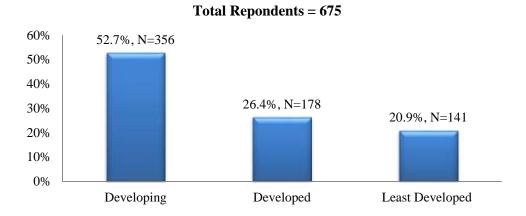
APNIC Survey 2014

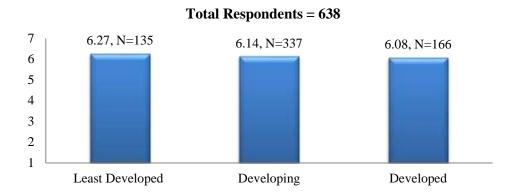
Appendix III: Mean Scores/Percentage Comparing Types of Economy

Part A: For Account Holders Only

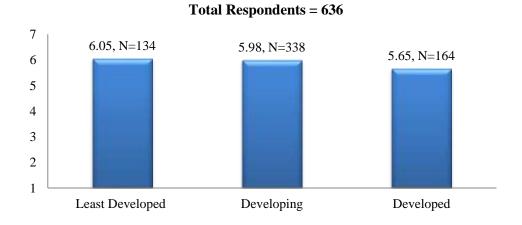
A4. Frequency of use of APNIC service or interacted with APNIC in the past two years



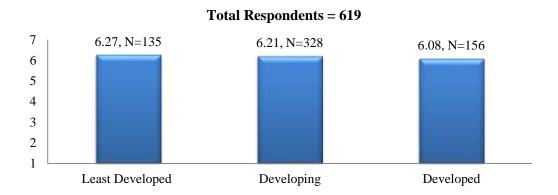
A5.1 Assessment on APNIC on Quality of services



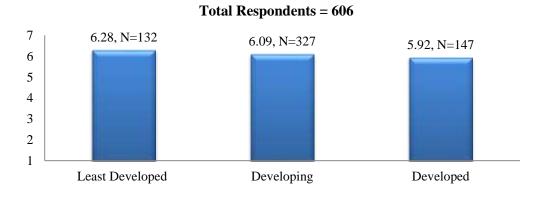
A5.2 Assessment on APNIC on Value of services & membership



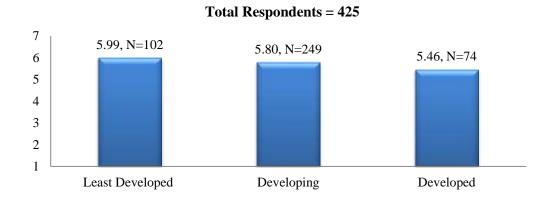
A6.1 APNIC's service delivery and quality on IP address and AS number resource application and allocation



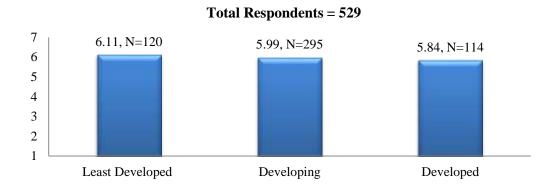
A6.2 APNIC's service delivery and quality on Whois database services



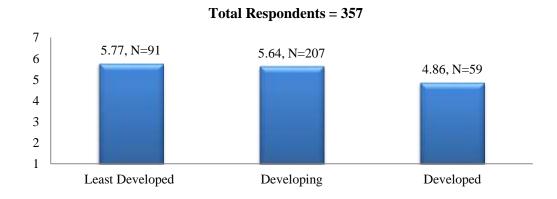
A6.3 APNIC's service delivery and quality on IPv4 address transfers



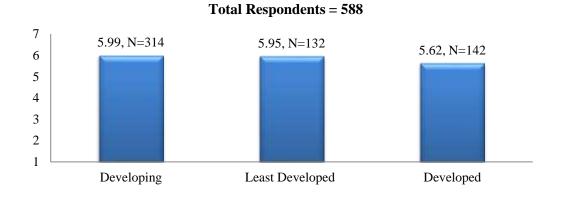
A6.4 APNIC's service delivery and quality on Reverse DNS services



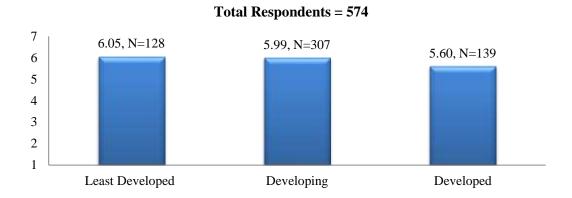
A6.5 APNIC's service delivery and quality on Resource certification (RPKI) services



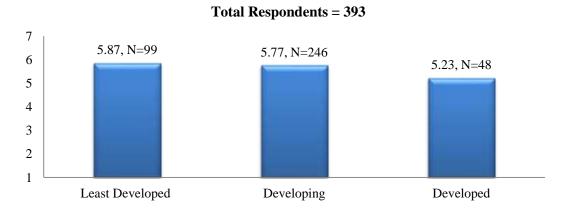
A6.6 APNIC's service delivery and quality on MyAPNIC resource management functionality



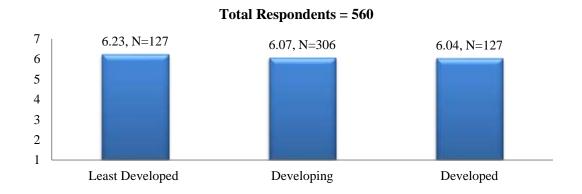
A6.7 APNIC's service delivery and quality on MyAPNIC billing and administration functionality



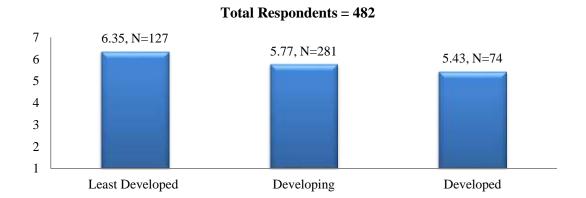
A6.8 APNIC's service delivery and quality on Member referral application process



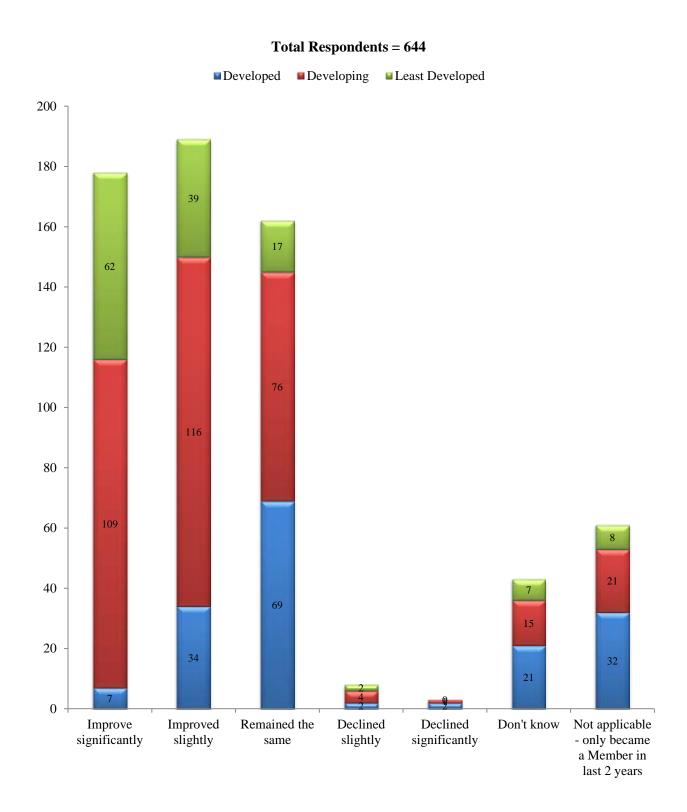
A6.9 APNIC's service delivery and quality on APNIC Helpdesk support



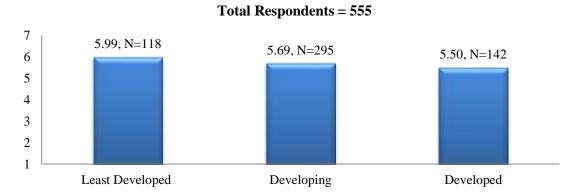
A6.10 APNIC's service delivery and quality on APNIC Conferences and events



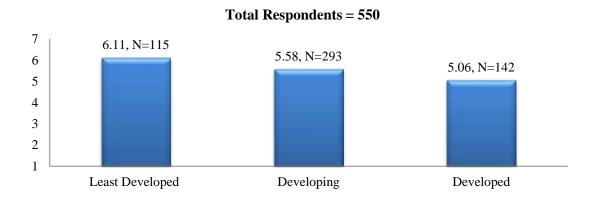
A7 Over the past two years, APNIC's service delivery and service quality to your organisation has:



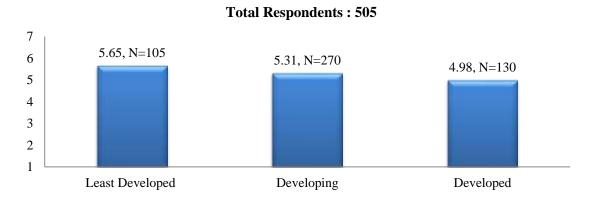
A8.1 APNIC should places the following priorities on the following activities in future: Resource registration including the Whois database



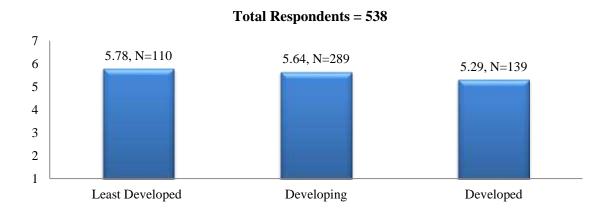
A8.2 APNIC should places the following priorities on the following activities in future: Reverse DNS services



