

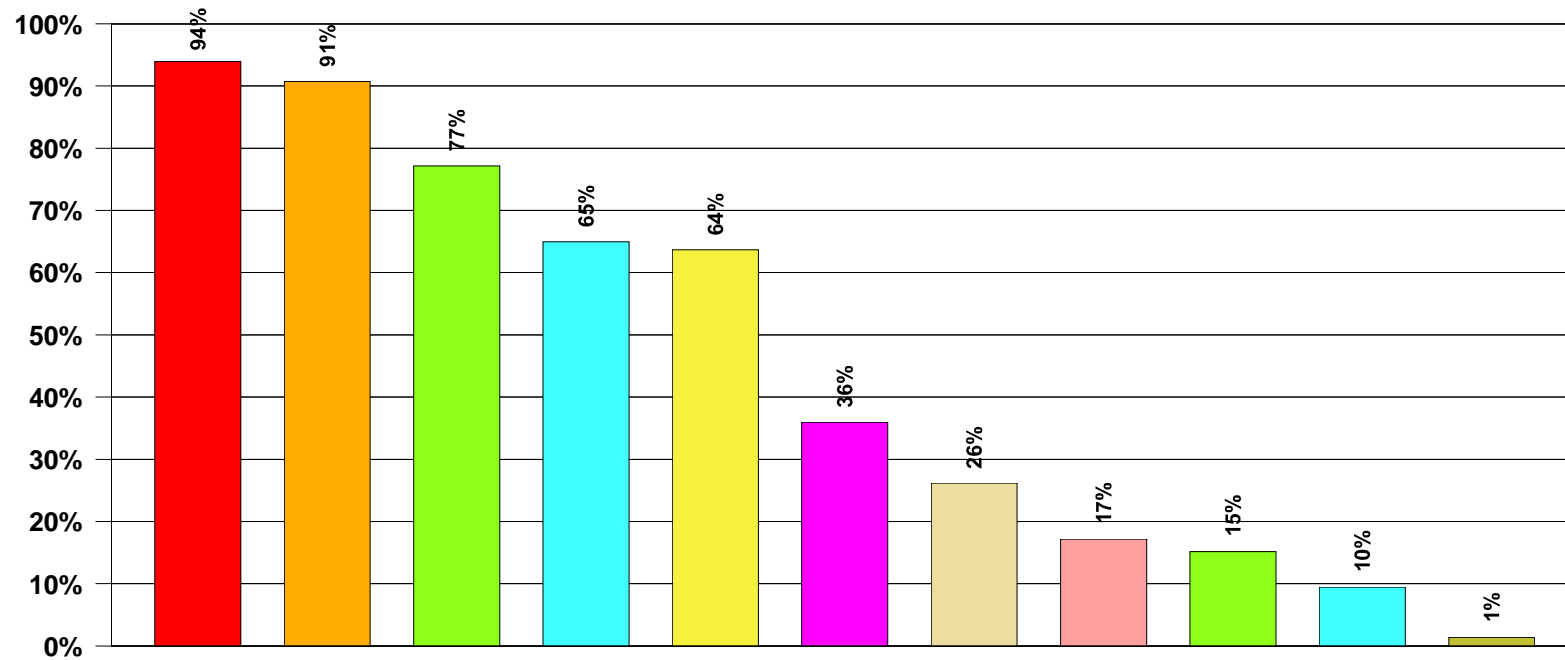
# **Opinion Matters / Tickbox.net survey**

