

Surveillance and Privacy in Urban China

Written by Guo Liang and Chang Huili¹

International Survey on Privacy and Surveillance
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¹ Guo Liang is an expert on the internet in China who is a researcher with the Chinese Academy of the Social Sciences.
Chang Huili is an independent researcher who lives in Beijing.

Part One: Background

In ancient China, whenever a man's interest conflicted with that of his country, it was widely accepted that he should sacrifice for his country; those who put their own interests before the nation's interests would be despised by the people forever. This great pressure of collectivism made it impossible for individual rights to be fully considered or respected in Chinese tradition. The issue of surveillance and privacy was not recognized or discussed in China until the late 20th century, when China began opening its doors to the world. Therefore, it has a different meaning to do research on the issue of surveillance and privacy in China than in the western countries.

1. Culture: New Concept and New Value

There was no such word as "privacy" in traditional Chinese literature. Translated from the western concept, "privacy" in the Chinese language combines two words: "Yin Si". "Yin" means "hide", while "Si" means "personal". Literally translated, this means to hide something, or not to show something to others; the meaning differs slightly from the original English one, and sounds a bit negative.

In considering the concept of "privacy" against a larger cultural background, we can see that the original idea behind privacy is "personal", while its opposite concept should be "social". When we say that something is private, we mean that it is my personal thing, and it has nothing to do with social relationships, good or bad, and hiding or not hiding. The philosophy behind privacy is "individualism", and another related concept is "human rights". But Chinese traditional culture has not attached much importance to the individual. What traditional Confucianism has emphasized is "regality" above human rights, and values of Chinese traditional society have paid the most attention to collectivism/totalitarianism, not individualism. Under the traditional patriarchy system, the individual has no position in the society, much less his or her privacy.

According to the focus group discussions conducted before the survey was carried out, Chinese people regard "privacy" as "something [someone] does not want other people to know, own personal secret and so on. A few people mentioned some specific things like sexual relationships." It seems that participants do not show strong attitudes against something that might deprive them of their privacy, except being monitored in the workplace.²

2. Economy: Emerging Support for Surveillance

China has achieved remarkable progress in economic development since its reform and open-door policy. According to the results of the first national economic census of China, the average annual growth rate of GDP reached 9.6% from 1979 to 2004. It has become the sixth world largest economy in terms of GDP, and moved into the ranks of a lower middle-income country according to GDP per capita levels (exceeding \$1000 USD in 2003). The standard of living of Chinese people has been greatly improved, and the gaps in all the fields between China and western countries have been reduced. As an important driving force behind economic

² Ipsos China. (2004). "Findings from the China Pre-Survey Focus Groups in Beijing", Report commissioned by *The Globalization of Personal Data Project* (GPD), Queen's University, Kingston, ON.

development, science and technology have also been stressed and greatly advanced in China. Economic development and technological advancement together provide a solid foundation for the introduction and prevalence of a system of surveillance. Take Beijing, for example: it was reported recently in a Beijing daily newspaper that more than 263,000 closed circuit television (CCTV) cameras had been installed in the city of Beijing to monitor government buildings, hospitals, schools and kindergartens, etc.

3. Security: Building a Stable Society

As a developing country, China has been unswervingly pursuing an independent foreign policy of peace on the basis of the Five Principles of Peaceful Coexistence,³ and seeking solidarity and cooperation in foreign relations. Therefore, compared with western countries, especially with the US, China faces fewer threats from international terrorism.

However, since Chinese society is undergoing a fundamental social transformation, new social problems are emerging and becoming more and more serious. For example, regional differences are significant and the income disparities between the rich and the poor are widening. Rising crime rates accompany these changes. Accordingly, surveillance systems have been installed mainly for the sake of public security, crime prevention, and traffic regulation instead of to combat terrorism.

4. Future: Emerging Needs of Privacy in the Market Economy

Since the advent of the economic reforms and social transformation, especially with the introduction of information communication technology (ICT), privacy is becoming an issue in China. In the pre-survey focus group interviews referred to above, Chinese participants were not concerned about privacy in their daily lives. However, they were very sensitive once their privacy was invaded, and they were taking steps to protect their privacy. Most participants believed that the threat of privacy invasion will become greater in the future because of the development of high technologies.

Part Two: Methodology and Process

This quantitative survey was limited to seven Chinese cities, targeting male and female urban residents aged 18 and above. The fieldwork was conducted from August 5 to October 12, 2006 by Random Digit Dialing (RDD) numbers, and the average time spent on each interview was less than 30 minutes. The number of final valid cases was 2002.⁴

1. Pretest

A pretest was conducted from July 19 to 21, 2006. In all of the seven selected cities, 3140 telephone numbers were dialed. After excluding wrong numbers (1032), non-residential numbers

³ The Five Principles of Peaceful Coexistence are: (1) Mutual respect for each other's territorial integrity and sovereignty; (2) Mutual non-aggression; (3) Mutual non-interference in each other's internal affairs; (4) Equality and mutual benefit; and (5) Peaceful co-existence.

⁴ The survey was carried out by Millenriver Marketing Research in Beijing.

(237), and no-answer numbers (1003), 868 households were successfully reached. Among the 868 households, 53 people were interviewed and the response rate was 6.1%. Some misunderstandings were encountered due to the questionnaire translation, and these were corrected accordingly.

2. Sample

Considering people’s growing awareness of privacy issues is mostly due to the development of ICT, and most Internet users are in urban areas (especially in large cities), we decided to conduct the survey in three metropolitan cities (Beijing, Shanghai, and Guangzhou) and four provincial capitals (Chengdu, Wuhan, Xi’an, and Shenyang). The surveyed cities were thus not randomly chosen, and the survey results do not represent the general population but only the population of developed urban areas in China. Within this segment, however, respondents were randomly chosen by RDD. To make sure the composition of interviewees reflected the actual composition of each city’s population, sex and age ratios were controlled by quotas computed from the corresponding demographic data.⁵

In addition to the GDP of each surveyed city, Table 1 below shows the General Population Survey results released by the National Bureau of Statistics, the sample quota and sample size in each city.

Table 1: Total Population of the Seven Cities and Total Sample Quota and Distribution

City	GDP (Billion)	GDP (Ranking)	Population (Million)	Proportion	Sample Quota	Interviewees
Beijing	681.45	2	15.36	19.47%	389	390
Shanghai	914.395	1	17.78	22.54%	451	451
Guangzhou	511.575	3	9.488	12.03%	241	241
Chengdu	237.10	14	12.21	15.48%	310	310
Wuhan	223.80	17	8.58	10.88%	218	217
Xi’an	127.0	30	8.069	10.23%	205	206
Shenyang	224.0	16	7.4	9.38%	188	187
Total			78.9	100%	2002	2002

The gender distribution of respondents has been controlled according to the General Population Survey results released by National Bureau of Statistics. The details of respondents’ gender distribution in each city are shown in Appendix 1.

The actual survey sample sizes in different age groups of each city were met with the sample quota, except for the city of Wuhan (one respondent less than the quota in the age group of 60-69

⁵ Data source: 1% of the nation’s population survey conducted by National Bureau of Statistics in 2005.

years old). Rounding-off during the calculation led to the differences in the sums of gender quotas and age quotas, and we selected the samples mainly based on the age quotas. The details can be found in Appendix 2.

Of all the samples, more than 65% have participated in less than two loyalty reward programs, and over a half has not travelled by air in the last year. The majority of the interviewees have not contacted the local, state or national government in the last year. For those who have contacted some level of government, face-to-face or traditional communication means are greatly preferred over Internet or other electronic means. Seventy-eight and a third percent of the respondents are Internet users, and most of them use the computer and the Internet at home. More than a half of Internet users have used the Internet for five or more years, but only 34.3% have purchased a product or service over the Internet in the past year.

The location of each of the surveyed cities is shown in the map below:



3. Fieldwork

The survey was conducted through computer-aided telephone interviews (CATI) with gender and age quotas controlled according to the National Populations Survey results. The fieldwork was launched on August 5, 2006, and most of the interviews were completed before September 30, 2006. Some supplementary interviews were added in October 2006 (from October 4 to 7 and on October 11 and 12).

Since every interview was recorded, we controlled the quality of the interviews mainly

through listening to the recorded files, and giving timely feedback to the company about the problems found. All the telephone numbers were recorded, regardless of whether an interview was completed. Some completed cases (about 100) were called back to double check the quality. In total, 17,546 households were successfully contacted, and the response rate is 11.6%. Of the 2038 completed responses, 36 were deleted for quality control reasons. Among the 15,508 households that refused to complete interviews, 7,505 (about 48.4%) offered reasons for their refusal. There was no significant gender difference on the refusal list, as shown in Table 2.

Table 2: Gender Differences of Refusal Rate

	Number	Percentage
Male	3849	51.2%
Female	3665	48.8%

The reasons for refusal are listed in Table 3.

Table 3: Reasons for Refusal

Reasons for Refusal	Frequency	Percent
Don't have time	4329	57.7%
Hung up the phone	1655	22.1%
I am not interested	911	12.1%
Don't match the sample requirements	255	3.4%
Unfamiliar with the topic	242	3.2%
Privacy concerns	61	0.8%
Language barriers	38	0.5%
Other*	14	0.2%
Total	7505	100%

* "Other" reasons included "I'm not comfortable right now", "It's not my home and the host is not here", etc.

