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Appendix

Indicators	Questionnaires	Answers				
		SD	D	N	A	SA
Right to Safety	1. E-Commerce companies comply with the security standards of transactions between sellers and buyers as set by the government					
	2. E-Commerce companies apply transaction security standards that are higher than those set by the government					
	3. E-Commerce companies guarantees that the products sold by the seller are legal and do not violate the law					
	4. E-Commerce companies apply safety standards by showing detailed seller informations and product descriptions to buyers					
	5. Companies provide free advice and discussion column related to products safety issues offered by sellers in E-Commerce					
	6. The E-Commerce safety system does not inform users for what and why their data is needed					
	7. E-Commerce offers an appropriate safety level of product, delivery, and transaction activities in their services					
	1. Companies show sincere interest in understanding E-Commerce users concerns					
	2. Companies offer technical action to handle complaints from E-Commerce users					

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Right to be Heard	3. Companies offer multiple communication channels to listen to complaints from E-Commerce users					
	4. Government agencies offer an alternative complaint reporting mechanism to E-Commerce users					
	5. E-Commerce users difficult to identify an appropriate government agency in the complaint reporting mechanism					
Right to Privacy	1. E-Commerce guarantees the confidentiality of user's personal information					
	2. E-Commerce companies make adequate technical efforts to protect users' personal information					
	3. Companies does not offer users the option to be listed on the future communications					
	4. The current regulation is relevant and guarantees the protection of personal information of E-Commerce users					
	5. Government agencies accommodate input from E-Commerce users and provide responsive solutions to data privacy problems					
	6. E-Commerce users feel concerned about personal data but are not clear on the "terms and conditions" provided by the companies					
	7. E-commerce users still feel safe and continue to carry out trading activities amid the recent cases of data theft, manipulation, and sabotage.					