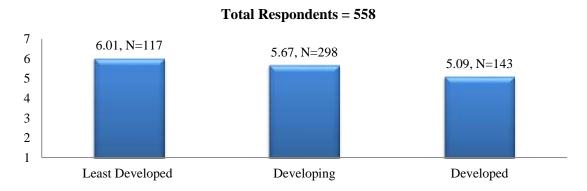
A8.3 APNIC should places the following priorities on the following activities in future: Resource certification (RPKI)



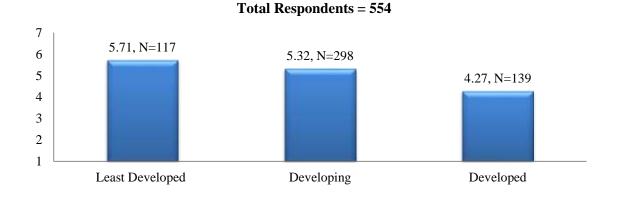
A8.4 APNIC should places the following priorities on the following activities in future:Internet number resource transfers



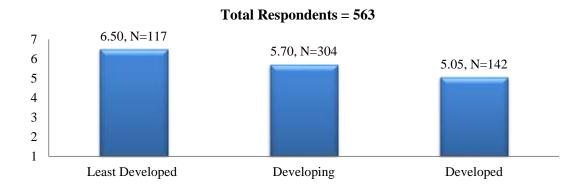
A8.5 APNIC should places the following priorities on the following activities in future:Internet number resource statistics



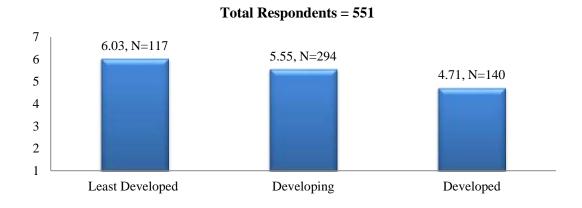
A8.6 APNIC should places the following priorities on the following activities in future:Membership statistics



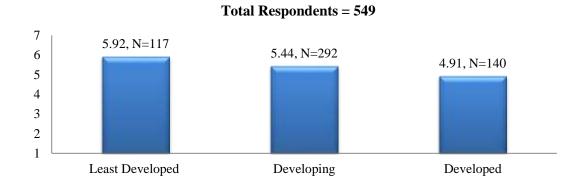
A8.7 APNIC should places the following priorities on the following activities in future: Training services



A8.8 APNIC should places the following priorities on the following activities in future: Conference coordination & management

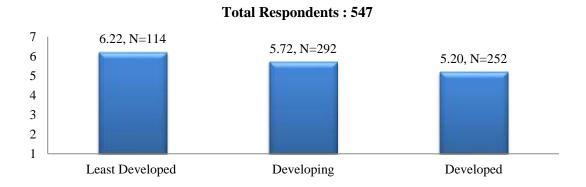


A8.9 APNIC should places the following priorities on the following activities in future: Policy development facilitation

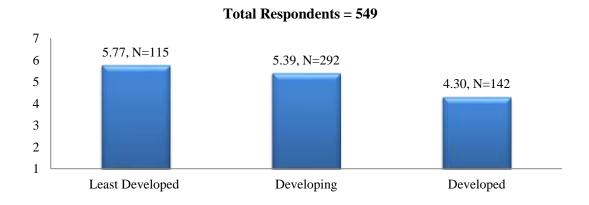




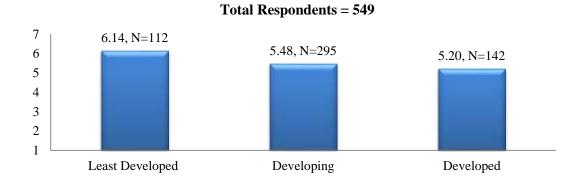
A8.10 APNIC should places the following priorities on the following activities in future: Root server deployment in the region



A8.11 APNIC should places the following priorities on the following activities in future: Secondary DNS services

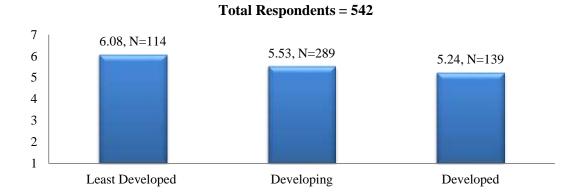


A8.12 APNIC should places the following priorities on the following activities in future: Working with groups outside APNIC (e.g. Governments, technical organisations, NOGs, etc)



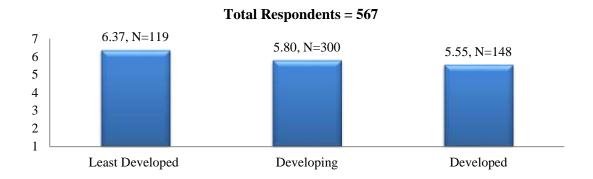


A8.13 APNIC should places the following priorities on the following activities in future: Research activities – APNIC Labs

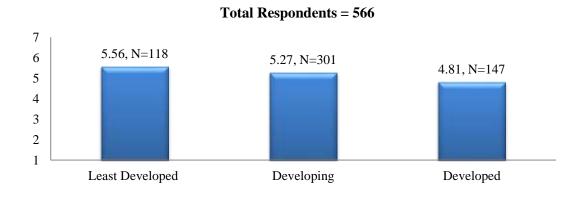


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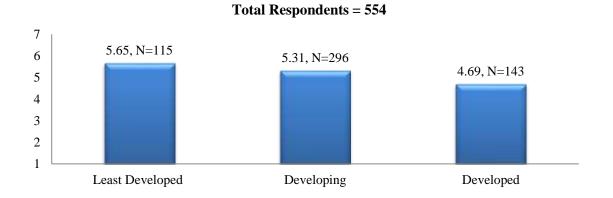
A9.1 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on: Network Operator Groups



A9.2 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on:Governments

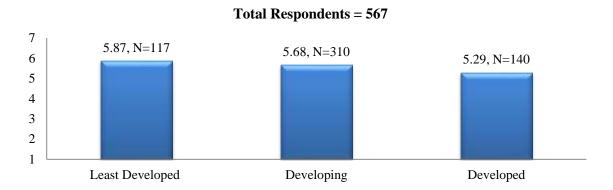


A9.3 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on: International government-led organisations (ITU, ASEAN, UN, OECD, APECTEL, APT)

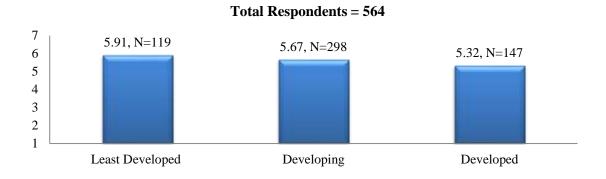




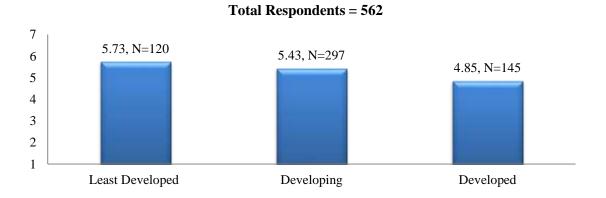
A9.4 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on: Asia-Pacific Internet technical organisations (APIX, APIA, APTLD, APCERT, APAN)



A9.5 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on: Global Internet technical organisations (IETF, IAB, Internet Society, ICANN, W3C)

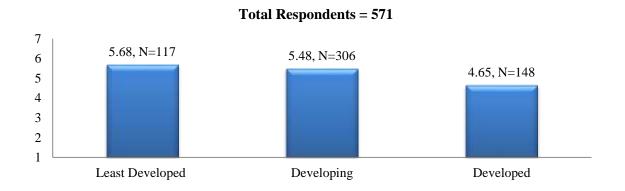


A9.6 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on:Internet business community (external to APNIC membership)

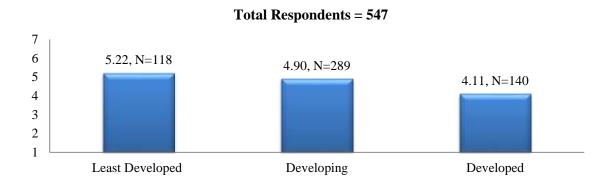




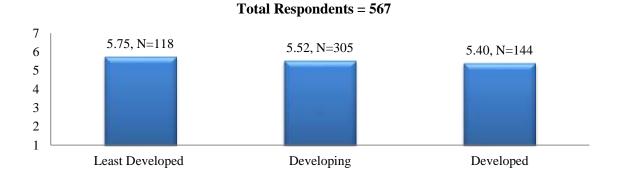
A9.7 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on:Universities and academia



A9.8 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on: Civil society groups

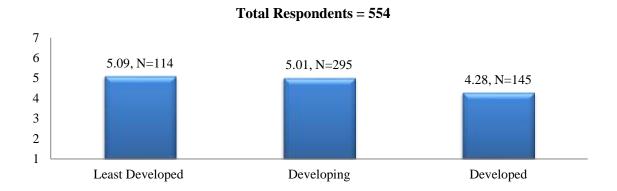


A9.9 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on:Other Regional Internet Registries (AFRINIC, ARIN, LACNIC, RIPE NCC)

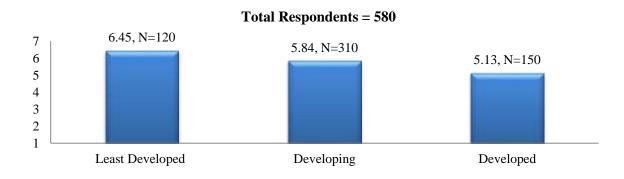




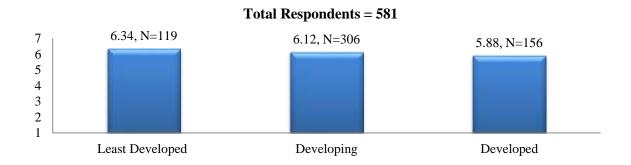
A9.10 APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. APNIC should focus its efforts on:Law enforcement agencies



