

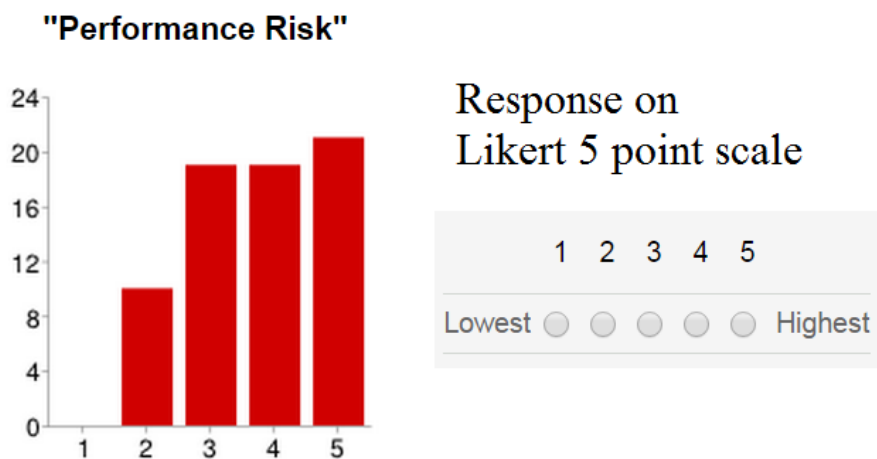
# Multifaceted Risk Evaluation in Digital Services

## MULTI FACETED RISK PARAMETER EVALUATION

Various risk parameters were rated by the users on a liker scale of 1 to 5 for 1 being the lowest on risk and 5 being highest on risk. Based on the survey conducted below is the weighted risk value associated with various risk parameters of the study. Individual risk parameter weightage was calculated using following formula:

$$\text{Weighted Risk Value} = \frac{\sum_1^5 \text{Risk Severity} \times \text{Risk Frequency}}{\sum_1^5 \text{Risk Frequency}}$$

1. Performance Risk: More than 56 % respondents rated performance risk on the higher side.

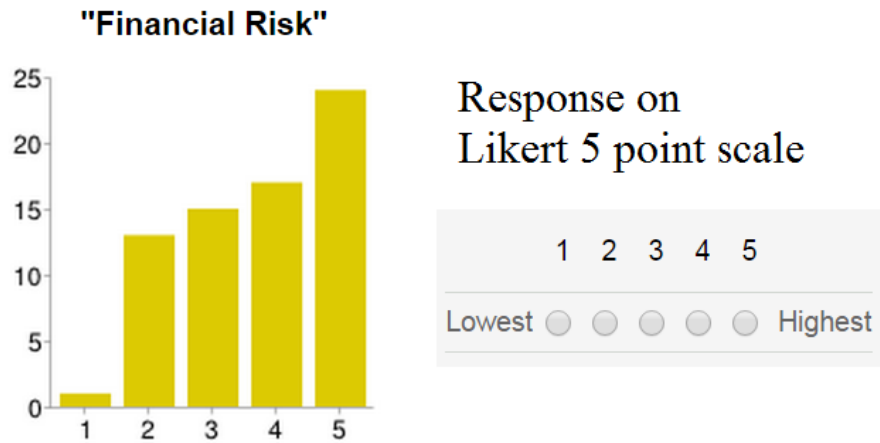


**Figure 1: Performance Risk**

Parameter	Risk Severity	Frequency	Percentage
Performance Risk	1	0	0%
	2	10	14.10%
	3	19	26.80%
	4	19	26.80%
	5	21	29.60%
Total Response Frequency		69	
Performance Risk Weightage		3.74	

