	-	1 31%	6 20%	1 3%	-	-	-	-	2 25%	5 16%	2 10%	2 22%		
Don't know	6 8%	6 9%	-	-	-	1 38%	-	-	-	3 11%	2 7%	-	-	-	-	-	-	4 13%	2 10%	-	

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Table Q5A Page 21
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Q5A. In the past year, has your company's profits increased, decreased, or remained the same?

BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business Location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
3 - Increased	199	39	110	28	21	92	55	33	55	141	125	73	20	115	55	149	48	1	132	61	2	108	87
	40%	30%	42%	38%	68%	35%	43%	69%	42%	38%	43%	36%	42%	41%	38%	69%	25%	1%	52%	31%	6%	52%	32%
			B		BCD			FG								QR	R		TU	U		W	
2 - Remained the same	199	63	105	26	6	118	43	9	54	145	112	87	20	112	55	53	119	24	89	96	9	65	122
	40%	48%	40%	35%	19%	45%	34%	19%	42%	39%	38%	42%	43%	40%	39%	24%	62%	29%	35%	48%	27%	32%	44%
		E	E			GH	H									PR		SU					V
1 - Decreased	78	25	37	13	3	45	24	5	17	61	51	27	6	46	24	4	17	55	21	32	21	27	50
	16%	19%	14%	18%	10%	17%	19%	11%	13%	17%	17%	13%	12%	16%	17%	2%	9%	67%	8%	16%	64%	13%	18%
																P	PQ		S	ST			
Refused	4	-	2	2	-	2	-	1	2	2	2	2	-	-	4	1	2	-	2	1	-	-	2
	1%		1%	3%		1%		2%	1%	1%	1%	1%			3%	1%	1%		1%	1%			1%
Don't know	22	5	11	5	1	7	5	-	3	19	5	16	2	10	6	9	5	2	11	8	1	6	14
	4%	4%	4%	6%	4%	3%	4%		2%	5%	2%	8%	4%	4%	4%	4%	2%	2%	4%	4%	3%	3%	5%
											K												
MEAN	2.3	2.1	2.3	2.2	2.6	2.2	2.3	2.6	2.3	2.2	2.3	2.2	2.3	2.3	2.2	2.7	2.2	1.3	2.5	2.2	1.4	2.4	2.1
			B		BCD			FG								QR	R		TU	U		W	

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Table Q5A Page 22
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Q5A. In the past year, has your company's profits increased, decreased, or remained the same?

BASE: All
BANNER 2

	Industry (X3)													Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Increased	199 40%	150 40%	38 42%	16 71%	2 13%	9 33%	9 21%	9 59%	11 62%	72 39%	37 37%	3 34%	20 62%	9 29%	35 45%	37 56%	12 33%	66 41%	37 30%	12 29%
				EFGJKN				EG	EGN	EG	EG		EFGJKN			QRST				
2 - Remained the same	199 40%	147 39%	33 37%	4 18%	8 62%	13 46%	22 50%	5 32%	3 19%	75 40%	40 40%	3 34%	7 21%	18 60%	24 31%	24 36%	15 40%	59 37%	58 48%	20 49%
				DIM	DIM	D	DIM			DIM	DIM			DIM					O	O
1 - Decreased	78 16%	62 16%	14 15%	2 10%	2 14%	3 12%	10 23%	1 9%	3 20%	29 16%	18 18%	3 33%	2 8%	2 6%	14 18%	4 7%	8 23%	27 17%	16 13%	8 19%
							N				N				P		P	P		P
Refused	4 1%	3 1%	1 1%	-	-	-	-	-	-	2 1%	1 1%	-	1 3%	-	-	1 1%	-	-	3 3%	-
Don't know	22 4%	15 4%	5 5%	-	1 11%	3 9%	3 6%	-	-	8 4%	3 3%	-	2 7%	2 5%	4 5%	-	1 4%	8 5%	6 5%	1 3%
MEAN	2.3	2.2	2.3	2.6 EGJK	2.0	2.2	2.0	2.5 EG	2.4 G	2.2 G	2.2	2.0	2.6 EGJKLN	2.3	2.3	2.5 QRST	2.1	2.3	2.2	2.1

Canadian Small Business Owners' Views on Information Security

Q5B. One year from now, do you expect your company's profits to increase, remain the same, or decrease?

BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
3 - Increase	262	60	145	38	19	127	72	28	70	190	158	104	26	153	69	151	75	32	202	56	1	155	100
	52%	46%	55%	51%	61%	48%	57%	60%	54%	52%	54%	50%	56%	54%	48%	70%	40%	39%	79%	28%	2%	75%	36%
																QR			TU	U		W	
2 - Remain the same	169	54	83	21	11	102	32	19	43	124	97	72	13	96	52	51	89	25	43	117	6	32	129
	34%	41%	31%	29%	36%	39%	25%	39%	33%	34%	33%	35%	28%	34%	37%	23%	47%	30%	17%	59%	18%	15%	47%
						G										PR			SU			V	
1 - Decrease	45	13	24	7	1	27	15	-	12	33	32	14	6	23	12	5	18	21	9	12	25	13	30
	9%	10%	9%	10%	3%	10%	12%		9%	9%	11%	7%	13%	8%	9%	2%	9%	25%	3%	6%	77%	6%	11%
																P	PQ		ST				
Refused	4	1	2	1	-	1	3	-	1	3	4	-	-	2	2	-	4	-	-	3	-	1	1
	1%	1%	1%	1%		1%	2%		1%	1%	1%			1%	1%		2%			1%		1%	1%
Don't know	21	3	11	6	-	6	6	1	3	17	4	16	2	9	7	9	5	4	3	11	1	6	15
	4%	2%	4%	9%		2%	5%	1%	3%	5%	1%	8%	3%	3%	5%	4%	3%	5%	1%	5%	3%	3%	5%
											K								S				
MEAN	2.5	2.4	2.5	2.5	2.6	2.4	2.5	2.6	2.5	2.5	2.4	2.5	2.4	2.5	2.4	2.7	2.3	2.1	2.8	2.2	1.2	2.7	2.3
								F								QR			TU	U		W	

Canadian Small Business Owners' Views on Information Security

Q5B. One year from now, do you expect your company's profits to increase, remain the same, or decrease?

BASE: All
BANNER 2

	Industry (X3)													Region						
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-			Retail	Whole-	Constru	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		-prod- ucing Indus- tries	-prod- ucing Indus- tries					/Real Estate	cation	Care										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	501	377	90	23	13	28	43	15	17	186	99	10	32	31	76	66	37	160	121	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Increase	262	200	42	15	3	16	19	10	13	94	52	7	13	19	40	42	16	88	54	22
	52%	53%	46%	64%	23%	58%	43%	65%	75%	50%	53%	74%	42%	61%	53%	64%	42%	55%	45%	55%
				E		E		E	EGJM	E	E	E		E		QS				
2 - Remain the same	169	124	36	8	7	7	17	5	2	64	33	3	13	9	28	16	14	50	49	13
	34%	33%	39%	33%	52%	27%	40%	31%	11%	34%	34%	26%	42%	31%	36%	24%	37%	31%	40%	32%
				I	I		I			I	I		I						P	
1 - Decrease	45	36	9	1	1	4	4	1	3	22	6	-	4	-	7	6	6	13	8	5
	9%	9%	9%	3%	6%	15%	8%	5%	15%	12%	6%		13%		9%	9%	15%	8%	7%	12%
Refused	4	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	2	2	-
	1%	1%	2%				4%			1%								1%	1%	
Don't know	21	15	3	-	2	-	2	-	-	5	8	-	1	3	2	2	2	7	8	1
	4%	4%	3%		19%		4%			3%	8%		3%	8%	2%	3%	5%	4%	7%	2%
MEAN	2.5	2.5	2.4	2.6	2.2	2.4	2.4	2.6	2.6	2.4	2.5	2.7	2.3	2.7	2.4	2.6	2.3	2.5	2.4	2.4
												E		EM		Q				

Canadian Small Business Owners' Views on Information Security

Q6. One year from now, do you expect the number of permanent employees in your company to increase, remain the same, or decrease?

BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
3 - Increase	130	27	70	17	16	59	33	17	32	97	84	46	19	70	32	85	28	14	97	28	2	102	28
	26%	20%	27%	23%	53%	23%	26%	35%	25%	26%	28%	23%	41%	25%	22%	39%	14%	17%	38%	14%	7%	49%	10%
					BCD								NO			QR			TU		W		
2 - Remain the same	336	95	174	53	14	182	85	30	89	245	192	145	27	195	100	127	148	54	153	161	16	98	221
	67%	72%	66%	72%	47%	69%	67%	63%	69%	66%	65%	70%	57%	69%	70%	59%	78%	65%	60%	81%	50%	47%	80%
		E		E												PR			SU		V		
1 - Decrease	25	6	15	4	-	16	7	1	6	19	19	6	-	13	9	2	11	13	3	6	13	4	20
	5%	5%	6%	6%	-	6%	5%	2%	4%	5%	6%	3%	-	5%	6%	1%	6%	15%	1%	3%	40%	2%	7%
																P	PQ		ST				V
Don't know	9	4	5	-	-	6	2	-	2	7	1	8	1	5	2	3	4	2	3	3	1	3	6
	2%	3%	2%	-	-	2%	1%	-	2%	2%	**	4%	2%	2%	2%	1%	2%	2%	1%	2%	3%	1%	2%
												K											
MEAN	2.2	2.2	2.2	2.2	2.5	2.2	2.2	2.3	2.2	2.2	2.2	2.2	2.4	2.2	2.2	2.4	2.1	2.0	2.4	2.1	1.7	2.5	2.0
					BCD			F					NO			QR			TU	U		W	

Canadian Small Business Owners' Views on Information Security

Q6. One year from now, do you expect the number of permanent employees in your company to increase, remain the same, or decrease?

BASE: All
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
3 - Increase	130 26%	92 24%	26 29%	8 33%	7 54% JK	7 24%	12 28%	5 31%	5 26%	46 25%	16 16%	5 46%	9 29%	11 35%	19 25%	20 31% S	11 29%	50 31% S	19 16%	10 26%
2 - Remain the same	336 67%	256 68%	59 66%	14 60%	6 46%	20 72%	29 67%	10 64%	10 59%	127 68%	74 75%	5 54%	21 65%	19 62%	54 71%	43 65%	21 57%	101 63%	93 77% QRT	24 58%
1 - Decrease	25 5%	21 6%	4 5%	-	-	1 4%	2 6%	1 5%	3 15%	10 6%	7 7%	-	1 3%	-	2 2%	1 1%	5 13% OP	7 5%	5 4%	5 13% OP
Don't know	9 2%	8 2%	1 1%	2 7%	-	-	-	-	-	3 2%	3 3%	-	1 3%	1 3%	1 1%	2 3%	-	2 1%	3 3%	2 4%
MEAN	2.2	2.2	2.2	2.4 K	2.5 JK	2.2	2.2	2.3	2.1	2.2	2.1	2.5 K	2.3	2.4 K	2.2	2.3 S	2.2	2.3 S	2.1	2.1

Canadian Small Business Owners' Views on Information Security

Q7. In the next two years, do you plan to expand or grow your business?

BASE: All
BANNER 1

	Company Size (C)										Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)			Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No						
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274					
Yes	207	47	106	33	20	98	59	27	56	150	137	69	30	120	46	117	61	27	142	53	7	207	-					
	41%	36%	40%	45%	66%	37%	47%	57%	44%	41%	47%	34%	63%	42%	32%	54%	32%	32%	56%	27%	21%	100%						
No	275	77	149	41	8	154	62	21	67	205	148	127	17	149	93	94	119	53	104	137	25	-	275					
	55%	59%	56%	55%	26%	59%	49%	43%	52%	56%	50%	62%	37%	53%	65%	44%	62%	65%	41%	69%	77%		100%					
Don't know	19	7	10	-	3	11	6	-	6	13	10	9	-	14	4	5	11	2	9	9	1	-	-					
	4%	5%	4%		8%	4%	4%		5%	4%	3%	5%		5%	3%	2%	6%	3%	4%	5%	3%							

Canadian Small Business Owners' Views on Information Security

Q7. In the next two years, do you plan to expand or grow your business?