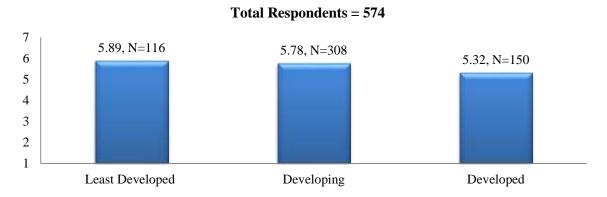
A10.1 APNIC should focus its relationship with: Developing networking and technology skills



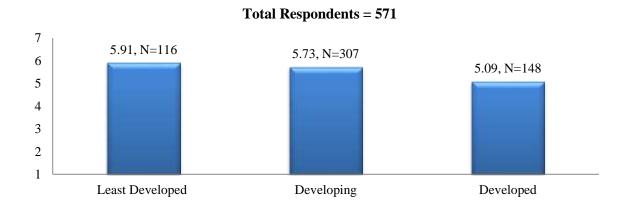
A10.2 APNIC should focus its relationship with: Encouraging IPv6 adoption



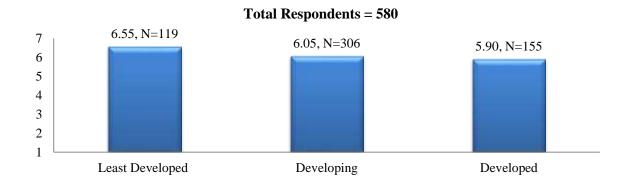
A10.3 APNIC should focus its relationship with: Supporting the open, bottom-up Internet policy and coordination system



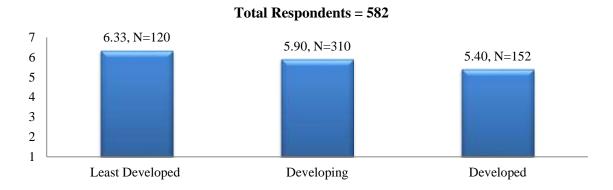
A10.4 APNIC should focus its relationship with: Promoting the registry functions of RIRs and NIRs for Internet resource management



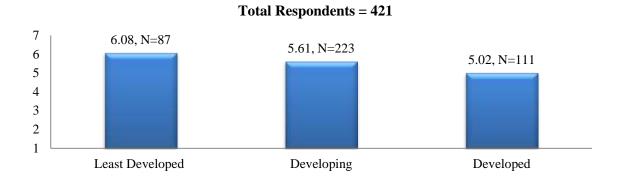
A10.5 APNIC should focus its relationship with: Internet stability and security



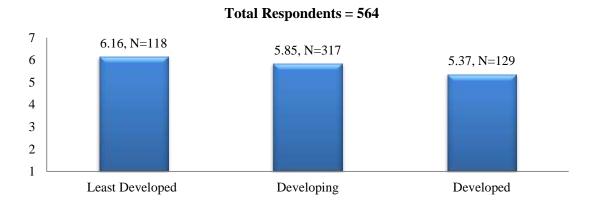
A10.6 APNIC should focus its relationship with: Encouraging Internet infrastructure development



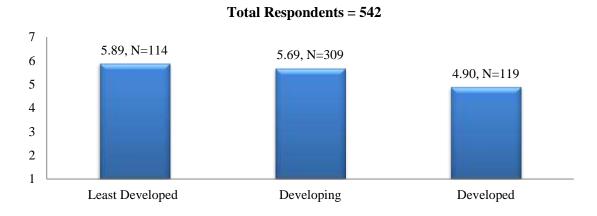
A10.7 APNIC should focus its relationship with: Providing a better understanding of APNIC's activities



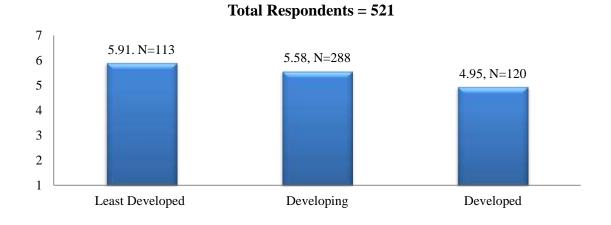
A11.1 Satisfaction with content of the APNIC Secretariat's reporting in: IP Address and AS Number allocations



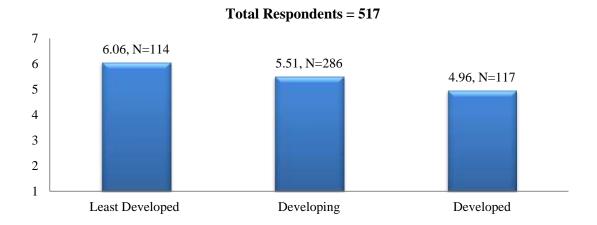
A11.2 Satisfaction with content of the APNIC Secretariat's reporting in: Membership statistics



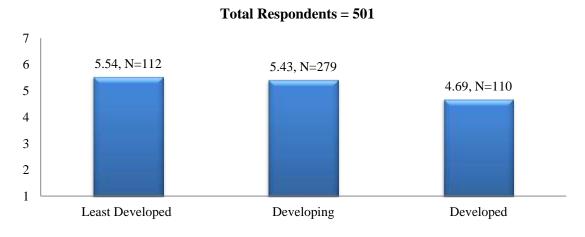
A11.3 Satisfaction with content of the APNIC Secretariat's reporting in: Membership services and development



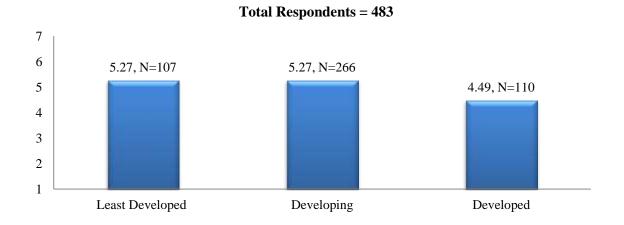
A11.4 Satisfaction with content of the APNIC Secretariat's reporting in: Training



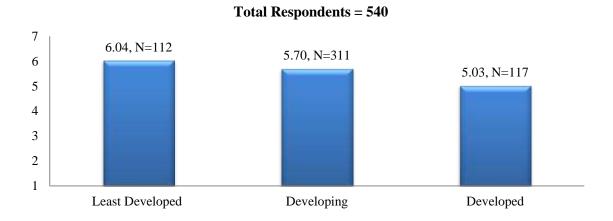
A11.5 Satisfaction with content of the APNIC Secretariat's reporting in: Regional infrastructure development / support



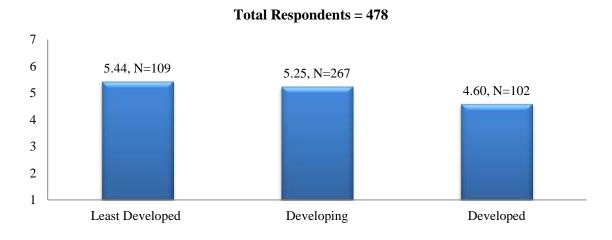
A11.6 Satisfaction with content of the APNIC Secretariat's reporting in: Financial information, expenditure and investments



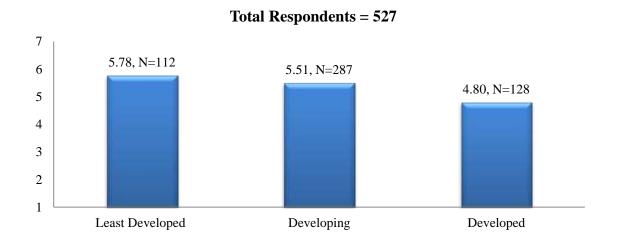
A11.7 Satisfaction with content of the APNIC Secretariat's reporting in: APNIC Conferences



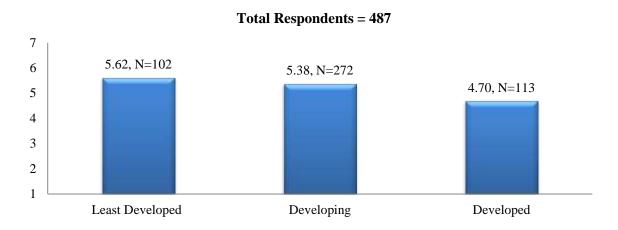
A11.8 Satisfaction with content of the APNIC Secretariat's reporting in: Human resources



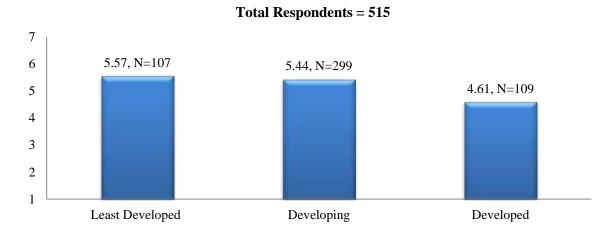
A11.9 Satisfaction with content of the APNIC Secretariat's reporting in: IPv6 development



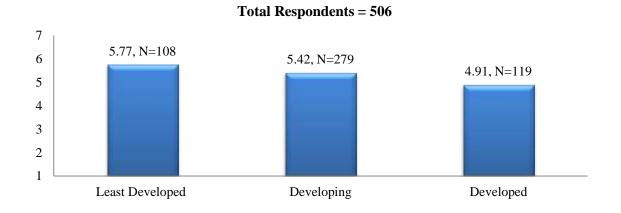
A11.10 Satisfaction with content of the APNIC Secretariat's reporting in: Research activities - APNIC Labs



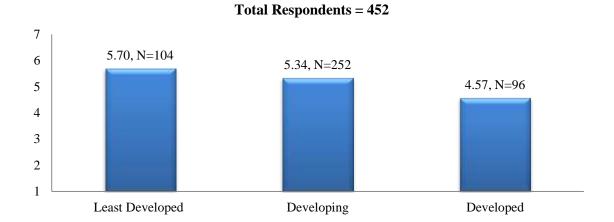
A11.11 Satisfaction with content of the APNIC Secretariat's reporting in: APNIC's outreach activities to other organisations, including participation in regional and global forums (e.g. Government, technical organisations, NOGs)



