Breakdown of research statistics from the ConPolicy report: '*Indicators of consumer protection and empowerment in the digital world*'

*All results given in percentages

Q 1. I generally feel at ease with being a consumer in the digital world.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	3	4	17	45	31	76	7
France	6	10	21	42	21	63	16
Germany	1	7	19	53	21	74	8
P.R. China	3	16	31	34	15	49	19
South Africa	4	9	12	42	33	75	13
U.S.A.	5	13	22	40	20	60	18
						66	14

Q2. I am satisfied with the costs for my internet connection.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	13	30	28	21	8	29	43
France	9	22	26	34	9	43	31
Germany	5	18	24	41	12	53	23
P.R. China	3	18	35	36	8	44	21
South Africa	25	23	18	22	12	34	48
U.S.A.	16	27	25	24	8	32	43
						39	35

Q3. I am satisfied with the quality (speed and reliability) of my Internet connection.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	12	22	22	33	12	45	34
France	9	19	24	39	10	49	28
Germany	6	17	17	44	16	60	23
P.R. China	5	23	38	28	6	34	28
South Africa	16	20	15	30	19	49	36
U.S.A.	8	15	18	40	19	59	23
						49	29

Q4. If I dislike the practices of an online service (e.g. social networks, music and video streaming services), I am satisfied with my options to easily switch to an alternative.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	3	6	26	45	21	66	9
France	6	15	48	24	6	30	21
Germany	2	8	31	45	14	59	10
P.R. China	1	11	36	39	13	52	12
South Africa	5	10	19	38	28	66	15
U.S.A.	4	10	31	36	19	55	14
						55	14

Q5. I have concerns that some digital technologies (e.g. self-driving cars, smart homes and others) are unsafe.

Country	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Average Percentage that disagree	Average Percentage that agree
Argentina	18	37	30	11	4	15	55
France	22	41	24	11	3	14	63
Germany	25	40	22	10	3	13	65
P.R. China	10	39	37	12	2	14	49
South Africa	19	34	26	14	7	21	53
U.S.A.	27	40	21	9	3	12	67
						15	59

Q6. I am concerned that too much of my personal data is being collected by businesses on the Internet.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	4	8	19	35	34	69	12
France	3	7	18	41	32	73	10
Germany	2	9	21	41	27	68	11
P.R. China	1	6	19	40	35	75	7
South Africa	5	9	14	37	36	73	14
U.S.A.	2	7	19	35	38	73	9
						72	11

Q7. I am concerned that the payment information that I provide online may be stolen and misused.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	5	8	14	35	38	73	13
France	3	9	21	41	27	68	12
Germany	2	15	26	38	18	56	17
P.R. China	1	7	21	42	29	71	8
South Africa	4	10	15	37	34	71	14
U.S.A.	3	9	19	42	27	69	12
						68	13

Q8. I am satisfied with the quality of information I find online about products, services and their terms of use.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	2	7	22	51	19	70	9
France	3	10	31	47	10	57	13
Germany	1	6	23	55	14	69	7
P.R. China	2	13	45	35	5	40	15
South Africa	3	9	18	46	25	71	12
U.S.A.	3	8	25	48	16	64	11
						62	11

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Q9. I know my rights as a consumer online.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	5	18	32	33	13	46	23
France	7	22	41	26	5	31	29
Germany	2	15	32	44	8	52	17
P.R. China	1	16	39	38	7	45	17
South Africa	5	15	23	35	22	57	20
U.S.A.	4	17	31	36	12	48	21
						47	21

Q10. I am satisfied with the current complaint and replacement possibilities for faulty products.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	5	18	40	28	9	37	23
France	7	15	39	34	5	39	22
Germany	3	12	33	43	10	53	15
P.R. China	4	23	40	28	5	33	27
South Africa	5	14	34	34	14	48	19
U.S.A.	4	12	40	36	8	44	16
						42	20

Q11. I trust my government to protect my rights as a consumer online.

Country	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat Agree	Strongly Agree	Average Percentage that agree	Average Percentage that disagree
Argentina	17	29	31	18	6	24	46
France	24	27	31	15	3	18	51
Germany	19	30	30	19	3	22	49
P.R. China	5	18	40	31	7	38	23
South Africa	27	25	19	17	13	30	52
U.S.A.	26	29	25	15	5	20	55
						25	46