BASE: All
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- -ucing Indust- ries	Good -prod- -ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- -turing	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
Yes	207 41%	154 41%	41 45%	14 59% FHN	7 55%	9 31%	18 41%	4 28%	7 41%	76 41%	38 38%	4 37%	19 59% FHKQ	10 32%	34 44%	32 48% Q	11 29%	73 46% Q	40 34% Q	16 40%
No	275 55%	208 55%	47 52%	9 37%	6 45%	19 69% DM	24 55%	11 72% DM	8 48%	102 55%	59 59% M	5 49%	12 39%	19 63%	41 53%	31 47%	25 67% PR	81 51%	75 62% P	22 55%
Don't know	19 4%	15 4%	3 3%	1 4%	-	-	2 4%	-	2 11%	8 4%	3 3%	1 14%	1 3%	2 6%	2 2%	4 5%	1 4%	6 4%	5 4%	2 5%

Canadian Small Business Owners' Views on Information Security

11. Does your organization currently use the Internet?
BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
Yes	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157
	62%	54%	63%	64%	80%	54%	71%	83%	60%	63%	68%	53%	59%	65%	59%	65%	60%	56%	66%	57%	63%	71%	57%
					BC		F	F			L								T			W	
No	188	61	95	26	6	121	37	8	51	136	92	96	19	98	58	74	75	35	85	86	11	59	116
	38%	46%	36%	36%	20%	46%	29%	17%	40%	37%	31%	47%	41%	35%	41%	34%	40%	42%	33%	43%	35%	29%	42%
		CE				GH					K								S			V	
Don't know/Refuse	2	-	2	-	-	-	-	-	1	1	2	1	-	1	-	1	-	1	1	1	1	1	1
	*%		1%						1%	*%	1%	*%		*%		*%		2%	*%	*%	2%	*%	1%

Canadian Small Business Owners' Views on Information Security

11. Does your organization currently use the Internet?

BASE: All
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- -prod- -ing Indus- tries	Good -prod- -prod- -ing Indus- tries	Finance /Real Estate	Edu- cation	Health Care	Manufac- -turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
Yes	310 62%	243 64%	49 54%	18 78%	12 93%	15 53%	21 48%	9 59%	16 91%	113 61%	61 61%	8 84%	19 59%	18 59%	58 76%	43 65%	18 48%	96 60%	70 58%	25 62%
				G	FGHJKMN				FGHJKMN			G			QRS					
No	188 38%	132 35%	42 46%	5 22%	1 7%	13 47%	22 52%	6 41%	2 9%	71 38%	39 39%	2 16%	13 41%	13 41%	19 24%	23 35%	19 50%	63 39%	50 42%	15 36%
						EI	DEIL	EI		EI	EI		EI	EI			O	O	O	O
Don't know/Refuse	2 *%	1 *%	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	1 2%	1 1%	-	1 2%

Canadian Small Business Owners' Views on Information Security

I2A. How has the issue affected how productive you or your employees are: Receiving spam email?

BASE: Those who use the Internet

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	77	166	45	22	145	89	38	79	228	202	108	27	183	85	144	112	47	170	110	22	150	153
4 - No negative impact at all	121	26	61	22	11	49	38	17	23	97	75	45	19	60	34	50	55	12	60	46	10	58	62
	39%	37%	36%	46%	47%	35%	42%	42%	30%	42%	37%	42%	68%	33%	40%	36%	48%	26%	35%	41%	52%	39%	39%
													NO				R						
3 - Small negative impact	41	7	22	9	4	16	10	7	13	27	30	11	3	20	15	23	9	7	25	12	3	19	21
	13%	9%	13%	19%	15%	11%	11%	18%	17%	12%	15%	10%	9%	11%	18%	16%	8%	15%	14%	11%	13%	13%	13%
2 - Somewhat negative impact	66	20	32	11	2	37	18	4	20	46	44	22	2	48	15	34	22	10	34	25	6	33	30
	21%	29%	19%	23%	9%	26%	20%	9%	27%	20%	22%	20%	7%	26%	17%	24%	19%	21%	20%	22%	31%	22%	19%
														M									
1 - Very negative impact	71	15	44	5	7	35	19	10	20	51	46	25	4	48	18	30	25	14	45	24	1	33	37
	23%	22%	26%	10%	30%	25%	21%	24%	25%	22%	23%	23%	13%	26%	21%	21%	22%	31%	27%	22%	5%	23%	24%
																			U	U			
Don't Know	12	2	9	1	-	3	5	3	1	11	6	5	1	8	3	5	4	3	6	5	-	4	8
	4%	3%	5%	2%		2%	6%	7%	1%	5%	3%	5%	3%	4%	3%	3%	4%	6%	4%	5%		2%	5%
TOP 2 BOX	162	33	83	31	15	65	48	24	36	124	105	57	22	81	49	73	65	19	85	57	13	77	82
	52%	47%	49%	65%	61%	46%	53%	60%	47%	54%	52%	52%	77%	44%	58%	52%	56%	41%	50%	51%	65%	53%	52%
													N		N								
BOTTOM 2 BOX	137	36	76	16	9	73	37	13	40	96	90	47	5	95	33	64	47	24	79	50	7	66	67
	44%	51%	45%	33%	39%	51%	41%	33%	52%	42%	45%	43%	20%	52%	39%	45%	40%	53%	47%	44%	35%	45%	43%
						H								MO	M								
MEAN	2.7	2.6	2.6	3.0	2.8	2.6	2.8	2.8	2.5	2.8	2.7	2.7	3.4	2.5	2.8	2.7	2.9	2.4	2.6	2.7	3.1	2.7	2.7
													NO				R						

Canadian Small Business Owners' Views on Information Security

I2A. How has the issue affected how productive you or your employees are: Receiving spam email?
BASE: Those who use the Internet
BANNER 2

	Industry (X3)													Region						
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-			Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.
		Indust-	-prod-					-prod-	sion-	Service										
(A)	ries	ucing	/Real	cation	Care	turing	Primary	/Tech	Service	Trade	Trade	ction	Other	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	310	243	49	18	12	15	21	9	16	113	61	8	19	18	58	43	18	96	70	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	241	52	19	12	15	22	10	17	109	61	8	20	16	58	49	24	104	44	31
4 - No negative impact at all	121	94	17	3	8	6	8	4	2	43	29	3	5	9	13	14	6	34	44	11
	39%	39%	35%	19%	64%	43%	41%	43%	13%	38%	47%	35%	26%	48%	22%	33%	31%	35%	63%	42%
					DIM		I			I	DI		I						OPQR	
3 - Small negative impact	41	30	11	3	1	3	4	1	4	15	3	2	6	-	5	4	4	15	7	6
	13%	12%	22%	14%	8%	22%	17%	10%	22%	13%	4%	22%	34%		9%	10%	21%	16%	10%	22%
										K			K							
2 - Somewhat negative impact	66	53	9	6	2	5	4	1	4	26	9	-	5	4	16	13	4	22	6	5
	21%	22%	18%	33%	20%	35%	17%	9%	26%	23%	15%		25%	24%	27%	30%	24%	23%	9%	19%
															S	S		S		
1 - Very negative impact	71	57	10	6	-	-	4	3	6	25	17	3	3	4	23	9	4	21	10	4
	23%	24%	20%	34%			21%	28%	39%	22%	29%	32%	15%	23%	39%	21%	24%	22%	14%	18%
															PRST					
Don't Know	12	9	2	-	1	-	1	1	-	4	3	1	-	1	2	3	-	4	3	-
	4%	4%	4%		8%		4%	10%		4%	4%	11%		5%	3%	6%		4%	5%	
TOP 2 BOX	162	124	28	6	9	10	12	5	6	58	31	5	11	9	18	19	9	49	51	16
	52%	51%	58%	33%	72%	65%	58%	53%	35%	51%	52%	57%	60%	48%	31%	43%	52%	51%	72%	64%
					DI													O	OPR	O
BOTTOM 2 BOX	137	110	19	12	2	5	8	3	10	51	27	3	8	8	38	22	9	43	16	9
	44%	45%	39%	67%	20%	35%	38%	37%	65%	45%	44%	32%	40%	47%	66%	51%	48%	45%	23%	36%
				E					E						RST	S	S	S		
MEAN	2.7	2.7	2.8	2.2	3.5	3.1	2.8	2.8	2.1	2.7	2.7	2.7	2.7	2.8	2.1	2.6	2.6	2.7	3.3	2.9
					DIJM	DI												O	OPR	O

Canadian Small Business Owners' Views on Information Security

I2B. How has the issue affected how productive you or your employees are: Spyware?
BASE: Those who use the Internet
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	to \$250K	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	77	166	45	22	145	89	38	79	228	202	108	27	183	85	144	112	47	170	110	22	150	153
4 - No negative impact at all	150	29	81	27	14	63	44	18	31	118	88	62	14	95	33	66	61	20	86	51	9	76	72
	48%	40%	48%	56%	57%	44%	49%	45%	40%	51%	44%	57%	49%	52%	39%	47%	53%	43%	50%	46%	46%	51%	46%
3 - Small negative impact	38	3	25	8	1	16	15	4	6	31	32	6	5	22	11	15	18	4	19	12	6	21	16
	12%	5%	15%	18%	3%	11%	16%	11%	8%	13%	16%	5%	16%	12%	13%	11%	16%	9%	11%	11%	29%	15%	10%
2 - Somewhat negative impact	48	16	23	5	4	29	8	8	15	33	34	15	4	28	15	26	13	9	30	15	3	24	25
	16%	23%	14%	10%	18%	20%	9%	19%	20%	14%	17%	13%	15%	15%	18%	19%	11%	19%	18%	13%	13%	16%	16%
1 - Very negative impact	37	12	19	3	2	16	10	5	12	24	29	8	1	24	10	19	11	6	20	17	1	15	22
	12%	17%	12%	7%	10%	11%	11%	12%	15%	11%	14%	8%	3%	13%	11%	13%	9%	13%	12%	15%	5%	10%	14%
Don't Know	37	10	20	4	3	19	13	5	13	24	19	19	5	15	17	15	13	7	15	18	2	11	22
	12%	15%	12%	9%	13%	13%	15%	14%	17%	11%	9%	17%	16%	8%	20%	10%	11%	16%	9%	16%	8%	8%	14%
TOP 2 BOX	188	32	106	35	15	78	59	22	37	149	121	67	18	117	44	81	79	24	105	64	15	97	88
	60%	45%	63%	74%	60%	55%	66%	56%	48%	65%	60%	62%	65%	63%	51%	58%	68%	52%	62%	57%	74%	66%	56%
BOTTOM 2 BOX	85	28	42	8	7	45	18	12	27	57	62	23	5	52	25	45	24	15	50	31	4	39	47
	28%	40%	25%	17%	27%	32%	19%	31%	35%	25%	31%	21%	18%	28%	29%	32%	21%	32%	29%	28%	17%	26%	30%
MEAN	3.1	2.8	3.1	3.3	3.2	3.0	3.2	3.0	2.9	3.2	3.0	3.3	3.3	3.1	3.0	3.0	3.3	3.0	3.1	3.0	3.3	3.2	3.0

Canadian Small Business Owners' Views on Information Security

Table I2B Page 34
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I2B. How has the issue affected how productive you or your employees are: Spyware?
BASE: Those who use the Internet
BANNER 2

