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

Total Respondents = 675

<table>
<thead>
<tr>
<th>Region</th>
<th>Frequency</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
<td>52.7%</td>
<td>356</td>
</tr>
<tr>
<td>Developed</td>
<td>26.4%</td>
<td>178</td>
</tr>
<tr>
<td>Least Developed</td>
<td>20.9%</td>
<td>141</td>
</tr>
</tbody>
</table>
A5.1 Assessment on APNIC on Quality of services

Total Respondents = 638

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.27</td>
<td>135</td>
</tr>
<tr>
<td>Developing</td>
<td>6.14</td>
<td>337</td>
</tr>
<tr>
<td>Developed</td>
<td>6.08</td>
<td>166</td>
</tr>
</tbody>
</table>

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

Total Respondents = 636

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.05</td>
<td>134</td>
</tr>
<tr>
<td>Developing</td>
<td>5.98</td>
<td>338</td>
</tr>
<tr>
<td>Developed</td>
<td>5.65</td>
<td>164</td>
</tr>
</tbody>
</table>
A6.1 APNIC's service delivery and quality on IP address and AS number resource application and allocation

Total Respondents = 619

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.27</td>
<td>135</td>
</tr>
<tr>
<td>Developing</td>
<td>6.21</td>
<td>328</td>
</tr>
<tr>
<td>Developed</td>
<td>6.08</td>
<td>156</td>
</tr>
</tbody>
</table>

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

Total Respondents = 606

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.28</td>
<td>132</td>
</tr>
<tr>
<td>Developing</td>
<td>6.09</td>
<td>327</td>
</tr>
<tr>
<td>Developed</td>
<td>5.92</td>
<td>147</td>
</tr>
</tbody>
</table>

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

Total Respondents = 425

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.99</td>
<td>102</td>
</tr>
<tr>
<td>Developing</td>
<td>5.80</td>
<td>249</td>
</tr>
<tr>
<td>Developed</td>
<td>5.46</td>
<td>74</td>
</tr>
</tbody>
</table>
A6.4 APNIC's service delivery and quality on Reverse DNS services

![Bar chart showing service delivery and quality on Reverse DNS services for Least Developed, Developing, and Developed regions with Total Respondents = 529.](image)

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

![Bar chart showing service delivery and quality on Resource certification for Least Developed, Developing, and Developed regions with Total Respondents = 357.](image)

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

![Bar chart showing service delivery and quality on MyAPNIC resource management for Developing, Least Developed, and Developed regions with Total Respondents = 588.](image)
A6.7 APNIC's service delivery and quality on MyAPNIC billing and administration functionality

Total Respondents = 574

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.05</td>
<td>128</td>
</tr>
<tr>
<td>Developing</td>
<td>5.99</td>
<td>307</td>
</tr>
<tr>
<td>Developed</td>
<td>5.60</td>
<td>139</td>
</tr>
</tbody>
</table>

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

Total Respondents = 393

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.87</td>
<td>99</td>
</tr>
<tr>
<td>Developing</td>
<td>5.77</td>
<td>246</td>
</tr>
<tr>
<td>Developed</td>
<td>5.23</td>
<td>48</td>
</tr>
</tbody>
</table>

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

Total Respondents = 560

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.23</td>
<td>127</td>
</tr>
<tr>
<td>Developing</td>
<td>6.07</td>
<td>306</td>
</tr>
<tr>
<td>Developed</td>
<td>6.04</td>
<td>127</td>
</tr>
</tbody>
</table>
A6.10 APNIC’s service delivery and quality on APNIC Conferences and events

Total Respondents = 482

- Least Developed: 6.35, N=127
- Developing: 5.77, N=281
- Developed: 5.43, N=74
A7 Over the past two years, APNIC’s service delivery and service quality to your organisation has:

