



LCCI QUARTERLY ECONOMIC SURVEY Q2 2017 – CYBERCRIME

Methodology: ComRes surveyed 530 London business decision makers online between 23rd May and June 19th 2017. Data was weighted to be representative of all London businesses by company size and broad industry sector. ComRes is a member of the British Polling Council and abides by its rules.

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To register for Pollwatch, featuring commentary and insight from the ComRes team, please email: pollwatch@comresglobal.com

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Topical Q2 2017

**Q1_SUM. Cybercrimes are offenses committed using computers. The most common form is hacking, which often results in data being stolen.
To what extent do you agree or disagree that your business is capable of doing each the following about cybercrime?**

SUMMARY TABLE

Base: All respondents

	Total	Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know	Net: Agree	Net: Disagree	Mean
Mitigating the consequences of a cybercrime	530 100%	76 14%	239 45%	81 15%	22 4%	112 21%	315 59%	103 19%	2.9
Preventing a cybercrime	530 100%	84 16%	227 43%	102 19%	27 5%	91 17%	310 59%	129 24%	2.8

Topical Q2 2017

**Q1_1. Cybercrimes are offenses committed using computers. The most common form is hacking, which often results in data being stolen.
To what extent do you agree or disagree that your business is capable of doing each the following about cybercrime?**

Preventing a cybercrime

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	530	361	169	15	69	94	42	85	89	52	84	54	476
Weighted Total	530	475	55	19	74	110	70	60	126	31	40	55	475
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 84 16%	71 15%	13 23% a	3 17%	8 11%	25 23% h	16 23% h	13 21% h	9 7%	4 14%	5 13%	8 15%	75 16%
Tend to agree	(3) 227 43%	202 43%	24 44%	6 32%	37 50% e	37 34%	34 48%	24 39%	56 45%	14 46%	19 47%	26 47%	201 42%
Tend to disagree	(2) 102 19%	92 19%	10 18%	* 2%	16 22%	19 18%	6 8%	13 22%	38 30% efj	4 13%	5 13%	4 8%	98 21% k
Disagree strongly	(1) 27 5%	25 5%	2 4%	4 19%	- -	5 5%	6 9% dj	2 3%	7 6% d	2 8% d	1 1%	4 7%	23 5%
Don't know	91 17%	85 18% b	6 11%	6 30%	13 17%	23 21%	9 12%	9 15%	15 12%	6 19%	10 26% h	13 23%	78 16%
NETS													
Net: Agree	310 59%	273 58%	37 67% a	9 48%	45 61%	62 57%	50 71% h	36 60%	65 52%	19 60%	24 60%	34 62%	276 58%
Net: Disagree	129 24%	117 25%	12 22%	4 22%	16 22%	25 22%	12 17%	15 24%	45 36% efj	7 21%	6 14%	8 15%	121 25%

Columns Tested: a, b - c, d, e, f, g, h, i, j - k, l

Topical Q2 2017

**Q1_1. Cybercrimes are offenses committed using computers. The most common form is hacking, which often results in data being stolen.
To what extent do you agree or disagree that your business is capable of doing each the following about cybercrime?**

Preventing a cybercrime

Base: All respondents

	BUSINESS SIZE		INDUSTRY									MANUFACTURING/SERVICES	
	Total	0-9 a	10+ b	Agriculture, forestry & fishing / production c	Construction / property d	Motor trades / wholesale / retail / transport & storage / accommodation & food services e	Information & communication f	Finance & insurance / business administration and support g	Professional, scientific & technical h	Public administration and defence / education / health i	Arts, entertainment, recreation and other services j	Manufacturing k	Services l
Significance Level: 95%													
Unweighted Total	530	361	169	15	69	94	42	85	89	52	84	54	476
Weighted Total	530	475	55	19	74	110	70	60	126	31	40	55	475
Mean score	2.8	2.8	3.0	2.6	2.9	2.9	3.0	2.9	2.6	2.8	3.0	2.9	2.8
Standard deviation	.80	.80	.81	1.16	.62	.87	.88	.80	.73	.84	.66	.81	.80
Standard error	.04	.05	.07	.32	.08	.10	.14	.09	.08	.13	.08	.12	.04