	Industry (X3)													Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Profes- sion/ Science/ /Tech			Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	310 100%	243 100%	49 100%	18 100%	12 100%	15 100%	21 100%	9 100%	16 100%	113 100%	61 100%	8 100%	19 100%	18 100%	58 100%	43 100%	18 100%	96 100%	70 100%	25 100%
UNWEIGHTED TOTAL	310	241	52	19	12	15	22	10	17	109	61	8	20	16	58	49	24	104	44	31
4 - No negative impact at all	150 48%	116 48%	26 54%	5 30%	4 36%	7 46%	14 67%	5 51%	6 40%	57 51%	33 54%	2 28%	8 40%	7 39%	21 35%	21 49%	9 53%	43 44%	41 58%	15 60%
3 - Small negative impact	38 12%	29 12%	7 15%	3 14%	2 14%	1 10%	2 8%	1 10%	1 4%	12 11%	9 15%	1 13%	5 24%	2 9%	9 15%	4 8%	1 7%	15 15%	8 12%	2 7%
2 - Somewhat negative impact	48 16%	40 16%	6 12%	6 35%	3 22%	4 30%	3 13%	2 19%	4 22%	17 15%	5 8%	1 11%	2 8%	3 14%	13 23%	9 20%	4 24%	16 17%	-	5 21%
1 - Very negative impact	37 12%	27 11%	6 12%	3 16%	-	-	2 8%	-	3 22%	12 11%	7 11%	2 20%	4 21%	4 24%	10 17%	4 10%	1 8%	13 13%	8 12%	1 3%
Don't Know	37 12%	31 13%	4 7%	1 5%	3 27%	2 15%	1 4%	2 20%	2 12%	14 12%	7 11%	2 28%	1 5%	3 14%	5 9%	5 12%	1 8%	10 10%	13 18%	2 9%
TOP 2 BOX	188 60%	145 60%	33 69%	8 44%	6 50%	8 55%	16 75%	6 61%	7 44%	70 62%	42 70%	3 40%	12 65%	9 48%	29 50%	25 57%	11 60%	57 59%	49 70%	17 67%
BOTTOM 2 BOX	85 28%	67 28%	12 24%	9 50%	3 22%	4 30%	4 21%	2 19%	7 44%	29 26%	12 19%	3 32%	6 30%	7 38%	23 40%	13 31%	6 32%	29 30%	8 12%	6 24%
MEAN	3.1	3.1	3.2	2.6	3.2	3.2	3.4	3.4	2.7	3.2	3.3	2.7	2.9	2.7	2.8	3.1	3.1	3.0	3.4	3.4

Canadian Small Business Owners' Views on Information Security

I2C. How has the issue affected how productive you or your employees are: Password theft, identity theft or 'phishing'?

BASE: Those who use the Internet

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	77	166	45	22	145	89	38	79	228	202	108	27	183	85	144	112	47	170	110	22	150	153
4 - No negative impact at all	246	55	134	38	19	115	72	30	57	187	160	86	25	145	66	115	92	35	137	87	14	114	127
	79%	78%	80%	80%	77%	81%	80%	76%	74%	81%	79%	79%	88%	79%	78%	82%	80%	76%	81%	77%	72%	78%	81%
3 - Small negative impact	7	-	3	2	2	3	1	2	3	3	5	2	-	5	2	2	-	4	3	2	2	6	1
	2%		2%	3%	8%	2%	1%	5%	5%	1%	3%	1%		2%	3%	2%		10%	2%	2%	8%	4%	*%
																						W	
2 - Somewhat negative impact	26	9	11	5	1	12	6	4	11	15	18	8	2	16	6	11	8	5	13	10	3	13	12
	8%	12%	7%	11%	5%	8%	7%	10%	15%	6%	9%	8%	6%	9%	7%	8%	7%	11%	8%	9%	13%	9%	7%
1 - Very negative impact	16	2	8	3	3	4	6	2	1	14	10	5	-	10	5	8	7	-	7	7	1	8	8
	5%	2%	5%	6%	10%	3%	6%	5%	1%	6%	5%	5%		5%	6%	5%	6%		4%	6%	7%	5%	5%
Don't Know	16	5	11	-	-	8	5	2	4	12	8	8	2	9	5	5	8	2	9	7	-	6	10
	5%	7%	6%			5%	6%	5%	6%	5%	4%	7%	6%	5%	6%	3%	7%	4%	5%	6%		4%	6%
TOP 2 BOX	253	55	138	39	21	118	73	32	61	191	165	87	25	149	69	118	92	40	140	88	16	120	128
	81%	78%	82%	83%	85%	83%	81%	81%	79%	83%	82%	80%	88%	81%	81%	83%	80%	86%	83%	79%	80%	82%	81%
BOTTOM 2 BOX	42	10	19	8	4	16	12	6	12	29	28	14	2	26	11	19	15	5	21	17	4	20	19
	13%	15%	12%	17%	15%	11%	13%	15%	16%	12%	14%	13%	6%	14%	13%	13%	13%	11%	12%	15%	20%	14%	12%
MEAN	3.6	3.7	3.7	3.6	3.5	3.7	3.6	3.6	3.6	3.7	3.6	3.7	3.9	3.6	3.6	3.7	3.7	3.7	3.7	3.6	3.4	3.6	3.7

Canadian Small Business Owners' Views on Information Security

I2C. How has the issue affected how productive you or your employees are: Password theft, identity theft or 'phishing'?
BASE: Those who use the Internet
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- -ucing Indust- ries	Good -prod- -ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- -turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	310 100%	243 100%	49 100%	18 100%	12 100%	15 100%	21 100%	9 100%	16 100%	113 100%	61 100%	8 100%	19 100%	18 100%	58 100%	43 100%	18 100%	96 100%	70 100%	25 100%
UNWEIGHTED TOTAL	310	241	52	19	12	15	22	10	17	109	61	8	20	16	58	49	24	104	44	31
4 - No negative impact at all	246 79%	190 78%	39 81%	13 71%	10 79%	11 75%	19 91%	6 71%	15 95% JK	89 79%	46 75%	7 80%	14 74%	15 86%	49 85%	33 75%	16 89%	73 76%	56 80%	20 77%
3 - Small negative impact	7 2%	6 3%	1 1%	-	-	-	-	-	1 5%	4 4%	1 2%	-	1 3%	-	2 3%	-	1 4%	1 1%	2 2%	2 7%
2 - Somewhat negative impact	26 8%	21 8%	4 8%	2 13%	-	1 6%	-	1 9%	-	10 9%	7 12%	-	3 16%	2 9%	2 3%	5 12%	1 4%	11 11% O	5 7%	3 10%
1 - Very negative impact	16 5%	14 6%	2 4%	-	-	3 19%	1 4%	-	-	7 6%	3 5%	1 9%	1 6%	-	3 6%	2 4%	1 4%	5 6%	3 4%	2 6%
Don't Know	16 5%	12 5%	3 6%	3 16%	3 21%	-	1 5%	2 20%	-	3 2%	3 6%	1 10%	-	1 5%	2 3%	4 8%	-	5 6%	5 7%	-
TOP 2 BOX	253 81%	196 81%	40 82%	13 71%	10 79%	11 75%	19 91%	6 71%	16 100% DFHJKM	94 83%	47 77%	7 80%	15 78%	15 86%	51 88%	33 75%	16 92% PR	74 77%	57 82%	21 84%
BOTTOM 2 BOX	42 13%	34 14%	6 12%	2 13%	-	4 25%	1 4%	1 9%	-	17 15%	10 17%	1 9%	4 22%	2 9%	5 9%	7 16%	1 8%	16 17%	8 11%	4 16%
MEAN	3.6	3.6	3.7	3.7	4.0	3.3	3.9	3.8	3.9	3.6	3.6	3.7	3.5	3.8	3.7	3.6	3.8	3.6	3.7	3.6

Canadian Small Business Owners' Views on Information Security

I2D. How has the issue affected how productive you or your employees are: Viruses or worms?
BASE: Those who use the Internet
BANNER 1

	Company Size (C)										Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
TOTAL	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
UNWEIGHTED TOTAL	310	77	166	45	22	145	89	38	79	228	202	108	27	183	85	144	112	47	170	110	22	150	153					
4 - No negative impact at all	138	30	75	22	11	61	40	17	30	108	82	56	10	81	38	65	53	19	75	47	9	64	71					
	44%	42%	45%	46%	47%	43%	45%	44%	39%	47%	41%	51%	37%	44%	44%	46%	46%	41%	44%	42%	45%	43%	45%					
3 - Small negative impact	44	9	28	6	1	18	13	7	8	36	36	8	7	22	13	15	23	4	26	13	3	19	23					
	14%	13%	17%	12%	5%	13%	15%	18%	10%	16%	18%	7%	26%	12%	16%	11%	20%	9%	15%	12%	17%	13%	15%					
2 - Somewhat negative impact	66	15	30	13	8	30	18	11	22	44	44	23	9	40	12	31	21	11	34	27	5	34	31					
	21%	21%	18%	27%	35%	21%	20%	27%	28%	19%	22%	21%	34%	22%	14%	22%	19%	24%	20%	24%	24%	23%	20%					
1 - Very negative impact	55	16	29	7	3	30	16	4	15	38	35	20	1	36	18	27	17	10	30	23	3	27	28					
	18%	23%	17%	14%	14%	21%	18%	9%	20%	17%	18%	18%	3%	20%	21%	19%	15%	22%	18%	20%	13%	18%	18%					
Don't Know	7	1	6	-	-	3	3	1	2	5	4	3	-	4	4	4	2	2	5	2	-	3	4					
	2%	1%	4%			2%	3%	2%	2%	2%	2%	3%		2%	4%	3%	2%	4%	3%	2%		2%	2%					
TOP 2 BOX	182	38	103	28	13	79	53	24	38	144	118	63	18	104	51	80	75	23	101	60	13	83	94					
	59%	54%	61%	59%	52%	56%	59%	62%	49%	62%	59%	58%	63%	56%	60%	56%	65%	51%	59%	54%	63%	56%	60%					
BOTTOM 2 BOX	122	31	59	20	12	60	34	14	37	82	79	43	10	77	30	58	38	21	64	50	8	61	59					
	39%	44%	35%	41%	48%	42%	38%	36%	48%	35%	39%	39%	37%	42%	36%	41%	33%	46%	38%	45%	37%	41%	38%					
MEAN	2.9	2.7	2.9	2.9	2.8	2.8	2.9	3.0	2.7	2.9	2.8	2.9	3.0	2.8	2.9	2.8	3.0	2.7	2.9	2.8	3.0	2.8	2.9					

Canadian Small Business Owners' Views on Information Security

I2D. How has the issue affected how productive you or your employees are: Viruses or worms?
BASE: Those who use the Internet
BANNER 2

	Industry (X3)							Industry (X3)							Region					
	Total	Service -prod- ucing Indus- tries	Good -prod- ucing Indus- tries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)		(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
TOTAL	310 100%	243 100%	49 100%	18 100%	12 100%	15 100%	21 100%	9 100%	16 100%	113 100%	61 100%	8 100%	19 100%	18 100%	58 100%	43 100%	18 100%	96 100%	70 100%	25 100%
UNWEIGHTED TOTAL	310	241	52	19	12	15	22	10	17	109	61	8	20	16	58	49	24	104	44	31
4 - No negative impact at all	138 44%	110 45%	21 42%	4 25%	6 50%	5 35%	10 49%	4 43%	4 25%	54 48%	32 53%	3 40%	6 34%	7 39%	24 42%	16 36%	7 37%	38 40%	40 57%	14 54%
3 - Small negative impact	44 14%	33 14%	8 17%	3 19%	3 22%	2 11%	2 8%	2 20%	2 15%	14 13%	8 14%	- -	5 25%	3 14%	5 8%	6 15%	1 7%	19 20%	12 16%	1 3%
2 - Somewhat negative impact	66 21%	53 22%	10 20%	5 28%	3 21%	5 33%	3 16%	2 17%	5 33%	22 20%	10 17%	2 30%	5 26%	3 19%	13 23%	10 22%	7 40%	20 20%	9 13%	8 30%
1 - Very negative impact	55 18%	45 18%	8 17%	5 28%	- -	3 21%	5 22%	1 10%	4 26%	21 19%	9 14%	2 30%	3 14%	3 14%	14 24%	10 23%	3 16%	18 18%	8 11%	3 13%
Don't Know	7 2%	3 1%	2 4%	- -	1 8%	- -	1 5%	1 10%	- -	1 1%	1 2%	- -	- -	3 14%	2 3%	2 4%	- -	2 2%	2 2%	- -
TOP 2 BOX	182 59%	142 59%	29 59%	8 44%	9 72%	7 46%	12 57%	6 63%	6 40%	68 61%	41 67%	3 40%	11 60%	10 53%	29 50%	22 51%	8 45%	57 59%	51 73%	14 57%
BOTTOM 2 BOX	122 39%	98 40%	18 37%	10 56%	3 21%	8 54%	8 38%	2 27%	9 60%	44 39%	19 31%	5 60%	8 40%	6 33%	27 47%	19 45%	10 55%	37 39%	17 24%	11 43%
MEAN	2.9	2.9	2.9	2.4	3.3 DI	2.6	2.9	3.1	2.4	2.9	3.1 DI	2.5	2.8	2.9	2.7	2.7	2.7	2.8	3.2 OPR	3.0

Canadian Small Business Owners' Views on Information Security

I3. To what extent, if at all, has the cost of your security measures changed compared to last year?