Total Respondents = 644

- Developed
- Developing
- Least Developed

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Developed</th>
<th>Developing</th>
<th>Least Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve significantly</td>
<td>109</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Improved slightly</td>
<td>34</td>
<td>116</td>
<td>39</td>
</tr>
<tr>
<td>Remained the same</td>
<td>69</td>
<td>76</td>
<td>62</td>
</tr>
<tr>
<td>Declined slightly</td>
<td>2</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Declined significantly</td>
<td>0</td>
<td>21</td>
<td>32</td>
</tr>
<tr>
<td>Don't know</td>
<td>7</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Not applicable</td>
<td>8</td>
<td>32</td>
<td>8</td>
</tr>
</tbody>
</table>

Total Respondents = 644
A8.1 APNIC should place the following priorities on the following activities in future: Resource registration including the Whois database

Total Respondents = 555

- Least Developed: 5.99, N=118
- Developing: 5.69, N=295
- Developed: 5.50, N=142

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

Total Respondents = 550

- Least Developed: 6.11, N=115
- Developing: 5.58, N=293
- Developed: 5.06, N=142

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

Total Respondents: 505

- Least Developed: 5.65, N=105
- Developing: 5.31, N=270
- Developed: 4.98, N=130
A8.4 APNIC should place the following priorities on the following activities in future:
- **Internet number resource transfers**

```
5.78, N=110
5.64, N=289
5.29, N=139
```

```
Least Developed
Developing
Developed
```

**Total Respondents = 538**

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

```
6.01, N=117
5.67, N=298
5.09, N=143
```

```
Least Developed
Developing
Developed
```

**Total Respondents = 558**

A8.6 APNIC should place the following priorities on the following activities in future:
- **Membership statistics**

```
5.71, N=117
5.32, N=298
4.27, N=139
```

```
Least Developed
Developing
Developed
```

**Total Respondents = 554**
A8.7 APNIC should place the following priorities on the following activities in future: Training services

**Total Respondents = 563**

- Least Developed: 6.50, N=117
- Developing: 5.70, N=304
- Developed: 5.05, N=142

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

**Total Respondents = 551**

- Least Developed: 6.03, N=117
- Developing: 5.55, N=294
- Developed: 4.71, N=140

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

**Total Respondents = 549**

- Least Developed: 5.92, N=117
- Developing: 5.44, N=292
- Developed: 4.91, N=140
A8.10 APNIC should place the following priorities on the following activities in future: Root server deployment in the region

Total Respondents: 547

<table>
<thead>
<tr>
<th></th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>6.22, N=114</td>
<td>5.72, N=292</td>
<td>5.20, N=252</td>
</tr>
</tbody>
</table>

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

Total Respondents: 549

<table>
<thead>
<tr>
<th></th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>5.77, N=115</td>
<td>5.39, N=292</td>
<td>4.30, N=142</td>
</tr>
</tbody>
</table>

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

Total Respondents: 549

<table>
<thead>
<tr>
<th></th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>6.14, N=112</td>
<td>5.48, N=295</td>
<td>5.20, N=142</td>
</tr>
</tbody>
</table>
A8.13 APNIC should place the following priorities on the following activities in the future: Research activities – APNIC Labs

Total Respondents = 542

- Least Developed: 6.08, N=114
- Developing: 5.53, N=289
- Developed: 5.24, N=139
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

Total Respondents = 567

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

Total Respondents = 566

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)

Total Respondents = 554
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)

Total Respondents = 567

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.87</td>
<td>117</td>
</tr>
<tr>
<td>Developing</td>
<td>5.68</td>
<td>310</td>
</tr>
<tr>
<td>Developed</td>
<td>5.29</td>
<td>140</td>
</tr>
</tbody>
</table>

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)

Total Respondents = 564

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.91</td>
<td>119</td>
</tr>
<tr>
<td>Developing</td>
<td>5.67</td>
<td>298</td>
</tr>
<tr>
<td>Developed</td>
<td>5.32</td>
<td>147</td>
</tr>
</tbody>
</table>

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)

Total Respondents = 562

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.73</td>
<td>120</td>
</tr>
<tr>
<td>Developing</td>
<td>5.43</td>
<td>297</td>
</tr>
<tr>
<td>Developed</td>
<td>4.85</td>
<td>145</td>
</tr>
</tbody>
</table>
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