**Table 1: Performance Risk**

2. Financial Risk: more than 57% respondents rated financial risk on higher side.

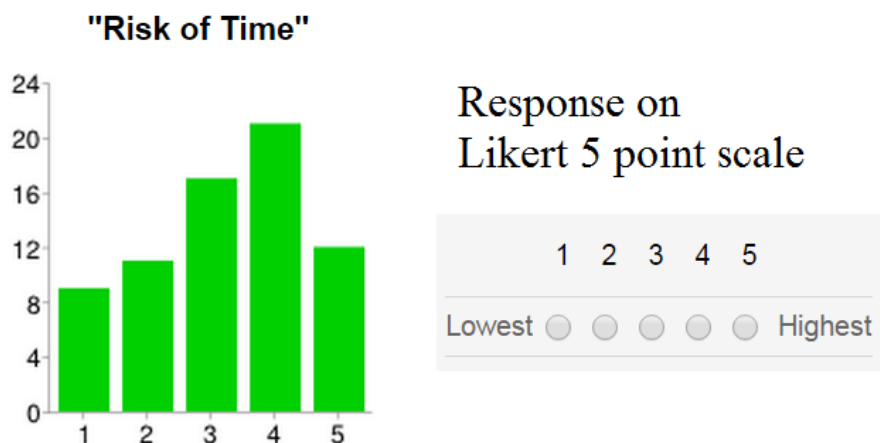


**Figure 2: Financial Risk**

Parameter	Risk Severity	Frequency	Percentage
Financial Risk	1	1	1%
	2	13	18.30%
	3	15	21.10%
	4	17	23.90%
	5	24	33.80%
Total Response Frequency		70	
Financial Risk Weightage		3.71	

**Table 2: Financial Risk**

3. Time Risk: 53% respondents rated time risk moderate to high, while 17 % rated it to be highest.

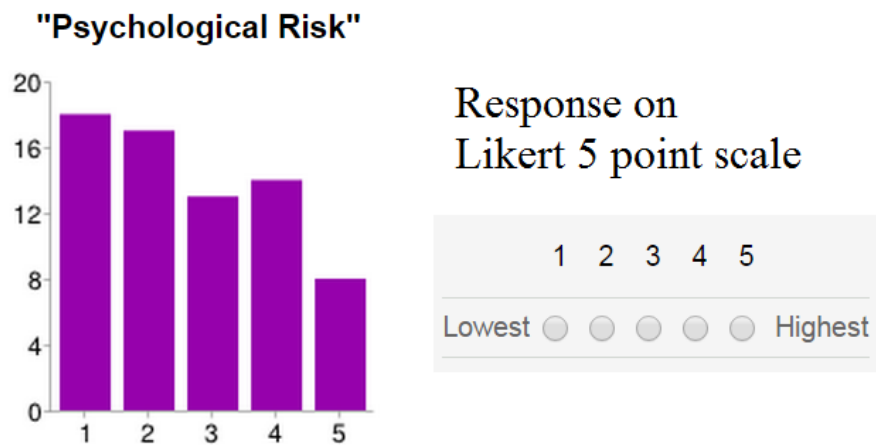


**Figure 3: Time Risk**

Parameter	Risk Severity	Frequency	Percentage
Time Risk	1	9	13%
	2	11	15.50%
	3	17	23.90%
	4	21	29.60%
	5	12	16.90%
Total Response Frequency	70		
Time Risk Weightage	3.23		

**Table 3: Time Risk**

4. Psychological Risk: 49 % respondents rated psychological risk on the lower side and another 18 % rated it as moderate risk.

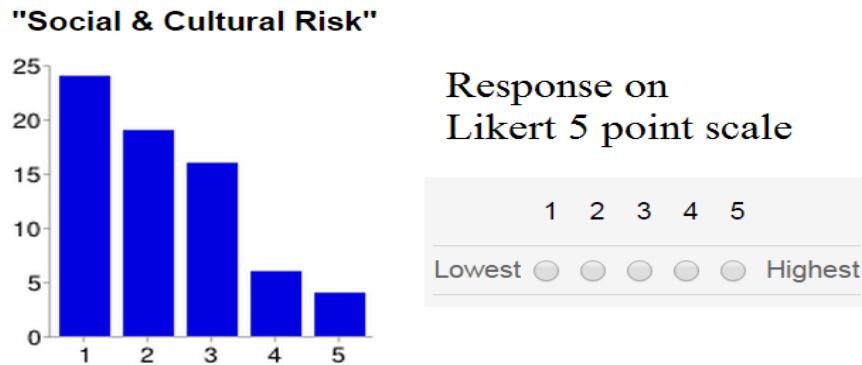


**Figure 4: Psychological Risk**

Parameter	Risk Severity	Frequency	Percentage
Psychological Risk	1	18	25%
	2	17	23.90%
	3	13	18.30%
	4	14	19.70%
	5	8	11.30%
Total Response Frequency	70		
Psychological Risk Weightage	2.67		

**Table 4: Psychological Risk**

5. Social & Cultural Risk: More than 60 % respondents rated social & cultural risk on the lower side and another 22.5 % rated it as moderate risk.