## ***Satisfied with the Software Germany***

**for  
Global Graphics**

**Total Survey Sample Base : 1015 German Office  
workers who use computer  
Survey conducted: 11.02.09 – 17.02.09**

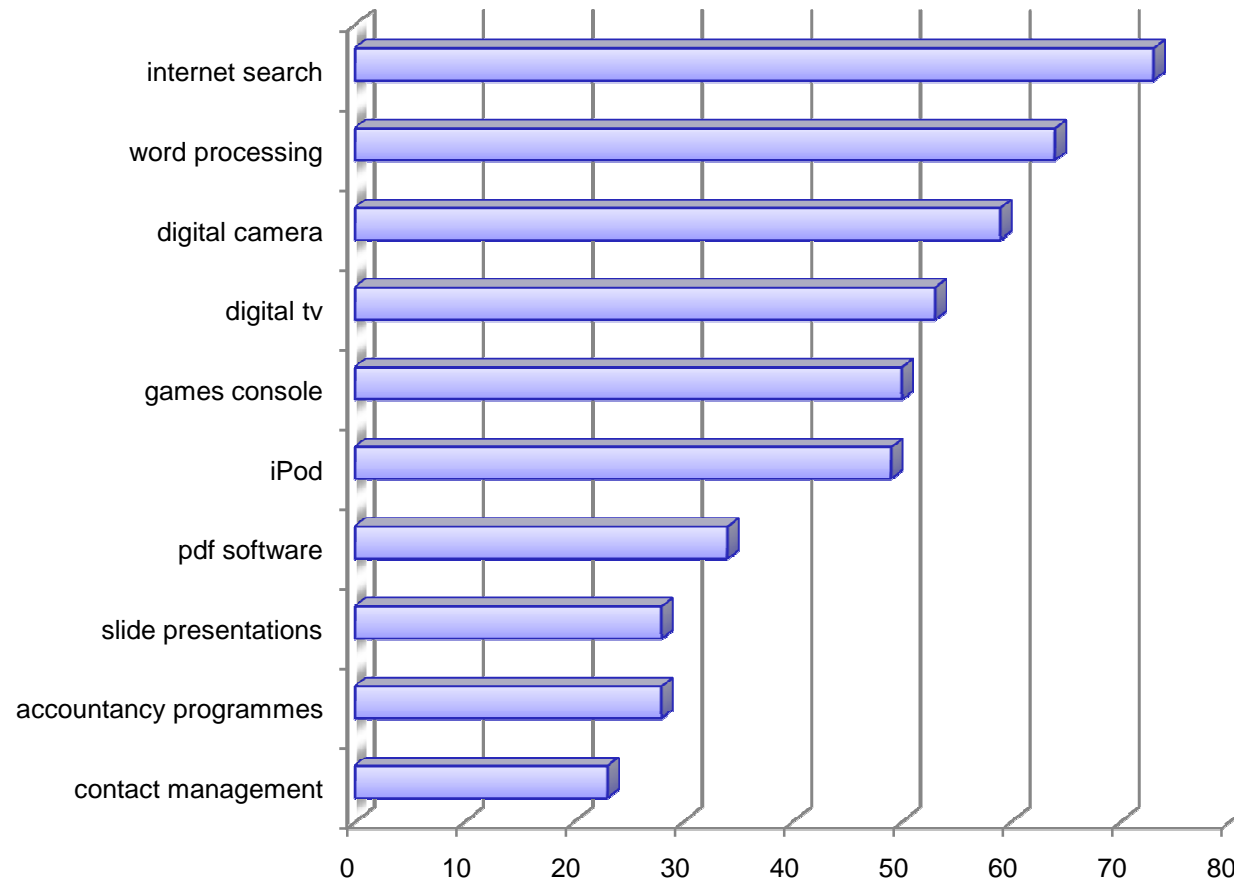
## Q1. Which of the following do / have you use?