**Total Respondents = 571**

Least Developed: 5.68, N=117  
Developing: 5.48, N=306  
Developed: 4.65, N=148

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

**Total Respondents = 547**

Least Developed: 5.22, N=118  
Developing: 4.90, N=289  
Developed: 4.11, N=140

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)

**Total Respondents = 567**

Least Developed: 5.75, N=118  
Developing: 5.52, N=305  
Developed: 5.40, N=144
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

![Bar Chart: Total Respondents = 554](chart1)

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

![Bar Chart: Total Respondents = 580](chart2)

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

![Bar Chart: Total Respondents = 581](chart3)
A10.3 APNIC should focus its relationship with: Supporting the open, bottom-up Internet policy and coordination system

**Total Respondents = 574**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.89</td>
<td>116</td>
</tr>
<tr>
<td>Developing</td>
<td>5.78</td>
<td>308</td>
</tr>
<tr>
<td>Developed</td>
<td>5.32</td>
<td>150</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 571**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.91</td>
<td>116</td>
</tr>
<tr>
<td>Developing</td>
<td>5.73</td>
<td>307</td>
</tr>
<tr>
<td>Developed</td>
<td>5.09</td>
<td>148</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 580**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.55</td>
<td>119</td>
</tr>
<tr>
<td>Developing</td>
<td>6.05</td>
<td>306</td>
</tr>
<tr>
<td>Developed</td>
<td>5.90</td>
<td>155</td>
</tr>
</tbody>
</table>
A10.6 APNIC should focus its relationship with: Encouraging Internet infrastructure development

Total Respondents = 582

- Least Developed: 6.33, N=120
- Developing: 5.90, N=310
- Developed: 5.40, N=152

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

Total Respondents = 421

- Least Developed: 6.08, N=87
- Developing: 5.61, N=223
- Developed: 5.02, N=111
A11.1 Satisfaction with content of the APNIC Secretariat’s reporting in: IP Address and AS Number allocations

Total Respondents = 564

Least Developed: 6.16, N=118
Developing: 5.85, N=317
Developed: 5.37, N=129

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

Total Respondents = 542

Least Developed: 5.89, N=114
Developing: 5.69, N=309
Developed: 4.90, N=119

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

Total Respondents = 521

Least Developed: 5.91, N=113
Developing: 5.58, N=288
Developed: 4.95, N=120
A11.4 Satisfaction with content of the APNIC Secretariat's reporting in: Training

**Total Respondents = 517**

- Least Developed: 6.06, N=114
- Developing: 5.51, N=286
- Developed: 4.96, N=117

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

**Total Respondents = 501**

- Least Developed: 5.54, N=112
- Developing: 5.43, N=279
- Developed: 4.69, N=110

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

**Total Respondents = 483**

- Least Developed: 5.27, N=107
- Developing: 5.27, N=266
- Developed: 4.49, N=110
A11.7 Satisfaction with content of the APNIC Secretariat's reporting in: APNIC Conferences

Total Respondents = 540

- Least Developed: 6.04, N=112
- Developing: 5.70, N=311
- Developed: 5.03, N=117

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

Total Respondents = 478

- Least Developed: 5.44, N=109
- Developing: 5.25, N=267
- Developed: 4.60, N=102

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

Total Respondents = 527

- Least Developed: 5.78, N=112
- Developing: 5.51, N=287
- Developed: 4.80, N=128
A11.10 Satisfaction with content of the APNIC Secretariat's reporting in: Research activities - APNIC Labs

Total Respondents = 487

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)

Total Respondents = 515

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

Total Respondents = 506
A11.13 Satisfaction with content of the APNIC Secretariat's reporting in: ISIF Asia support

Total Respondents = 452

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.70</td>
<td>104</td>
</tr>
<tr>
<td>Developing</td>
<td>5.34</td>
<td>252</td>
</tr>
<tr>
<td>Developed</td>
<td>4.57</td>
<td>96</td>
</tr>
</tbody>
</table>

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

Total Respondents = 457

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.55</td>
<td>102</td>
</tr>
<tr>
<td>Developing</td>
<td>5.30</td>
<td>254</td>
</tr>
<tr>
<td>Developed</td>
<td>4.54</td>
<td>101</td>
</tr>
</tbody>
</table>
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.

