openSUSE 10.2 Survey Results

Responses: 27,462

1. What is your age?

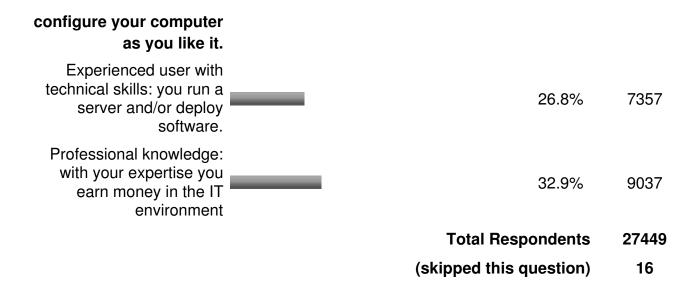
	Response Percent	Response Total
under 15 years I	1.2%	326
15 to19 years	8.5%	2321
20 to 24 years	17.5%	4816
25 to 29 years	17.9%	4916
30 to 34 years	14.3%	3917
35 to 39 years	11.9%	3280
40 to 44 years	10.1%	2759
45 to 49 years	7.3%	2008
50 to 54 years ■	5.2%	1415
55 to 59 years ■	2.9%	793
60 years and older ■	3.3%	898
	Total Respondents	27449
	(skipped this question)	16

2. What is your gender?

	Response Percent	Response Total
Male	98%	26910
Female	2%	539
	Total Respondents	27449
	(skipped this question)	16

3. How would you rate your computer expertise?

	Response Response
	Percent Total
Basic knowledge: you are happy when everything runs and don't like to change much.	4.6% 1251
Experienced user without technical skills: you do updates and	35.7% 9804



4. What is your profession?

	Response Percent	Response Total
Pupil/student	25%	6604
Office worker	14.9%	3924
System administrator	21.4%	5639
Department manager	6.1%	1614
Upper Management	4.1%	1073
Other (please specify)	28.5%	7516
	Total Respondents	26370
	(skipped this question)	1094

5. What kind of internet connection do you use?

	Response Percent	Response Total
Analog modem ■	2.6%	697
ISDN ■	2.5%	662
Broadband/DSL	89.1%	23491
No internet connection	0.7%	190
Other (please specify)	5%	1331
	Total Respondents	26371
	(skipped this question)	1094

6. Do you use a flatrate internet tariff:

Response Response

	Percent	lotai
Yes	72.8%	19208
No	27.2%	7163
	Total Respondents	26371
	(skipped this question)	1094

7. Please rate the importance of the following criteria regarding software:

Response Average	5 - Most Important	4	3	2	1 - Least Important	
3.63	25% (6191)	32% (7782)	28% (6798)	10% (2363)	5% (1192)	Price
3.96	32% (7688)	41% (10063)	20% (4884)	5% (1273)	2% (418)	Amount and selection of software
3.74	29% (6956)	35% (8404)	23% (5592)	10% (2509)	4% (865)	Documentation (e.g. help, manual)
3.02	15% (3571)	22% (5257)	27% (6638)	23% (5692)	13% (3168)	Support service
3.66	26% (6255)	33% (8008)	27% (6451)	11% (2669)	4% (943)	Ease of installation
4.43	58% (14066)	32% (7786)	7% (1690)	2% (434)	1% (350)	Usability
4.69	78% (19002)	17% (4091)	3% (643)	1% (179)	2% (411)	Stability
4.44	63% (15205)	25% (6083)	8% (2041)	2% (559)	2% (438)	Security
3.94	30% (7363)	42% (10260)	21% (5042)	5% (1255)	2% (406)	Ease of administration
4.40	58% (14075)	30% (7317)	8% (1999)	2% (579)	1% (356)	Hardware support
3.90	39% (9392)	30% (7257)	19% (4621)	8% (2034)	4% (1022)	Multimedia support
24326	pondents	Total Res	-			
3136	question)	ped this	(skip			

8. Which operating system do you use mainly?

	Response Response	
	Percent	Total
Apple MacOS	1.9%	452

Debian GNU/Linux ■	2.2%	538
Fedora Core	1.7%	416
Mandriva Linux	1%	232
Microsoft Windows XP/2000/ME/98	31.6%	7614
OpenSUSE/SUSE LINUX	50.9 %	12264
Ubuntu	5%	1201
Other (please specify)	5.7%	1362
	Total Respondents	24079
	(skipped this question)	3385

