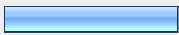
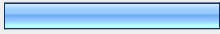
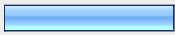

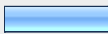
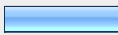


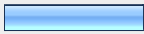




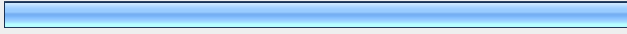


1. What is your age?			Response Percent	Response Count
under 15 years			1.5%	187
15 to 19 years			8.3%	1018
20 to 24 years			17.3%	2124
25 to 29 years			17.9%	2196
30 to 34 years			13.8%	1700
35 to 39 years			11.5%	1408
40 to 44 years			9.3%	1138
45 to 49 years			7.5%	923
50 to 54 years			5.5%	675
55 to 59 years			3.5%	428
60 years and older			4.0%	493
			answered question	12290
			skipped question	25

2. What is your gender?			Response Percent	Response Count
Male			98.1%	12057
Female			1.9%	233
			answered question	12290
			skipped question	25

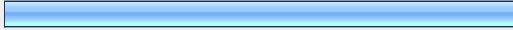
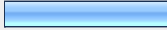
3. How would you rate your computer expertise?			Response Percent	Response Count
Basic knowledge: you are happy when everything runs and don't like to change much.			5.0%	612
Experienced user without technical skills: you do updates and configure			37.3%	4590

your computer as you like it.			
Experienced user with technical skills: you run a server and/or deploy software.		25.8%	3165
Professional knowledge: with your expertise you earn money in the IT environment		31.9%	3923
		answered question	12290
		skipped question	25

4. What is your profession?			
		Response Percent	Response Count
Student/pupil		25.2%	3001
Office worker		12.8%	1531
Developer		15.6%	1857
System administrator		17.0%	2027
Department manager		4.8%	570
Upper Management		3.9%	465
Other (please specify)		20.7%	2468
		answered question	11919
		skipped question	396

5. What kind of internet connection do you use?			
		Response Percent	Response Count
Analog modem		1.3%	155
ISDN		1.7%	200
Broadband/DSL		92.4%	11019
No internet connection		0.6%	68
Other (please specify)		4.0%	477
		answered question	11919
		skipped question	396

6. Do you use an internet cable connection/flatrate tariff?			
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		Response Percent	Response Count
Yes		75.5%	9001
No		24.5%	2918
answered question			11919
skipped question			396

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

	1 - Least Important	2	3	4	5 - Most Important	Rating Average	Response Count
Price	6.3% (668)	10.7% (1139)	28.6% (3040)	30.6% (3251)	23.7% (2515)	3.55	10613
Amount and selection of software	1.9% (202)	4.7% (499)	18.9% (2009)	41.4% (4396)	33.0% (3507)	3.99	10613
Documentation (e.g. help, manual)	3.5% (370)	9.6% (1020)	23.9% (2541)	34.4% (3654)	28.5% (3028)	3.75	10613
Support service	11.7% (1240)	23.9% (2534)	29.0% (3076)	21.1% (2244)	14.3% (1519)	3.03	10613
Ease of installation	3.4% (366)	11.0% (1168)	27.0% (2869)	32.7% (3474)	25.8% (2736)	3.66	10613
Usability	1.5% (156)	1.3% (141)	6.6% (702)	31.3% (3317)	59.3% (6297)	4.46	10613
Stability	1.5% (164)	0.8% (86)	2.9% (308)	18.5% (1960)	76.3% (8095)	4.67	10613
Security	1.8% (192)	2.2% (235)	9.2% (972)	25.7% (2732)	61.1% (6482)	4.42	10613
Ease of administration	1.8% (192)	4.8% (514)	21.1% (2235)	42.8% (4544)	29.5% (3128)	3.93	10613
Hardware support	1.7% (179)	1.9% (204)	8.7% (921)	30.0% (3185)	57.7% (6124)	4.40	10613
Multimedia support	3.1% (328)	6.8% (726)	19.0% (2020)	32.0% (3392)	39.1% (4147)	3.97	10613
Open Source license	6.8% (726)	9.3% (988)	21.6% (2294)	27.5% (2917)	34.7% (3688)	3.74	10613
answered question							10613
skipped question							1702

8. Which operating system do you use mainly?

		Response Percent	Response Count
Apple MacOS		2.6%	271
Debian GNU/Linux		2.1%	219
Fedora		1.3%	132
Mandriva Linux		0.8%	86
Microsoft Windows XP/2000/ME/98		21.8%	2299
openSUSE		58.0%	6114
Ubuntu		7.3%	774
Other (please specify)		6.2%	653
		answered question	10548
		skipped question	1767

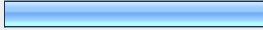
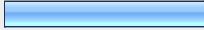
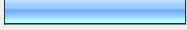



9. Do you have an additional operating system installed in addition to your main Linux operation system (dual boot)?
(if no, you will skip to question 11)