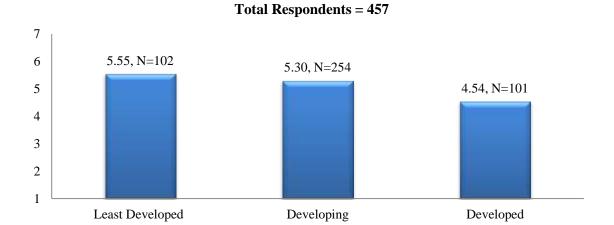
A11.12 Satisfaction with content of the APNIC Secretariat's reporting in: Policy development



A11.13 Satisfaction with content of the APNIC Secretariat's reporting in: ISIF Asia support

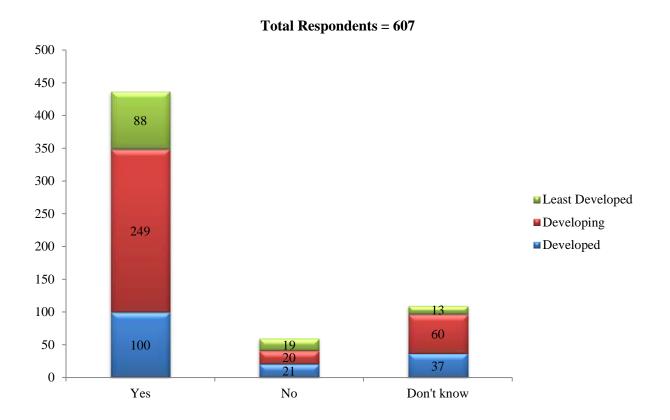


A11.14 Satisfaction with content of the APNIC Secretariat's reporting in: NRO / Inter-RIR activity

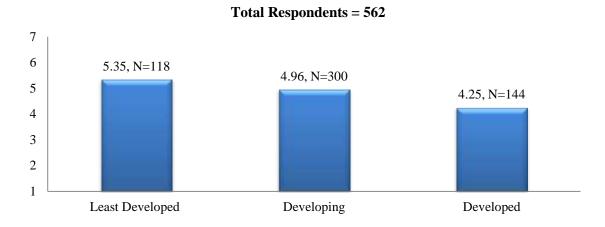




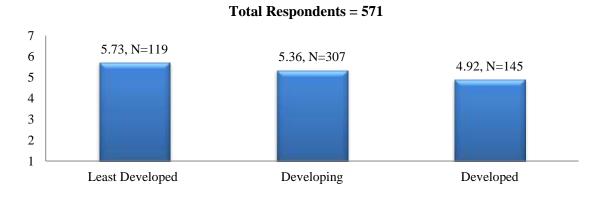
A12 The APNIC EC and Secretariat gather feedback from Members in a number of ways – at APNIC Conferences and Member Meetings, via mailing lists, and the biennial APNIC Survey. This feedback is used to help make decisions on APNIC strategy and services.



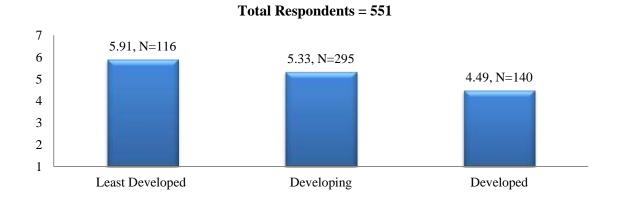
A13.1 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Run the APNIC survey more frequently



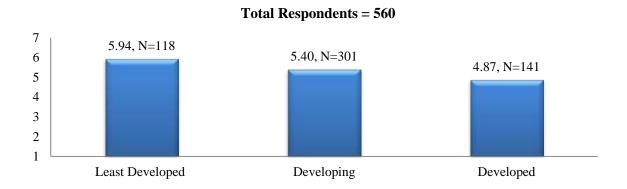
A13.2 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Run smaller surveys on specific topics on a more regular basis



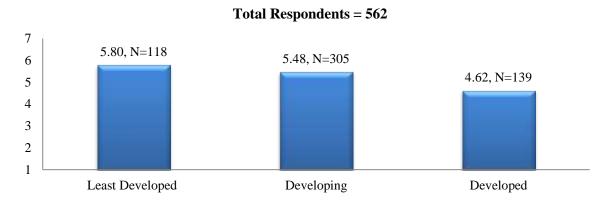
A13.3 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Establish a Special Interest Group with a mandate to discuss APNIC services



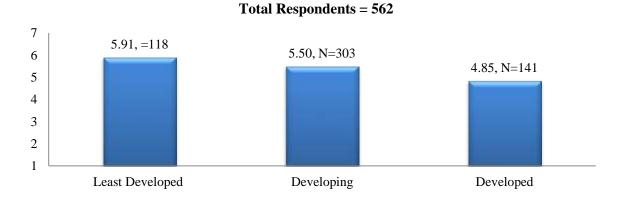
A13.4 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Establish processes to capture feedback at the point of service delivery



A13.5 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Informal sessions at APNIC Meetings to meet and talk to APNIC EC members

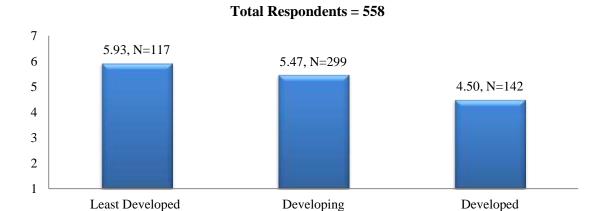


A13.6 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Establish a process to make suggestions directly to the APNIC EC





A13.7 To ensure Members have enough opportunities to contribute views to inform APNIC activities, you would support this initiative: Run Focus Group discussions with Members more regularly



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A14.1 Methods used to provide feedback to APNIC: Making comments at APNIC Conferences

A14.2 Methods used to provide feedback to APNIC: Posting to Mailing lists

A14.3 Methods used to provide feedback to APNIC: Responding to a previous APNIC Survey

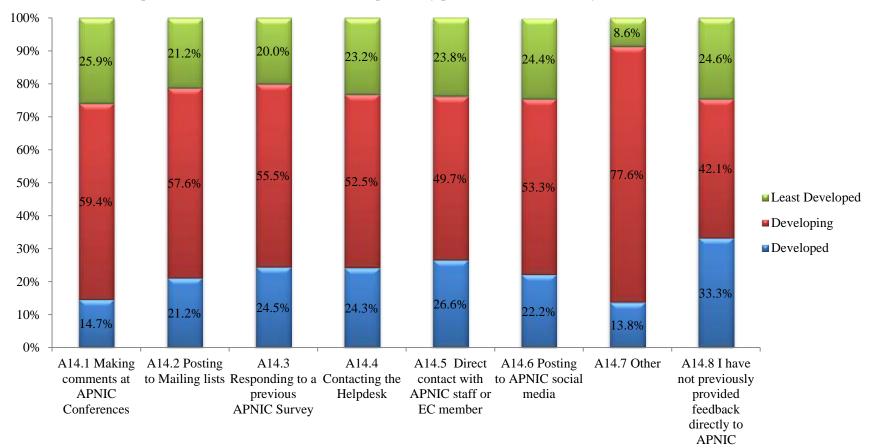
A14.4 Methods used to provide feedback to APNIC: Contacting the Helpdesk

A14.5 Methods used to provide feedback to APNIC: Direct contact with APNIC staff or EC member

A14.6 Methods used to provide feedback to APNIC: Posting to APNIC social media

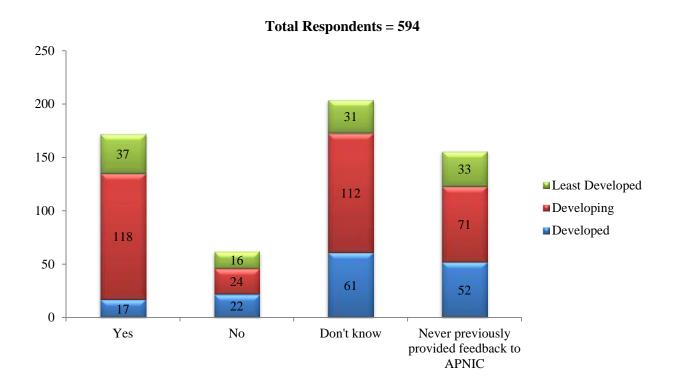
A14.7 Methods used to provide feedback to APNIC: Other

A14.8 Methods used to provide feedback to APNIC: I have not previously provided feedback directly to APNIC

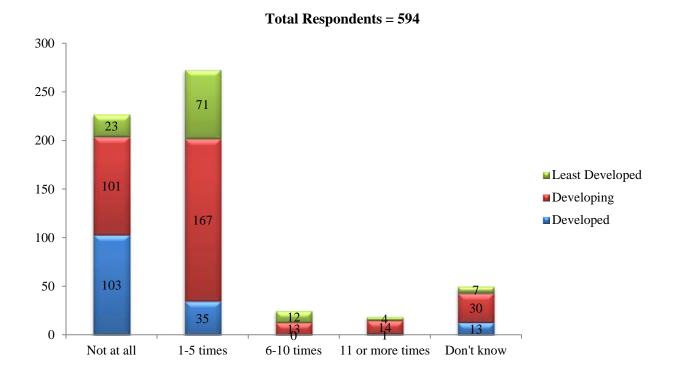




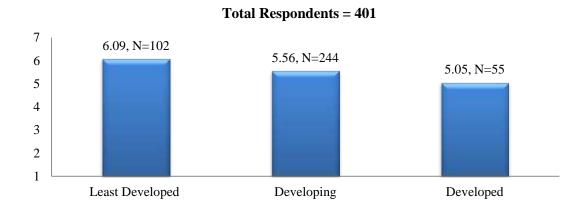
A15 If you have provided input to APNIC, do you feel that it has influenced decisions on APNIC operations, services or strategy?