Part Three: Analysis of the Survey Results

The following analysis will focus on nine topics: knowledge of surveillance technology and privacy laws; privacy protection and personal experiences of privacy invasion; media coverage of privacy and terrorism; level of trust in organizations collecting personal information; extent of say over what happens to personal information; information shared with third parties by government, private sector organizations, and employers; laws aimed at national security and surveillance; community and employer surveillance; and airport surveillance and collection of traveler information. We will focus on the impact of Internet use on people's attitudes by comparing the behaviours between Internet users and non-users.

1. Knowledge of Surveillance Technology and Privacy Laws

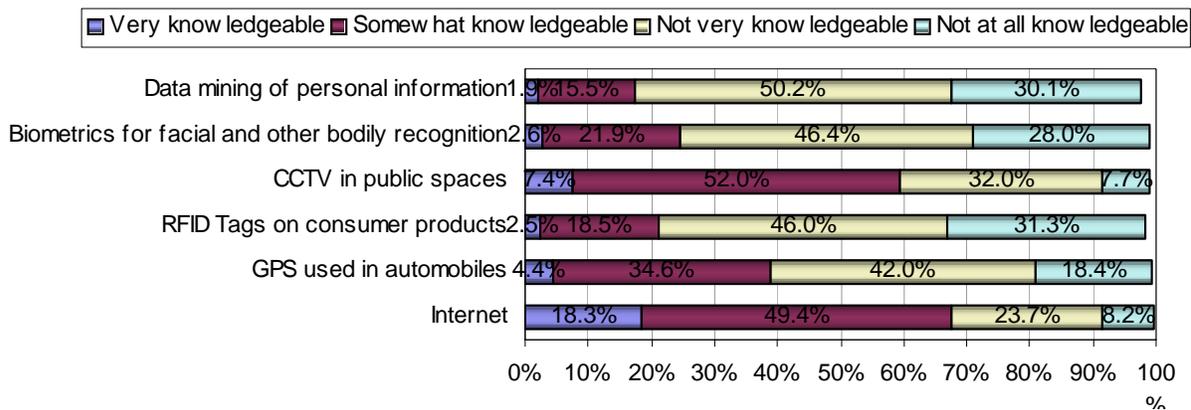
Generally speaking, Chinese people claim to be quite knowledgeable about surveillance,

especially with CCTV in public spaces and with the Internet. However, people do not have much knowledge about privacy laws in China. For those who are knowledgeable, they are more familiar with the privacy laws that apply to government departments than the laws that apply to private companies, and the majority of them think these laws are only somewhat effective in protecting their personal information.

Knowledge of Surveillance Technology

Among the six items concerning surveillance technology, people report being more knowledgeable about the Internet and CCTV in public spaces than the four other technologies. People know least about data mining of personal information, and only about 17.5% of the interviewees are very or somewhat knowledgeable. Significant⁶ differences are found in the knowledge of these items between Internet users and non-users; Internet users are likely to report having more knowledge than non-users. As far as the Internet and Global Positioning System (GPS) used in automobiles are concerned, the longer the interviewees have used the Internet, the more likely they are to report having knowledge of these technologies, and there are significant variations in knowledge levels.

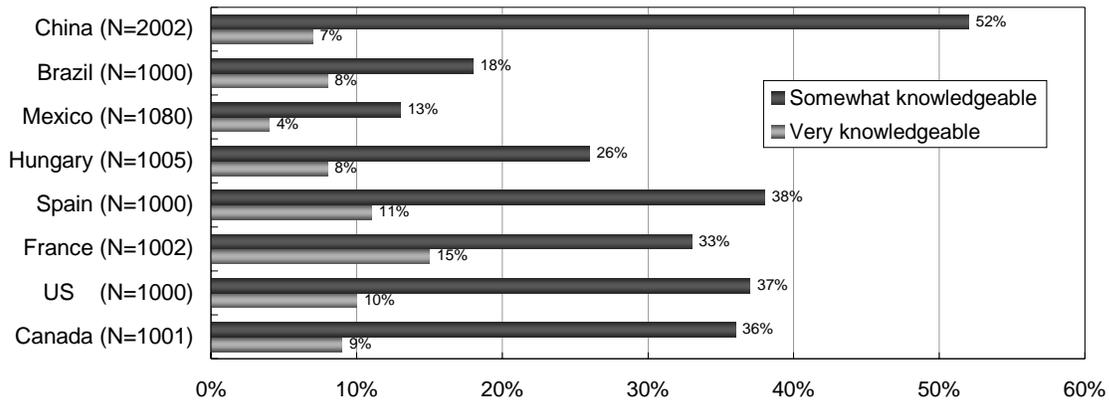
Figure 1: Knowledge of Surveillance Technology (N=2002)



Compared to the other countries involved in the GPD survey (Brazil, Canada, France, Hungary, Mexico, Spain, and the USA), Chinese people report being the most knowledgeable about CCTV. These results demonstrate the broad use of CCTV in China.

⁶ The statistical significance level in this report is 0.05, unless otherwise specified.

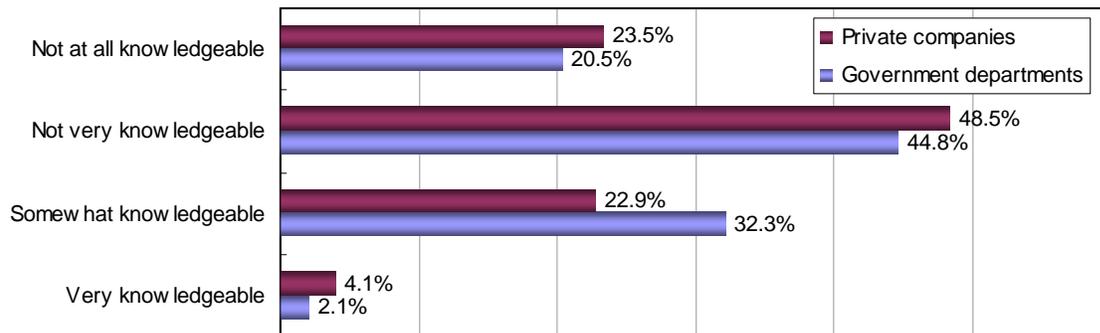
Figure 2: Knowledge of CCTV in Different Countries



Knowledge of Related Laws

More than 60% of the interviewees report not having much knowledge about the laws aimed at protecting personal information both in government departments and in private companies. For those who claim to be knowledgeable, they know the privacy laws that apply to government departments better than those that apply to private companies. In addition, there are significant differences between the knowledge levels of Internet users and non-users; Internet users are likely to report knowing more than non-users.

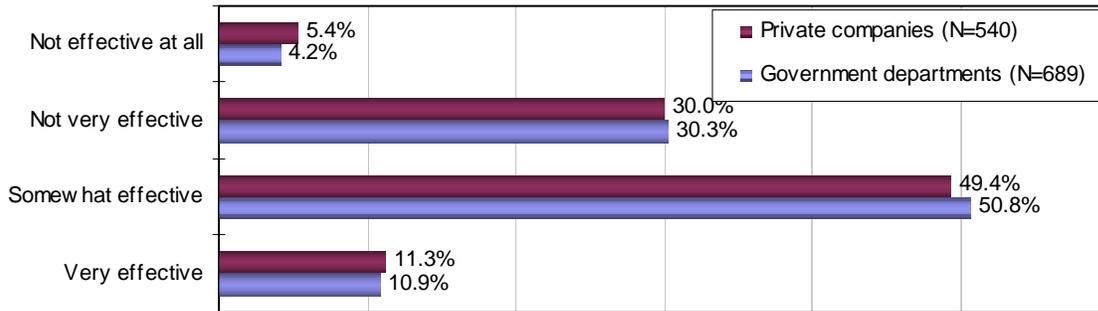
Figure 3: Knowledge of Laws Dealing with the Protection of Personal Information in Government Departments and Private Companies (N=2002)



Effectiveness of Laws

When it comes to the effectiveness of laws aimed at protecting personal information both in government departments and in private companies, people have similar attitudes towards them. Only about 10% of the interviewees believe these laws are very effective, while about 50% of people think they are somewhat effective. There is a significant difference in the attitudes of Internet users and non-users towards the effectiveness of laws in government departments, and Internet non-users are more likely to be unsure about the effectiveness of these laws.