		Response Percent	Response Count
No		28.5%	3008
Yes, another Linux		18.6%	1957
Yes, Windows Vista		16.1%	1700
Yes, Windows XP		45.3%	4782
Yes, other Windows		3.5%	374
Yes, other (please specify)		5.6%	592
		answered question	10548
		skipped question	1767






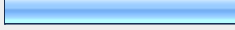


10. Why do you use a dual boot system?

		Response Count
		6524
		answered question
		6524
		skipped question
		5791

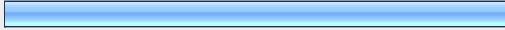




11. Which user interface do you mainly use?




		Response Percent	Response Count
KDE3		38.5%	4007
KDE4		29.8%	3109
GNOME		26.9%	2799
xfce		1.1%	117
Console		1.4%	148
Other (please specify)		2.3%	238
		answered question	10418
		skipped question	1897

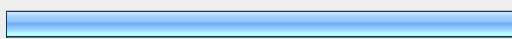
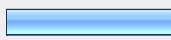
12. How did you find out about openSUSE?


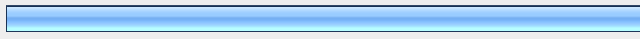
		Response Percent	Response Count
Ads in magazines		4.6%	468
Test reports in magazines		7.5%	773
Recommendation by peers or colleagues		14.8%	1516
Free ISO Download		13.2%	1355
Computer or software shop		1.8%	182
Linux community		34.3%	3515
Homepage		8.8%	899
Other (please specify)		15.1%	1553
		answered question	10261
		skipped question	2054


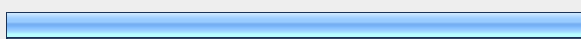




13. How are you involved within the openSUSE project?

		Response Percent	Response Count
No, I am not involved.		74.5%	7640
Editing/creating of Wiki pages		4.2%	431
Creating software packages		2.7%	276
Creating software patches		1.3%	132
Bug reporting		13.2%	1354


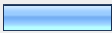
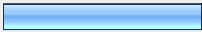
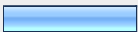
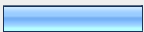
Participating in discussions on mailing lists or IRC		7.8%	796
Use of build services		5.6%	578
Participating in the openSUSE forum		13.1%	1341
		answered question	10261
		skipped question	2054

14. If you are not involved is there anything specific which keeps you from getting involved?			
		Response Percent	Response Count
No		75.5%	6651
Yes (please specify)		24.5%	2163
		answered question	8814
		skipped question	3501

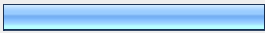
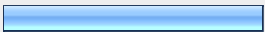



15. Is using openSUSE 11.0 your first experience with Linux? (if yes, you will skip to question 19)			
		Response Percent	Response Count
Yes		6.1%	621
No		93.9%	9640
		answered question	10261
		skipped question	2054

16. Where do you usually get the openSUSE distribution?			
		Response Percent	Response Count
Computer or software shop		1.5%	146
Download from the openSUSE homepage		85.6%	8180
Bookstore		0.7%	67
Online shop		2.7%	256
Free CD/DVD in magazines		6.3%	603
Other (please specify)		3.2%	306
		answered question	9558
		skipped question	2757

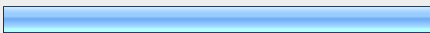

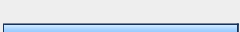
17. How long have you been using openSUSE products?

		Response Percent	Response Count
less than 1 month		13.9%	1332
6 months to 1 year		16.0%	1531
1 to 3 years		29.4%	2813
4 to 6 years		19.9%	1902
more than 6 years		20.7%	1980
		<i>answered question</i>	9558
		<i>skipped question</i>	2757

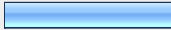
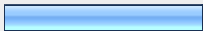
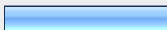


18. How often do you update your openSUSE operating system via software updates?

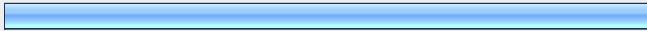
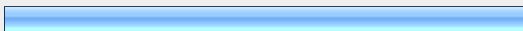
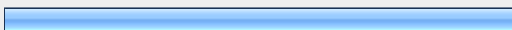
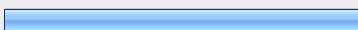
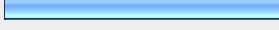
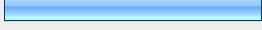
		Response Percent	Response Count
Every day		38.8%	3709
Weekly		38.6%	3694
Less often than weekly		11.7%	1120
Seldom		8.0%	767
I never update		2.8%	268
		<i>answered question</i>	9558
		<i>skipped question</i>	2757

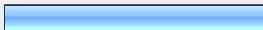
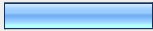

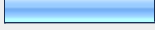


19. How do you use the computer on which you have installed openSUSE?

		Response Percent	Response Count
For personal use		63.5%	6454
For commercial use		1.7%	174
For personal and for commercial use		34.7%	3529
		<i>answered question</i>	10157
		<i>skipped question</i>	2158



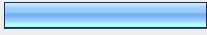
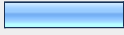
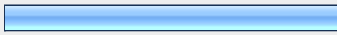
20. If you use a Live-CD, how do you use it?