Columns Tested: a, b - c, d, e, f, g, h, i, j - k, l

Topical Q2 2017

**Q1_1. Cybercrimes are offenses committed using computers. The most common form is hacking, which often results in data being stolen.
To what extent do you agree or disagree that your business is capable of doing each the following about cybercrime?**

Preventing a cybercrime

Base: All respondents

	LOCATION			EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES			EXPORTS	
	Total	Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall	Exporters	Non Exporters
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	530	294	236	91	399	40	153	377	246	284	132	374	24	253	277
Weighted Total	530	273	257	54	438	38	98	432	234	296	125	380	25	226	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	84 16%	40 15%	43 17%	12 23% d	61 14%	10 26% d	18 18%	66 15%	39 17%	45 15%	27 22% k	48 13%	8 32%	45 20% n	38 13%
Tend to agree (3)	227 43%	112 41%	115 45%	23 43%	190 43%	13 35%	51 52% g	176 41%	112 48% i	115 39%	61 49%	162 43%	4 16%	86 38%	140 46%
Tend to disagree (2)	102 19%	55 20%	47 18%	6 11%	91 21% c	5 13%	12 12%	90 21% f	32 14%	70 24% h	16 13%	82 21% j	4 18%	57 25% n	45 15%
Disagree strongly (1)	27 5%	19 7% b	8 3%	7 13% d	17 4%	3 8%	8 9%	19 4%	15 6%	12 4%	10 8%	17 4%	1 2%	14 6%	13 4%
Don't know	91 17%	46 17%	45 17%	5 10%	79 18%	7 18%	9 9%	82 19% f	37 16%	54 18%	12 9%	72 19% j	8 31%	24 10%	67 22% m
NETS															
Net: Agree	310 59%	152 56%	158 61%	36 66%	251 57%	23 61%	69 71% g	241 56%	151 64% i	160 54%	88 71% k	210 55%	12 49%	132 58%	179 59%
Net: Disagree	129 24%	74 27%	54 21%	13 24%	108 25%	8 21%	20 21%	109 25%	47 20%	82 28% h	25 20%	99 26%	5 20%	71 31% n	58 19%
Mean score	2.8	2.8	2.9	2.9	2.8	3.0	2.9	2.8	2.9	2.8	2.9	2.8	3.1	2.8	2.9
Standard deviation	.80	.84	.75	.97	.76	.95	.84	.79	.80	.80	.85	.77	.94	.86	.74
Standard error	.04	.05	.05	.11	.04	.17	.07	.05	.06	.05	.08	.04	.23	.06	.05

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l - m,n

Topical Q2 2017

Q1_2. Cybercrimes are offenses committed using computers. The most common form is hacking, which often results in data being stolen. To what extent do you agree or disagree that your business is capable of doing each the following about cybercrime?

Mitigating the consequences of a cybercrime

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	530	361	169	15	69	94	42	85	89	52	84	54	476
Weighted Total	530	475	55	19	74	110	70	60	126	31	40	55	475
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 76 14%	66 14%	10 18%	3 13%	5 6%	25 23% dj	13 19% d	8 13%	16 13%	3 10%	4 10%	6 10%	71 15%
Tend to agree	(3) 239 45%	211 44%	28 52%	6 32%	39 53% e	38 35%	32 45%	26 43%	63 50% e	15 46%	20 50% e	28 52%	211 44%
Tend to disagree	(2) 81 15%	74 16%	7 13%	- -	12 16%	15 13%	12 17%	15 25% j	19 15%	5 15%	4 9%	- -	81 17% k
Disagree strongly	(1) 22 4%	20 4%	2 3%	1 5%	- -	5 5%	4 6% d	2 4%	5 4%	3 9% d	1 3%	1 2%	21 4%
Don't know	112 21%	103 22%	8 15%	10 50%	18 24%	27 24%	9 13%	9 15%	22 18%	6 20%	11 28% g	20 36% l	92 19%
NETS													
Net: Agree	315 59%	277 58%	38 69% a	9 45%	44 59%	63 58%	45 64%	34 56%	79 63%	18 56%	24 60%	34 62%	281 59%
Net: Disagree	103 19%	94 20%	8 15%	1 5%	12 16%	20 18%	16 23%	17 29% j	24 19%	7 24%	5 12%	1 2%	102 21% k

