openSUSE 10.2 Survey Results
Responses: 27,462

1. What is your age?

		Response Percent	Response Total
under 15 years		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 Percent	Response 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**

**configure your computer
as you like it.**

		Response Percent	Response Total
Experienced user with technical skills: you run a server and/or deploy software.		26.8%	7357
Professional knowledge: with your expertise you earn money in the IT environment		32.9%	9037

Total Respondents	**27449**
(skipped this question)	**16**

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	Total
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:

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

8. Which operating system do you use mainly?

	Response Percent	Response Total
Apple MacOS	1.9%	452

		Response Percent	Response Total
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		1.9%	460
Other (please specify)		2.7%	641
	Total Respondents		**24078**
	(skipped 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 Percent	Response Total
Yes		**64**%	**15403**
No		36%	8676

	Total Respondents	24079
	(skipped this question)	3385

12. How did you find out about openSUSE?

	Response Percent	Response 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	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 Respondents		**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?

	Response Percent	Response Total
Computer or software shop	3.9%	815
Download from the openSUSE homepage	**77.5**%	**16390**
Bookstore	1.6%	345
Online shop	4.3%	918
Free CD in magazines	8.7%	1836
Other (please specify)	3.9%	832
Total Respondents		**21136**
(skipped this question)		**6327**

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

		Never	7.2%	1695
		Total Respondents		**23676**
		(skipped this question)		**3787**

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

	Response Percent	Response Total
For private use	**64**%	**15153**
For commercial use	2.7%	639
For private and for commercial use	33.3%	7884
Total Respondents		**23676**
(skipped this question)		**3787**

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

	Response Percent	Response Total
File or print server	**64.8**%	**10039**
Router or gateway	40.8%	6324
Web server	51.6%	7989
Firewall	53.7%	8315
Total Respondents		**15485**
(skipped this question)		**11977**

21. Development

	Response Percent	Response Total
Applications/GUI development	**67.5%**	**8621**
Web development/server development	67%	8552
Total Respondents		**12770**
(skipped this question)		**14692**

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**
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 Respondents						**23198**
(skipped this question)						**4264**

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

Response   Response

		Percent	Total
Easier installation		16.5%	3810
Simplified configuration		31%	7157
Pre-selected graphical user interface		14.9%	3447
More software packages		44.6%	10313
Improve hardware support		**68.9**%	**15935**
Other (please specify)		28.5%	6586
	Total Respondents		23115
	(skipped this question)		4347

24. Do you know other Novell products?

		Response Percent	Response Total
Yes		**60.4**%	**13953**
No		39.6%	9162
	Total Respondents		23115
	(skipped this question)		4347

25. Have you already purchased other Novell products?

		Response Percent	Response 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 Novell privacy policy.

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

(skipped this question)   6297