**Computer Anxiety Rating Scale – CARS** (Heinssen, Glass & Knight, 1987)

Instructions:

For each statement, decide whether you disagree or agree with the statement using the following 5 point scale ranging from strongly disagree to strongly agree. In the box to the right of each statement, fill in the number on the 5 point scale that best describes your level of disagreement or agreement.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Strongly Agree</th>
<th>5</th>
</tr>
</thead>
</table>

1. I feel insecure about my ability to interpret a computer printout. [ ]
2.* I look forward to using a computer in my job. [ ]
3. I do not think I would be able to learn a computer programming language. [ ]
4.* The challenge of learning about computers is exciting. [ ]
5.* I am confident that I can learn computer skills. [ ]
6.* Anyone can learn to use a computer if they are patient and motivated. [ ]
7.* Learning to operate computers is like learning any new skill – the more you practice, the better you become. [ ]
8. I am afraid that if I begin to use computers I will become dependent upon them and lose some of my reasoning skills. [ ]
9.* I am sure that with time and practice I will be as comfortable working with computers as I am in working with a typewriter. [ ]
10.* I feel that I will be able to keep up with the advances happening in the computer field. [ ]
11. I dislike working with machines that are smarter than I am. [ ]
12. I feel apprehensive about using computers. [ ]
13. I have difficulty in understanding the technical aspects of computers. [ ]
14. It scares me to think that I could cause the computer to destroy a large amount of data by hitting the wrong key. [ ]
15. I hesitate to use a computer for fear of making mistakes that I cannot correct. [ ]
16. You have to be a genius to understand all the special keys contained on most computer terminals. [ ]
17.* If given the opportunity, I would like to learn about and use computers. [ ]
18. I have avoided computers because they are unfamiliar and somewhat intimidating to me. [ ]
19.* I feel computers are necessary tools in both educational and work settings. [ ]
Note: * indicates items that are reverse-scored. Higher scores indicate higher levels of computer anxiety.

This test may be used for research purposes with proper citation to the authors.

References