Total Respondents = 607
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

Total Respondents = 562

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

Total Respondents = 571

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

Total Respondents = 551
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

Total Respondents = 560

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

Total Respondents = 562

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

Total Respondents = 562
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

Total Respondents = 558
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?

Total Respondents = 594

<table>
<thead>
<tr>
<th>Option</th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>37</td>
<td>118</td>
<td>17</td>
</tr>
<tr>
<td>No</td>
<td>16</td>
<td>24</td>
<td>22</td>
</tr>
<tr>
<td>Don't know</td>
<td>31</td>
<td>112</td>
<td>61</td>
</tr>
<tr>
<td>Never previously provided feedback to APNIC</td>
<td>33</td>
<td>71</td>
<td>52</td>
</tr>
</tbody>
</table>
A16 How many times have you or your organisation used APNIC’s training services in the past two years?

Total Respondents = 594

- Not at all: 23 (Least Developed), 103 (Developing), 35 (Developed)
- 1-5 times: 71 (Least Developed), 167 (Developing), 11 (Developed)
- 6-10 times: 12 (Least Developed), 12 (Developing), 3 (Developed)
- 11 or more times: 4 (Least Developed), 1 (Developing)
- Don't know: 30 (Least Developed), 13 (Developing)
A17.1 Your assessment on APNIC’s training services: Training content quality

Total Respondents = 401

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

Total Respondents = 406

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

Total Respondents = 390
A17.4 Your assessment on APNIC's training services: Delivery of face-to-face training courses

Total Respondents = 389

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

Total Respondents = 378

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

Total Respondents = 355
A17.7 Your assessment on APNIC's training services: Value for money

Total Respondents = 396

- Least Developed: 5.35, N=100
- Developing: 5.20, N=240
- Developed: 4.93, N=56
A18.1 Your assessment on APNIC’s Policy Development Process for developing Internet Number Resource management policy: Ease of understanding

Total Respondents = 490

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.63</td>
<td>110</td>
</tr>
<tr>
<td>Developing</td>
<td>5.18</td>
<td>284</td>
</tr>
<tr>
<td>Developed</td>
<td>4.69</td>
<td>96</td>
</tr>
</tbody>
</table>

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

Total Respondents = 482

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.31</td>
<td>109</td>
</tr>
<tr>
<td>Developing</td>
<td>5.16</td>
<td>280</td>
</tr>
<tr>
<td>Developed</td>
<td>4.83</td>
<td>93</td>
</tr>
</tbody>
</table>

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

Total Respondents = 482

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.41</td>
<td>109</td>
</tr>
<tr>
<td>Developing</td>
<td>5.13</td>
<td>279</td>
</tr>
<tr>
<td>Developed</td>
<td>4.70</td>
<td>94</td>
</tr>
</tbody>
</table>
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
A19.1 Reduce total Member fee revenue
A19.2 Increased fee subsidy for Members from developing economies
A19.3 Invest in improving existing Member services
A19.4 Invest in developing new Member services
A19.5 Invest in greater promotion efforts around IPv6
A19.6 Lower training fees
A19.7 Increase the number of APNIC trainers employed and APNIC training courses delivered
A19.8 Increase fellowships to encourage more attendees from developing economies to attend APNIC meetings
A19.9 Provide grants to community projects across the Asia Pacific to encourage networking skills
A19.10 Keep increasing the financial reserve
A19.11 Increase APNIC financial investments – fixed assets or other investments
A19.12 Don’t know
A20 Should services which are developed by APNIC using Member funding (such as RPKI) be made available free of charge to:

Total Respondents = 566

![Bar chart showing the distribution of responses.](chart.png)
A21.1 Your satisfactory with the transparency of EC meetings and decisions in: Level of detail of matters discussed