BASE: Those who use the Internet

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	77	166	45	22	145	89	38	79	228	202	108	27	183	85	144	112	47	170	110	22	150	153
3 - Increased	123	29	63	20	11	58	35	15	34	88	81	41	12	69	35	60	39	20	69	42	10	71	50
	40%	40%	38%	42%	45%	41%	39%	37%	44%	38%	40%	38%	44%	37%	41%	42%	34%	44%	41%	37%	51%	48%	32%
2 - Stayed the same	176	40	95	28	13	78	51	23	38	137	114	62	15	110	45	80	71	22	96	64	10	71	100
	57%	56%	57%	58%	55%	55%	56%	59%	49%	59%	57%	57%	53%	60%	53%	56%	62%	48%	56%	57%	49%	49%	64%
1 - Decreased	2	1	1	-	-	2	-	-	1	1	-	2	-	1	1	-	1	1	-	2	-	1	1
	1%	1%	1%			1%			1%	1%		2%		1%	1%		1%	2%		2%		1%	1%
Do not spend on this	3	-	3	-	-	1	2	-	1	2	2	1	-	2	1	-	3	-	-	3	-	-	3
	1%		2%			1%	2%		1%	1%	1%	1%		1%	1%		2%		2%				2%
Don't know	7	2	5	-	-	3	3	2	3	4	4	3	1	3	3	2	2	2	5	2	-	4	3
	2%	2%	3%			2%	3%	4%	4%	2%	2%	2%	3%	1%	4%	1%	2%	5%	3%	1%		2%	2%
MEAN	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.5	2.4	2.4	2.4	2.5	2.4	2.4	2.4	2.3	2.4	2.4	2.4	2.5	2.5	2.3
																							W

Canadian Small Business Owners' Views on Information Security

13. To what extent, if at all, has the cost of your security measures changed compared to last year?

BASE: Those who use the Internet

BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Service	Good	Finance	Edu-	Health	Manufac	Profes-	Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	At1.			
	-prod- -ucing Indust- ries	-prod- -ucing Indust- ries	/Real Estate	cation	Care	-turing	sion/ Science /Tech	Trade	sale Trade	-ction				Sask						
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	310	243	49	18	12	15	21	9	16	113	61	8	19	18	58	43	18	96	70	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	241	52	19	12	15	22	10	17	109	61	8	20	16	58	49	24	104	44	31
3 - Increased	123	97	18	10	4	8	7	3	8	51	12	3	8	8	19	23	7	47	18	9
	40%	40%	37%	57%	31%	55%	35%	28%	51%	45%	20%	41%	45%	42%	32%	53%	39%	49%	25%	36%
				K		K			K	K			K			OS		OS		
2 - Stayed the same	176	138	29	8	8	7	13	6	8	58	44	5	10	9	37	17	11	44	51	15
	57%	57%	59%	43%	69%	45%	61%	62%	49%	51%	73%	59%	55%	49%	65%	40%	61%	46%	72%	61%
										DJ					PR				PR	
1 - Decreased	2	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	2	-	-
	1%	1%								2%								2%		
Do not spend on this	3	3	-	-	-	-	-	-	-	1	2	-	-	-	1	-	-	-	2	-
	1%	1%								1%	3%				2%				2%	
Don't know	7	4	2	-	-	-	1	1	-	1	3	-	-	2	1	3	-	3	-	1
	2%	1%	3%				4%	10%		1%	4%			10%	2%	6%		3%		3%
MEAN	2.4	2.4	2.4	2.6	2.3	2.5	2.4	2.3	2.5	2.4	2.2	2.4	2.4	2.5	2.3	2.6	2.4	2.5	2.3	2.4
				K		K			K	K			K			OS		S		

Canadian Small Business Owners' Views on Information Security

I4A. Other than security measures taken, have these kinds of issues noticeably increased your business' costs compared to last year?
 BASE: Those who use the Internet
 BANNER 1

	Company Size (C)										Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)														
	No Emp /one man shop					1-4 Emp.					5-9 Emp.					10-14 Emp.					Under \$250K		\$250K to \$1 mil		\$1 mil to \$5 mil		Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)																	
TOTAL	310	71	168	48	24	142	90	40	77	231	202	109	28	184	85	141	115	46	170	112	20	147	157																		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%																		
UNWEIGHTED TOTAL	310	77	166	45	22	145	89	38	79	228	202	108	27	183	85	144	112	47	170	110	22	150	153																		
Yes	83	18	45	16	4	34	33	7	20	62	60	23	5	51	23	41	23	16	39	33	9	49	32																		
	27%	25%	27%	33%	18%	24%	37%	17%	26%	27%	30%	21%	17%	28%	27%	29%	20%	36%	23%	29%	46%	33%	20%																		
No	222	53	117	32	20	105	57	32	56	165	138	84	23	129	61	98	92	29	127	79	10	96	122																		
	72%	75%	70%	67%	82%	74%	63%	80%	73%	71%	69%	77%	83%	70%	71%	69%	80%	63%	75%	71%	49%	65%	77%																		
Don't know/Refuse	5	-	5	-	-	3	-	1	1	4	4	2	-	3	2	2	-	1	4	-	1	2	3																		
	2%		3%			2%		2%	1%	2%	2%	2%		2%	2%	1%		2%	3%		5%	1%	2%																		

Canadian Small Business Owners' Views on Information Security

I4A. Other than security measures taken, have these kinds of issues noticeably increased your business' costs compared to last year?

BASE: Those who use the Internet

BANNER 2

	Industry (X3)							Region												
	Service	Good	Finance	Edu-	Health	Manufac	Profes-	Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.			
	-prod- ucing Indust- ries	-prod- ucing Indust- ries	/Real Estate	cation	Care	-turing	sion/ Science /Tech	Trade	sale Trade	-ction				Sask						
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
TOTAL	310	243	49	18	12	15	21	9	16	113	61	8	19	18	58	43	18	96	70	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	310	241	52	19	12	15	22	10	17	109	61	8	20	16	58	49	24	104	44	31
Yes	83	66	12	8	2	6	6	1	6	28	14	3	5	4	11	16	4	33	13	5
	27%	27%	26%	42%	15%	38%	29%	10%	38%	25%	22%	41%	29%	23%	20%	37%	24%	34%	19%	22%
				H														OS		
No	222	173	35	10	11	7	15	7	10	85	45	5	13	13	45	26	14	63	55	20
	72%	71%	73%	58%	85%	50%	71%	80%	62%	75%	75%	59%	71%	72%	79%	59%	76%	65%	79%	78%
				F											P				P	
Don't know/Refuse	5	4	1	-	-	2	-	1	-	-	2	-	-	1	1	2	-	1	2	-
	2%	1%	2%			11%		10%			3%			5%	2%	4%		1%	2%	

Canadian Small Business Owners' Views on Information Security

I4B. Estimating a percentage, how much would you say your business costs have increased specifically due to these kinds of issues compared to the previous year?

BASE: Those who said Yes or Don't know at I4A

BANNER 1

	Company Size (C)				Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)		
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	88 100%	18 100%	51 100%	16 100%	4 100%	37 100%	33 100%	8 100%	21 100%	66 100%	63 100%	25 100%	5 100%	55 100%	24 100%	43 100%	23 100%	17 100%	43 100%	33 100%	10 100%	51 100%	35 100%
UNWEIGHTED TOTAL	90	20	50	16	4	39	34	8	21	68	64	26	5	56	24	45	24	17	46	32	10	55	33
Approximately 1-10%	68 77%	14 77%	39 77%	12 77%	3 73%	28 77%	28 86%	5 61%	16 79%	51 77%	54 85%	14 57%	2 36%	43 79%	19 78%	32 75%	20 88%	13 75%	30 69%	26 78%	10 100% ST	41 80%	25 71%
Approximately 11-25%	6 7%	1 4%	4 9%	-	1 27%	1 2%	2 6%	1 15%	1 3%	5 8%	3 4%	4 15%	1 24%	4 8%	1 4%	3 6%	1 4%	3 15%	3 6%	3 10%	-	2 4%	4 12%
Approximately 26-50%	4 4%	1 5%	2 4%	1 6%	-	3 8%	1 3%	-	1 5%	3 5%	2 3%	2 8%	1 21%	2 4%	1 4%	2 5%	2 8%	-	3 7%	1 3%	-	3 6%	1 3%
Greater than 50%	3 4%	1 4%	1 2%	2 10%	-	2 7%	1 2%	-	1 3%	2 4%	1 1%	2 10%	1 19%	2 3%	-	3 7%	-	-	2 5%	1 3%	-	2 5%	1 3%
Don't know	7 8%	2 10%	4 9%	1 7%	-	3 7%	1 3%	2 25%	2 9%	4 6%	5 7%	3 10%	-	4 7%	4 14%	3 6%	-	2 10%	5 12%	2 5%	-	3 6%	4 12%

Canadian Small Business Owners' Views on Information Security

I4B. Estimating a percentage, how much would you say your business costs have increased specifically due to these kinds of issues compared to the previous Year?

BASE: Those who said Yes or Don't know at I4A
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- -ucing Indust- ries	Good -prod- -ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Primary	Profes- sion/ /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	88 100%	70 100%	13 100%	8 100%	2 100%	7 100%	6 100%	2 100%	6 100%	28 100%	15 100%	3 100%	5 100%	5 100%	12 100%	18 100%	4 100%	34 100%	15 100%	5 100%
UNWEIGHTED TOTAL	90	71	14	9	2	7	6	2	6	28	16	3	6	5	12	20	6	37	9	6
Approximately 1-10%	68 77%	55 78%	10 73%	5 66%	1 50%	5 65%	5 86%	1 50%	5 87%	25 87%	11 70%	3 100% DK	4 66%	3 66%	8 65%	12 70%	3 66%	27 80%	13 89%	4 79%
Approximately 11-25%	6 7%	5 8%	1 6%	2 24%	-	-	1 14%	-	-	2 6%	2 12%	-	-	-	3 28%	-	1 17%	1 3%	-	1 21%
Approximately 26-50%	4 4%	4 6%	-	-	-	1 13%	-	-	-	2 7%	1 7%	-	-	-	1 8%	1 5%	-	2 6%	-	-
Greater than 50%	3 4%	2 3%	1 6%	1 9%	1 50%	-	-	-	1 13%	-	-	-	1 15%	-	-	2 14%	1 17%	-	-	-
Don't know	7 8%	3 5%	2 15%	-	-	2 23%	-	1 50%	-	-	2 11%	-	1 19%	2 34%	-	2 10%	-	4 11%	2 11%	-

Canadian Small Business Owners' Views on Information Security

I4C. Which one of the following security and privacy related issues has lead to the largest cost increase for your business within the last year?

