



2014 APNIC Survey

Executive Council Response

APNIC's eighth Member and Stakeholder Survey was commissioned by the APNIC Executive Council (EC) on 6 December 2013 and launched in March 2014. The Survey is an important initiative which helps the EC and Secretariat to understand the views of the community on APNIC's past performance and future priorities.

In 2014, a series of face-to-face "focus group" discussions were held in March and April, followed by an online survey from 11 June to 11 July. The focus groups, conducted by two independent consultants, were held in 18 cities across 16 economies in the region. The feedback received during these discussions was used in the development of the online survey, which covered a range of topics:

- Core Member services
- Training
- External relations
- Reporting and feedback mechanisms
- Policy Development Process (PDP)
- APNIC's public information resources
- Transparency
- Executive Council

The survey received 1,039 valid responses, from developed (24.6%), developing (57.9%) and least developed economies (17.4%) in the region. APNIC Account Holders comprised 64.7% of the total. The results were presented to the community at APNIC 38 and published on the APNIC website on 17 September 2014.

KEY FINDINGS

The survey indicated that APNIC Members have high satisfaction with the performance of APNIC, with quality of APNIC's services rated at 6.15/7, and value of services and membership at 5.91/7. Similarly high scores were reflected across specific service categories, and throughout the survey.

Specific improvements, however, can still be made. The survey result provides detailed direction from the Members and community on APNIC priorities in the coming years.

During the Member Meeting at APNIC 38, the findings of the focus groups and survey were presented under six headings as follows:

- Value / Fees
- Services
- Training
- Transparency
- Communications
- Community Engagement

In the EC's view, these headings categorise the findings well and so we have based our response around these headings also.

Value / Fees

While the survey shows that Members are satisfied with the value of APNIC's services and membership, the EC has reviewed APNIC fees and announced an updated fee schedule which will take effect from 1 January 2015. The new fee schedule will result in reductions for all account holders, with the aim to provide the greatest benefit to the majority of Members.

Services

The quality of APNIC Services have improved in the past two years according to the majority of Members, with 57% noting improvement and only 1.7% reporting a decline in Service quality.

The survey identifies improvement of APNIC's resource registration services as the number one future priority, and the focus group report noted the need to continue improving MyAPNIC and Whois usability. The Secretariat has advised it will publish a 2015 services roadmap and the EC trusts that Member feedback in this area will be taken into account.

Training

It is clear the community values APNIC's training services highly, with 62% of Members scoring the quality of APNIC training at 6/7 or 7/7; and the provision of training services was identified as the second highest future priority by Members.

Availability of training was highlighted in the focus group report, which identified a desire for more training in some regions. Expanding training availability, while balancing the associated costs, is an area which the EC believes needs careful assessment. During 2015 the Secretariat is planning a Training Needs Analysis, and a review of the business model for training services which will investigate how APNIC can expand training services through partnerships in funding, development, and course delivery.

Transparency

The focus group report highlighted a desire for more transparency in APNIC planning, future strategy and resource allocation, which was also demonstrated during the February Member Meeting. In response, the Secretariat is developing a new activity-based planning document to support the APNIC budget for 2015.

The EC will watch these developments closely and work with Members and the Secretariat to ensure that reporting and documentation satisfies Member needs.

The 2014 survey included questions about the EC itself, and its performance, reporting and communication processes. While the overall results of these questions were positive, it is clear that EC documentation and communications could be improved.

Comprehensive information on the APNIC EC is available on the APNIC website, however this may need to be more visible to the community. The EC notes the initial steps taken to improve APNIC accountability and transparency in 2014, including the updated APNIC Transparency web page and the NRO's RIR accountability matrix, to which APNIC contributed. The new "EC Submission" feature of MyAPNIC also provides a means for members to contact the EC directly.

Communications

Focus group feedback echoed comments during the February Member Meeting about the need for clearer communication from the Secretariat. Since then, the EC believes the Secretariat has responded positively to these concerns. Member desires for increased focus on IPv6 promotion and communication is noted.

The EC believes the feedback on translation requirements from the survey was inconclusive. While 66% of respondents said that English posed no barrier to them, the survey does favour those with English proficiency. Regarding translation, the survey suggested that translation of APNIC Policy information would be most useful. Translation is expensive, however, and the EC suggests that a review of translation options is an appropriate course of action.

Community Engagement

Regarding APNIC collaboration with other communities and organizations, Members scored all groups at least 4.7 / 7 or higher, indicating general support for a collaborative approach. However, the clear priorities were NOGs, the international technical community, Asia Pacific technical community and other RIRs.

The EC agrees with Members and endorses APNIC's continued work with the technical community regionally – particularly with NOGs – and globally. The EC also notes a desire for greater clarity of these engagements, and recognises the Secretariat has already taken steps in regular event reporting, the new APNIC Blog, and the activity-based planning for 2015. In particular, the plan will show the financial and human resources allocated to external relations activities, as specifically requested by some members.

NEXT STEPS

The results of the 2014 survey will guide APNIC's planning for 2015 and 2016. While some work was begun in 2014 (as reported at APNIC 38), the EC looks forward to improved Secretariat planning for 2015, with additional details of resource allocation against key activities.

We expect that the Secretariat will take guidance from the Survey, especially in those areas described in this document, and will keep the APNIC community well informed of its progress.

On behalf of the EC, I would like to thank you again for participating in the 2014 APNIC Survey. The EC welcomes all feedback from the membership and community so please do get in touch with us if you have comments on this summary or any other APNIC issue.



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