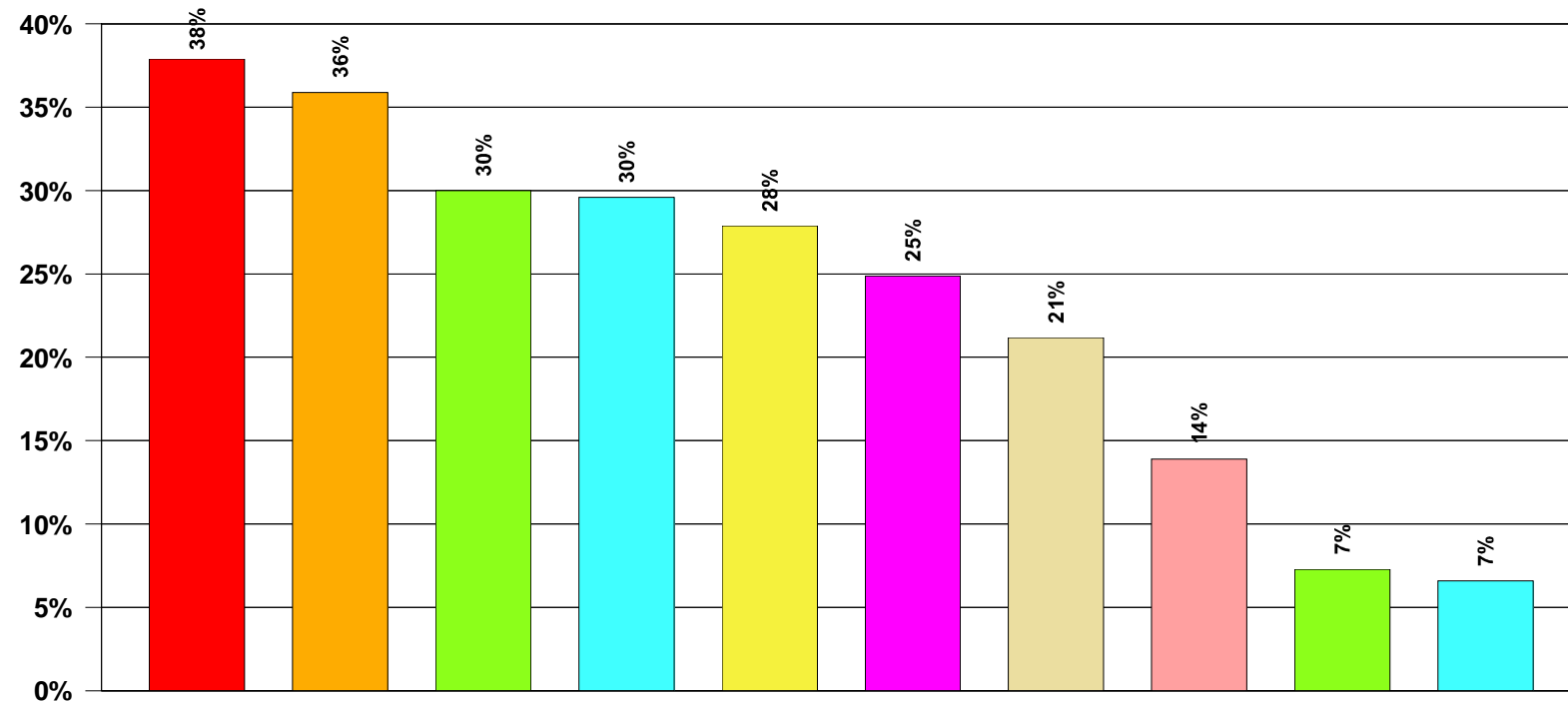
- Word processing / Microsoft Word
- Internet search engines
- Digital Camera
- PowerPoint / other presentation software
- PDF software for creating a new document
- Accountancy programmes

- Games console
- Digital TV (e.g. Sky)
- iPod
- Contact Management
- None of the above