**Total Respondent = 356**

<table>
<thead>
<tr>
<th>Level of detail of matters discussed</th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.30, N=91</td>
<td>5.09, N=211</td>
<td>4.54, N=54</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 355**

<table>
<thead>
<tr>
<th>The activities undertaken by the EC</th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.32, N=91</td>
<td>5.08, N=210</td>
<td>4.50, N=54</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 352**

<table>
<thead>
<tr>
<th>Level of detail of financial reports attached in the minutes</th>
<th>Least Developed</th>
<th>Developing</th>
<th>Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.16, N=89</td>
<td>5.03, N=209</td>
<td>4.56, N=54</td>
</tr>
</tbody>
</table>
A21.4 Your satisfaction with the transparency of EC meetings and decisions in: The amount of reporting back to Members by the EC

**Total Respondents = 354**

- Least Developed: 5.19, N=91
- Developing: 5.01, N=207
- Developed: 4.48, N=56

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

**Total Respondents = 357**

- Least Developed: 5.27, N=92
- Developing: 5.13, N=209
- Developed: 4.48, N=56
A22 Do you think that the use of English language poses a barrier to your ability to participate in APNIC discussions?

**Total Respondents = 566**

- Developed
- Developing
- Least Developed

<table>
<thead>
<tr>
<th>Response</th>
<th>Developed</th>
<th>Developing</th>
<th>Least Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>11</td>
<td>99</td>
<td>35</td>
</tr>
<tr>
<td>No</td>
<td>119</td>
<td>181</td>
<td>73</td>
</tr>
<tr>
<td>Don't know</td>
<td>4</td>
<td>34</td>
<td>10</td>
</tr>
</tbody>
</table>

Total Respondents = 566
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

**Total Respondents = 454**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
<td>5.30</td>
<td>N=253</td>
</tr>
<tr>
<td>Least Developed</td>
<td>5.26</td>
<td>N=104</td>
</tr>
<tr>
<td>Developed</td>
<td>5.06</td>
<td>N=97</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 448**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
<td>5.38</td>
<td>N=252</td>
</tr>
<tr>
<td>Least Developed</td>
<td>5.30</td>
<td>N=103</td>
</tr>
<tr>
<td>Developed</td>
<td>5.13</td>
<td>N=93</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 444**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing</td>
<td>5.32</td>
<td>N=250</td>
</tr>
<tr>
<td>Least Developed</td>
<td>5.25</td>
<td>N=102</td>
</tr>
<tr>
<td>Developed</td>
<td>5.03</td>
<td>N=92</td>
</tr>
</tbody>
</table>
A24.4 Your satisfaction with APNIC EC in fulfilling its roles and responsibilities in: providing direction for APNIC’s policies and strategy

**Total Respondents = 446**

[Bar chart showing responses]

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

**Total Respondents = 437**

[Bar chart showing responses]
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

**Total Respondents = 423**

![Bar chart showing satisfaction levels for the composition of the APNIC EC across different development categories.](chart1)

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

**Total Respondents = 424**

![Bar chart showing satisfaction levels for the quality of candidates across different development categories.](chart2)

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

**Total Respondents = 422**

![Bar chart showing satisfaction levels for the number of candidates nominated across different development categories.](chart3)
Part B: For General Stakeholder Only

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

**Total Respondents = 250**

- Least Developed: 6.33, N=33
- Developing: 5.36, N=183
- Developed: 4.62, N=34

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

**Total Respondents = 247**

- Least Developed: 6.59, N=37
- Developing: 5.54, N=182
- Developed: 4.29, N=28

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

**Total Respondents = 253**

- Least Developed: 5.97, N=34
- Developing: 5.23, N=184
- Developed: 4.49, N=35
B4.4 Thinking of your interactions with APNIC, you would rate: APNIC public information services

**Total Respondents = 302**

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.92</td>
<td>37</td>
</tr>
<tr>
<td>Developing</td>
<td>5.46</td>
<td>209</td>
</tr>
<tr>
<td>Developed</td>
<td>4.95</td>
<td>56</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 245**