Figure 4: Effectiveness of Laws Aimed to Protect Personal Information in Government Departments and Private Companies



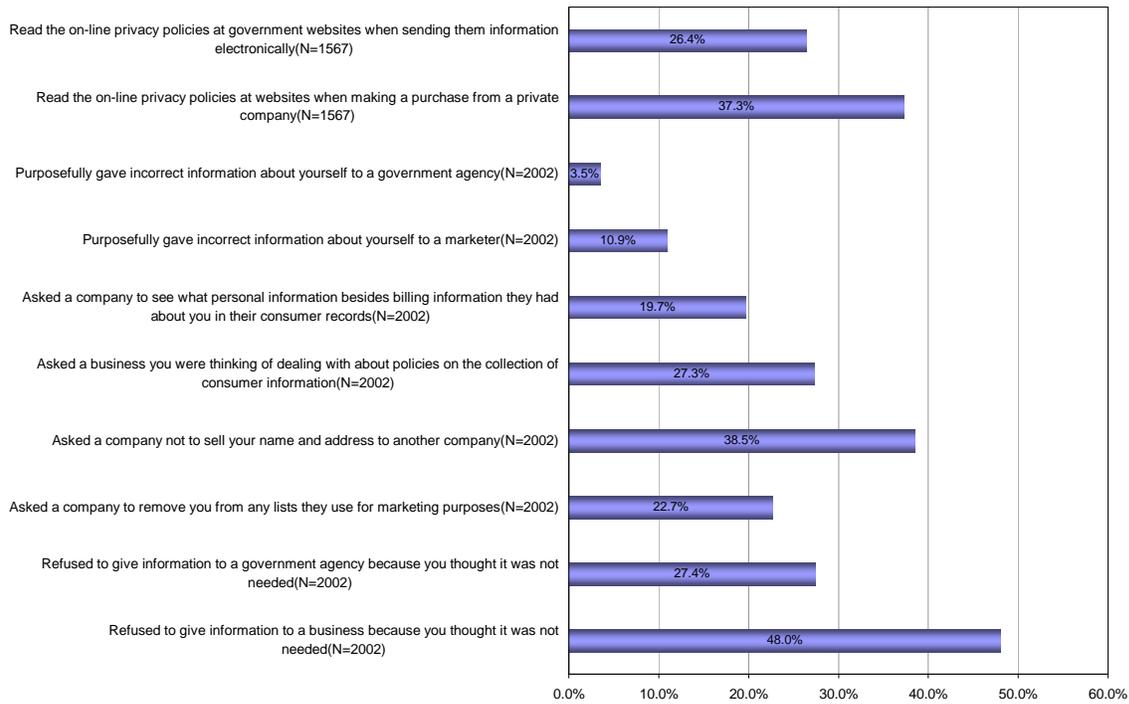
2. Privacy Protection and Personal Experiences of Privacy Invasion

Only a small proportion of people have done things to protect their personal information, and they are more sensitive to privacy when dealing with private companies. This may be partly explained by the fact that people have most experience dealing with personal information sold by a commercial business. A relatively high percentage of people have also suffered identity theft. Significant correlations are found between knowledge of surveillance technology and efforts made to protect privacy, and also between experiences of privacy invasion and efforts made to protect privacy.

Things Done to Protect Personal Information

A minority of the interviewees have attempted to protect personal information by a variety of methods. As for reading the on-line privacy policies at private companies' and government websites, the percentages are calculated among the Internet users. For privacy concerns, people are more likely to refuse to give unnecessary information than to purposefully give incorrect personal information. People tend to be more proactive in protecting their personal information when dealing with private companies.

Figure 5: Things Done to Protect Personal Information

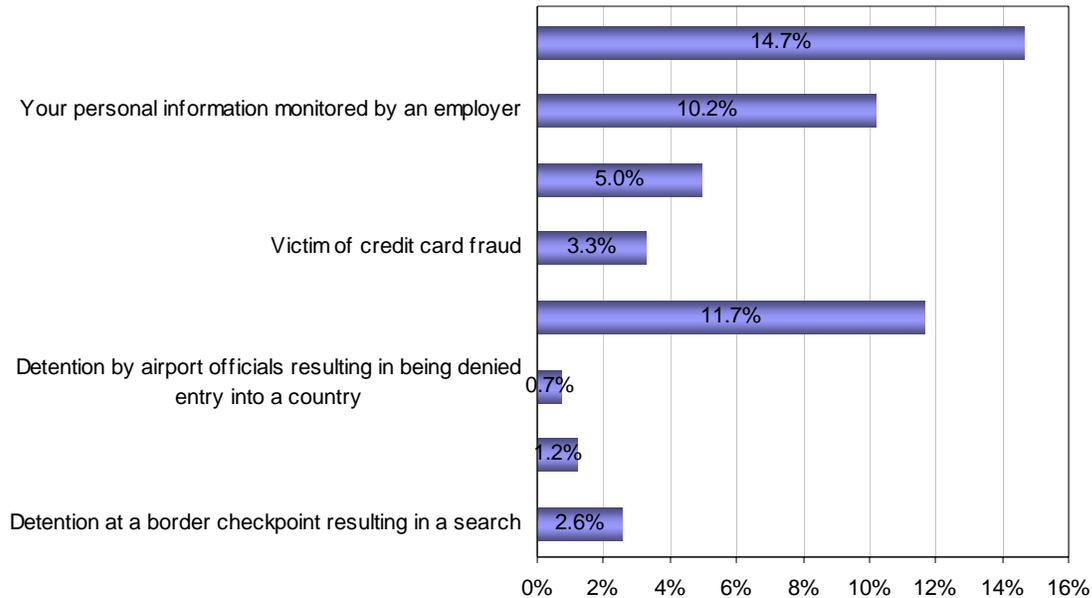


By counting the number of things done to protect personal information, we get a variable to measure the efforts people have made to protect their privacy. A significant difference is found in the efforts between Internet users and non-users, with Internet users making more efforts to protect their personal information.

Personal Experiences of Privacy Invasion

People have experienced personal information sold by a commercial business more than other situations, which may explain why people are more cautious in providing their personal information to companies. More people have suffered identity theft than credit card fraud, which to some extent is due to the fact that most Chinese people use debit cards instead of credit cards. About one in ten people has experienced personal information being monitored by an employer.

Figure 6: Personal Experiences of Privacy Invasion (N=2002)



If measuring the different levels of personal experiences of privacy invasion by counting the answer “Yes”, we found a significant difference between Internet users and non-users. Internet users have suffered more privacy invasions, which may be one reason why Internet users have taken more measures to protect their privacy.

The Relationship between Knowledge of Surveillance Technology, Experiences of Privacy Invasion and Efforts to Protect Privacy

As the above analysis makes clear, knowledge of surveillance technology, experiences of privacy invasion, and efforts to protect privacy seem to correlate with each other; this is supported by the differences in findings between Internet users and non-users. If measuring the knowledge of surveillance technology by the average computed from the answers to the items in Figure 1, the efforts to protect privacy by the number of things done to protect privacy listed in Figure 5, and experiences of privacy invasion by totaling invasions of privacy in Figure 6, we find a significant⁷ correlation between knowledge of surveillance technology and efforts to protect privacy, and also between experiences of privacy invasion and efforts to protect privacy.

3. Media Coverage of Privacy and Terrorism

About 70% of people have seen or heard some reports regarding concerns about the safety of personal information through the media, and Internet users have seen or heard more coverage than non-users. More people think that media have paid more attention to the violation of personal privacy than to terrorism. People think media have paid more attention to celebrities, high income

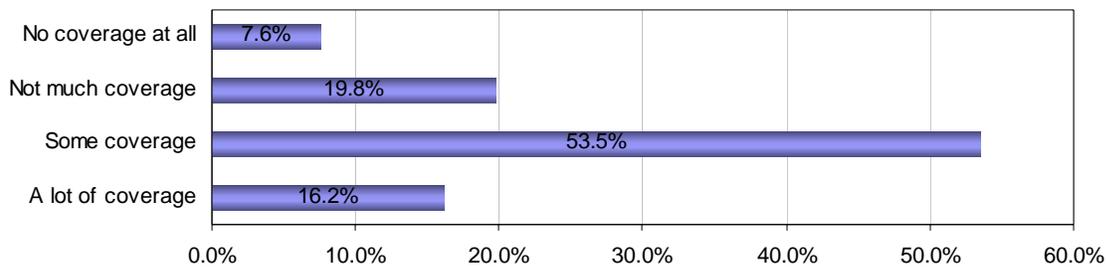
⁷ The statistical significant level is 0.01.

earners, and government officials, while people like themselves have received the least attention. The homeless, visible minorities, and those with low incomes have also received less media attention.

Attitude towards Media Coverage of Privacy and Terrorism

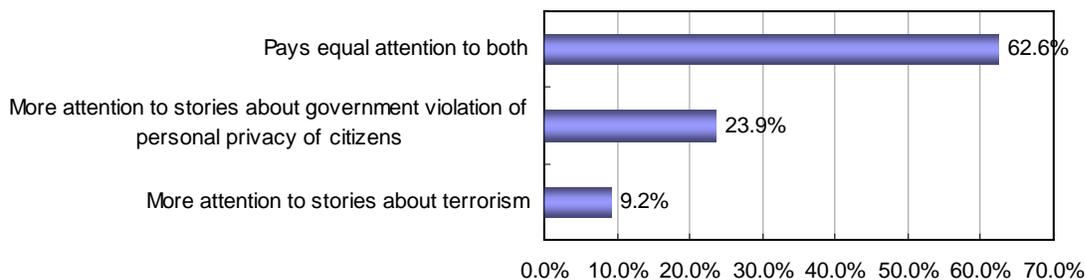
About 70% of people have seen or heard some or a lot of coverage through the media regarding concerns about the safety of personal information, while about 7.6% of the interviewees have seen or heard no coverage. A significant difference exists between Internet users and non-users: Internet users have seen or heard more media coverage about the safety of personal information than non-users.