## Q2 Which technologies do you find easiest to use?

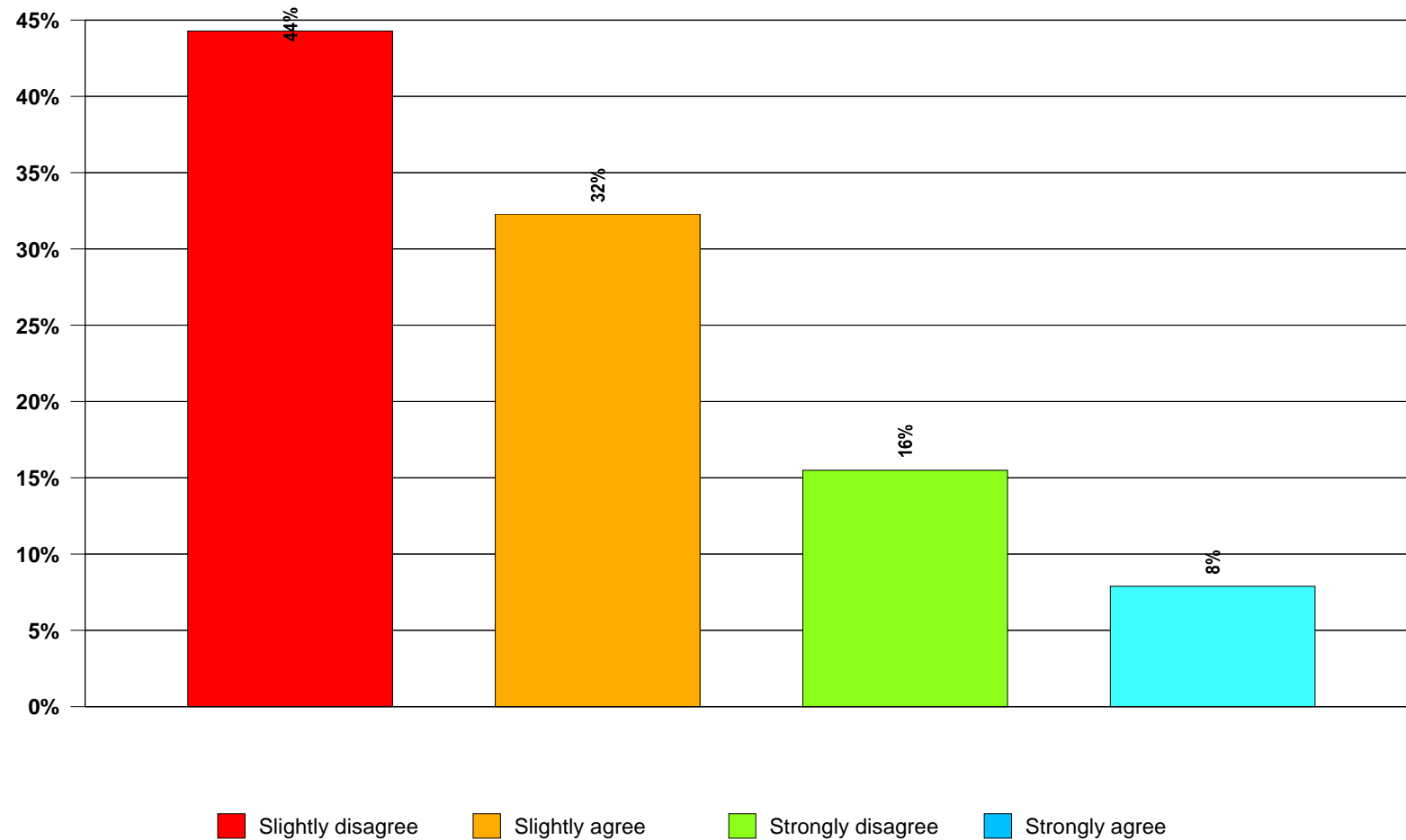


### Q3. Have you found it difficult to use software for work purposes?



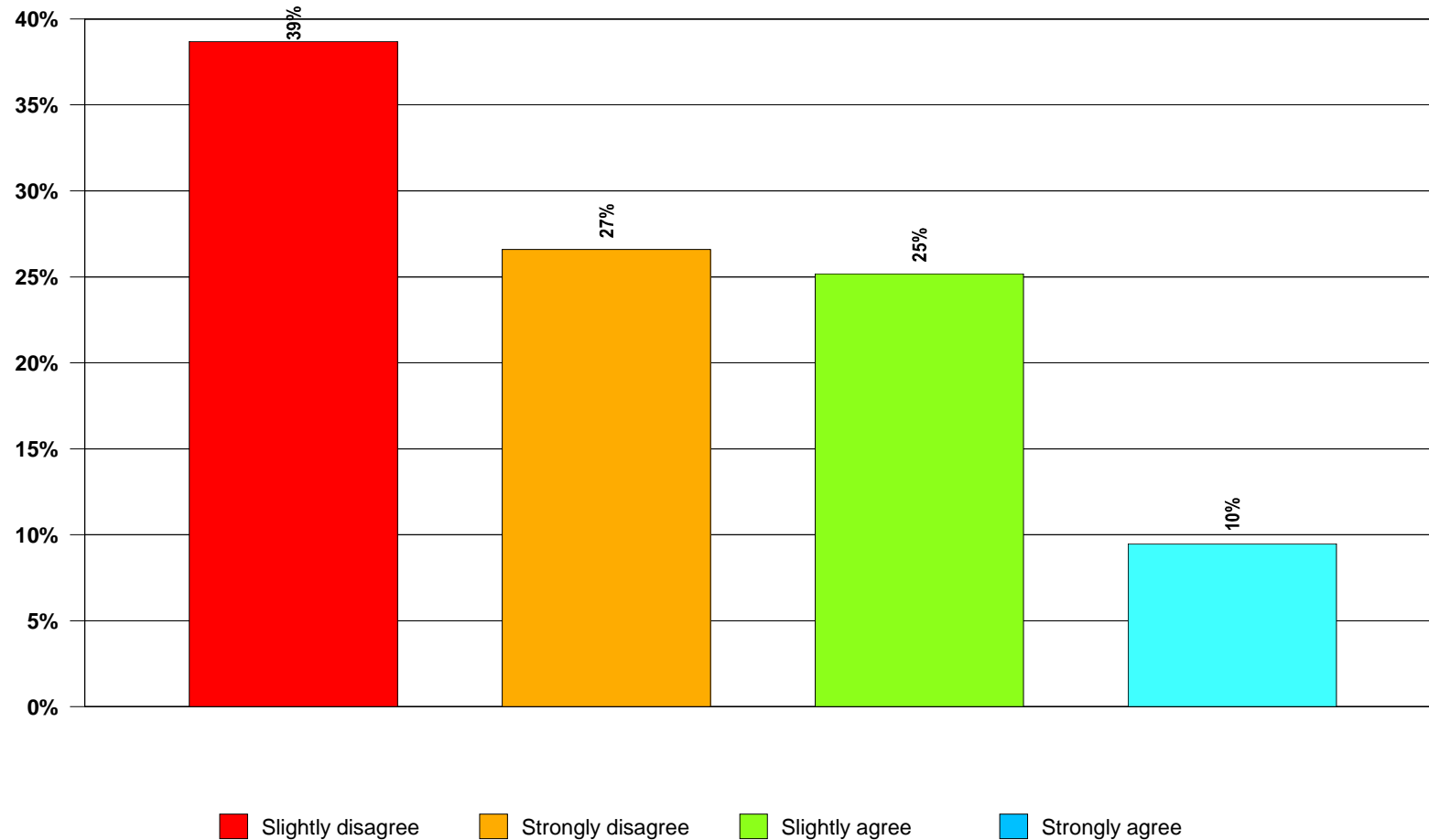
- It has more functionality than I need
- I do not use it to its maximum ability
- Software is not always compatible with other software
- Some software is poorly designed
- None of the above / I do not find software difficult to use
- I do not understand all of its functionality
- I wasn't taught how to use it properly
- Some of the software is old
- It's too complicated
- I just do not find it easy to use

Q4. How far do you agree with the following statement?  
'I find some of the software on my computer difficult to use'

