



openSUSE 10.2 Survey Results



Responses: 27,462

1. What is your age?		
	Response Percent	Response Total
under 15 years	1.2%	326
15 to 19 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 configure your computer as you like it.	35.7%	9804

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 tarif:

	Response Percent	Response 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
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 colleagues 	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 (question 17))

	Response Percent	Response 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 Percent	Response 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