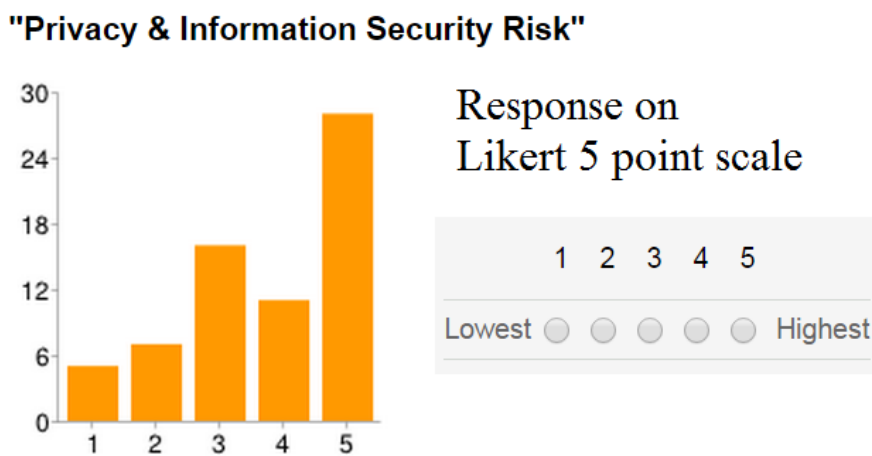


**Figure 5: Social & Cultural Risk**

Parameter	Risk Severity	Frequency	Percentage
Social & Cultural Risk	1	24	34%
	2	19	26.80%
	3	16	22.50%
	4	6	8.50%
	5	4	5.60%
Total Response Frequency	69		
Social & Cultural Risk Weightage	2.23		

**Table 5: Social & Cultural Risk**

6. Privacy & Information Security Risk: 55 % respondents rated Privacy & Information security risk on the higher side and another 22.5 % rated it as moderate risk.

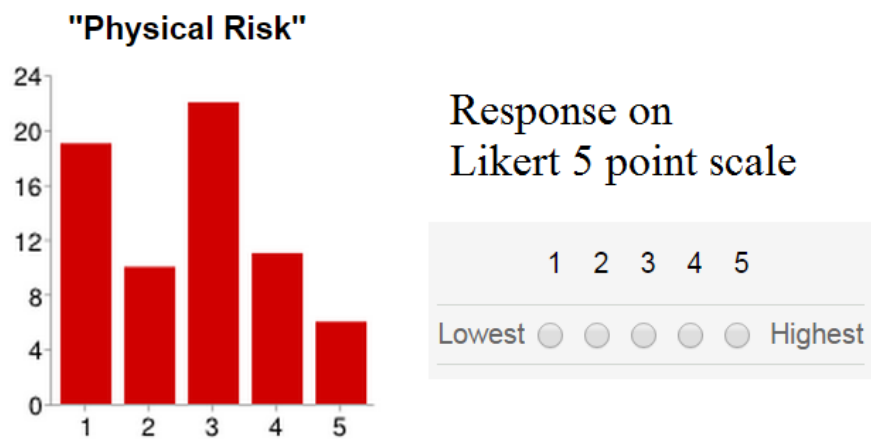


**Figure 6: Privacy & Information Security Risk**

Parameter	Risk Severity	Frequency	Percentage
Privacy & Information Security Risk	1	5	7%
	2	7	9.90%
	3	16	22.50%
	4	11	15.50%
	5	28	39.40%
Total Response Frequency	67		
P & I Security Risk Weightage	3.75		