Figure 7: Attitude towards Media Coverage of Privacy (N=2002)



When asked to compare media attention paid to terrorism and to government violations of citizens’ personal privacy, respondents thought the media levels were equal or that more attention was given to government violations of citizens’ personal privacy. Internet users and non-users have significantly different attitudes towards this question, and more Internet users think media have paid equal attention to both, Around 9% of Internet non-users are not sure about this question.

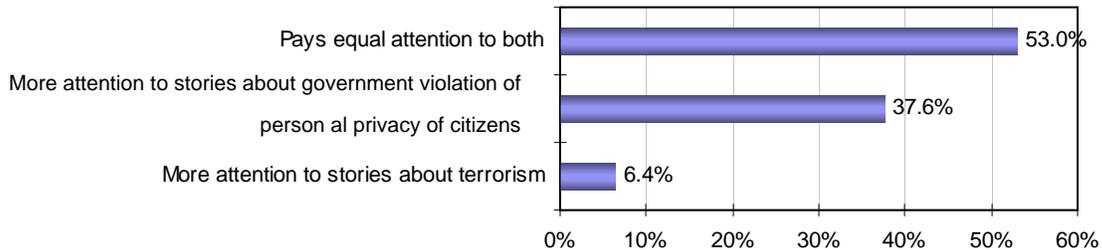
Figure 8: Attitudes towards Media Coverage of Citizens’ Privacy and Terrorism (N=2002)



The same results occur when comparing media coverage of consumers’ privacy and terrorism. Most people think the media have covered private sector violations of consumers’ personal privacy more than or at least equal to terrorism. In addition, people think the media have paid more attention to private sector violations of consumers’ privacy than government violations of citizens’ privacy. Internet users and non-users also have significantly different attitudes towards

this question, and the differences are similar to those concerning media coverage of citizens' privacy and terrorism.

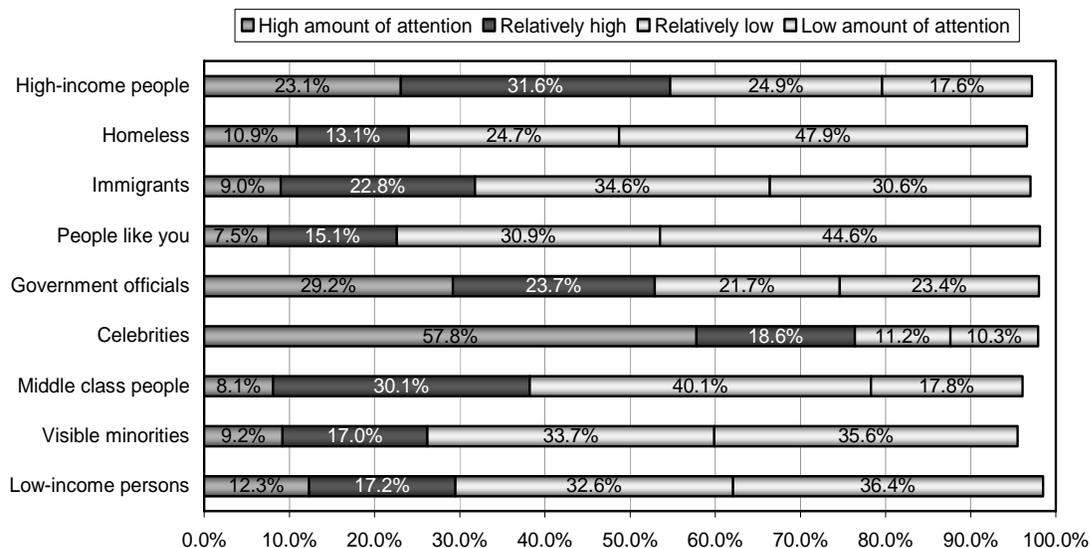
Figure 9: Attitudes towards Media Coverage of Consumers' Privacy and Terrorism (N=2002)



Attitudes towards Media's Attention Given to Different Social Groups' Privacy of Personal Information

More than three-quarters of the respondents think the media have paid high or relatively high attention to celebrities, and over half think the same happens to high-income people and government officials. Only 22.6% of the interviewees think people like themselves have received high or relatively high attention from the media, which may reflect the modest tradition of Chinese people. Interviewees also reported that the homeless, visible minorities, and low-income persons also received lower attention from the media. Except with regard to celebrities, Internet non-users think more media attention has been given to all the other groups, while more Internet non-users than Internet user are unsure.

Figure 10: Attitudes towards Media Attention Given to Different Social Groups' Privacy (N=2002)



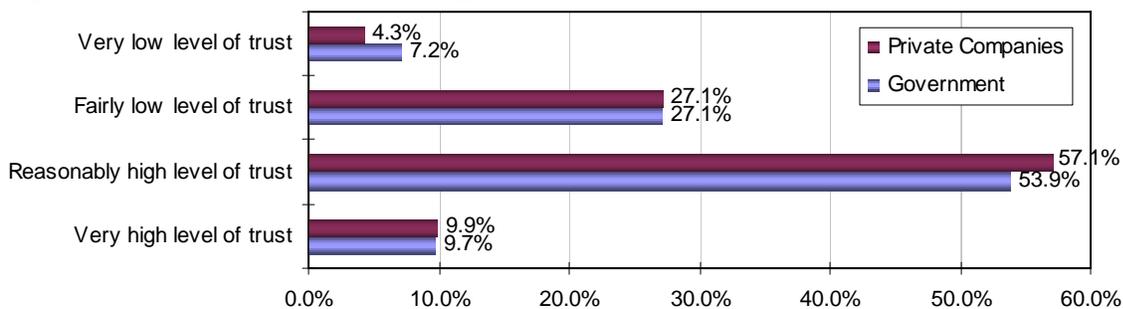
4. Level of Trust in Organizations Collecting Personal Information

More than 60% of people have a very high or reasonably high level of trust that government or private companies will protect their personal information, and Internet non-users are likely to have a higher level of trust than Internet users. Lower educated, younger people with a relatively low income tend to have a higher level of trust. When providing personal information on websites, about 70% of the Internet users are very or somewhat worried; only 4.7% are not worried at all. More than 60% of the respondents think that that government has the most say over how companies use their websites to track people's activities and personal information online. About 60% think it is acceptable for a business to inform themselves of products or services based on their customer files, and Internet users hold a more positive attitude towards this than non-users.

Level of Trust That Organizations Will Protect Personal Information

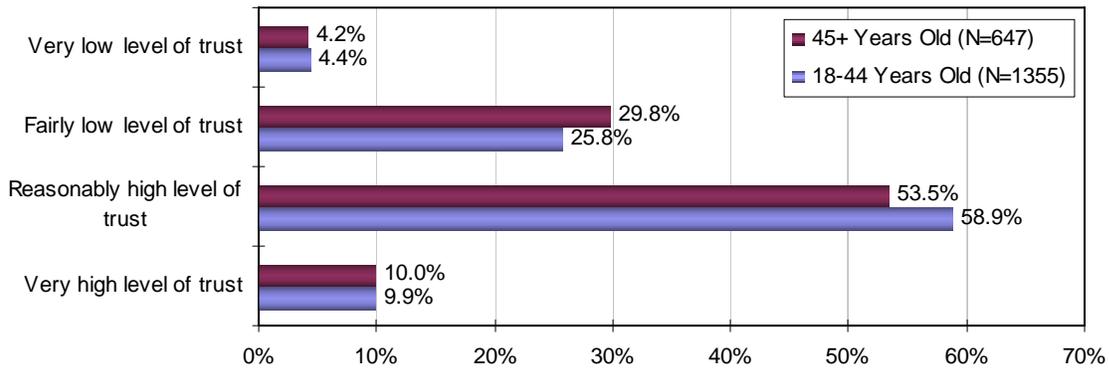
More than 60% of people have very high or reasonably high level of trust that government (63.6%) or private companies (67.0%) will protect citizens' or customers' personal information. Internet non-users are likely to have a higher level of trust than Internet users, and the difference is significant.

Figure 11: Level of Trust That Organizations Will Protect Personal Information (N=2002)