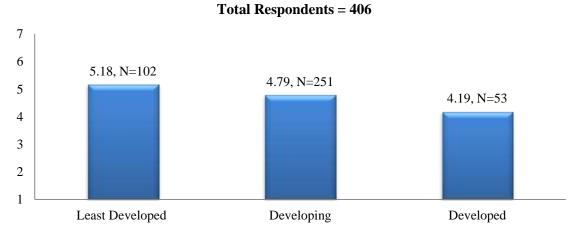
A16 How many times have you or your organisation used APNIC's training services in the past two years?



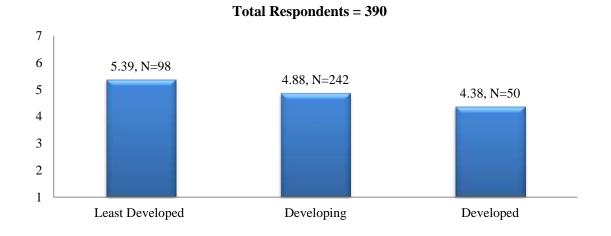
A17.1 Your assessment on APNIC's training services: Training content quality



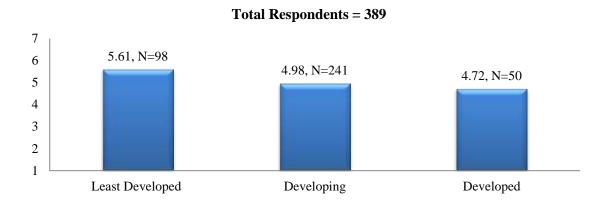
A17.2 Your assessment on APNIC's training services: Training availability for my location



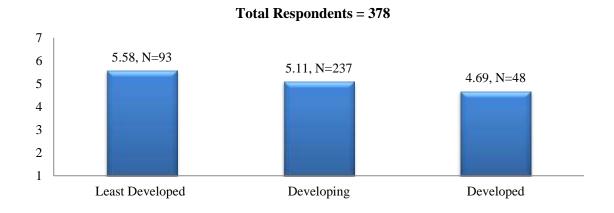
A17.3 Your assessment on APNIC's training services: Range of face-to-face training courses



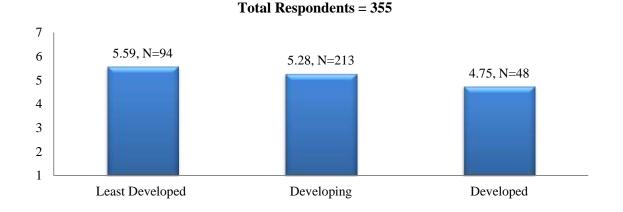
A17.4 Your assessment on APNIC's training services: Delivery of face-to-face training courses



A17.5 Your assessment on APNIC's training services: Range of online training courses

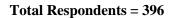


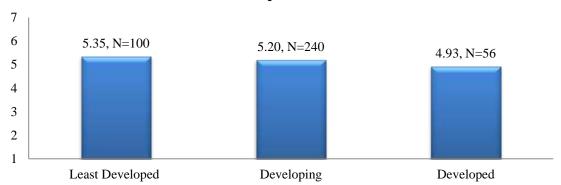
A17.6 Your assessment on APNIC's training services: Delivery of online training courses





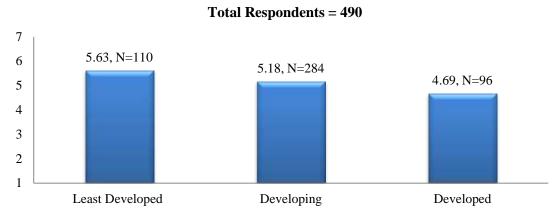
A17.7 Your assessment on APNIC's training services: Value for money



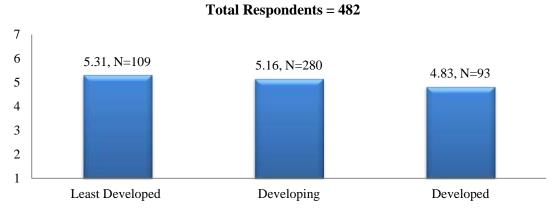




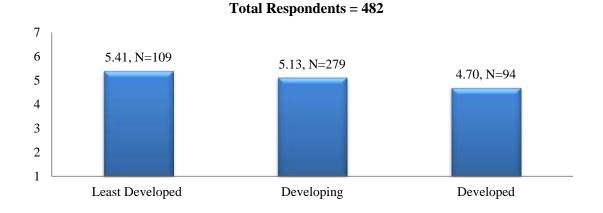
A18.1 Your assessment on APNIC's Policy Development Process for developing Internet Number Resource management policy: Ease of understanding



A18.2 Your assessment on APNIC's Policy Development Process for developing Internet Number Resource management policy: Ease of participation



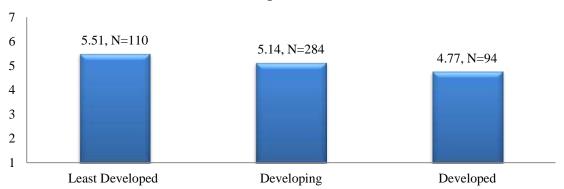
A18.3 Your assessment on APNIC's Policy Development Process for developing Internet Number Resource management policy: Ease of following progress of discussions



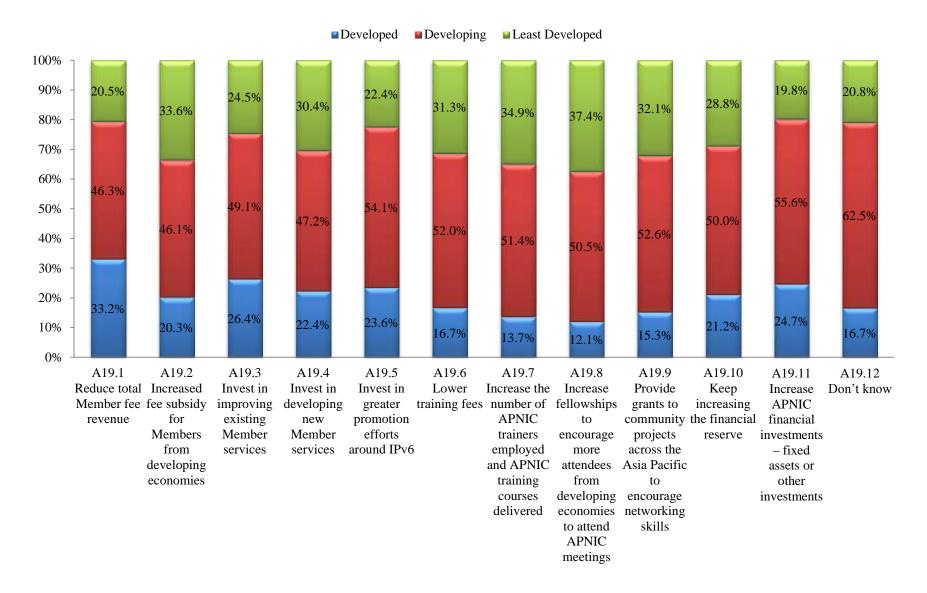


A18.4 Your assessment on APNIC's Policy Development Process for developing Internet Number Resource management policy: Overall effectiveness

Total Respondents = 488

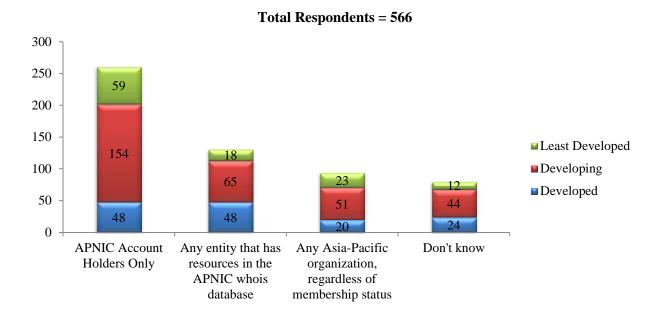


- A19.1 If exceeds its financial reserves target, APNIC should use surplus funds on: Reduce total Member fee revenue
- A19.2 If exceeds its financial reserves target, APNIC should use surplus funds on: Increased fee subsidy for Members from developing economies
- A19.3 If exceeds its financial reserves target, APNIC should use surplus funds on: Invest in improving existing Member services
- A19.4 If exceeds its financial reserves target, APNIC should use surplus funds on: Invest in developing new Member services
- A19.5 If exceeds its financial reserves target, APNIC should use surplus funds on: Invest in greater promotion efforts around IPv6
- A19.6 If exceeds its financial reserves target, APNIC should use surplus funds on: Lower training fees
- A19.7 If exceeds its financial reserves target, APNIC should use surplus funds on: Increase the number of APNIC trainers employed and APNIC training courses delivered
- A19.8 If exceeds its financial reserves target, APNIC should use surplus funds on: Increase fellowships to encourage more attendees from developing economies to attend APNIC meetings
- A19.9 If exceeds its financial reserves target, APNIC should use surplus funds on: Provide grants to community projects across the Asia Pacific to encourage networking skills
- A19.10 If exceeds its financial reserves target, APNIC should use surplus funds on: Keep increasing the financial reserve
- A19.11 If exceeds its financial reserves target, APNIC should use surplus funds on: Increase APNIC financial investments fixed assets or other investments
- A19.12 If exceeds its financial reserves target, APNIC should use surplus funds on: Don't know

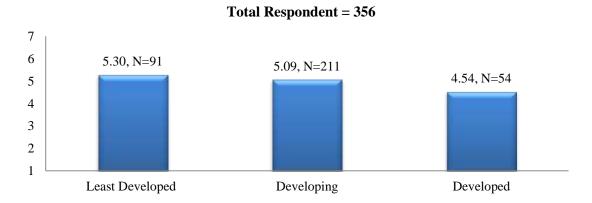




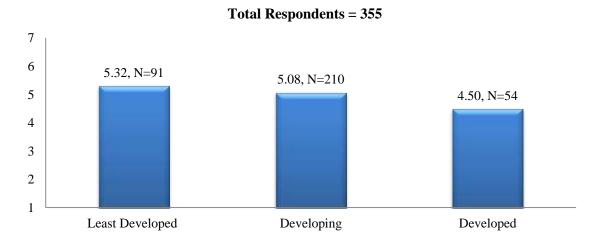
A20 Should services which are developed by APNIC using Member funding (such as RPKI)be made available free of charge to:



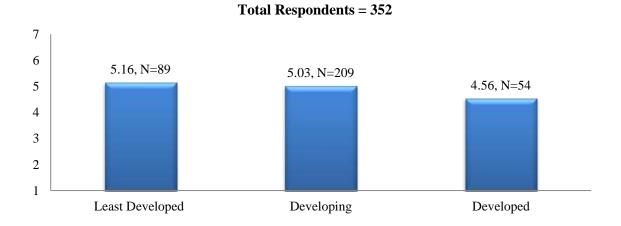
A21.1 Your satisfactory with the transparency of EC meetings and decisions in: Level of detail of matters discussed



A21.2 Your satisfactory with the transparency of EC meetings and decisions in: The activities undertaken by the EC $\,$

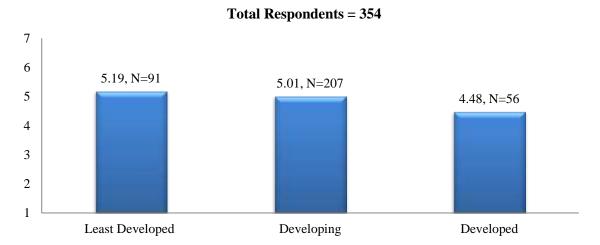


A21.3 Your satisfactory with the transparency of EC meetings and decisions in: Level of detail of financial reports attached in the minutes

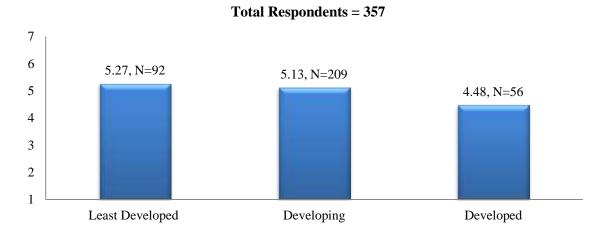




A21.4 Your satisfaction with the transparency of EC meetings and decisions in: The amount of reporting back to Members by the EC $\,$

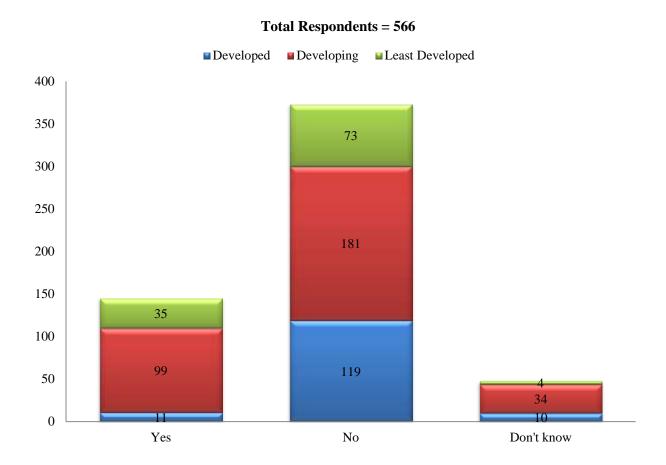


A21.5 Your satisfaction with the transparency of EC meetings and decisions in: The quality of reporting back to Members by the EC





A22 Do you think that the use of English language poses a barrier to your ability to participate in APNIC discussions?

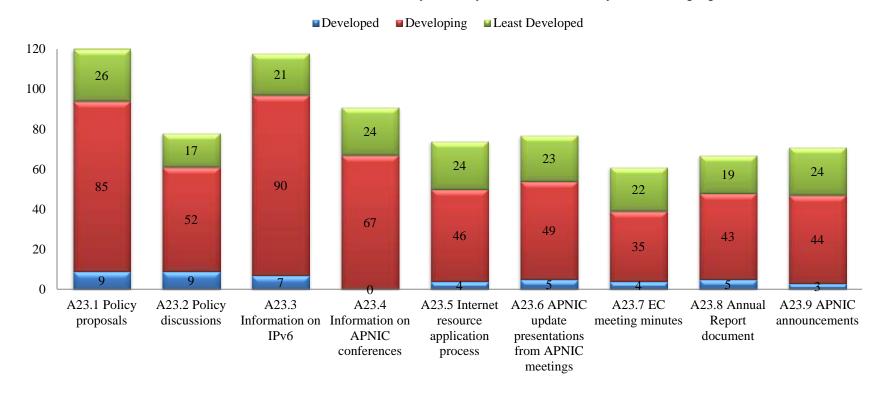


A23.1 Communications from APNIC would be MOST beneficial to you if they were translated into your local language: Policy proposals A23.2 Communications from APNIC would be MOST beneficial to you if they were translated into your local language: Policy discussions A23.3 Communications from APNIC would be MOST beneficial to you if they were translated into your local language: Information on IPv6 A23.4 Communications from APNIC would be MOST beneficial to you if they were translated into your local language:Information on APNIC conferences

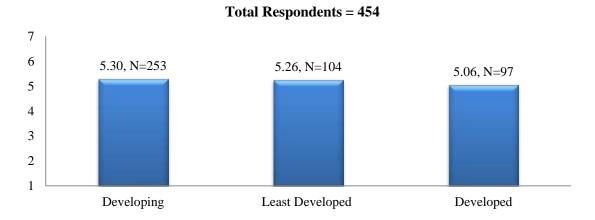
A23.5 Communications from APNIC would be MOST beneficial to you if they were translated into your local language:Internet resource application process

A23.6 Communications from APNIC would be MOST beneficial to you if they were translated into your local language: APNIC update presentations from APNIC meetings

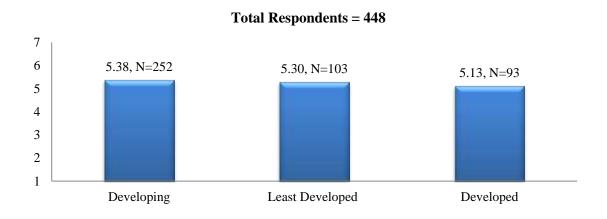
A23.7 Communications from APNIC would be MOST beneficial to you if they were translated into your local language:EC meeting minutes A23.8 Communications from APNIC would be MOST beneficial to you if they were translated into your local language:Annual Report document A23.9 Communications from APNIC would be MOST beneficial to you if they were translated into your local language:APNIC announcements



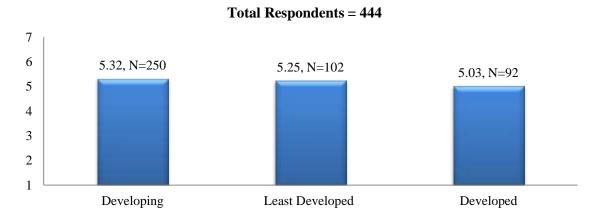
A24. 1 Your satisfaction with APNIC EC in fulfilling its roles and responsibilities in: acting on behalf of the Members



A24.2 Your satisfaction with APNIC EC in fulfilling its roles and responsibilities in: managing the activities, functions and affairs of APNIC

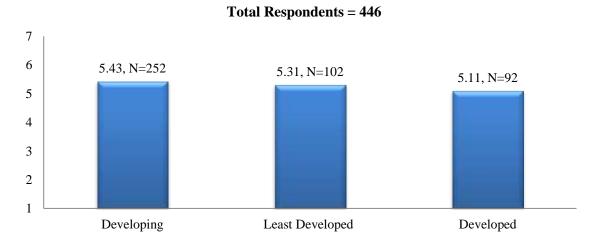


A24.3 Your satisfaction with APNIC EC in fulfilling its roles and responsibilities in: facilitating and implementing the decision of Members

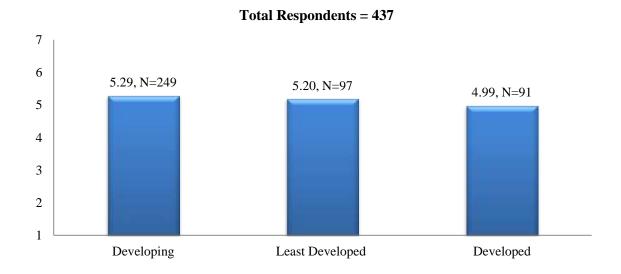




A24.4 Your satisfaction with APNIC EC in fulfilling its roles and responsibilities in: providing direction for APNIC's policies and strategy

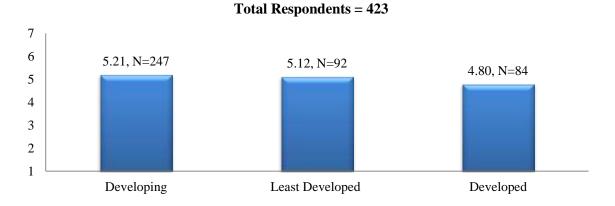


A24.5 Your satisfaction with APNIC EC in fulfilling its roles and responsibilities in: establishing the basis of APNIC's budgets, and more generally, in managing the financial affairs of APNIC

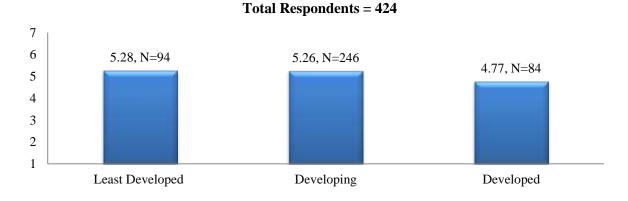




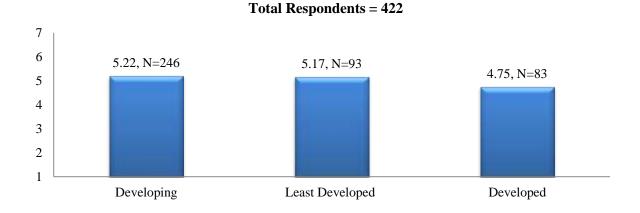
A25.1 The composition of the APNIC EC is determined by the rules set out in the APNIC by-laws. How satisfied are you with: The composition of the current APNIC EC