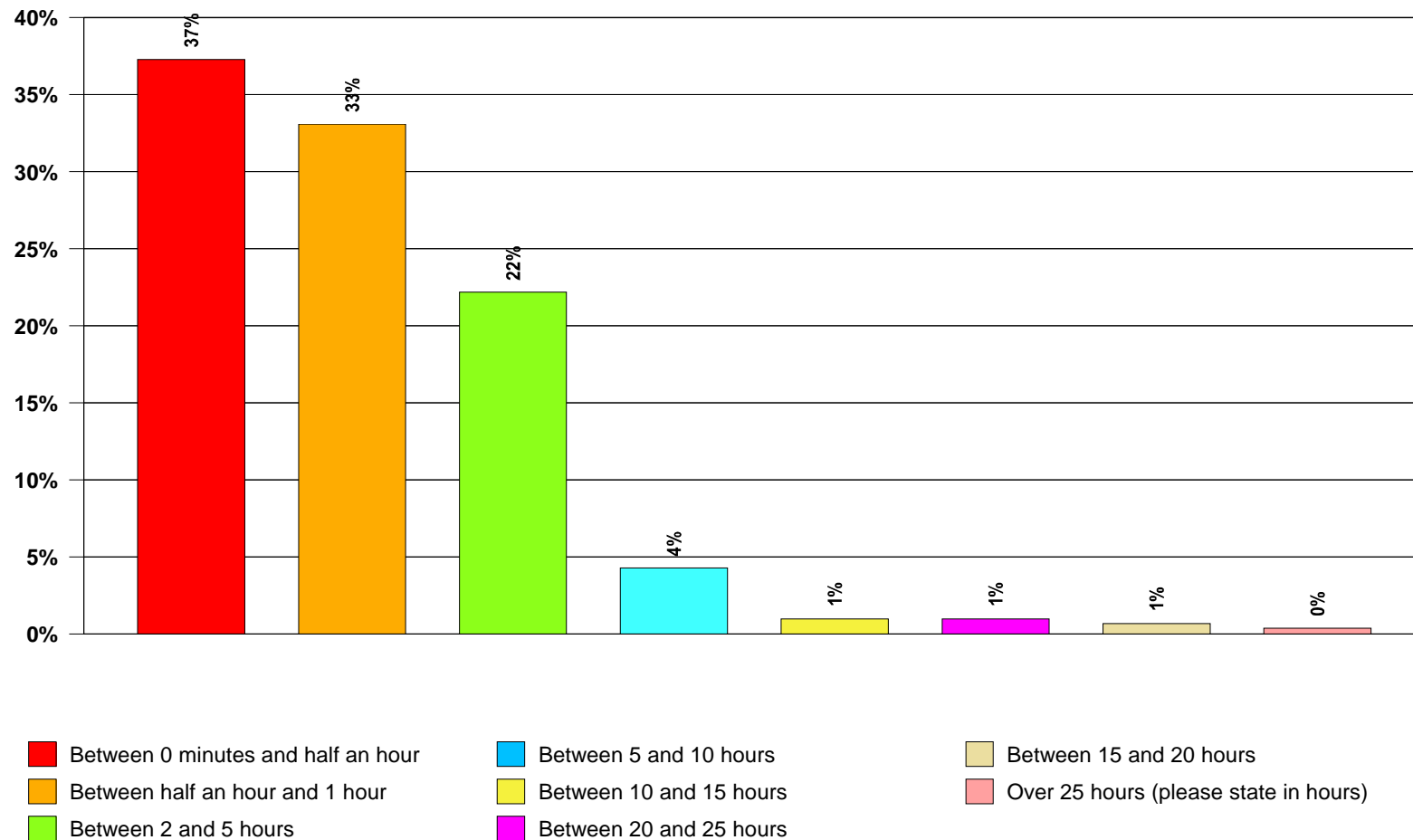


Q5. How far do you agree with the following statement?

'I would struggle to take pages from a variety of different formats (for instance, a Word document, a PDF and a PowerPoint) and combine them in a new document'



Q6. Approximately how many hours in a working week do you waste due to being unable to use office software as efficiently / effectively as you would like?



**Q6. Approximately how many hours in a working week do you waste due to being unable to use office software as efficiently / effectively as you would like?**

Absolute Base % Respondents	
Base	1015 100.0%
Mean	117.47
Standard Error	7.53
Q6	
Between 0 minutes and half an hour	379 37.3%
Between half an hour and 1 hour	336 33.1%
Between 2 and 5 hours	225 22.2%
Between 5 and 10 hours	44 4.3%
Between 10 and 15 hours	10 1.0%
Between 20 and 25 hours	10 1.0%
Between 15 and 20 hours	7 0.7%
Over 25 hours (please state in hours)	4 0.4%

Mean average = 117.47  
minutes

This equates to 117 minutes 28 seconds

Mean average = 1.96 hours

This equates to 1 hour 58 minutes

The average working week =  
38.89 hours

This equates to 2333 minutes

% loss each week is 5

“Each person on average losses 5% of their working week due to being unable to use office software as efficiently / effectively”



# Opinion Matters / Tickbox.net survey

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### for Global Graphics

The research for Global Graphics was carried out online by Opinion Matters / Tickbox.net between **11.02.09** and **17.02.09** amongst a nationally representative sample of **1015 German Office Workers**.

Opinion Matters / Tickbox.net is a leading market research organisation, carrying out consumer, corporate and niche market surveys online amongst a 50,000+ member panel.

Opinion Matters / Tickbox.net follow the codes of the MRS (Market Research Society) and are fully registered and compliant with the Data Protection Registrar.