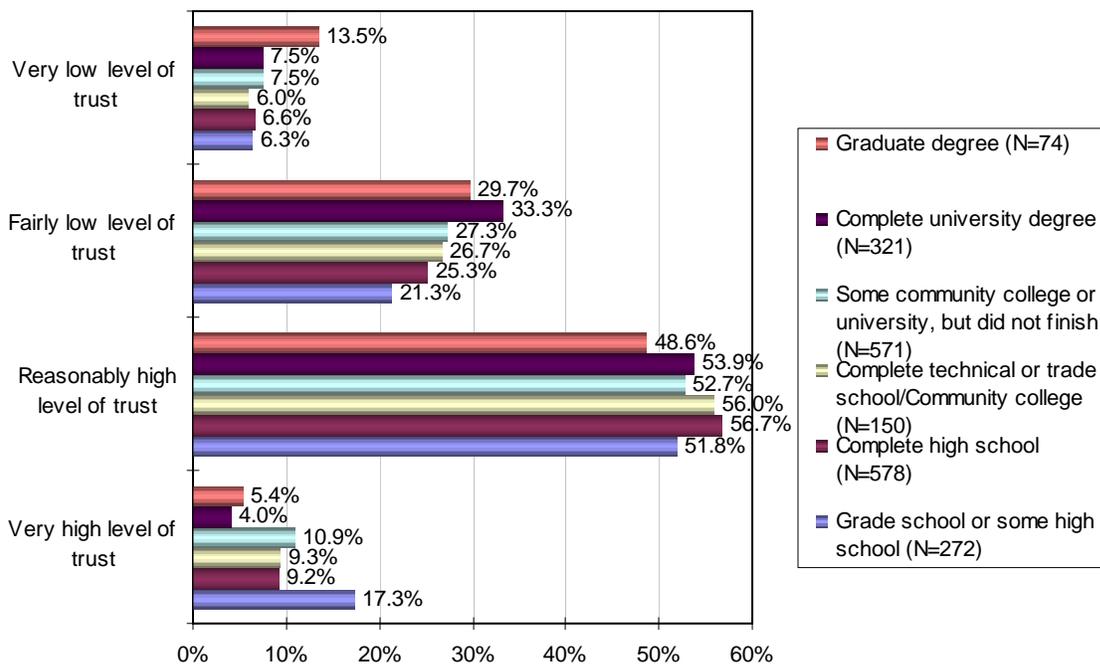
The female respondents are more likely to have relatively high level of trust in the government than the male respondents, while no significant difference is found in attitudes towards private companies between the female and male respondents. People in different age groups hold significantly different levels of trust towards private companies, while no significant differences are found towards the government. If we divide the interviewees into two groups, we can find people aged 45 or older are more likely to distrust private companies than those between the ages of 18 and 44.

Figure 12: Level of Trust That Private Companies Will Protect Personal Information in Different Age Groups



Significant differences are found in the levels of trust among people in different education levels. The higher one's education level, the lower the level of trust is in the government. The same tendency also exists with the level of trust in private companies.

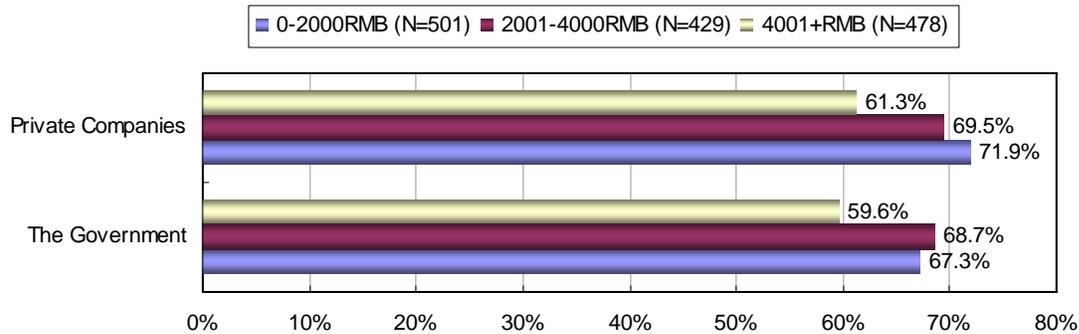
Figure 13: Level of Trust That Government Will Protect Personal Information in Different Education Levels



No significant differences exist in respondents' level of trust in both government and private companies when compared to different occupations. Comparing monthly household income levels, however, reveals significant differences between the level of trust in both the government and private companies. The overall tendency is that people with higher household incomes tend to

have a lower level of trust in both the government and private companies, with a higher level of trust in private companies than in the government.

Figure 14: Level of Trust that Organizations will Protect Personal Information According to Monthly Household Income Levels

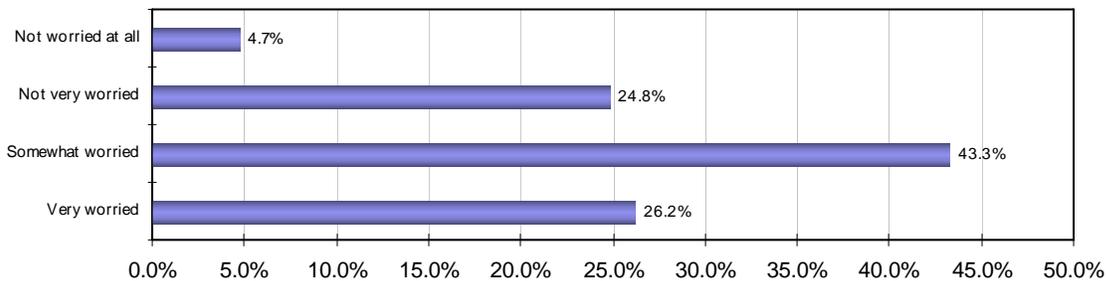


The differences among Internet users with different Internet experience are not apparent in the level of trust in the government, and are not significant in the level of trust in private companies.

Attitude towards Providing Personal Information on Websites and How It Is Used

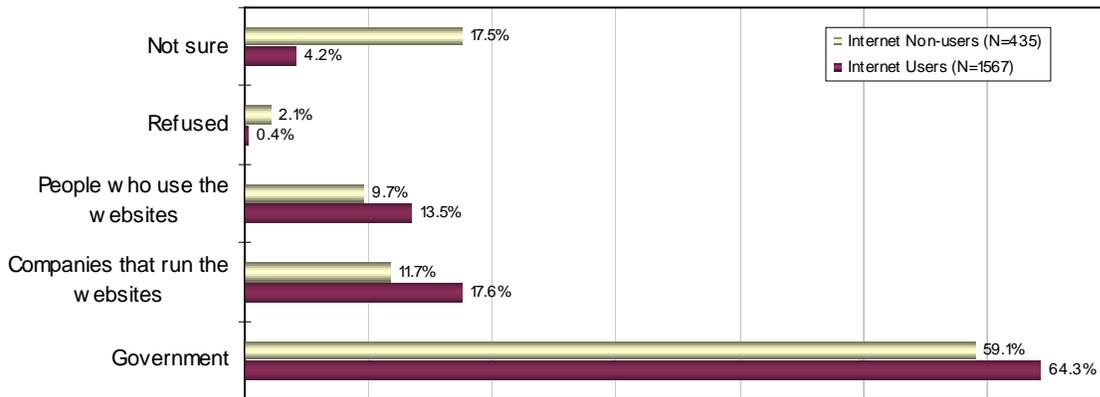
When providing personal information on websites, about 70% of the Internet users are very or somewhat worried and only 4.7% are not worried at all, which suggests improvements in network security may still be needed.

Figure 15: Attitude towards Providing Personal Information on Websites: Internet Users Only (N=1567)



More than 60% of people think that the government should have the most say over how companies use their websites to track people's activities and personal information online, which shows that Chinese people strongly depend on government control. There is a slight difference in answers between Internet users and non-users: Internet non-users are more likely to be unsure about this question.

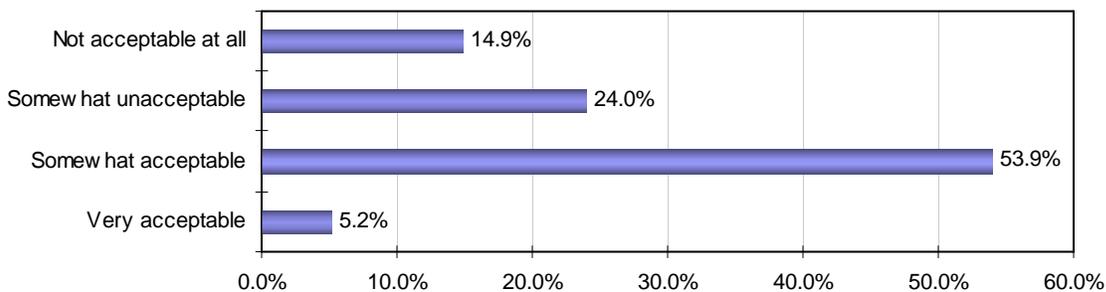
Figure 16: Who Should Have the Most Say over How Companies Use Their Websites to Track People's Activities and Personal Information Online



Attitudes towards Businesses Creating Profiles of Customers

About 60% of people think it is acceptable for businesses to inform them of products or services based on their customer files, while about 15% find this unacceptable. No significant correlation is found between the number of rewards programs people belong to and their attitude towards the recommendation of products or services by businesses. There is a significant difference in the attitudes between Internet users and non-users, and a larger proportion of Internet users think this practice is acceptable than non-users.

Figure 17: Attitudes towards Businesses Creating Profiles of Customers (N=2002)



5. Extent of Say over What Happens to Personal Information

More than 70% of respondents believe they have complete or a lot of say over what happens to their personal information, and a larger proportion of Internet users believe they can control their personal information than non-users. Significant differences are found among different age groups.

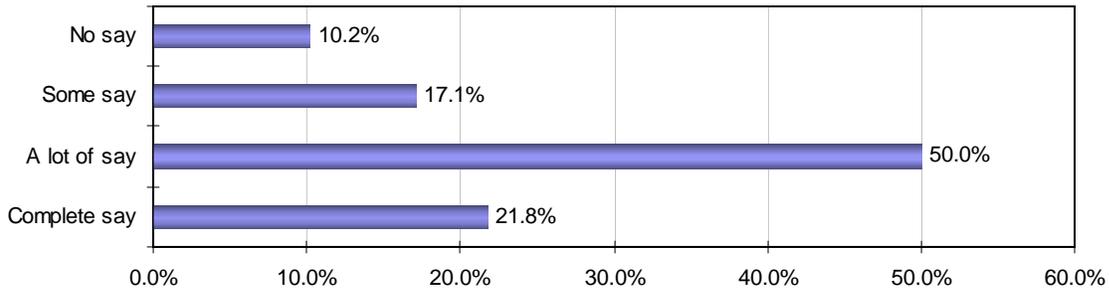
Extent of Say over What Happens to Personal Information

More than 70% of people believe they have complete or a lot of say over what happens to their personal information, while 10.2% believe they have no say at all. This does not mean people's personal information has been well protected, because during the survey we found that

people did not actually understand the meaning of “what happens to personal information”.