A25.2 The composition of the APNIC EC is determined by the rules set out in the APNIC by-laws. How satisfied are you with: The quality of candidates who are nominated for APNIC EC elections

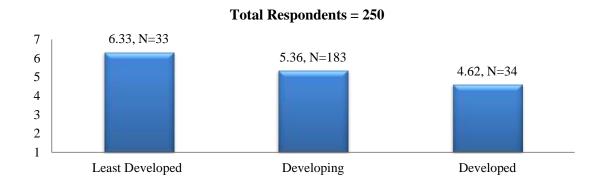


A25.3 The composition of the APNIC EC is determined by the rules set out in the APNIC by-laws. How satisfied are you with: A25.3 The number of candidates who are nominated for APNIC EC elections

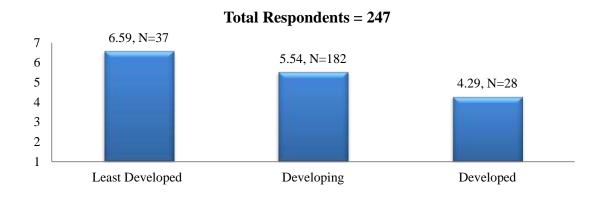


Part B: For General Stakeholder Only

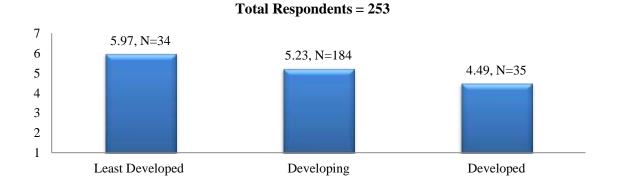
B4.1 Thinking of your interactions with APNIC, you would rate: APNIC Conferences



B4.2 Thinking of your interactions with APNIC, you would rate: APNIC training

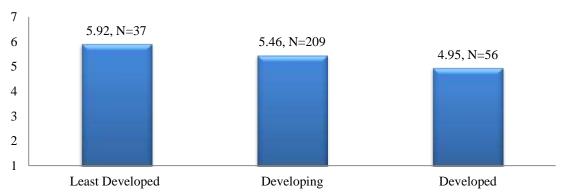


B4.3 Thinking of your interactions with APNIC, you would rate: APNIC policy development process



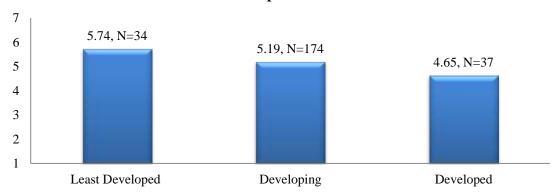
B4.4 Thinking of your interactions with APNIC, you would rate: APNIC public information services



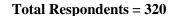


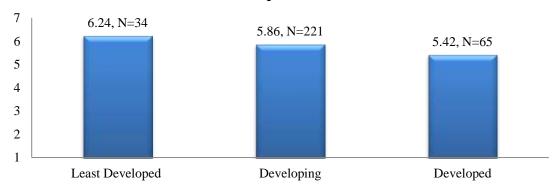
B4.5 Thinking of your interactions with APNIC, you would rate: Advisory/liaison with APNIC

Total Respondents = 245



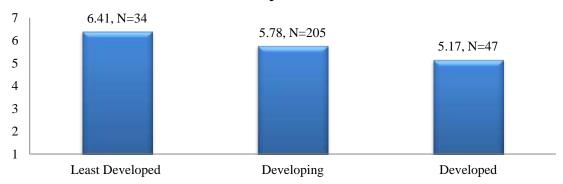
B5.1 Your assessment on APNIC's public information resources and services: Whois service





B5.2 Your assessment on APNIC's public information resources and services: Reverse DNS service

Total Respondents = 286



B5.3 Your assessment on APNIC's public information resources and services: Statistical information on Internet addressing

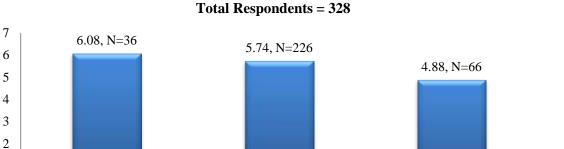
Total Respondents = 304



1

Least Developed

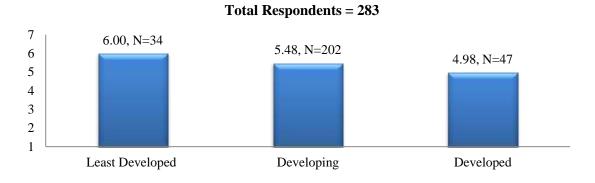
B5.4 Your assessment on APNIC's public information resources and services: APNIC Website



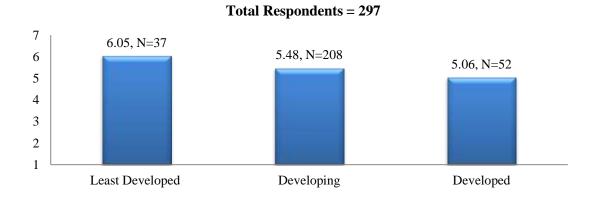
B5.5 Your assessment on APNIC's public information resources and services: Research reports

Developing

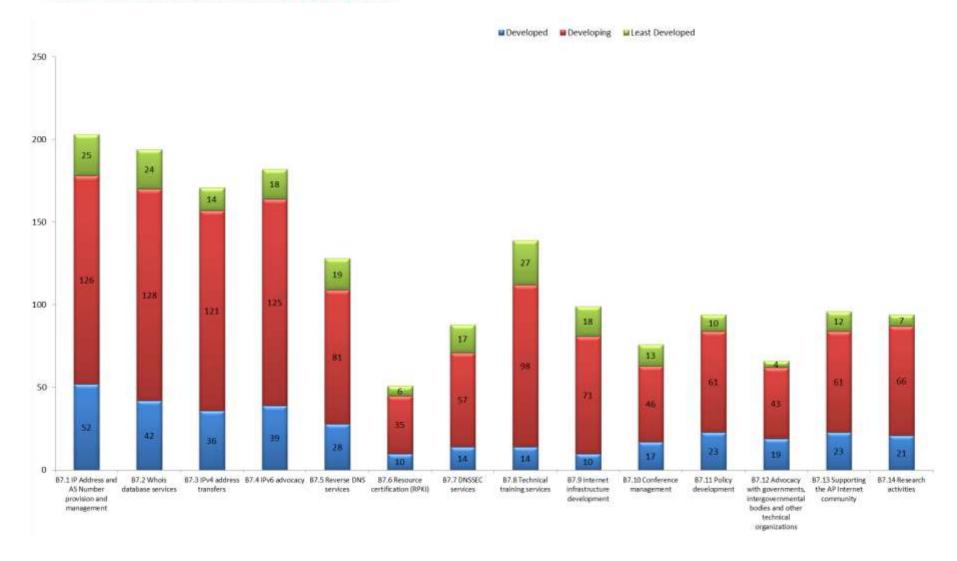
Developed



B5.6 Your assessment on APNIC's public information resources and services: General explanatory information on Internet addressing related issues

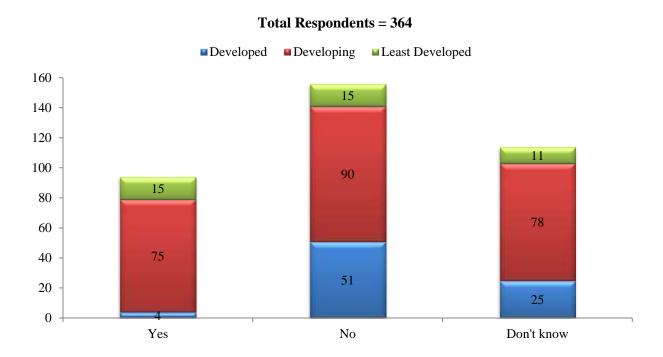


- B7.1 From your knowledge of APNIC, activities you would most commonly associate with APNIC: IP Address and AS Number provision and management
- B7.2 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Whois database services
- B7.3 From your knowledge of APNIC, activities you would most commonly associate with APNIC: IPv4 address transfers
- B7.4 From your knowledge of APNIC, activities you would most commonly associate with APNIC: IPv6 advocacy
- B7.5 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Reverse DNS services
- B7.6 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Resource certification (RPKI)
- B7.7 From your knowledge of APNIC, activities you would most commonly associate with APNIC: DNSSEC services
- B7.8 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Technical training services
- B7.9 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Internet infrastructure development
- B7.10 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Conference management
- B7.11 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Policy development
- B7.12 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Advocacy with governments, intergovernmental bodies and other technical organisations
- B7.13 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Supporting the AP Internet community
- B7.14 From your knowledge of APNIC, activities you would most commonly associate with APNIC: Research activities



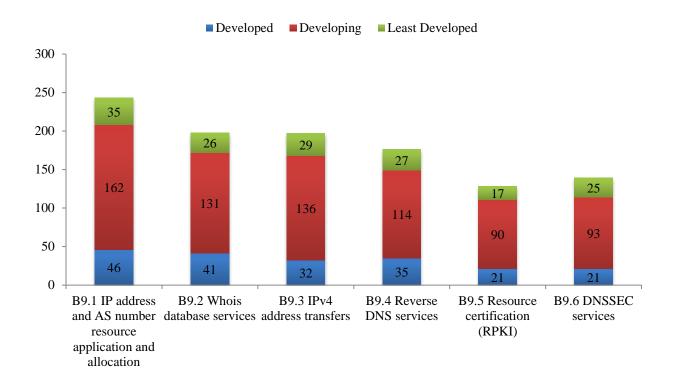


B8 APNIC's policy Development Process is open to anyone, whether their organisation is a member or not. Does your organisation actively participate in APNIC policy development?