Columns Tested: a, b - c, d, e, f, g, h, i, j - k, l

Topical Q2 2017

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Significance Level: 95%													
Unweighted Total	530	361	169	15	69	94	42	85	89	52	84	54	476
Weighted Total	530	475	55	19	74	110	70	60	126	31	40	55	475
Mean score	100% 2.9	100% 2.9	100% 3.0	100% 3.1	100% 2.9	100% 3.0	100% 2.9	100% 2.8	100% 2.9	100% 2.7	100% 2.9	100% 3.1	100% 2.9
Standard deviation	.76	.76	.71	.83	.53	.85	.83	.77	.73	.83	.65	.50	.77
Standard error	.04	.05	.06	.25	.07	.10	.14	.09	.08	.13	.08	.08	.04

Columns Tested: a, b - c, d, e, f, g, h, i, j - k, l

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Q1_2. Cybercrimes are offenses committed using computers. The most common form is hacking, which often results in data being stolen. To what extent do you agree or disagree that your business is capable of doing each the following about cybercrime?

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	Total	Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall	Exporters	Non Exporters
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted Total	530	294	236	91	399	40	153	377	246	284	132	374	24	253	277
Weighted Total	530	273	257	54	438	38	98	432	234	296	125	380	25	226	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	76 14%	33 12%	44 17%	10 19%	58 13%	8 22%	15 15%	61 14%	28 12%	48 16%	25 20%	43 11%	8 32%	39 17%	37 12%
Tend to agree (3)	239 45%	121 44%	119 46%	26 48%	198 45%	16 42%	48 49%	191 44%	118 51%	121 41%	56 45%	177 47%	6 23%	106 47%	133 44%
Tend to disagree (2)	81 15%	50 18%	31 12%	9 18%	70 16%	1 3%	18 18%	63 15%	32 14%	49 17%	14 11%	64 17%	3 12%	41 18%	40 13%
Disagree strongly (1)	22 4%	13 5%	8 3%	- -	18 4%	4 9%	7 7%	15 3%	9 4%	12 4%	6 5%	15 4%	1 2%	11 5%	11 4%
Don't know	112 21%	57 21%	55 21%	9 16%	94 22%	9 24%	10 10%	102 24%	46 20%	66 22%	24 19%	81 21%	8 31%	29 13%	83 27%
								f							m
NETS															
Net: Agree	315 59%	153 56%	162 63%	36 67%	255 58%	24 63%	63 65%	252 58%	147 63%	169 57%	81 65%	220 58%	14 55%	145 64%	170 56%
Net: Disagree	103 19%	63 23%	40 15%	9 18%	88 20%	5 13%	25 25%	78 18%	41 18%	62 21%	20 16%	79 21%	3 14%	52 23%	51 17%
Mean score	2.9	2.8	3.0	3.0	2.9	3.0	2.8	2.9	2.9	2.9	3.0	2.8	3.2	2.9	2.9
Standard deviation	.76	.77	.73	.67	.75	.92	.81	.74	.71	.79	.80	.73	.86	.78	.73
Standard error	.04	.05	.05	.07	.04	.17	.07	.04	.05	.05	.08	.04	.21	.05	.05

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l - m,n