**Table 6: Privacy & Information Security Risk**

7. Physical Risk: 41 % respondents rated Physical risk on the lower side and another 31 % rated it as moderate risk.

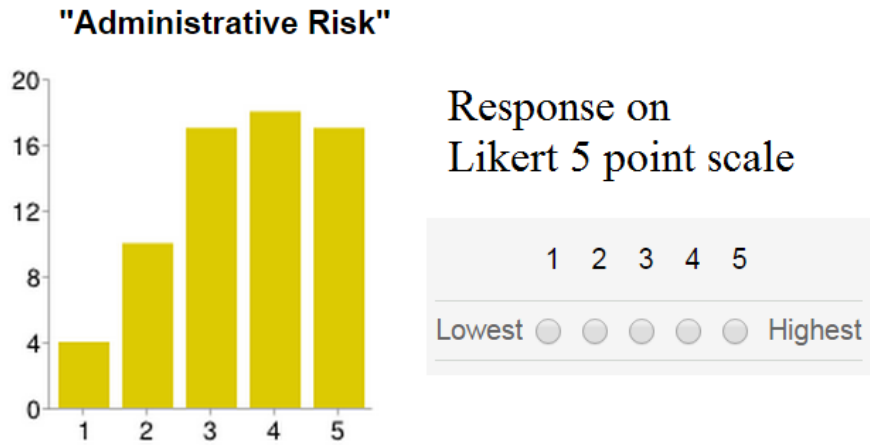


**Figure 7: Physical Risk**

Parameter	Risk Severity	Frequency	Percentage
Physical Risk	1	19	27%
	2	10	14.10%
	3	22	31.00%
	4	11	15.50%
	5	6	8.50%
Total Response Frequency	68		
Physical Risk Weightage	2.63		

**Table 7: Physical Risk**

8. Administrative Risk: 49 % respondents rated Administrative risk on the higher side and another 24 % rated it as moderate risk.

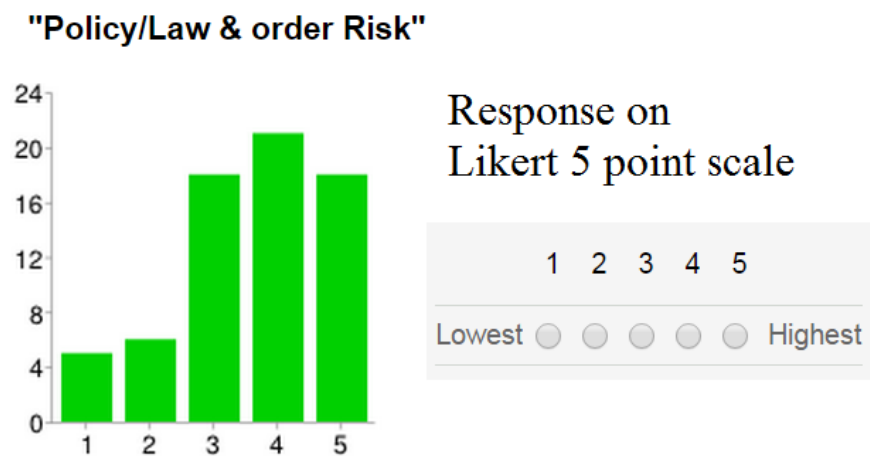


**Figure 8: Administrative Risk**

Parameter	Risk Severity	Frequency	Percentage
Administrative Risk	1	4	6%
	2	10	14.10%
	3	17	23.90%
	4	18	25.40%
	5	17	23.90%
Total Response Frequency		66	
Administrative Risk Weightage		3.52	

**Table 8: Administrative Risk**

9. Policy/Law & Order Risk: 55 % respondents rated Policy/Law and order risk on the higher side and another 25 % rated it as moderate risk.



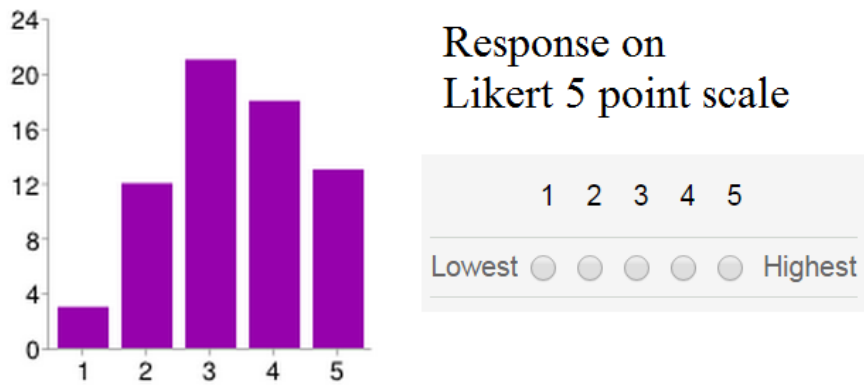
**Figure 9: Policy/Law & Order Risk**

Parameter	Risk Severity	Frequency	Percentage
Policy/Law & Order Risk	1	5	7%
	2	6	8.50%
	3	18	25.40%
	4	21	29.60%
	5	18	25.40%
Total Response Frequency	68		
Policy/Law & Order Risk Weightage	3.6		

**Table 9: Policy/Law & Order Risk**

10. Usage & Experience Risk: Around 43 % respondents' rated usage and experience risk on the higher side and another 30 % rated it as moderate risk.