BASE: Those who said Yes or Don't know at I4A

BANNER 1

	Company Size (C)										Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No					
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)					
TOTAL	88	18	51	16	4	37	33	8	21	66	63	25	5	55	24	43	23	17	43	33	10	51	35					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
UNWEIGHTED TOTAL	90	20	50	16	4	39	34	8	21	68	64	26	5	56	24	45	24	17	46	32	10	55	33					
Viruses or worms	37	6	19	8	3	19	8	7	9	27	24	12	2	26	9	21	7	6	23	11	2	25	12					
	42%	36%	38%	50%	73%	51%	23%	88%	45%	41%	38%	50%	42%	47%	37%	50%	32%	36%	53%	34%	17%	49%	33%					
						G		FG											U									
Spyware	15	5	8	1	1	4	8	-	3	11	15	1	1	11	2	5	6	3	4	8	3	7	9					
	18%	30%	15%	7%	27%	12%	25%		17%	17%	23%	4%	19%	20%	7%	13%	27%	16%	10%	25%	26%	13%	25%					
											L																	
Receiving spam email	14	2	10	2	-	6	6	-	5	9	12	3	-	9	4	9	4	2	5	9	-	8	6					
	16%	9%	20%	15%		16%	18%		25%	14%	19%	10%		17%	18%	20%	15%	14%	11%	26%		16%	17%					
Password theft, identity theft or 'phishing'	5	2	2	1	-	1	2	-	-	5	-	5	-	2	2	2	2	1	2	1	1	1	4					
	5%	9%	3%	9%		2%	7%			7%		19%		4%	9%	4%	9%	5%	5%	3%	14%	1%	11%					
Other	4	-	4	-	-	3	1	-	-	4	2	2	1	1	1	2	1	-	1	2	1	2	1					
	4%		7%			7%	3%			6%	3%	7%	21%	2%	4%	4%	4%		2%	6%	9%	4%	3%					
Don't know/Refused	13	3	8	3	-	4	8	1	3	11	11	3	1	5	6	4	3	5	8	2	3	8	4					
	15%	15%	16%	17%		12%	24%	12%	13%	16%	17%	10%	18%	10%	26%	10%	12%	30%	18%	6%	33%	16%	12%					

Canadian Small Business Owners' Views on Information Security

I4C. Which one of the following security and privacy related issues has lead to the largest cost increase for your business within the last year?

BASE: Those who said Yes or Don't know at I4A

BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	88 100%	70 100%	13 100%	8 100%	2 100%	7 100%	6 100%	2 100%	6 100%	28 100%	15 100%	3 100%	5 100%	5 100%	12 100%	18 100%	4 100%	34 100%	15 100%	5 100%
UNWEIGHTED TOTAL	90	71	14	9	2	7	6	2	6	28	16	3	6	5	12	20	6	37	9	6
Viruses or worms	37 42%	33 48% C	3 19%	6 80% JKMN	1 50%	4 57%	-	1 50%	3 43%	11 39%	5 35%	3 100% FLJKMN	2 31%	1 15%	6 49%	7 39%	3 67%	12 37%	5 34%	3 63%
Spyware	15 18%	11 16%	5 34%	-	-	1 13%	3 42%	-	2 28%	4 16%	4 25%	-	2 37%	-	3 23%	2 10%	-	8 24%	2 11%	1 21%
Receiving spam email	14 16%	8 12%	3 26%	2 20%	-	1 11%	3 41%	-	1 14%	5 19%	-	-	1 17%	3 50%	-	4 25%	1 16%	4 13%	5 34%	-
Password theft, identity theft or 'phishing'	5 5%	4 5%	-	-	-	1 20%	-	-	-	2 6%	1 5%	-	-	1 17%	2 13%	-	1 17%	1 3%	1 10%	-
Other	4 4%	4 5%	-	-	-	-	-	-	-	2 6%	2 13%	-	-	-	1 8%	-	-	3 8%	-	-
Don't know/Refused	13 15%	10 14%	3 20%	-	1 50%	-	1 17%	1 50%	1 15%	4 15%	4 23%	-	1 15%	1 17%	1 8%	4 25%	-	5 16%	2 11%	1 16%

Canadian Small Business Owners' Views on Information Security

Table X1_AGE2M Page 47
Oct. 3, 2005

X1_AGE2M. Age range.
BASE: All valid responses
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
TOTAL	473	127	250	68	29	253	123	44	122	349	282	191	47	283	143	203	184	78	242	188	31	195	259
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	471	134	248	64	25	258	120	43	122	346	281	190	47	281	143	200	184	80	238	185	34	194	258
18-34	47	13	21	9	4	23	15	6	10	37	26	21	47	-	-	24	17	4	28	14	3	30	17
	10%	10%	9%	13%	14%	9%	12%	13%	8%	11%	9%	11%	100%			12%	9%	5%	12%	8%	8%	15%	7%
																							W
35-54	283	72	155	34	21	148	77	24	70	211	159	124	-	283	-	123	111	46	149	112	19	120	149
	60%	57%	62%	50%	74%	58%	63%	55%	58%	61%	56%	65%		100%		61%	60%	59%	62%	60%	62%	61%	57%
						D																	
55-64	96	26	52	17	-	55	23	9	25	71	61	35	-	-	96	36	43	15	44	43	5	31	60
	20%	21%	21%	25%		22%	18%	20%	20%	20%	22%	18%			67%	18%	23%	19%	18%	23%	15%	16%	23%
65+	48	15	21	8	3	27	8	5	16	30	36	12	-	-	48	21	13	13	20	18	4	15	33
	10%	12%	9%	12%	12%	11%	7%	12%	14%	9%	13%	6%			33%	10%	7%	17%	8%	10%	14%	8%	13%
											L							Q					
MEAN	49.4	50.2	49.5	49.1	45.5	50.1	47.6	49.6	50.4	49.0	50.8	47.4	30.1	45.3	63.9	49.0	49.4	50.7	48.3	50.3	49.0	47.2	51.2
											L			M	MN								V
MEDIAN	49.0	50.0	49.0	48.0	43.0	49.0	47.0	48.0	50.0	48.0	50.0	47.0	32.0	45.0	61.0	48.0	49.0	49.0	47.0	50.0	49.0	46.0	51.0

Canadian Small Business Owners' Views on Information Security

Table X1_AGE2M Page 48
Oct. 3, 2005

X1_AGE2M. Age range.
BASE: All valid responses
BANNER 2

	Industry (X3)													Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Profes- sion/ Science /Tech			Retail Trade	Whole- sale- Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	473 100%	360 100%	86 100%	23 100%	13 100%	26 100%	41 100%	15 100%	17 100%	176 100%	95 100%	10 100%	29 100%	28 100%	73 100%	60 100%	34 100%	151 100%	116 100%	39 100%
UNWEIGHTED TOTAL	471	356	90	24	13	23	42	17	18	172	97	9	31	25	72	68	46	165	72	48
18-34	47 10%	42 12% C	2 2%	1 5%	4 33% DG	3 10%	1 2%	1 5%	2 12%	22 12% G	11 11% G	-	-	3 11%	5 6%	8 13%	4 12%	13 9%	13 11%	4 11%
35-54	283 60%	216 60%	53 62%	12 52%	8 59%	17 68%	25 62%	8 53%	11 68%	101 57%	62 65%	5 50%	20 68%	13 47%	52 72% ST	35 59%	21 61%	90 60%	64 55%	20 52%
55-64	96 20%	68 19%	20 23%	8 36%	-	4 16%	11 27%	2 16%	2 15%	36 20%	16 17%	2 17%	6 21%	8 27%	12 16%	11 18%	7 21%	29 19%	31 27%	7 17%
65+	48 10%	32 9%	11 13%	2 7%	1 8%	2 7%	4 9%	4 25%	1 5%	18 10%	6 7%	3 33%	3 12%	4 14%	4 6%	6 10%	2 6%	19 13%	8 7%	8 20% OQS
MEAN	49.4	48.7	51.4	51.2	44.3	47.5	51.3	54.8 EK	46.4	49.0	47.8	58.0 EIJK	49.8	52.4	48.7	49.0	47.5	50.5	48.9	50.3
MEDIAN	49.0	48.0	49.0	52.0	47.0	43.0	50.0	50.0	47.0	50.0	47.0	48.0	47.0	50.0	47.0	49.0	47.5	49.0	49.0	49.0

Canadian Small Business Owners' Views on Information Security

Table XI AGE3M Page 49
Oct. 3, 2005

XI AGE3M. Age range.
BASE: All valid responses
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)			
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	473	127	250	68	29	253	123	44	122	349	282	191	47	283	143	203	184	78	242	188	31	195	259
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	471	134	248	64	25	258	120	43	122	346	281	190	47	281	143	200	184	80	238	185	34	194	258
18-34	47	13	21	9	4	23	15	6	10	37	26	21	47	-	-	24	17	4	28	14	3	30	17
	10%	10%	9%	13%	14%	9%	12%	13%	8%	11%	9%	11%	100%			12%	9%	5%	12%	8%	8%	15%	7%
																							W
35-54	283	72	155	34	21	148	77	24	70	211	159	124	-	283	-	123	111	46	149	112	19	120	149
	60%	57%	62%	50%	74%	58%	63%	55%	58%	61%	56%	65%	100%			61%	60%	59%	62%	60%	62%	61%	57%
						D																	
55 or over	143	41	73	25	3	82	31	14	41	101	97	46	-	-	143	57	56	28	64	61	9	46	93
	30%	33%	29%	37%	12%	32%	25%	32%	34%	29%	34%	24%			100%	28%	30%	35%	27%	33%	29%	23%	36%
		E	E	E							L												V
MEAN	49.4	50.2	49.5	49.1	45.5	50.1	47.6	49.6	50.4	49.0	50.8	47.4	30.1	45.3	63.9	49.0	49.4	50.7	48.3	50.3	49.0	47.2	51.2
											L		M	MN									V
MEDIAN	49.0	50.0	49.0	48.0	43.0	49.0	47.0	48.0	50.0	48.0	50.0	47.0	32.0	45.0	61.0	48.0	49.0	49.0	47.0	50.0	49.0	46.0	51.0

Canadian Small Business Owners' Views on Information Security

X1_AGE3M. Age range.
BASE: All valid responses
BANNER 2

	Industry (X3)													Region						
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-		Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.	
		-prod- -ucing Indust- ries	-prod- -ucing Indust- ries					/Real Estate	cation											Care
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	473 100%	360 100%	86 100%	23 100%	13 100%	26 100%	41 100%	15 100%	17 100%	176 100%	95 100%	10 100%	29 100%	28 100%	73 100%	60 100%	34 100%	151 100%	116 100%	39 100%
UNWEIGHTED TOTAL	471	356	90	24	13	23	42	17	18	172	97	9	31	25	72	68	46	165	72	48
18-34	47 10%	42 12% C	2 2%	1 5%	4 33% DG	3 10%	1 2%	1 5%	2 12%	22 12% G	11 11% G	-	-	3 11%	5 6%	8 13%	4 12%	13 9%	13 11%	4 11%
35-54	283 60%	216 60%	53 62%	12 52%	8 59%	17 68%	25 62%	8 53%	11 68%	101 57%	62 65%	5 50%	20 68%	13 47%	52 72% ST	35 59%	21 61%	90 60%	64 55%	20 52%
55 or over	143 30%	101 28%	31 36%	10 43% E	1 8%	6 22%	15 36% E	6 42% E	3 20%	53 30% E	23 24%	5 50% E	9 32% E	12 42% E	16 22%	17 28%	9 27%	48 32%	39 33%	15 37%
MEAN	49.4	48.7	51.4	51.2	44.3	47.5	51.3	54.8 EK	46.4	49.0	47.8	58.0 EIJK	49.8	52.4	48.7	49.0	47.5	50.5	48.9	50.3
MEDIAN	49.0	48.0	49.0	52.0	47.0	43.0	50.0	50.0	47.0	50.0	47.0	48.0	47.0	50.0	47.0	49.0	47.5	49.0	49.0	49.0

Canadian Small Business Owners' Views on Information Security

X2 M. Do you currently work on your own business primarily within your home or outside of your home?