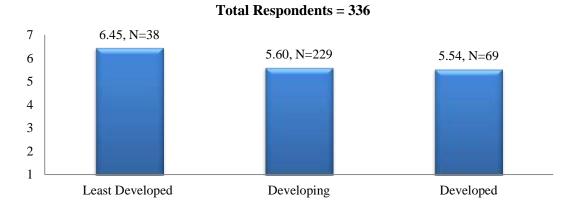




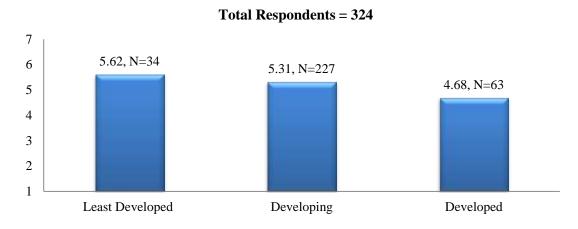
- B9.1 If you were to become an APNIC Member in future, services you would require: IP address and AS number resource application and allocation
- B9.2 If you were to become an APNIC Member in future, services you would require: Whois database services
- B9.3 If you were to become an APNIC Member in future, services you would require: IPv4 address transfers
- B9.4 If you were to become an APNIC Member in future, services you would require: Reverse DNS services
- B9.5 If you were to become an APNIC Member in future, services you would require: Resource certification (RPKI)
- B9.6 If you were to become an APNIC Member in future, services you would require: DNSSEC services



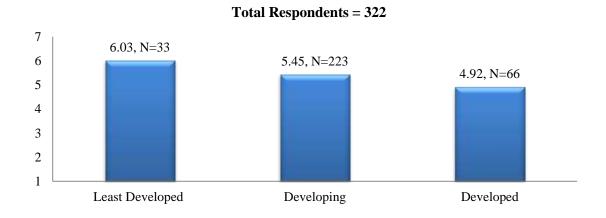
B10.1 APNIC should focus its external relations efforts on: Network Operator Groups



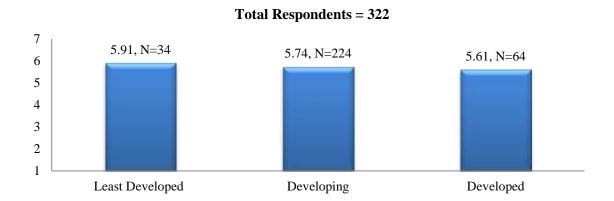
B10.2 APNIC should focus its external relations efforts on: Governments



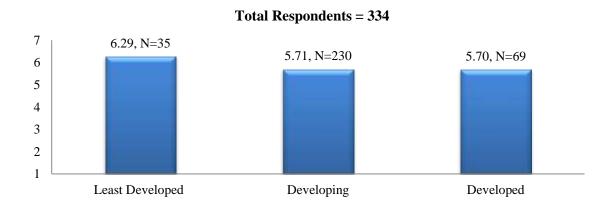
B10.3 APNIC should focus its external relations efforts on: International government-led organisations (ITU, ASEAN, UN, OECD, APECTEL, APT)



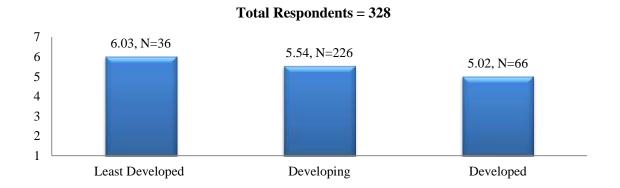
B10.4 APNIC should focus its external relations efforts on: Asia-Pacific Internet technical organisations (APIX, APIA, APTLD, APCERT, APAN)



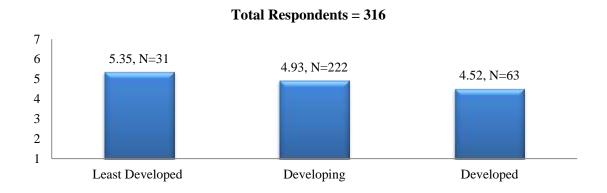
B10.5 APNIC should focus its external relations efforts on: Global Internet technical organisations (IETF, Internet Society, ICANN, W3C)



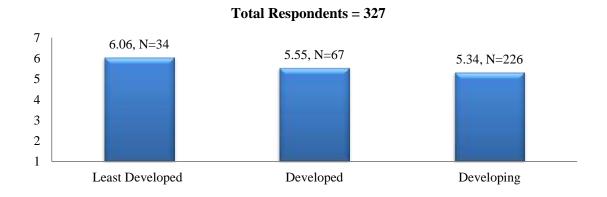
B10.6 APNIC should focus its external relations efforts on: Universities and academia



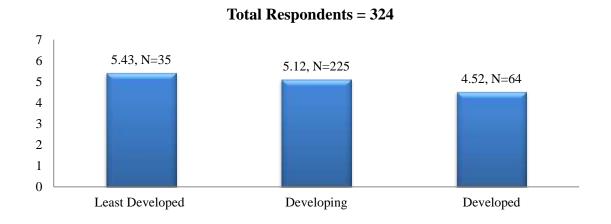
B10.7 APNIC should focus its external relations efforts on: Civil society groups



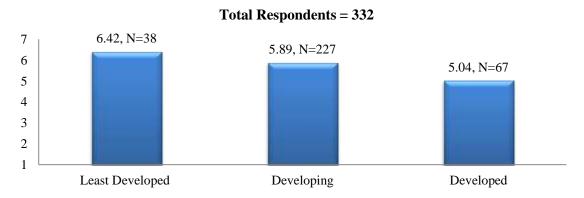
B10.8 APNIC should focus its external relations efforts on: Other Regional Internet Registries



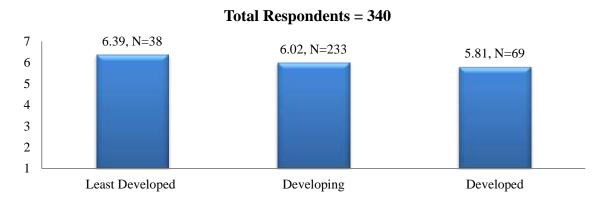
B10.9 APNIC should focus its external relations efforts on: Law enforcement agencies



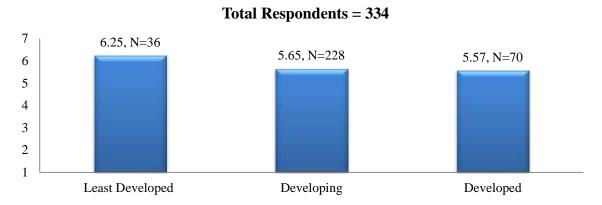
B11.1 Topics that APNIC should focus its efforts with these various stakeholders: Developing networking and technology skills



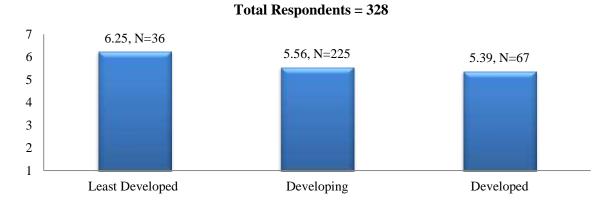
B11.2 Topics that APNIC should focus its efforts with these various stakeholders: Encouraging IPv6 adoption



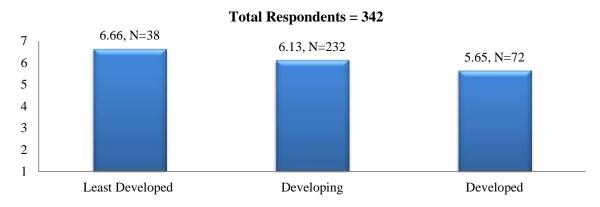
B11.3 Topics that APNIC should focus its efforts with these various stakeholders: Supporting the open, bottom-up Internet policy and coordination system



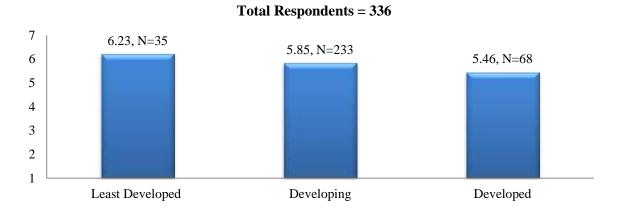
B11.4 Topics that APNIC should focus its efforts with these various stakeholders: Promoting the registry functions of RIRs and NIRs for Internet resource management



B11.5 Topics that APNIC should focus its efforts with these various stakeholders: Internet stability and security



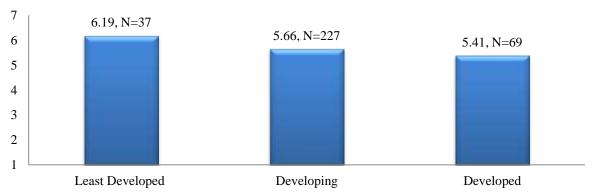
B11.6 Topics that APNIC should focus its efforts with these various stakeholders: Encouraging Internet infrastructure development





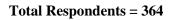
B11.7 Topics that APNIC should focus its efforts with these various stakeholders: Providing a better understanding of APNIC's activities

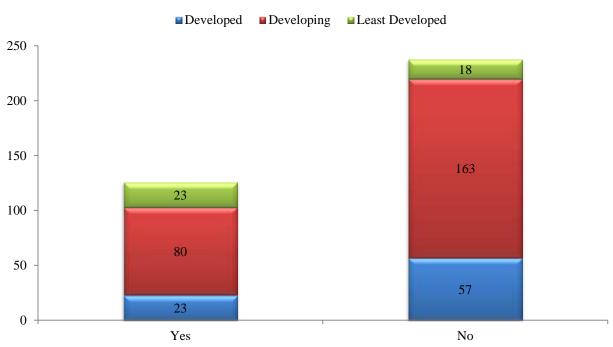






B12 Have you contacted APNIC with a query in the past two years?







B13 How would you rate your experience on how your query was handled?