9. Do you have a Microsoft Windows operating system installed in addition to your Linux operating system (dual boot)?

	Response Percent	Response Total
Yes	69.5%	16734
No	30.5%	7345
	Total Respondents	24079
	(skipped this question)	3385

10. Which user interface do you mainly use?

	Response Percent	Response Total
KDE	71.8%	17282
GNOME	22.4%	5398
xfce	1.2%	297
Console I	1.9%	460
Other (please specify) ■	2.7%	641
	Total Respondents	24078
(s	kipped this question)	3385

11. Do you use non-graphical tools (e.g. YaST text mode, console) when installing or administering your Linux operating system?

	Response	Response
	Percent	Total
Yes	64%	15403
No	36%	8676

Total Respondents	24079
(skipped this question)	3385

12. How did you find out about openSUSE?

	Response	-
	Percent	Total
Ads in magazines 🔳	5.4%	1288
Test reports in magazines	7.3%	1752
Recommendation by peers or collegues	15.9%	3795
Free ISO Download	17.5%	4164
Computer or software shop	1.9%	457
Linux community	33.6%	8012
Homepage	7.6%	1813
Other (please specify)	10.8%	2577
	Total Respondents	23858
	(skipped this question)	3607

13. How are you involved within openSUSE project?

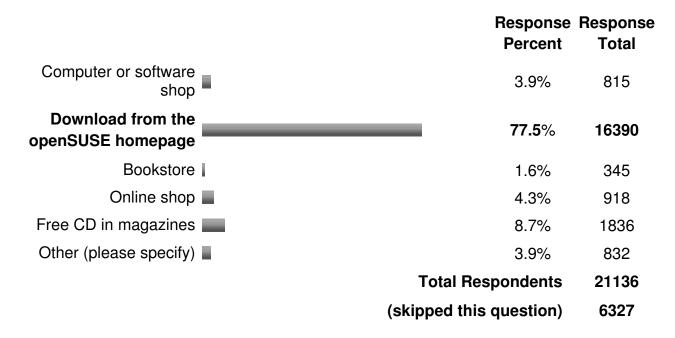
		Response Percent	Response Total
No, I am not involved.		84.7%	20196
Editing/creating of Wiki pages		3.1%	741
Creating software packages	I	1.9%	457
Creating software patches		0.9%	220
Bug reporting	_	8.2%	1964
Participating in discussions on mailing lists or IRC	_	7.5%	1800
Use of build services		3.4%	814
	Total Res	pondents	23855
	(skipped this	question)	3607

14. Is using openSUSE 10.2 your first experience with Linux? (if yes, you will skip to page 8)

Response Response

	Percent	Total
Yes	11%	2626
No	89%	21232
	Total Respondents	23858
	(skipped this question)	3607

15. Where do you usually get the openSUSE distribution?



16. How long have you been using openSUSE/SUSE LINUX products?

	Response Percent	Response Total
less than 1 month	15%	3179
6 months to 1 year	21%	4442
1 to 3 years	31.1%	6568
4 to 6 years	17.4%	3668
more than 6 years	15.5%	3279
	Total Respondents	21136
	(skipped this question)	6327