BASE: All valid responses

BANNER 1

	Company Size (C)			Gross Business revenues for 2004 (X4)			Business location (X2)	Respondent's Gender (X5)	Respondent's Age (X1)	Current company's success compared to a year ago (Q1)	Company's success a year from now (Q2)	Plans to expand within next 2 years (Q7)											
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	497	131	262	73	30	261	126	48	129	368	292	205	47	281	142	212	191	82	254	196	32	206	272
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	496	139	260	70	27	266	124	46	129	367	292	204	47	279	142	210	191	85	251	193	36	206	270
Working on your own business within your home	129	54	62	8	6	95	16	7	129	-	80	49	10	70	41	55	50	20	67	53	5	56	67
	26%	41%	24%	11%	18%	36%	13%	15%	100%		27%	24%	22%	25%	29%	26%	26%	25%	26%	27%	17%	27%	25%
		CDE	D			GH																	
Working on your own business outside of your home	368	77	201	65	25	166	110	41	-	368	212	156	37	211	101	157	141	62	187	143	27	150	205
	74%	59%	76%	89%	82%	64%	87%	85%		100%	73%	76%	78%	75%	71%	74%	74%	75%	74%	73%	83%	73%	75%
			B	BC	B	F	F	F															

Canadian Small Business Owners' Views on Information Security

X2_M. Do you currently work on your own business primarily within your home or outside of your home?

BASE: All valid responses

BANNER 2

	Industry (X3)													Region						
	Total	Service -prod- -ucing Indust- ries	Good -prod- -ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac -turing	Primary	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	497 100%	375 100%	90 100%	23 100%	13 100%	28 100%	42 100%	15 100%	17 100%	186 100%	98 100%	10 100%	32 100%	31 100%	76 100%	65 100%	36 100%	157 100%	121 100%	41 100%
UNWEIGHTED TOTAL	496	373	94	24	13	25	43	17	19	183	100	9	34	27	76	74	49	172	75	50
Working on your own business within your home	129 26%	99 26%	21 24%	8 33% GK	3 26%	6 22%	4 9%	5 30%	9 54% FGKL	63 34% GK	8 8%	2 18%	13 40% GK	9 28% K	24 31%	18 28%	9 24%	35 22%	36 30%	8 19%
Working on your own business outside of your home	368 74%	276 74%	68 76%	16 67%	10 74%	22 78% I	38 91% DIJM	11 70%	8 46%	123 66%	90 92% DIJMN	8 82% I	19 60%	22 72%	53 69%	47 72%	28 76%	122 78%	85 70%	33 81%

Canadian Small Business Owners' Views on Information Security

X3_M. Which industry category does your business primarily fall into?
BASE: All valid responses
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	498	131	263	73	30	262	127	48	129	366	293	204	47	283	143	214	191	82	254	197	32	204	274
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	497	139	261	70	27	267	125	46	129	365	294	203	47	281	143	212	191	85	251	194	36	204	273
Services	136	41	71	17	7	87	27	7	40	97	71	65	15	73	40	57	58	18	64	61	5	51	81
	27%	31%	27%	23%	23%	33%	21%	14%	31%	26%	24%	32%	31%	26%	28%	27%	30%	22%	25%	31%	16%	25%	29%
							GH													U			
Retail Trade	99	24	54	18	3	42	32	10	8	90	52	48	11	62	23	35	42	21	49	39	8	38	59
	20%	18%	21%	24%	11%	16%	25%	21%	6%	24%	18%	23%	23%	22%	16%	16%	22%	26%	19%	20%	26%	19%	22%
							F			I													
Construction	32	5	15	6	6	14	6	8	13	19	21	11	-	20	9	16	13	2	15	15	1	19	12
	6%	4%	6%	8%	18%	5%	4%	16%	10%	5%	7%	5%		7%	7%	7%	7%	3%	6%	8%	3%	9%	4%
							G																
Health Care	25	12	8	2	3	18	4	1	6	19	11	14	3	15	6	11	11	3	12	12	1	9	17
	5%	9%	3%	3%	10%	7%	3%	3%	5%	5%	4%	7%	6%	5%	4%	5%	6%	3%	5%	6%	5%	4%	6%
		C																					
Hospitality/ Entertainment	24	6	15	2	1	19	3	-	16	8	14	10	4	14	6	9	9	6	14	6	3	14	8
	5%	5%	6%	3%	3%	7%	3%		12%	2%	5%	5%	9%	5%	5%	4%	5%	7%	6%	3%	10%	7%	3%
							G		J													W	
Food, beverages, or consumer products	20	5	6	9	-	6	8	5	6	15	9	11	2	11	6	8	4	8	9	6	5	7	13
	4%	4%	2%	13%		2%	6%	10%	4%	4%	3%	6%	4%	4%	4%	4%	2%	9%	3%	3%	16%	3%	5%
				BC														Q					
Manufacturing	20	5	11	3	1	6	7	4	3	16	16	4	1	11	6	11	5	2	14	4	2	8	10
	4%	4%	4%	4%	3%	2%	6%	9%	2%	4%	5%	2%	2%	4%	4%	5%	3%	3%	6%	2%	5%	4%	4%
										L													
Automotive manufacturing or distribution	18	3	11	3	1	9	6	2	1	17	16	2	-	11	7	4	11	3	5	11	-	8	10
	4%	2%	4%	5%	3%	3%	5%	3%	1%	5%	6%	1%		4%	5%	2%	6%	4%	2%	6%		4%	4%
										I	L												
Insurance and financial services	17	1	13	2	1	7	6	2	4	13	12	5	1	11	5	11	4	2	12	5	-	11	5
	3%	1%	5%	2%	4%	3%	5%	4%	3%	4%	4%	3%	2%	4%	4%	5%	2%	3%	5%	2%		6%	2%
			B																			W	
Education and training	13	4	7	2	1	9	2	-	3	10	4	10	4	8	1	5	4	3	5	6	1	7	6
	3%	3%	3%	3%	3%	3%	2%		3%	3%	1%	5%	9%	3%	1%	2%	2%	3%	2%	3%	2%	4%	2%
											K												
Wholesale Trade	10	1	5	3	1	3	6	-	2	8	10	-	-	5	5	4	2	4	7	3	-	4	5
	2%	1%	2%	4%	4%	1%	5%		1%	2%	3%			2%	3%	2%	1%	5%	3%	2%		2%	2%

Canadian Small Business Owners' Views on Information Security

Table X3_M Page 54
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(Continued)

X3 M. Which industry category does your business primarily fall into?
BASE: All valid responses
BANNER 1

	Company Size (C)				Gross Business revenues for 2004 (X4)			Business Location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)		
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	Under \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Hi Tech	10 2%	2 1%	4 2%	1 2%	2 7%	4 2%	2 1%	3 6%	4 3%	5 1%	8 3%	2 1%	4 2%	6 2%	1 *	5 3%	2 1%	2 2%	5 2%	3 2%	1 3%	4 2%	6 2%
Agricultural/Forestry	9 2%	1 1%	8 3%	-	-	4 2%	3 3%	1 2%	3 2%	6 2%	2 1%	7 3%	-	7 2%	2 2%	3 2%	4 2%	1 2%	6 2%	2 1%	1 2%	2 1%	7 2%
Communications	6 1%	2 1%	4 1%	1 1%	-	4 2%	1 1%	-	5 4%	1 *	4 2%	2 1%	-	4 2%	2 1%	4 2%	3 1%	-	5 2%	1 *	-	4 2%	1 *
Real estate and land development	6 1%	3 3%	1 *	2 2%	-	4 2%	-	2 3%	3 3%	2 1%	4 1%	2 1%	-	1 *	5 3%	3 1%	2 1%	1 1%	2 1%	3 2%	-	2 1%	3 1%
Metal, wood, and glass products manufacturing	5 1%	3 2%	2 1%	-	1 4%	1 *	2 1%	-	-	5 1%	4 1%	1 1%	-	4 1%	2 1%	3 1%	3 1%	-	1 *	2 1%	1 3%	2 1%	4 1%
Transportation	5 1%	2 1%	3 1%	-	-	3 1%	2 1%	-	2 1%	3 1%	5 2%	-	1 2%	3 1%	1 1%	2 1%	1 *	3 3%	3 1%	-	2 7%	3 2%	1 *
Utilities	4 1%	1 1%	2 1%	-	1 4%	2 1%	-	1 2%	1 1%	2 1%	4 1%	-	-	1 *	3 2%	2 1%	2 1%	-	2 1%	1 *	1 2%	1 *	3 1%
Pharmaceutical	2 *	-	2 1%	1 1%	-	-	-	1 2%	-	2 1%	-	2 1%	-	2 1%	-	1 *	-	-	2 1%	-	-	-	2 1%
Petroleum and chemical	2 *	1 1%	-	1 1%	1 3%	1 *	-	2 4%	-	2 1%	2 1%	-	1 2%	1 *	1 1%	2 1%	1 *	-	1 *	2 1%	-	1 *	2 1%
Telecommunications	2 *	-	2 1%	-	-	2 1%	-	-	-	2 *	2 1%	-	-	1 *	1 1%	1 *	-	1 1%	2 1%	-	-	-	2 1%
Other	31 6%	9 7%	21 8%	1 2%	-	17 6%	10 8%	-	9 7%	22 6%	22 7%	9 4%	3 7%	13 5%	12 8%	18 8%	8 4%	3 3%	17 7%	14 7%	-	10 5%	19 7%

Canadian Small Business Owners' Views on Information Security

X3 M. Which industry category does your business primarily fall into?
BASE: All valid responses
BANNER 2

	Industry (X3)													Region																																		
	Service -producing Industries			Good -producing Industries			Finance /Real Estate			Education Health Care			Manufac -turing Primary			Profes- sion/ Science /Tech Service			Retail Trade			Whole- sale Trade			Constru -ction			Other			BC			Alberta			Man/ Sask			Ontario			Quebec			Atl.		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)																												
TOTAL	498	377	90	23	13	28	43	15	17	186	99	10	32	31	76	64	37	159	121	40																												
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%																												
UNWEIGHTED TOTAL	497	375	95	24	13	25	44	17	19	183	102	9	34	27	76	73	50	174	75	49																												
Services	136	136	-	-	-	-	-	-	-	136	-	-	-	-	19	17	7	47	35	10																												
	27%	36%								73%					24%	26%	20%	30%	29%	26%																												
Retail Trade	99	99	-	-	-	-	-	-	-	-	99	-	-	-	13	9	13	33	23	9																												
	20%	26%									100%				16%	14%	34%	21%	19%	24%																												
																	OP																															
Construction	32	-	32	-	-	-	-	-	-	-	-	-	32	-	7	8	1	16	-	1																												
	6%		35%										100%		9%	12%	2%	10%		2%																												
																QT		QT																														
Health Care	25	25	-	-	-	25	-	-	-	-	-	-	-	-	6	1	2	5	10	2																												
	5%	7%				91%									7%	1%	4%	3%	8%	6%																												
																		P																														
Hospitality/ Entertainment	24	24	-	-	-	-	-	-	-	24	-	-	-	-	3	4	2	4	10	2																												
	5%	6%								13%					3%	5%	6%	3%	8%	4%																												
Food, beverages, or consumer products	20	20	-	-	-	-	-	-	-	20	-	-	-	-	3	4	3	6	3	2																												
	4%	5%								11%					3%	6%	7%	4%	2%	6%																												
Manufacturing	20	-	20	-	-	-	-	-	-	-	-	-	-	-	3	3	-	9	3	2																												
	4%		22%												5%	4%		6%	3%	4%																												
Automotive manufacturing or distribution	18	-	18	-	-	-	18	-	-	-	-	-	-	-	3	1	-	9	5	1																												
	4%		20%				42%								3%	1%		5%	4%	2%																												
Insurance and financial services	17	17	-	17	-	-	-	-	-	-	-	-	-	-	3	3	4	5	2	1																												
	3%	5%		75%											4%	4%	10%	3%	1%	3%																												
Education and training	13	13	-	-	13	-	-	-	-	-	-	-	-	-	2	4	-	3	3	1																												
	3%	4%			100%										2%	7%		2%	3%	2%																												
Wholesale Trade	10	10	-	-	-	-	-	-	-	-	-	10	-	-	3	1	1	2	3	1																												
	2%	3%										100%			3%	1%	2%	1%	3%	2%																												
Hi Tech	10	10	-	-	-	-	-	-	10	-	-	-	-	-	3	3	1	2	2	-																												
	2%	3%							55%						3%	4%	2%	1%	1%																													
Agricultural/Forestry	9	-	9	-	-	-	-	9	-	-	-	-	-	-	2	4	1	2	-	1																												
	2%		10%					59%							2%	6%	4%	1%		2%																												
Communications	6	6	-	-	-	-	-	-	6	-	-	-	-	-	1	1	-	3	-	2																												
	1%	2%							36%						1%	1%		2%		4%																												