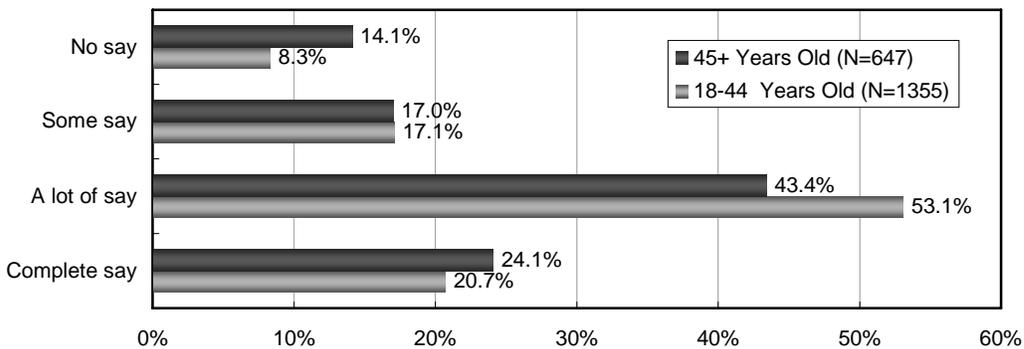
Internet users and non-users hold significantly different attitudes towards the control of personal information, and a larger proportion of Internet users believe they can control their personal information than non-users.

Figure 18: Extent of Say Over What Happens to Personal Information (N=2002)



Significant differences are found in beliefs about the extent of say over what happens to personal information among different age groups. The attitude of the group aged 45 or older is more negative than that of those between the ages of 18 and 44. Considering education level (Sig.=.018) and monthly household income (Sig.=.022), differences are not apparent. In addition, no significant differences are found among people with different occupations, and among Internet users with different Internet experiences.

Figure 19: Extent of Say Over What Happens to Personal Information in Different Age Groups



6. Information Shared with Third Parties by Government, Private Sector Organizations and Employers

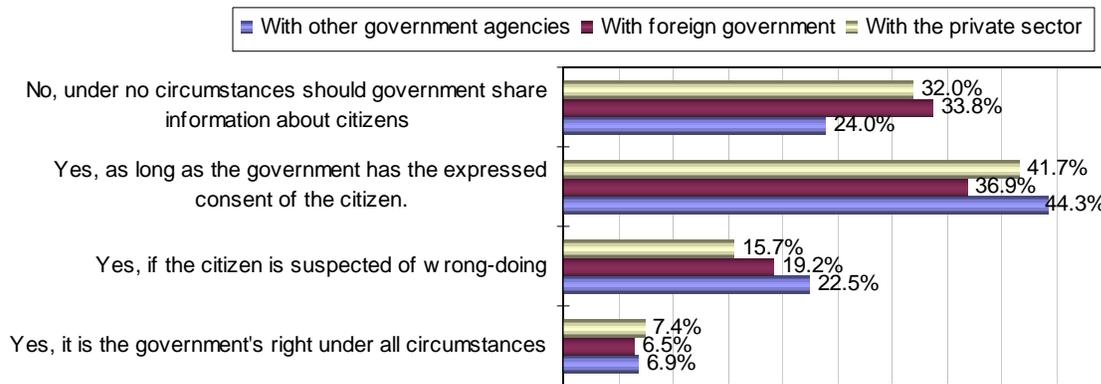
People think it is most acceptable for the government to share their personal information and least acceptable for private sector organizations to share their personal information. Attitudes towards employers sharing their personal information fall in between. As far as the third parties are concerned, it is most acceptable to share information when the third party is the national government, and least when the third party is a foreign government. A much larger proportion of

Internet users think the government can share their personal information with third parties with their express consent than non-users.

Attitudes towards Governments Sharing Citizens' Personal Information with Third Parties

It is most acceptable for governments to share citizens' personal information with other government agencies, and least acceptable for governments to share information with foreign governments. Internet users and non-users have significantly different attitudes: a much larger proportion of Internet users than non-users think the government can share their personal information with third parties with their express consent. This trend also applies with regard to private sector organizations and employers sharing information with third parties.

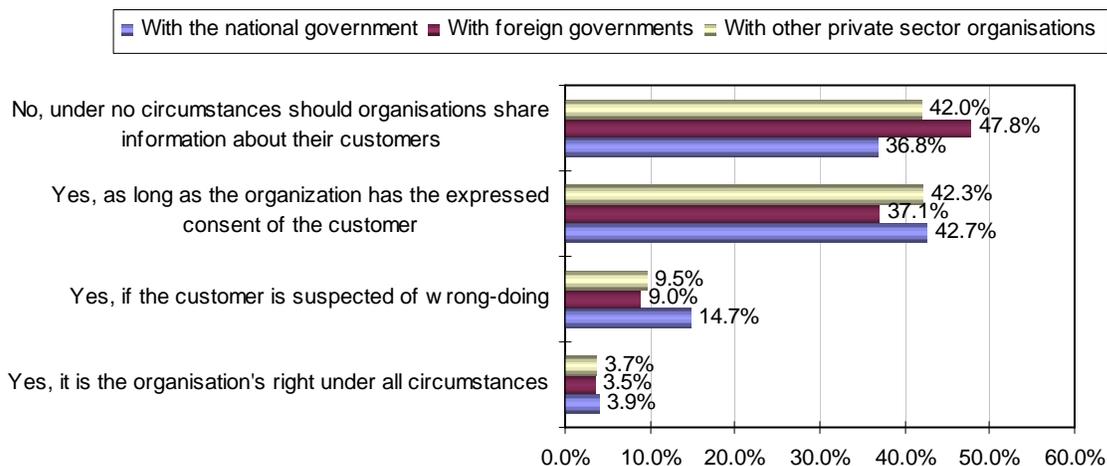
Figure 20: Attitudes towards Governments Sharing Citizens' Personal Information with Third Parties (N=2002)



Attitudes towards Private Sector Organizations Sharing Customers' Personal Information with Third Parties

In comparison with personal information sharing between the government and third parties, people find it less acceptable for private sector organizations to share their personal information with third parties. As far as the third parties are concerned, it is most acceptable when the third party is the national government and least when the third party is a foreign government.

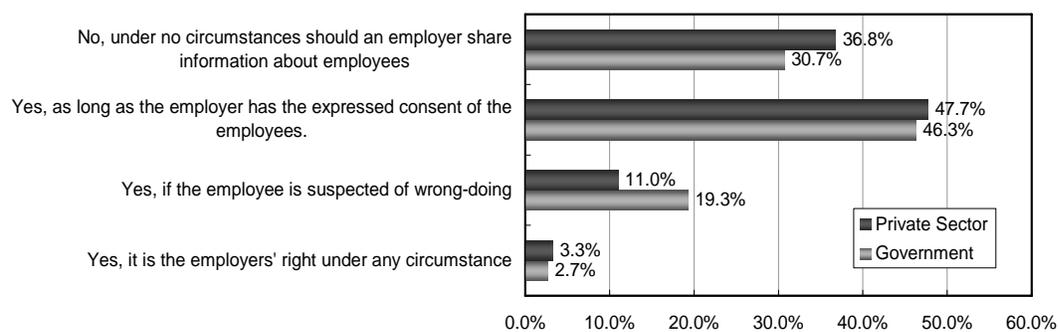
Figure 21: Attitudes towards Private Sector Organizations Sharing Customers' Personal Information with Third Parties (N=2002)



Attitudes towards Employers Sharing Employees' Personal Information with Third Parties

Attitudes towards employers sharing employees' personal information with third parties mostly fall between that of government and of private sector organization. A larger proportion of people think that employers can share personal information with others if the employees consent.

Figure 22: Attitudes towards Employers Sharing Employees' Personal Information with Third Parties (N=2002)



7. Laws Aimed at National Security and Surveillance

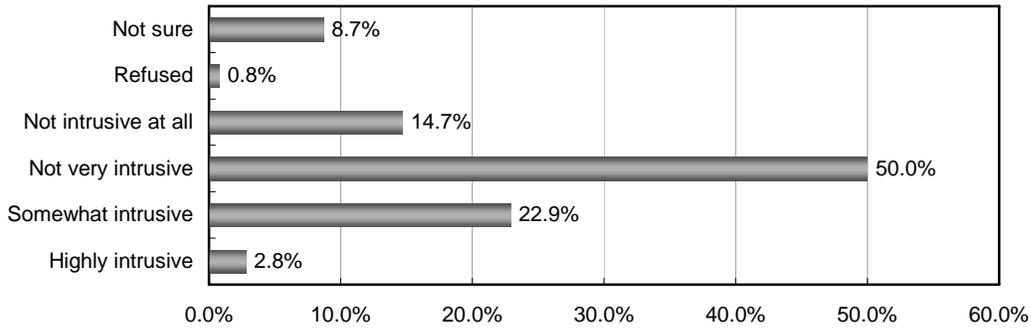
More than half the respondents believe that laws aimed at protecting national security are not very or not intrusive upon personal privacy; Internet users are more likely to think these laws are intrusive on their privacy than non-users. Most of the interviewees agree with the use of ID cards, but attitudes are less confident of the effectiveness of protecting the related information. Internet users agree more with the use of ID cards, and are more positive about the effectiveness of protective measures than non-users.