17. How often do you update your openSUSE/SUSE LINUX operating system via software updates?

	Response Response	
	Percent Total	
Regularly	72.6 %	17182
Seldom	20.3%	4799

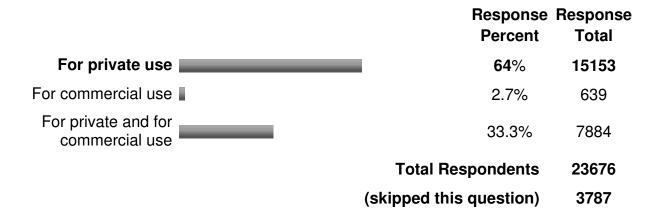
7.2% 1695

Total Respondents 23676

(skipped this question) 3787

18. How do you use the computer on which you have installed openSUSE?

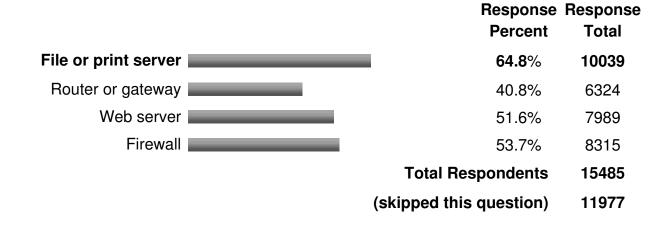
Never ___



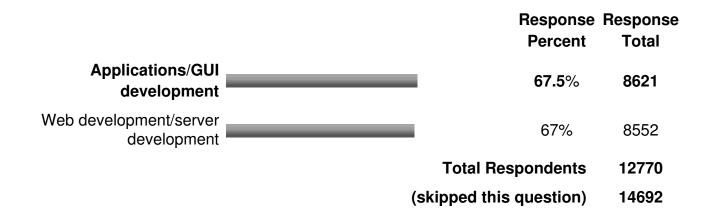
19. Desktop

	Response Percent	Response Total
Internet access, e-mail, chat	96.7%	22355
To accomplish office tasks	79%	18256
Play multimedia data	77.2%	17838
Edit graphics	53.8%	12432
Games	38.7%	8949
	Total Respondents	23117
	(skipped this question)	4345

20. Home-Server



21. Development

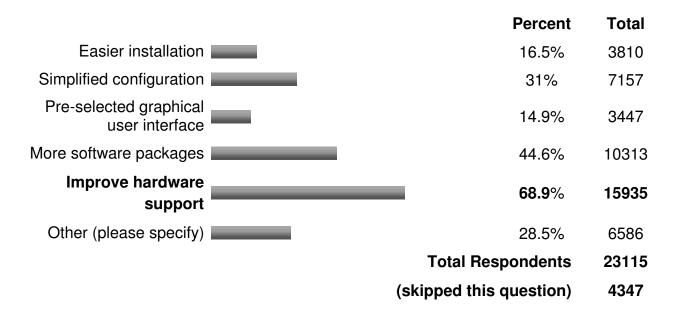


22. Please rate how openSUSE fulfils the following criteria:

		1 - Very poor	2	3	4	5 - Excellent	Response Average
	Price	2% (369)	2% (539)	9% (2196)	12% (2809)	75% (17287)	4.56
	Amount and selection of software	1% (168)	3% (686)	16% (3818)	45% (10466)	35% (8062)	4.10
I	Documentation (e.g. help, manual)	2% (364)	7% (1654)	30% (6881)	42% (9835)	19% (4466)	3.71
	Support service	3% (666)	10% (2265)	42% (9822)	32% (7383)	13% (3064)	3.43
	Ease of installation	1% (298)	4% (851)	13% (3025)	38% (8917)	44% (10109)	4.19
	Usability	1% (206)	3% (610)	13% (3000)	45% (10523)	38% (8861)	4.17
	Stability	1% (256)	3% (590)	12% (2783)	39% (9108)	45% (10463)	4.25
	Security	1% (148)	1% (219)	9% (2133)	42% (9800)	47% (10900)	4.34
	Ease of administration	1% (285)	5% (1144)	22% (5095)	43% (10088)	28% (6588)	3.93
	Hardware support	2% (503)	8% (1855)	25% (5883)	41% (9420)	24% (5539)	3.76
	Multimedia support	7% (1535)	16% (3648)	31% (7196)	31% (7217)	16% (3604)	3.33
					Total Resp	ondents	23198
				(ski	oped this o	question)	4264

23. What should be changed in future versions of openSUSE? (Multiple answers possible)

Response Response



24. Do you know other Novell products?



25. Have you already purchased other Novell products?

	Response Percent	Total
Yes	18.6%	4290
No	81.4%	18825
	Total Respondents	23115
	(skipped this question)	4347

26. Thank you for participating in our survey!

If you want to take part in the drawing for five 1 GByte USB sticks and one 80 GByte portable hard disc from Teac, please supply your e-mail address. We respect your privacy, so your email address will only be used to award the prizes and will be handled according to the <u>Novell privacy policy</u>.

	Response	Response
	Percent	Total
Email Address:	100%	21171
	Total Respondents	21165

(skipped this question) 6297