Canadian Small Business Owners' Views on Information Security

Table X3_M Page 56
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(Continued)

X3 M. Which industry category does your business primarily fall into?
BASE: All valid responses
BANNER 2

	Industry (X3)							Industry (X3)							Region					
	Service	Good	Finance	Edu-	Health	Manufac	Profes-	Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.			
	-prod- ucing Indust- ries	-prod- ucing Indust- ries	/Real Estate	cation	Care	-turing	sion/ Science /Tech	Trade	sale Trade	-ction				Sask						
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Real estate and land development	6 1%	6 2%	-	6 25%	-	-	-	-	-	-	-	-	-	-	3 3%	-	-	1 1%	2 1%	1 2%
Metal, wood, and glass products manufacturing	5 1%	-	5 6%	-	-	-	5 12%	-	-	-	-	-	-	-	1 1%	-	1 2%	2 1%	2 1%	-
Transportation	5 1%	5 1%	-	-	-	-	-	-	-	5 3%	-	-	-	-	1 1%	-	1 2%	3 2%	-	1 2%
Utilities	4 1%	-	4 4%	-	-	-	-	4 25%	-	-	-	-	-	-	-	1 1%	1 2%	1 1%	1 1%	-
Pharmaceutical	2 *%	2 1%	-	-	-	2 9%	-	-	-	-	-	-	-	-	-	1 1%	-	-	2 1%	-
Petroleum and chemical	2 *%	-	2 3%	-	-	-	-	2 16%	-	-	-	-	-	-	-	2 3%	1 2%	-	-	-
Telecommunications	2 *%	2 *%	-	-	-	-	-	-	2 9%	-	-	-	-	-	-	-	1 2%	1 1%	-	-
Other	31 6%	-	-	-	-	-	-	-	-	-	-	-	-	31 100%	5 6%	1 1%	-	5 3%	16 13%	4 PR

Canadian Small Business Owners' Views on Information Security

X3 COL2M. Which industry category does your business primarily fall into?
BASE: All valid responses
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	under \$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	498	131	263	73	30	262	127	48	129	366	293	204	47	283	143	214	191	82	254	197	32	204	274
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	497	139	261	70	27	267	125	46	129	365	294	203	47	281	143	212	191	85	251	194	36	204	273
Services-producing Industries	377	104	195	59	20	210	94	30	99	276	206	171	42	216	101	155	144	70	193	146	27	154	208
	76%	79%	74%	80%	65%	80%	74%	64%	77%	75%	70%	84%	90%	76%	70%	73%	75%	85%	76%	74%	84%	75%	76%
						H						K	NO					P					
Good-producing Industries	90	19	48	13	11	35	23	17	21	68	66	24	2	53	31	41	38	10	45	37	5	41	47
	18%	14%	18%	18%	35%	14%	18%	36%	16%	19%	23%	12%	3%	19%	21%	19%	20%	12%	18%	19%	16%	20%	17%
						B		FG			L		M	M									
Other	31	9	21	1	-	17	10	-	9	22	22	9	3	13	12	18	8	3	17	14	-	10	19
	6%	7%	8%	2%		6%	8%		7%	6%	7%	4%	7%	5%	8%	8%	4%	3%	7%	7%		5%	7%
			D																				

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Table X3 COL2M Page 58
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X3_COL2M. Which industry category does your business primarily fall into?
BASE: All valid responses
BANNER 2

	Industry (X3)			Industry (X3)										Region						
	Total	Service -producing Industries	Good -producing Industries	Finance /Real Estate	Edu- cation	Health Care	Manufac -turing	Profes- sion/ Science /Tech Primary	Service	Retail Trade	Whole- sale Trade	Constru -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	498 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	64 100%	37 100%	159 100%	121 100%	40 100%
UNWEIGHTED TOTAL	497	375	95	24	13	25	44	17	19	183	102	9	34	27	76	73	50	174	75	49
Services-producing Industries	377 76%	377 100%	-	23 100%	13 100%	28 100%	-	-	17 100%	186 100%	99 100%	10 100%	-	-	56 73%	46 72%	33 89%	116 73%	93 78%	32 80%
Good-producing Industries	90 18%	-	90 100%	-	-	-	43 100%	15 100%	-	-	-	-	32 100%	-	16 21%	18 27%	4 11%	38 24%	11 9%	4 10%
Other	31 6%	-	-	-	-	-	-	-	-	-	-	-	-	31 100%	5 6%	1 1%	-	5 3%	16 13%	4 10%

Canadian Small Business Owners' Views on Information Security

X4. Which of the following categories best describes your company's total gross business revenue last year?

BASE: All valid responses

BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop (B)	1-4 Emp. (C)	5-9 Emp. (D)	10-14 Emp. (E)	Under \$250K (F)	\$250K to \$1 mil (G)	\$1 mil to \$5 mil (H)	Within home (I)	Out-side home (J)	Male (K)	Female (L)	18-34 (M)	35-54 (N)	55+ (O)	About the same			About the same			Yes (V)	No (W)
																Better (P)	Worse (R)	Same (Q)	Better (S)	Worse (T)	Same (U)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
Less than \$50,000	87	51	29	5	1	87	-	-	38	49	36	51	11	43	30	27	36	19	40	34	7	26	58
	17%	39%	11%	7%	3%	33%			30%	13%	12%	25%	23%	15%	21%	13%	19%	24%	16%	17%	23%	13%	21%
		CDE	E					J			K						P						V
\$50,000 to under \$100,000	65	31	28	6	-	65	-	-	26	38	43	22	5	37	19	27	23	13	34	25	3	27	33
	13%	24%	11%	8%		25%			20%	10%	14%	11%	10%	13%	13%	13%	12%	16%	13%	13%	10%	13%	12%
		CD						J															
\$100,000 to under \$250,000	111	30	70	10	1	111	-	-	31	80	71	41	8	68	32	50	43	18	54	47	10	44	64
	22%	23%	26%	14%	4%	42%			24%	22%	24%	20%	17%	24%	22%	23%	23%	21%	21%	24%	31%	22%	23%
		E	DE																				
\$250,000 to under \$500,000	86	6	60	15	4	-	86	-	14	72	59	27	6	53	24	35	32	18	42	32	9	40	44
	17%	5%	23%	20%	14%		68%		11%	20%	20%	13%	13%	19%	17%	16%	17%	22%	16%	16%	29%	19%	16%
		B	B						I		L												
\$500,000 to under \$1,000,000	41	3	26	10	2	-	41	-	3	38	25	17	9	24	7	19	18	3	23	15	2	20	18
	8%	3%	10%	14%	5%		32%		2%	10%	8%	8%	19%	8%	5%	9%	10%	4%	9%	7%	5%	10%	7%
		B	B						I				O										
\$1 million to under \$2 million	34	3	7	16	9	-	-	34	6	28	24	10	2	19	10	17	13	5	21	13	-	19	15
	7%	2%	3%	21%	30%			72%	5%	8%	8%	5%	4%	7%	7%	8%	7%	6%	8%	7%		9%	5%
			BC	BC																			
\$2 million to under \$5 million	13	-	1	6	7	-	-	13	1	13	11	2	4	5	4	6	7	-	8	5	-	8	6
	3%		*%	8%	22%			28%	1%	3%	4%	1%	8%	2%	3%	3%	4%		3%	3%		4%	2%
			C	C						I													
Refused	64	8	44	6	7	-	-	-	10	51	26	37	3	33	16	33	19	7	34	27	1	23	38
	13%	6%	16%	8%	22%				8%	14%	9%	18%	6%	12%	11%	15%	10%	8%	13%	14%	2%	11%	14%
			BD									K							U	U			
MEAN	43.0	14.2	32.0	87.6	167.4	10.1	49.7	206.6	23.3	50.4	49.4	32.7	61.2	40.0	40.5	47.8	46.1	27.2	47.9	42.1	21.9	52.4	36.8
			B	BC	BCD		F	FG		I	L					R	R					W	
MEDIAN	17.5	7.5	17.5	37.5	150.0	7.5	37.5	150.0	7.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5

Mean and median in tens of thousands

Canadian Small Business Owners' Views on Information Security

X4. Which of the following categories best describes your company's total gross business revenue last year?

BASE: All valid responses

BANNER 2

	Industry (X3)													Region						
	Total	Service	Good	Finance	Edu-	Health	Manufac	Profes-			Retail	Whole-	Constru	Other	BC	Alberta	Man/	Ontario	Quebec	Atl.
		-prod- ucing Indust- ries	-prod- ucing Indust- ries					/Real Estate	cation	Care										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
Less than \$50,000	87 17%	72 19% C	8 9%	4 17%	6 45% FGHKM	3 13%	3 8%	2 11%	4 20%	40 22% G	15 15%	-	3 10%	6 20%	13 17%	12 19%	6 17%	25 16%	22 18%	8 19%
\$50,000 to under \$100,000	65 13%	53 14%	8 9%	2 7%	1 7% HIJKLMN DEG	11 41%	4 10%	1 5%	2 10%	29 16% K	7 7%	1 9%	3 11%	3 11%	10 13%	7 11%	5 14%	19 12%	18 15%	6 14%
\$100,000 to under \$250,000	111 22%	85 22%	19 21%	6 26%	2 13%	3 12%	8 18%	4 25%	5 28%	46 25%	20 20%	3 27%	7 22%	7 24%	22 29%	14 21%	6 17%	38 24%	23 19%	8 19%
\$250,000 to under \$500,000	86 17%	65 17%	15 17%	5 20%	1 9%	4 14%	9 22%	3 22%	3 16%	28 15%	19 19%	5 47% EM	3 8%	6 19%	14 18%	11 17%	4 12%	31 19%	19 16%	6 14%
\$500,000 to under \$1,000,000	41 8%	29 8%	8 9%	2 7%	1 7%	-	5 12%	-	-	12 6%	13 13%	2 17%	3 9%	4 12%	3 3%	6 9%	4 11%	12 7%	11 9%	5 13%
\$1 million to under \$2 million	34 7%	21 5%	14 15% B	4 16%	-	1 3%	6 13%	2 12%	-	8 4%	8 8%	-	6 19% FJ	-	5 6%	4 7%	4 10%	12 8%	7 6%	2 5%
\$2 million to under \$5 million	13 3%	10 3%	4 4%	-	-	1 5%	-	2 11%	3 17%	4 2%	2 2%	-	2 6%	-	2 2%	3 4%	1 2%	5 3%	3 2%	1 2%
Refused	64 13%	43 11%	14 16%	1 6%	2 19%	3 12%	7 17%	2 15%	2 9%	19 10%	15 15%	-	5 14%	4 14%	8 10%	8 12%	6 17%	18 11%	18 15%	6 15%
MEAN	43.0	39.6	64.2 B	45.2	15.3	36.9	50.1 EN	82.3 JN	77.3 J	33.5	47.5	36.1	73.9 EJN	25.2	37.4	48.3	46.3	45.0	41.0	39.7
MEDIAN	17.5	17.5	37.5	17.5	2.5	7.5	37.5	37.5	17.5	17.5	37.5	37.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5

Mean and median in tens of thousands

Canadian Small Business Owners' Views on Information Security

X4_COLM. Which of the following categories best describes your company's total gross business revenue last year?
BASE: All valid responses
BANNER 1