		Response Percent	Response Count
I boot from the Live-CD prior to the installation		25.0%	2456
I do testing with the Live-CD		29.5%	2900
I carry them with me to have a rescue system in reach		24.2%	2384
I carry them with me to promote openSUSE to other people		13.8%	1353
I don't use the Live-CD		46.0%	4524
		answered question	9839
		skipped question	2476

21. What do you use your desktop for?			
		Response Percent	Response Count
Internet access, e-mail, chat		95.2%	9535
To accomplish office tasks		76.9%	7708
Watch movies and listen to music		75.5%	7560
Edit graphics		52.7%	5274
Games		40.7%	4079
To virtualize a desktop or a system		38.2%	3827
		answered question	10017
		skipped question	2298


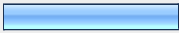

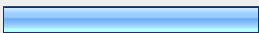
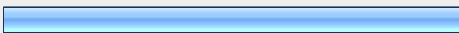
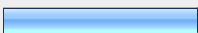
22. What do you use your home-server for?			
		Response Percent	Response Count
File or print server		38.5%	3799
Router or gateway		22.1%	2185
Web server		27.9%	2754
Firewall		22.4%	2212
Other (please specify)		6.2%	615
I don't use a home server		46.9%	4626

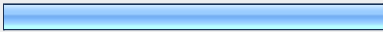
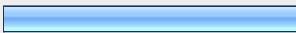
	<i>answered question</i>	9865
	<i>skipped question</i>	2450

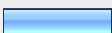
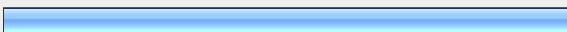
23. What kind of development do you do?			Response Percent	Response Count
Applications/GUI development			31.5%	3137
Kernel development			3.7%	371
Web development/server development			30.1%	2992
Utility development			17.8%	1772
None			49.6%	4936
		<i>answered question</i>		9948
		<i>skipped question</i>		2367

24. Please rate how openSUSE fulfils the following criteria:							
	1 - Very poor	2	3	4	5 - Excellent	Rating Average	Response Count
Price	1.5% (152)	1.8% (180)	7.5% (743)	9.3% (920)	79.8% (7884)	4.64	9879
Amount and selection of software	0.8% (81)	2.2% (219)	12.2% (1206)	44.3% (4379)	40.4% (3994)	4.21	9879
Documentation (e.g. help, manual)	1.8% (182)	6.5% (646)	28.6% (2825)	43.7% (4318)	19.3% (1908)	3.72	9879
Support service	2.6% (252)	7.3% (726)	40.5% (4001)	35.0% (3458)	14.6% (1442)	3.52	9879
Ease of installation	1.4% (135)	2.3% (229)	9.9% (982)	36.4% (3592)	50.0% (4941)	4.31	9879
Usability	1.3% (124)	2.6% (257)	12.4% (1226)	44.4% (4385)	39.3% (3887)	4.18	9879
Stability	1.6% (160)	3.8% (380)	14.5% (1428)	41.0% (4048)	39.1% (3863)	4.12	9879
Security	0.9% (87)	0.9% (87)	8.7% (856)	41.2% (4074)	48.3% (4775)	4.35	9879
Ease of administration	1.3% (131)	4.0% (397)	17.9% (1772)	43.9% (4339)	32.8% (3240)	4.03	9879
Hardware support	2.3% (232)	7.1% (701)	23.1% (2278)	42.9% (4239)	24.6% (2429)	3.80	9879

Multimedia support	4.3% (422)	11.7% (1152)	29.0% (2860)	36.6% (3617)	18.5% (1828)	3.53	9879
<i>answered question</i>							9879
<i>skipped question</i>							2436

25. What should be changed in future versions of openSUSE? (Multiple answers possible)							
						Response Percent	Response Count
Easier installation						12.4%	1220
Simplified configuration						26.1%	2567
Pre-selected graphical user interface						12.1%	1191
More software packages						37.8%	3726
Improve hardware support						67.8%	6675
Other (please specify)						28.9%	2842
<i>answered question</i>							9845
<i>skipped question</i>							2470

26. Do you know other Novell products?							
						Response Percent	Response Count
Yes						56.5%	5563
No						43.5%	4282
<i>answered question</i>							9845
<i>skipped question</i>							2470

27. Have you already purchased other Novell products?							
						Response Percent	Response Count
Yes						16.2%	1591
No						83.8%	8254
<i>answered question</i>							9845
<i>skipped question</i>							2470