<table>
<thead>
<tr>
<th>Region</th>
<th>Rating</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.74</td>
<td>34</td>
</tr>
<tr>
<td>Developing</td>
<td>5.19</td>
<td>174</td>
</tr>
<tr>
<td>Developed</td>
<td>4.65</td>
<td>37</td>
</tr>
</tbody>
</table>
B5.1 Your assessment on APNIC's public information resources and services: Whois service

**Total Respondents = 320**

- Least Developed: 6.24, N=34
- Developing: 5.86, N=221
- Developed: 5.42, N=65

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

**Total Respondents = 286**

- Least Developed: 6.41, N=34
- Developing: 5.78, N=205
- Developed: 5.17, N=47

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

**Total Respondents = 304**

- Least Developed: 6.37, N=35
- Developing: 5.72, N=215
- Developed: 5.15, N=54
B5.4 Your assessment on APNIC’s public information resources and services: APNIC Website

**Total Respondents = 328**

- Least Developed: 6.08, N=36
- Developing: 5.74, N=226
- Developed: 4.88, N=66

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

**Total Respondents = 283**

- Least Developed: 6.00, N=34
- Developing: 5.48, N=202
- Developed: 4.98, N=47

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

**Total Respondents = 297**

- Least Developed: 6.05, N=37
- Developing: 5.48, N=208
- Developed: 5.06, N=52
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?

Total Respondents = 364

<table>
<thead>
<tr>
<th></th>
<th>Developed</th>
<th>Developing</th>
<th>Least Developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>15</td>
<td>75</td>
<td>15</td>
</tr>
<tr>
<td>No</td>
<td>51</td>
<td>90</td>
<td>11</td>
</tr>
<tr>
<td>Don't know</td>
<td>25</td>
<td>78</td>
<td>11</td>
</tr>
</tbody>
</table>
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

Total Respondents = 336

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

Total Respondents = 324

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

Total Respondents = 322
B10.4 APNIC should focus its external relations efforts on: Asia-Pacific Internet technical organisations (APIX, APIA, APTLD, APCERT, APAN)

Total Respondents = 322

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

Total Respondents = 334

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

Total Respondents = 328
B10.7 APNIC should focus its external relations efforts on: Civil society groups

**Total Respondents = 316**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.35</td>
<td>31</td>
</tr>
<tr>
<td>Developing</td>
<td>4.93</td>
<td>222</td>
</tr>
<tr>
<td>Developed</td>
<td>4.52</td>
<td>63</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 327**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>6.06</td>
<td>34</td>
</tr>
<tr>
<td>Developing</td>
<td>5.55</td>
<td>67</td>
</tr>
<tr>
<td>Developed</td>
<td>5.34</td>
<td>226</td>
</tr>
</tbody>
</table>

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

**Total Respondents = 324**

<table>
<thead>
<tr>
<th>Region</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Developed</td>
<td>5.43</td>
<td>35</td>
</tr>
<tr>
<td>Developing</td>
<td>5.12</td>
<td>225</td>
</tr>
<tr>
<td>Developed</td>
<td>4.52</td>
<td>64</td>
</tr>
</tbody>
</table>
B11.1 Topics that APNIC should focus its efforts with these various stakeholders: Developing networking and technology skills

Total Respondents = 332

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

Total Respondents = 340

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

Total Respondents = 334
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

Total Respondents = 328

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

Total Respondents = 342

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

Total Respondents = 336
B11.7 Topics that APNIC should focus its efforts with these various stakeholders: Providing a better understanding of APNIC’s activities

Total Respondents = 333

- Least Developed: 6.19, N=37
- Developing: 5.66, N=227
- Developed: 5.41, N=69
B12 Have you contacted APNIC with a query in the past two years?

Total Respondents = 364

- **Yes**
  - Developed: 23
  - Developing: 80
  - Least Developed: 23

- **No**
  - Developed: 57
  - Developing: 163
  - Least Developed: 18
B13 How would you rate your experience on how your query was handled?

Total Respondents = 124

- Developed
- Developing
- Least Developed