Attitudes towards Laws Aimed at Protecting National Security

Close to two-thirds of the interviewees (about 65%) believe that laws aimed at protecting

national security are not very or not intrusive upon personal privacy, while a rather low percentage (8.7%) are not sure about this question. Internet users are more likely than non-users to think these laws are intrusive on their privacy, while a much larger percentage of non-users (14.5%) are unsure about this than Internet users (7.1%).

Figure 23: Attitudes towards Laws Aimed at Protecting National Security (N=2002)



Attitudes towards National ID Cards

Most of the interviewees agree with the issue and use of ID cards, and only 5.2% strongly disagree with it. The attitudes are less confident when it comes to the effectiveness of protecting the related information, and a minority of people (7.4%) are not sure about this. Internet users agree more with the use of ID cards and are more positive about the effectiveness of protective measures than non-users.

Figure 24: Attitudes towards National ID Cards (N=2002)

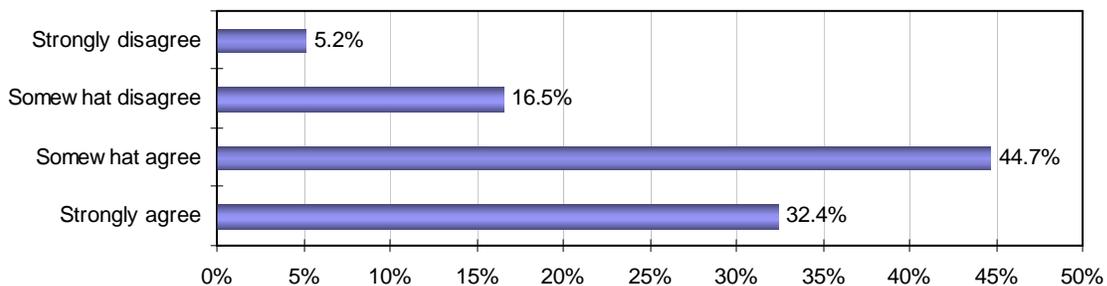
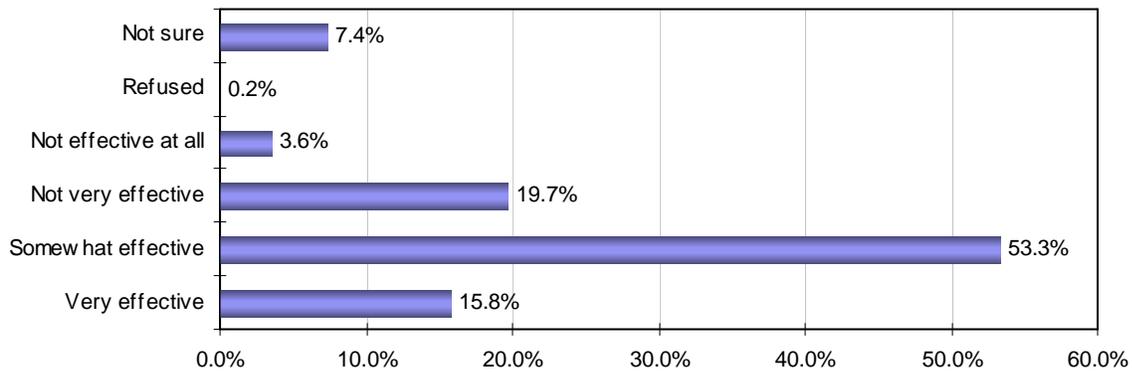


Figure 25: Effectiveness of Protection of ID Card Information (N=2002)

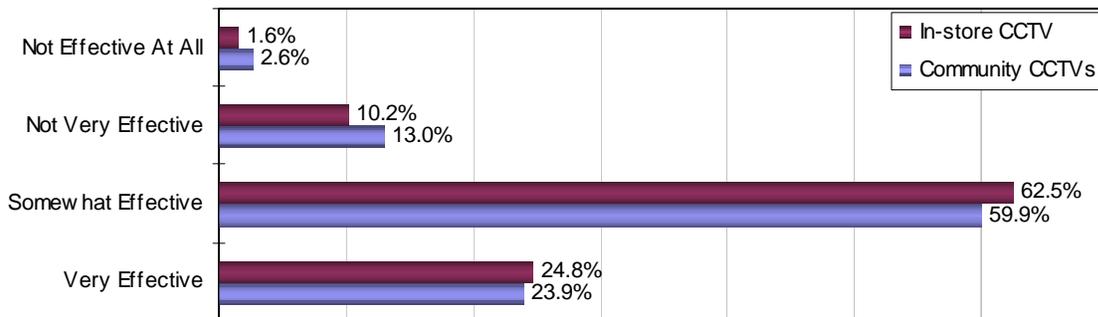


8. Community and Employer Surveillance

Attitudes towards Community and In-Store Surveillance Cameras

Most people think both community and in-store CCTV has some effects in deterring crime and assisting in the prosecution of offenders; the latter is considered to be a little more effective. Internet users and non-users hold significantly different attitudes towards CCTV: Internet users think it is less effective than non-users do.

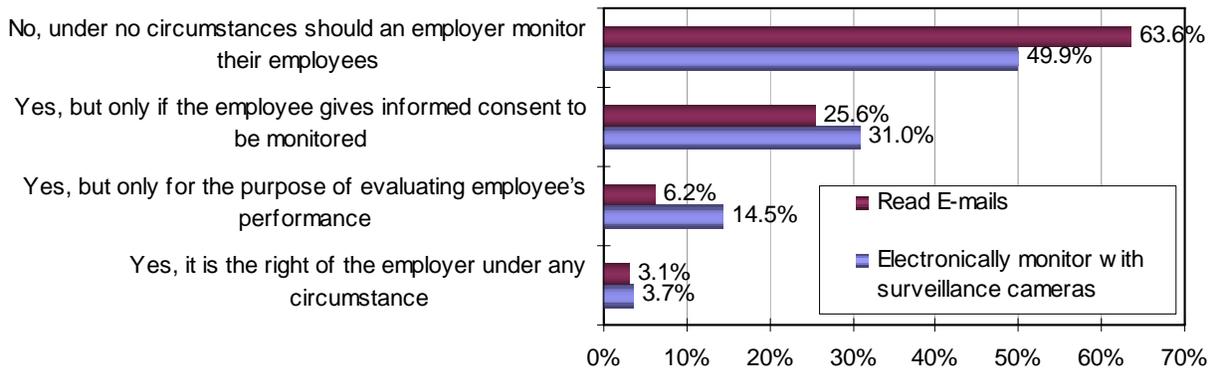
Figure 26: Attitudes towards Community and In-Store CCTV (N=2002)



Attitudes towards Employers' Electronic Surveillance of Employees

People are strongly against the idea of employers monitoring their employees. About half the respondents oppose employers' electronically monitoring employees with surveillance cameras, while as many as 64% of the interviewees oppose employers reading their employees' e-mails. Relatively speaking, it seems to be more acceptable for employers to electronically monitor employees than for employers to read their employees' e-mails. Significant differences are found between Internet users and non-users, with more Internet users than non-users opposing employers' electronic surveillance.

Figure 27: Attitudes towards Employers' Electronic Surveillance of Employees (N=2002)



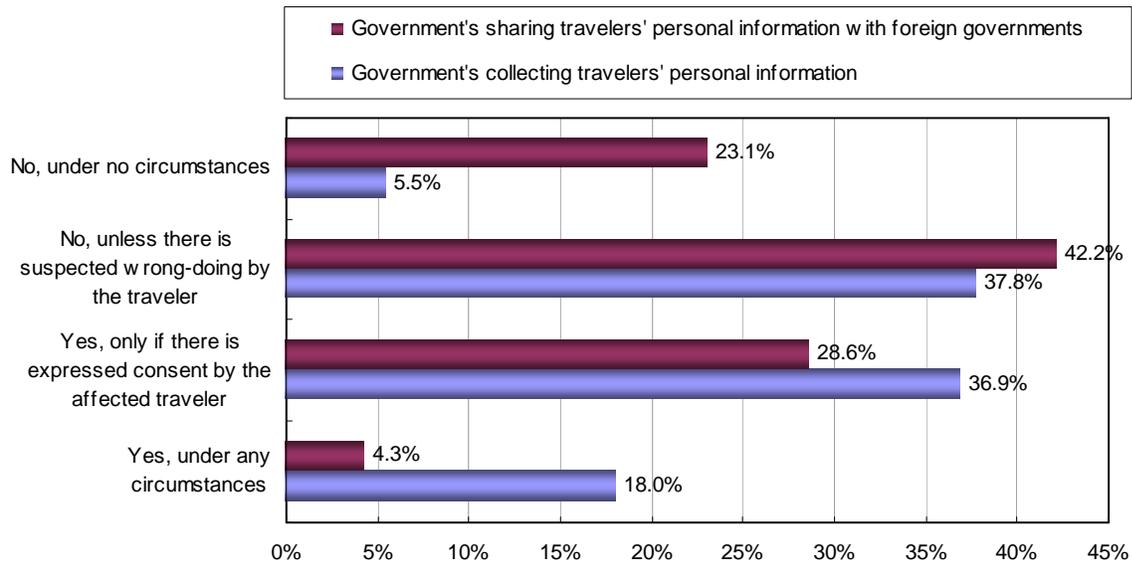
9. Airport Surveillance and Collection of Traveler Information

More than two-thirds of respondents believe the government should collect traveler information either with the expressed consent by the affected traveler or if the traveler is suspected of wrong-doing. Internet users are more open to this than non-users. More than half the respondents think their privacy is only somewhat respected by airport and customs officials. Most people think that extra security checks of visible minorities are somewhat or not really acceptable. Internet users are more likely to regard it as unacceptable than non-users.

