

Love Microsoft? Hate it? Somewhere in between?

It's all of the above in the *Redmond* magazine survey of **your attitudes** toward the **world's most important** computer company.

The Microsoft Survey

Do you think Microsoft is living up to the terms of its settlement with the U.S. Department of Justice?

Yes	49.3%
No	14.0%
Don't Know	36.7%

Was Microsoft punished too harshly for those violations?

Yes	27.7%
No	52.1%
Don't Know	20.2%

Should Microsoft have been punished more harshly for its admitted violations of U.S. antitrust law?

Yes	25.3%
No	58.7%
Don't Know	16.0%

Is Microsoft an innovative company?

Yes	58.4%
No	4.7%
Sometimes	36.7%
Don't Know	0.2%

Does Windows, as a server operating system, need another major upgrade, i.e. to Longhorn?

Yes	49.9%
No	37.1%
Don't Know	13.1%

Are you looking forward to Longhorn?

Yes	62.5%
No	24.4%
Don't Know	13.1%

Do you expect Longhorn to have many new features that you will use?

Yes	56.8%
No	23.8%
Don't Know	19.5%

Do you care about the unified file system known as WinFS?

Yes	55.9%
No	24.5%
Don't Know	19.6%

In 5 years, will Microsoft still be as influential and powerful as it is today?

Yes	76.0%
No	11.5%
Don't Know	12.4%

Rate Microsoft's arrogance as a company from 1-10, with 1 being not arrogant at all, to 10 being supremely arrogant:

1	3.8%
2	2.9%
3	5.5%
4	4.4%
5	10.4%
6	9.7%
7	17.7%
8	24.4%
9	11.8%
10	9.3%

Do you plan on upgrading to Longhorn client when it becomes available?

Yes	55.5%
No	19.8%
Don't Know	24.7%

How responsive is Microsoft to your company when you have problems with one of its products? 1-5 scale, with 1 being not responsive at all, and 5 being instantly responsive:

1	4.1%
2	11.7%
3	41.3%
4	33.1%
5	9.8%

Do you plan on upgrading to Longhorn server when it becomes available?

Yes	45.2%
No	24.7%
Don't Know	30.1%

Do you want thinner clients from Microsoft?

Yes	62.0%
No	26.4%
Don't Know	11.6%

Is Microsoft's Software Assurance program a good value?

Yes	28.9%
No	40.0%
Don't Know	31.1%

Survey Methodology

We invited all *Redmond* magazine readers, via e-mail, to complete a Web-based survey form. The survey was open for two weeks, and we received a total of 3,407 responses. Respondents were required to provide a name, country of residence, and valid e-mail address. This was not a scientific survey, but given the quantity of responses, we're confident the results provide an accurate reflection of the attitudes of our readers. In the interest of getting the most candid answers, we didn't ask for personal information like job titles or city and state of residence. — K.W.

How have Microsoft's missed product ship dates affected your business?

Greatly	6.0%
Some	24.0%
A little	23.0%
Not at all	46.9%

Are Microsoft's licensing programs fair?

Yes	35.0%
No	51.0%
Don't Know	14.0%

Is Microsoft good for the computer industry?

Yes	88.2%
No	7.2%
Don't Know	4.6%

Does Microsoft usually over-engineer its products?

Yes	24.9%
No	63.5%
Don't Know	11.7%

If you have a Software Assurance contract, will you be renewing it in the future?

Yes	25.2%
No	24.2%
Don't Know	50.6%

How important do you believe security is to Microsoft, on a scale of 1-5, with 1 meaning not important at all, to 5 being the top priority for Microsoft:

1	2.3%
2	10.0%
3	25.3%
4	39.1%
5	23.2%



The Microsoft Survey

In 10 years, will Microsoft still be as influential and powerful as it is today?

Yes	41.7%
No	25.5%
Don't Know	32.8%

What is the biggest threat to Microsoft's business?

Linux	25.3%
Other open source products like the Firefox browser	17.0%
The U.S. Government	9.2%
Its own installed base of software	20.6%
The European Union	5.3%
Software piracy	9.7%
Other?	13.0%

Should Microsoft get out of the certification business and let it be handled by vendor-neutral companies?

Yes	29.5%
No	57.5%
Don't Know	13.1%

In 20 years, will Microsoft still be as influential and powerful as it is today?

Yes	20.1%
No	32.2%
Don't Know	47.7%

Are Microsoft products, in general, overpriced?

Yes	70.5%
No	26.0%
Don't Know	3.6%

What's the best thing about Microsoft?

Innovation	18.8%
Commitment to quality products	6.9%
Leadership in the industry	20.5%
Product support	3.1%
Resources like user groups, TechNet Knowledge Base, etc.	30.3%
Increasing commitment to security	3.8%
Value of products	8.3%
Other?	8.2%

Do Microsoft certifications still have value in the industry?

Yes	69.5%
No	20.4%
Don't Know	10.0%

Who's most likely to replace Bill Gates when he retires?

Steve Ballmer	65.0%
Jim Allchin	6.0%
Jeff Raikes	4.5%
Paul Flessner	3.5%
Eric Rudder	1.6%
Bob Muglia	1.6%
Someone else already in the company	8.1%
Someone outside the company	9.5%

Does Microsoft listen to customers?

Yes, always	10.9%
Yes, sometimes	73.1%
No, not usually	15.4%
No, Never	0.6%

Should Microsoft announce specific ship dates, or give a range of dates for a product?

Announce specific ship dates	23.7%
Give a range of dates only	76.3%

When should Microsoft announce a product?

At least 2 years prior to release date	10.4%
At least 1 year prior to release date	40.6%
When it's in beta test	42.2%
When it's released to manufacturing	6.8%

Should Microsoft be split into separate application and platform companies?

Yes	30.4%
No	54.4%
Don't Know	15.2%

Should Microsoft software run on other platforms like Solaris and Linux?

Yes	66.1%
No	22.3%
Don't Know	11.6%

Do you own stock in Microsoft?

Yes	14.3%
No	85.7%



The Microsoft Survey

If yes, do you think Microsoft stock is a good long-term value?

Yes	72.6%
No	27.4%

When will desktop Linux be a viable alternative to Microsoft desktops?

Now	11.4%
1 year	6.5%
2 years	22.6%
5 years	31.5%
10 years	6.6%
Never	21.4%

Do you think Microsoft is an ethical company?

Yes	48.7%
No	24.2%
Don't Know	27.1%

Is Bill Gates a genius?

Yes	48.8%
No	28.5%
Don't Know	22.7%

Would you like to see a thinner version of Office?

Yes	67.0%
No	27.2%
Don't Know	5.8%

Does the complexity of Microsoft operating systems make them more vulnerable?

Yes	65.5%
No	25.5%
Don't Know	9.0%

Would you enjoy working for Microsoft?

Yes	66.7%
No	11.0%
Don't Know	22.3%

Does .NET support enough platforms?

Yes	32.1%
No	27.0%
Don't Know	40.9%

Does the fact that Microsoft products work together and have a single source for support make them more compelling?

Yes	81.4%
No	15.2%
Don't Know	3.4%