**"Usage & Experience Risk"**

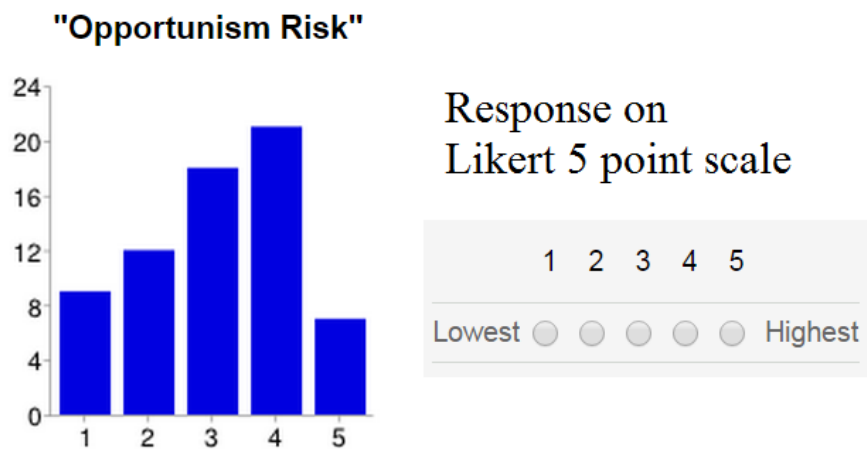


**Figure 10: Usage & Experience Risk**

Parameter	Risk Severity	Frequency	Percentage
Usage & Experience Risk	1	3	4%
	2	12	16.90%
	3	21	29.60%
	4	18	25.40%
	5	13	18.30%
Total Response Frequency	67		
Usage & Experience Risk Weightage	3.39		

**Table 10: Usage & Experience Risk**

11. Opportunism Risk: Around 40 % respondents rated opportunism risk on the higher side and another 25 % rated it as moderate risk.

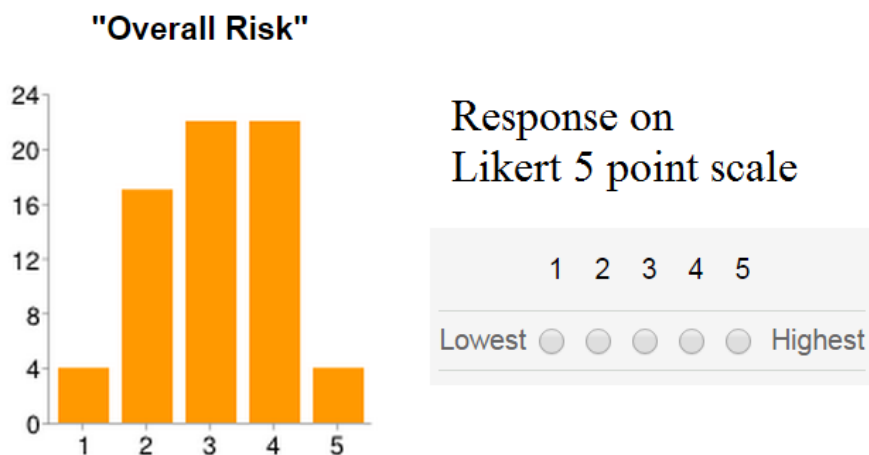


**Figure 11: Opportunism Risk**

Parameter	Risk Severity	Frequency	Percentage
Opportunism Risk	1	9	13%
	2	12	16.90%
	3	18	25.40%
	4	21	29.60%
	5	7	9.90%
Total Response Frequency		67	
Opportunism Risk Weightage		3.07	

**Table 11: Opportunism Risk**

12. Overall Risk: Around 30% respondents rated Overall risk on the lower side and another 62 % rated it as moderate to high risk.



**Figure 12: Overall Risk**



Parameter	Risk Severity	Frequency	Percentage
Overall Risk	1	4	6%
	2	17	23.90%
	3	22	31.00%
	4	22	31.00%
	5	4	5.60%
Total Response Frequency	69		
Overall Risk Weightage	3.07		

**Table 12: Overall Risk**