

APNIC Survey 2014

Appendix II: Method

Method

The survey used two different methods: focus groups and an online survey.

1. Survey Questionnaires Development

As with previous surveys, the current survey was administered through the web programme *Survey Monkey*.

The survey was divided into three sections. Section A was for APNIC Account Holders only, and it invited them to rate APNIC's general services, registry and administration services, secretariat training, outreach and corporate governance. Section B was open to APNIC's Stakeholders including APNIC Members, and it invited them to rate APNIC's general services, external relationship, policy development process and APNIC focus for its stakeholders.

In this survey, a combination of question styles was used. Scale questions of 1 to 7 with 1 being Poor/Low Priority/Least Focus/Very Unsatisfied and 7 being Excellent/High Priority/Most Focus/Very Satisfied were used. Dichotomous questions (generally a Yes/No question) and multiple-choice questions were also used. Some open-ended questions were made available to allow respondents to provide their personal views on the same matters.

2. Survey Promotion

The survey was launched on 11 June 2014 with the launch announcement posted on APNIC website and an email was sent to all Members and Stakeholders, as well as APNI mailing lists, NOG lists and AP*lists with the *Survey Monkey* website link. APNIC developed slide for insertion in all event presentations and training presentations during the launch period for the following events:

- TWNIC OPM – Taipei (pre-launch)
- AFRINIC – Djibouti (pre-launch)
- IPv6 Workshop (3d) + IRM/IRR Tutorial + Network Security Tutorial - South Tarawa, Kiribati

Prominent website banners were added to apnic.net, MyAPNIC plus the Training and Labs websites. Announcements on social media such as Twitter, Facebook, and Weibo were made to create awareness for members and stakeholders to participate in the survey. In addition, APNIC alerted the other RIRs / I*s and asked them to retweet / re-post APNIC messages on their social media channels. Some direct approaches were made by all APNIC executives, managers, liaison officers, EC as well as the focus group consultants to encourage their contacts to fill in the survey.

In all, for the month-long period from 11 June 2014 to 11 July 2014, a total of 1039 valid responses was received, a decrease of 22.1% over the 1,333 valid responses in the previous survey.

In order to encourage participation, three lucky draws were being introduced:

- Early Bird draw for those who responded by 17 June 2014, 23:59 (UTC+10) Brisbane time
- Mid Survey draw for those who responded by 1 July 2014, 23:59 (UTC+10) Brisbane time
- Social Media and Final draw for those who have responded to the survey
- Additional draw at the APNIC meeting in Brisbane.

3. Confidentiality

To ensure confidentiality in the survey, the password was changed and retained by the consultant before the survey went live. Raw data for analysis were transmitted to APNIC Secretariat but in that instance all personal identifiable demographic were stripped away first. Participants in the survey cannot therefore be identified by their responses except by the consultant.

4. Respond Range and Sources

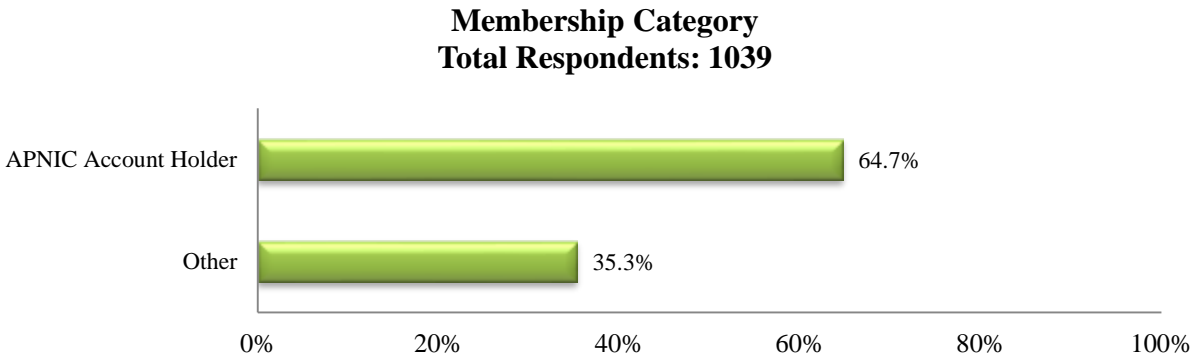
5.1 Quality of Responses

Of the 1,701 responses received, 1039 were valid. Of the total 662 invalid counts:

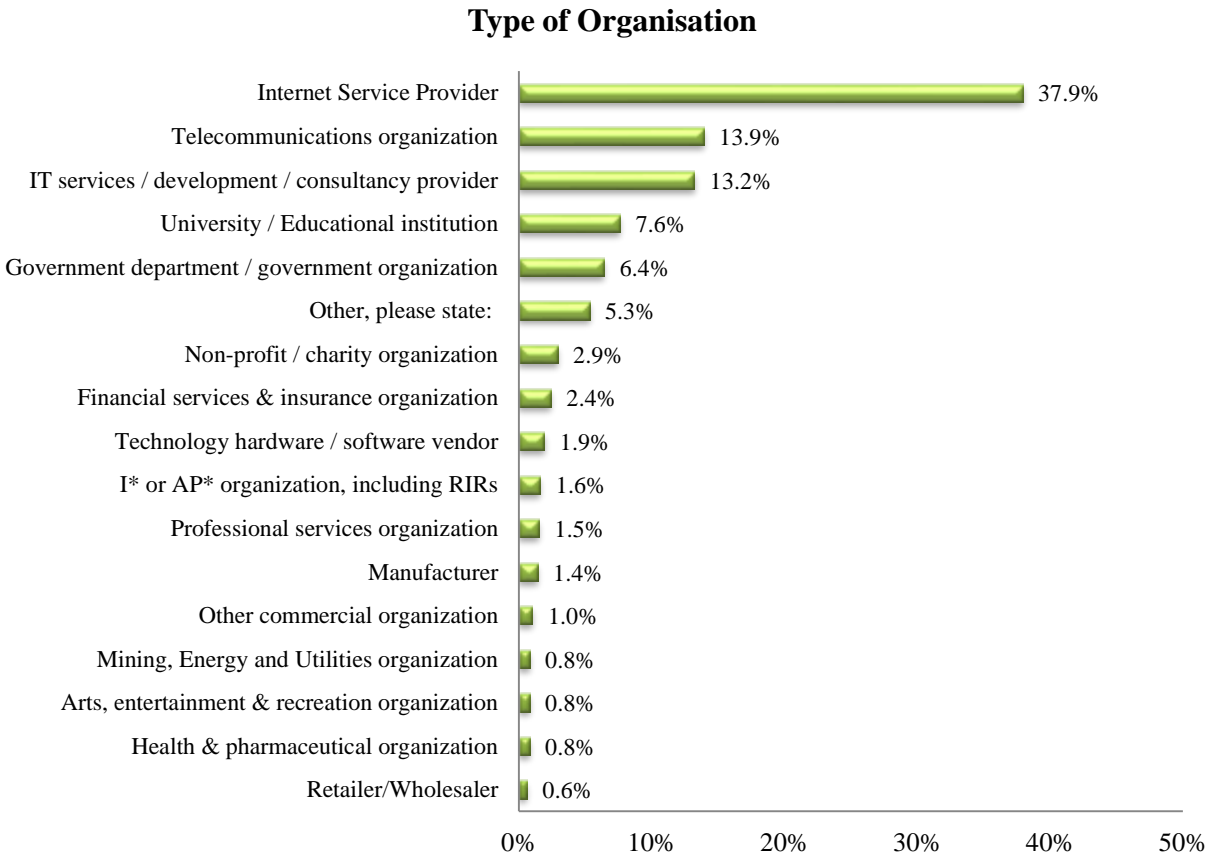
- a) Account Holders
 - 173 counts answered only the first three/four questions (Q1 to Q4), filtering questions regarding their economies, type of organization they work for, membership status and the frequency of their use of APNIC service.
 - 124 respondents attempted 2 additional questions or fewer.
- b) Other Stakeholder
 - 365 respondents attempted to answer up to Q3 ONLY and no other question.

In the survey, some questions were not answered for the valid counts.

5.2 Respondents Demographic



Of the 1,039 valid counts, 672 (64.7%) were from account holders and 367 (35.3%) were from stakeholders.



Most of the survey respondents (37.9%) work in the field of providing internet service follow by telecommunication and IT services type of organization. The other none-IT related organizations participated in the survey were thinly spread out. For participants who answered Other, many are from internet related organization as well as education. However there are a handful that are from hotel, media and NGO.

5.3 Economy

The following chart outlines the economies of the 1,039 survey respondents. The responses were from 55 economies predominantly located within the Asia Pacific region. China (16.3%) accounted for the largest number of respondents, follow by Australia (13.8%) that took over India this survey. India dropped to fourth place behind Bangladesh that contributed to 10.2% of total respondents.

List of Economies

Code	Economy	Number of Responses	Percentage
Developed Economies			
AU	Australia	142	13.7%
NZ	New Zealand	49	4.7%
US	United States	23	2.2%
JP	Japan	20	1.9%
NL	Netherlands	9	0.9%
CA	Canada	3	0.3%
UK	United Kingdom	3	0.3%
BE	Belgium	2	0.2%
SW	Sweden	2	0.2%
GR	Germany	1	0.1%
Sub-total		256	24.6%
Developing Economies			
CN	China	171	16.5%
IN	India	87	8.4%
SG	Singapore	53	5.1%
MY	Malaysia	52	5.0%
PH	Philippines	47	4.5%

PK	Pakistan	32	3.1%
ID	Indonesia	29	2.8%
HK	Hong Kong	25	2.4%
TH	Thailand	20	1.9%
VN	Vietnam	10	1.0%
LK	Sri Lanka	9	0.9%
TW	Taiwan	9	0.9%
FJ	Fiji	8	0.8%
MN	Mongolia	7	0.7%
PG	Papua New guinea	8	0.8%
KR	South Korea	5	0.5%
AS	American Samoa	4	0.4%
TO	Tonga	4	0.4%
BN	Brunei	3	0.3%
MV	Maldives	3	0.3%
NC	New Caledonia	2	0.2%
VE	Venezuela	2	0.2%
CK	Cook Islands	1	0.1%
GU	Guam	1	0.1%
MO	Macao	1	0.1%
FM	Micronesia	1	0.1%
NU	Niue	1	0.1%
CA	Cameroon	1	0.1%
IQ	Iraq	1	0.1%

SA	Saudi Arabia	1	0.1%
SR	Suriname	1	0.1%
WS	Samoa	2	0.2%
	French Guiana	1	0.1%
Sub-total		602	57.9%
Least Developed Economies			
BD	Bangladesh	107	10.3%
NP	Nepal	19	1.8%
KH	Cambodia	21	2.0%
BT	Bhutan	12	1.2%
AF	Afghanistan	7	0.7%
LA	Lao People's Democratic Republic	5	0.5%
MM	Myanmar	5	0.5%
VU	Vanuatu	3	0.3%
TL	Timor-Leste	1	0.1%
SB	Solomon Islands	1	0.1%
Sub-total		181	17.4%
Total		1,039	100%