Attitudes towards the Government's Right to Collect and Share Travelers' Personal Information

Only 5.5% of the interviewees deny the government's right to collect personal information about travelers, while more than two-thirds believe the government should collect such information either with the express consent of the affected traveler or if the traveler is suspected of wrong-doing. People think it less acceptable for the government to share travelers' personal information with other countries, which is consistent with the recorded attitudes towards the government sharing citizens' personal information with foreign governments. A significant difference is found between the attitudes of Internet users and non-users: Internet users find information sharing more acceptable than non-users.

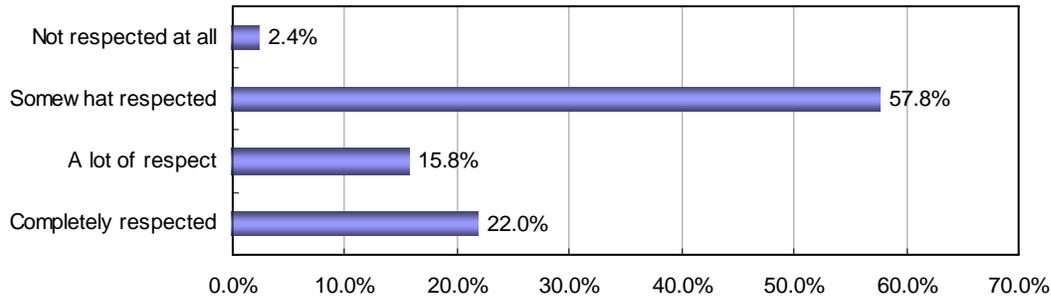
Figure 28: Attitudes towards the Government’s Right to Collect and Share Travelers’ Personal Information (N=2002)



Respect of Privacy Given by Airport and Customs Officials

Among the interviewees, 22.4% (N=449) have never traveled by plane. For those who have traveled the plane, more than half think they are only somewhat respected.

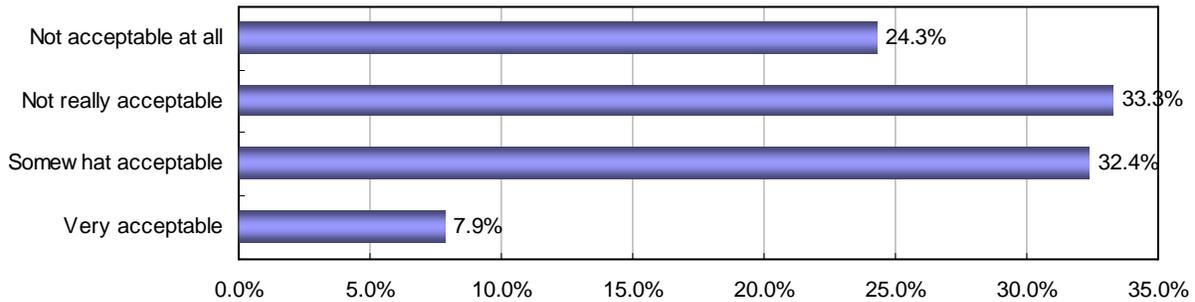
Figure 29: Respect of Privacy Given by Airport and Customs Officials (N=1553)



Acceptability of Airport Officials Giving Extra Security Checks to Visible Minorities

Only one-third of the interviewees have strong feelings of agreement or disagreement towards extra security checks given to visible minorities; most people feel this practice is somewhat or not really acceptable. There is a significant difference in the attitudes between Internet users and non-users: Internet users are more likely to regard the practice as unacceptable.

Figure 30: Acceptability of Airport Officials Giving Extra Security Checks to Visible Minorities (N=2002)



Part Four: Conclusions

To summarize, Chinese people claim to be more familiar with CCTV than people in other countries, which is probably because surveillance technology is widely used in China. People do not know much about privacy laws that apply to the government or private companies. Those who do know about such laws are more knowledgeable about laws that apply to the government than about those that apply to private companies; most of them do not speak highly of these laws. Only a small number of people have done things to protect their personal information, and they tend to be more sensitive to privacy when dealing with private companies, which may be partly because people have more experience dealing with the situation of personal information sold by a commercial business. Moreover, knowledge of surveillance technology, efforts taken to protect privacy, and experiences of privacy invasion are correlated.

The majority of people have seen or heard some media reports concerning privacy. People think more media attention has been paid to privacy invasion than to terrorism. Among the different social groups, people believe celebrities, people with high incomes, and government officials get the most media coverage, while people like themselves receive the least coverage. As for organizations collecting personal information, most people trust that government or private companies will do something to protect their information; those who are younger and have lower levels of education tend to have a higher level of trust. Chinese people tend to depend on government control in that they want the government to do more in regulating companies.

More than 70% of respondents believe they have some power in determining what happens to their personal information. This does not mean people's personal information has been well protected, but implies instead that Chinese people may not really understand the question. Also, different age groups hold significantly different attitudes towards their power to control their personal information.

People think the government has more rights than private sector organizations in sharing their personal information with other parties. In addition, people think that it is easier to justify the sharing of their personal information with the national government than with private companies or foreign governments. These findings also support the conclusion above that people have higher level of trust in the government in China.

The majority of people believe laws aimed at protecting national security are not very

intrusive upon their privacy, and most people agree with the use of ID cards.

Most of the people believe CCTV has some effect on deterring crime and assisting in the prosecution of offenders, but people are strongly against the idea of employers monitoring their employees either through surveillance cameras or by reading their e-mails.

More than two-thirds of the respondents believe the government should collect traveler information either with the express consent of the affected traveler or if the traveler is suspected wrong-doing. More than a half of the respondents think their privacy is only somewhat respected by airport and customs officials. Most people feel it is only somewhat or not really acceptable for visible minorities to receive extra security checks.

Internet use does have an impact on people's awareness of privacy issues. First, for almost every question, the proportion of Internet non-users who do not know or are unsure is much larger than that of Internet users, which shows that Internet non-users are more likely to ignore or not think about things related to privacy. Second, Internet users are more likely than non-users to realize when their privacy is invaded, and more likely to make efforts to protect privacy in their daily lives.

Appendix 1: General Population Survey Results of Gender Ratio and its Distribution in the Survey

City	Gender Ratio	Male Quota	Female Quota	Male interviewees	Female interviewees
Beijing	102.6:100	197	192	197	193
Shanghai	100.9:100	226	224	227	224
Guangzhou	101.5:100	121	119	121	120
Chengdu	102.8:100	157	153	157	153
Wuhan	106.6:100	112	105	112	105
Xi'an	106.9:100	106	99	106	100
Shenyang	103.9:100	96	92	95	92
Total	-----	1015	984	1015	987

Appendix 2: Population in Different Age Groups and Their Relative Proportion in Each City

City (10 Thousand)		15-19	18-19	20-29	30-39	40-49	50-59	60-69	Total Sample Quota
Beijing	Population	123.36	49.34	272.3	266.28	287.34	177.52	126.37	389
	Relative Proportion	-----	4.2%	23.09%	22.58%	24.37%	15.05%	10.72%	
Shanghai	Population	129.5	51.8	270.7	290.13	329.17	174.41	126.03	451
	Relative Proportion	-----	4.2%	21.79%	23.36%	26.50%	14.04%	10.15%	
Guangzhou	Population	104.8	41.7	258.36	196.66	119.35	65.25	49.86	241
	Relative Proportion	-----	5.7%	35.33%	26.90%	16.32%	8.92%	6.82%	
Chengdu	Population	106.3	42.6	203.77	152.02	112.72	81.01	56.99	310
	Relative Proportion	-----	6.5%	31.39%	23.42%	17.37%	12.48%	8.78%	
Wuhan	Population	69.7	27.9	127.86	140.25	120.86	74.93	51.41	218
	Relative Proportion	-----	5.1%	23.54%	25.82%	22.25%	13.79%	9.46%	
Xi'an	Population	59.6	23.8	128.35	104.47	65.05	52.68	30.89	205
	Relative Proportion	-----	5.9%	31.67%	25.78%	16.05%	13.00%	7.62%	
Shenyang	Population	18.2	7.292	63.66	68.66	29.33	34.86	21.32	188
	Relative Proportion	-----	3.2%	28.28%	30.50%	13.03%	15.48%	9.47%	