	Company Size (C)				Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)		
	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	437	124	221	68	24	263	127	48	119	316	269	169	44	249	127	183	172	76	222	172	31	184	237
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	439	193	221	64	21	268	125	46	119	317	269	170	43	250	128	183	171	79	221	169	35	185	237
Under \$250K	263	112	127	21	2	263	-	-	95	166	149	113	23	148	82	105	102	50	128	106	20	98	154
	60%	90%	57%	31%	10%	100%			80%	52%	56%	67%	53%	59%	64%	57%	59%	66%	58%	62%	65%	53%	65%
		CDE	DE	E				J				K											V
\$250K to under \$1 million	127	9	86	25	6	-	127	-	16	110	84	43	15	77	31	55	50	21	65	47	11	59	62
	29%	8%	39%	37%	24%		100%		14%	35%	31%	26%	34%	31%	24%	30%	29%	28%	29%	27%	35%	32%	26%
			B	B				I															
\$1 million to under \$5 million	48	3	8	21	16	-	-	48	7	41	36	12	6	24	14	24	20	5	29	19	-	27	21
	11%	2%	4%	31%	66%			100%	6%	13%	13%	7%	13%	10%	11%	13%	11%	6%	13%	11%		15%	9%
				BC	BCD				I	L													
MEAN	43.0	14.2	32.0	87.6	167.4	10.1	49.7	206.6	23.3	50.4	49.4	32.7	61.2	40.0	40.5	47.8	46.1	27.2	47.9	42.1	21.9	52.4	36.8
		B	B	BC	BCD		F	FG		I	L					R	R					W	
MEDIAN	17.5	7.5	17.5	37.5	150.0	7.5	37.5	150.0	7.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5

Mean and median in tens of thousands

Canadian Small Business Owners' Views on Information Security

X4_COLM. Which of the following categories best describes your company's total gross business revenue last year?
BASE: All valid responses
BANNER 2

	Industry (X3)													Region						
	Total	Service -prod- ucing Indust- ries	Good -prod- ucing Indust- ries	Finance /Real Estate	Edu- cation	Health Care	Manufac- turing	Profes- sion/ Science /Tech	Service	Retail Trade	Whole- sale Trade	Constru- ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.	
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	437 100%	334 100%	76 100%	22 100%	11 100%	24 100%	36 100%	13 100%	16 100%	167 100%	85 100%	10 100%	27 100%	27 100%	69 100%	58 100%	31 100%	142 100%	103 100%	35 100%
UNWEIGHTED TOTAL	439	333	81	22	11	22	37	15	17	163	89	9	29	24	69	66	41	156	64	43
Under \$250K	263 60%	210 63%	35 47%	12 54%	9 81%	18 75%	15 43%	6 48%	10 65%	115 69%	42 50%	3 35%	14 51%	17 64%	45 66%	34 58%	18 58%	82 58%	62 61%	21 61%
\$250K to under \$1 million	127 29%	94 28%	23 31%	6 29%	2 19%	4 16%	15 41%	3 25%	3 17%	40 24%	32 38%	6 65%	6 20%	10 36%	17 24%	18 30%	9 28%	43 30%	30 30%	11 31%
\$1 million to under \$5 million	48 11%	30 9%	17 23%	4 17%	-	2 9%	6 16%	4 27%	3 18%	12 7%	10 12%	-	8 29%	-	7 10%	7 12%	4 14%	17 12%	10 10%	3 8%
MEAN	43.0	39.6	64.2	45.2	15.3	36.9	50.1	82.3	77.3	33.5	47.5	36.1	73.9	25.2	37.4	48.3	46.3	45.0	41.0	39.7
MEDIAN	17.5	17.5	37.5	17.5	2.5	7.5	37.5	37.5	17.5	17.5	37.5	37.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5

Mean and median in tens of thousands

Canadian Small Business Owners' Views on Information Security

X5. Gender.
BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	About the same			About the same			Yes	No
																Better	same	Worse	Better	same	Worse		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
Male	295	76	160	43	16	149	84	36	80	212	295	-	26	159	97	131	111	51	145	121	21	137	148
	59%	58%	61%	58%	52%	57%	66%	75%	62%	58%	100%		55%	56%	68%	61%	58%	62%	57%	61%	65%	66%	54%
								F							N								W
Female	206	56	104	31	15	113	43	12	49	156	-	206	21	124	46	85	80	32	111	78	11	69	127
	41%	42%	39%	42%	48%	43%	34%	25%	38%	42%		100%	45%	44%	32%	39%	42%	38%	43%	39%	35%	34%	46%
						H								O									V

Canadian Small Business Owners' Views on Information Security

X5. Gender.
BASE: All
BANNER 2

	Industry (X3)													Region						
	Total	Service -prod- -ucing Indust- -ries	Good -prod- -ucing Indust- -ries	Finance /Real Estate	Edu- -cation	Health Care	Manufac- -turing	Profes- -sion/ Science			Retail Trade	Whole- -sale Trade	Constru- -ction	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
Male	295 59%	206 55%	66 73% B	16 70% EF	4 28%	11 41%	36 84% EFHJK	9 57%	14 80% EFJK	99 53%	52 52%	10 100% GHIJKMN DEF	21 66% E	22 71% EF	49 64%	34 51%	20 54%	103 64% P	68 56%	22 54%
Female	206 41%	171 45% C	24 27%	7 30%	10 72% DGIMN	16 59% DGIN	7 16%	7 43% G	3 20%	87 47% GI	48 48% GI	-	11 34%	9 29%	28 36%	32 49% R	17 46%	57 36%	53 44%	19 46%

Canadian Small Business Owners' Views on Information Security

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PROV. Province.
BASE: All
BANNER 1

	Company Size (C)					Gross Business revenues for 2004 (X4)			Business location (X2)		Respondent's Gender (X5)		Respondent's Age (X1)			Current company's success compared to a year ago (Q1)			Company's success a year from now (Q2)			Plans to expand within next 2 years (Q7)	
	Total	No Emp /one man shop	1-4 Emp.	5-9 Emp.	10-14 Emp.	Under \$250K	\$250K to \$1 mil	\$1 mil to \$5 mil	Within home	Out-side home	Male	Female	18-34	35-54	55+	Better	About the same	Worse	Better	About the same	Worse	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
TOTAL	501	132	265	74	30	263	127	48	129	368	295	206	47	283	143	216	191	82	256	199	32	207	275
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	501	140	263	71	27	268	125	46	129	367	296	205	47	281	143	215	191	85	253	196	36	207	274
Newfoundland	8	3	2	1	1	2	3	2	2	6	3	4	2	4	2	3	3	1	3	3	1	3	5
	2%	2%	1%	2%	4%	1%	3%	4%	1%	2%	1%	2%	4%	1%	1%	2%	1%	1%	1%	2%	2%	1%	2%
Nova Scotia	17	5	10	2	-	9	4	1	3	14	10	6	-	8	7	4	9	4	8	6	3	9	8
	3%	4%	4%	2%	-	4%	3%	2%	2%	4%	4%	3%	-	3%	5%	2%	5%	5%	3%	3%	10%	4%	3%
PEI	3	1	2	-	-	2	1	-	-	3	1	2	-	2	1	-	2	1	1	2	1	1	2
	1%	1%	1%	-	-	1%	1%	-	-	1%	*%	1%	-	1%	1%	-	1%	1%	*%	1%	2%	*%	1%
New Brunswick	13	2	6	3	1	9	2	-	3	10	7	6	2	6	5	6	6	2	8	3	2	4	8
	3%	2%	2%	5%	4%	3%	2%	-	2%	3%	2%	3%	5%	2%	4%	3%	3%	2%	3%	2%	5%	2%	3%
Quebec	121	25	73	17	5	62	30	10	36	85	68	53	13	64	39	45	53	16	60	55	5	40	75
	24%	19%	27%	23%	18%	24%	24%	21%	28%	23%	23%	26%	28%	23%	27%	21%	28%	19%	23%	27%	15%	20%	27%
Ontario	160	47	81	20	12	82	43	17	35	122	103	57	13	90	48	65	62	33	79	64	9	73	81
	32%	36%	31%	27%	39%	31%	34%	35%	27%	33%	35%	28%	28%	32%	33%	30%	32%	40%	31%	32%	27%	35%	29%
Manitoba	11	2	6	1	2	3	4	1	1	9	6	5	1	5	3	5	2	3	3	7	1	5	6
	2%	2%	2%	2%	5%	1%	4%	1%	1%	2%	2%	2%	3%	2%	2%	2%	1%	3%	1%	3%	2%	2%	2%
Saskatchewan	26	8	11	5	2	15	4	4	7	19	14	13	3	16	6	9	10	7	8	13	4	6	19
	5%	6%	4%	7%	5%	6%	3%	8%	6%	5%	5%	6%	6%	6%	4%	4%	5%	9%	3%	7%	13%	3%	7%
Alberta	66	15	36	12	3	34	18	7	18	47	34	32	8	35	17	37	22	4	43	19	3	32	31
	13%	12%	13%	17%	9%	13%	14%	15%	14%	13%	11%	16%	17%	12%	12%	17%	12%	5%	17%	10%	8%	15%	11%
British Columbia	76	23	37	11	5	45	17	7	24	53	49	28	5	52	16	42	22	12	45	27	5	34	41
	15%	18%	14%	15%	16%	17%	13%	14%	18%	14%	16%	14%	10%	18%	11%	19%	12%	15%	18%	14%	14%	16%	15%

Canadian Small Business Owners' Views on Information Security

PROV. Province.
BASE: All
BANNER 2

	Industry (X3)							Industry (X3)							Region					
	Total	Service	Good	Finance	Edu-	Health	Manufac	Primary	Profes-	Service	Retail	Whole-	Constru	Other	BC	Alberta	Man/ Sask	Ontario	Quebec	Atl.
		-prod- ucing Indust- ries	-prod- ucing Indust- ries																	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
TOTAL	501 100%	377 100%	90 100%	23 100%	13 100%	28 100%	43 100%	15 100%	17 100%	186 100%	99 100%	10 100%	32 100%	31 100%	76 100%	66 100%	37 100%	160 100%	121 100%	41 100%
UNWEIGHTED TOTAL	501	375	95	24	13	25	44	17	19	183	102	9	34	27	76	75	50	175	75	50
Newfoundland	8 2%	7 2%	1 1%	1 5%	-	-	-	1 5%	-	3 2%	3 3%	-	-	-	-	-	-	-	-	8 19%
Nova Scotia	17 3%	13 3%	2 2%	1 3%	1 6%	1 3%	1 2%	-	-	6 3%	4 4%	-	1 2%	2 5%	-	-	-	-	-	17 41%
PEI	3 1%	2 *	1 1%	-	-	-	1 2%	-	-	1 *	1 1%	-	-	1 3%	-	-	-	-	-	3 8%
New Brunswick	13 3%	11 3%	1 1%	-	-	2 6%	1 2%	-	2 9%	5 3%	2 2%	1 8%	-	2 5%	-	-	-	-	-	13 32%
Quebec	121 24%	93 25%	11 12%	3 15%	3 24%	11 40%	10 22%	1 9%	2 10%	48 26%	23 23%	3 31%	-	16 53%	-	-	-	-	121 100%	-
Ontario	160 32%	116 31%	38 42%	6 27%	3 23%	5 19%	20 46%	3 17%	6 32%	61 33%	33 34%	2 19%	16 49%	5 17%	-	-	-	160 100%	-	-
Manitoba	11 2%	9 3%	1 2%	1 6%	-	2 6%	-	1 5%	1 4%	2 1%	3 3%	1 7%	1 2%	-	-	-	11 29%	-	-	-
Saskatchewan	26 5%	23 6%	3 3%	2 9%	-	-	1 2%	2 14%	1 4%	11 6%	10 10%	-	-	-	-	-	26 71%	-	-	-
Alberta	66 13%	46 12%	18 19%	3 12%	4 33%	2 6%	4 8%	6 41%	4 20%	24 13%	9 9%	1 9%	8 25%	1 3%	-	66 100%	-	-	-	-
British Columbia	76 15%	56 15%	16 17%	5 23%	2 14%	6 20%	7 16%	2 10%	4 21%	25 13%	13 13%	3 26%	7 22%	5 15%	76 100%	-	-	-	-	-

