APNIC 2020 Survey Appendix B

# Survey Data Tables & Segmentation by Region & Classification of Economies





# **Overview**

This Appendix B provides the full results for all questions asked in the 2020 APNIC Survey.

These are presented as full frequency and / or mean scores. When analysing the survey data, the data has been cross tabulated the results by respondents' relationship with APNIC (Member or Stakeholder), APNIC sub-region (East Asia, Oceania, South East Asia and South Asia) and Classification of Economies (Least Developed Economies (LDEs)) or Other (Developed or Developing).

Questions marked with an asterix (\*) were asked only of APNIC Members. Individual responses from economies associated with non-APNIC regions were excluded.



# Q2. What is your role within the organisation?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1120	504	255	296	439	562	476	1148
Network/Systems Operations Engineer/Manager	39%	43%	30%	35%	43%	40%	38%	42%	37%
Network/Systems Planning Engineer/Manager	26%	29%	21%	29%	24%	23%	28%	32%	24%
IT Support	16%	14%	22%	9%	18%	18%	18%	20%	15%
Manager	13%	13%	13%	21%	13%	11%	12%	12%	14%
Academic/Research	11%	8%	16%	12%	5%	13%	11%	10%	11%
CEO/COO/CFO	9%	11%	6%	5%	13%	7%	12%	12%	8%
CTO/CIO	8%	10%	4%	5%	11%	6%	10%	9%	8%
Product/Peering/Interconnect Engineer/Manager	6%	7%	2%	6%	6%	6%	4%	4%	6%
Project Manager	5%	5%	7%	6%	5%	5%	5%	4%	5%
Student	5%	4%	8%	4%	3%	5%	7%	6%	4%
Other	4%	3%	7%	2%	6%	4%	5%	4%	5%
Trainer	4%	3%	7%	2%	3%	5%	5%	4%	4%
Software Engineer	3%	3%	5%	4%	4%	2%	3%	2%	4%
Sales / Marketing	2%	3%	2%	3%	2%	3%	2%	1%	3%
Applications Developer	2%	2%	2%	3%	3%	2%	1%	1%	3%



# Q3. What is your organisation's relationship with APNIC?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1120	504	255	296	439	562	476	1148
APNIC Member/Account Holder	69%	100%	0%	65%	73%	67%	71%	74%	67%
Member of an NIR in APNIC Region	16%	0%	51%	25%	8%	19%	14%	13%	17%
Other Stakeholder	15%	0%	49%	11%	18%	13%	15%	12%	16%



# Q4. How many times have you used an APNIC service, contacted or interacted with APNIC in the past two (2) years?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1120	501	255	296	438	561	475	1146
None	15%	10%	26%	15%	7%	17%	18%	17%	14%
1-5 times	42%	45%	37%	47%	52%	41%	36%	36%	45%
More than 5 times	29%	34%	17%	29%	32%	26%	30%	29%	29%
Don't know/I can't remember	14%	11%	20%	9%	8%	16%	17%	18%	12%

#### Q5. Over the past 2 years have you?



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1379	1007	372	216	276	365	461	393	986
* MyAPNIC	69%	69%	-	61%	80%	57%	74%	76%	66%
APNIC website	60%	56%	70%	56%	63%	54%	65%	60%	59%
APNIC Whois database	52%	55%	44%	85%	56%	48%	52%	51%	53%
* IP address or AS number resource application	42%	42%	-	38%	41%	40%	45%	44%	40%
APNIC training (face-to-face or online)	41%	39%	45%	31%	42%	48%	40%	44%	39%
* APNIC Helpdesk	37%	37%	-	31%	36%	30%	46%	46%	34%
APNIC Blog	33%	31%	37%	30%	32%	32%	36%	37%	31%
* Resource certification (RPKI)	27%	27%	-	27%	21%	23%	32%	36%	22%
APNIC Conference, APRICOT or another APNIC event	27%	24%	34%	28%	24%	26%	28%	30%	25%
* New membership account	25%	25%	-	21%	23%	20%	31%	30%	23%
Met with an APNIC representative	22%	19%	28%	21%	24%	19%	24%	15%	21%
* APNIC's EC election	20%	20%	-	15%	8%	13%	36%	39%	12%
* APNIC reverse DNS service (as an address holder)	18%	18%	-	19%	16%	15%	19%	19%	18%
* IPv4 address transfer (as source or recipient)	16%	16%	-	18%	15%	13%	17%	18%	15%
Presentation by APNIC representative	16%	12%	25%	13%	18%	15%	15%	15%	16%
**Contacted APNIC with a query	13%	-	13%	8%	23%	11%	13%	10%	14%
APNIC Internet Directory	11%	9%	18%	14%	9%	9%	13%	11%	11%
* APNIC Annual Report	10%	10%		16%	10%	5%	10%	10%	10%
Special Interest Groups (SIGs)	8%	6%	13%	9%	7%	4%	11%	10%	7%
APNIC Foundation activities (of any kind)	7%	5%	11%	5%	8%	7%	7%	6%	7%
APNIC Policy Development Process	6%	5%	9%	27%	5%	4%	8%	8%	5%
* APNIC RDAP service	4%	4%	-	4%	2%	3%	5%	4%	3%
APNIC NetOX	2%	2%	2%	3%	1%	2%	3%	2%	2%
None of these	2%	1%	5%	1%	1%	4%	2%	3%	2%

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\* Option not offered to Stakeholder respondents \*\* Option not offered to Member respondents 6



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
MyAPNIC									
Very Poor	0%	0%		2%	0%	0%	0%	0%	0%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	1%	1%		2%	1%	1%	1%	1%	1%
Neutral	5%	5%		9%	7%	7%	2%	2%	7%
5	7%	7%		12%	8%	8%	4%	5%	9%
6	48%	48%		51%	51%	52%	44%	45%	49%
Excellent	38%	38%		24%	34%	31%	49%	47%	33%
Тор З	93%	93%		87%	93%	91%	98%	97%	91%
Mean	6.14	6.14		5.77	6.11	6.05	6.39	6.35	6.04
Std. Dev.	0.91	0.91		1.19	0.86	0.90	0.71	0.74	0.97

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC website									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	1%	1%	0%	1%	1%	1%	1%	0%	1%
Neutral	6%	5%	7%	10%	5%	7%	3%	3%	7%
5	10%	9%	11%	16%	8%	12%	5%	5%	11%
6	45%	45%	44%	44%	45%	47%	45%	47%	44%
Excellent	39%	40%	37%	30%	42%	34%	46%	45%	37%
Тор З	93%	94%	92%	89%	94%	92%	97%	97%	92%
Mean	6.16	6.18	6.10	5.92	6.22	6.06	6.33	6.33	6.09
Std. Dev.	0.87	0.86	0.89	0.96	0.84	0.89	0.76	0.73	0.91



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Whois database									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	1%	1%	1%	0%	0%	0%	0%
3	0%	0%	1%	2%	0%	0%	0%	0%	1%
Neutral	6%	6%	5%	11%	10%	5%	1%	2%	8%
5	9%	8%	15%	17%	6%	12%	4%	7%	10%
6	44%	43%	48%	42%	45%	49%	40%	40%	45%
Excellent	40%	43%	29%	28%	37%	35%	54%	51%	36%
Тор З	93%	94%	92%	87%	89%	95%	98%	98%	91%
Mean	6.16	6.22	5.95	5.80	6.08	6.14	6.46	6.40	6.07
Std. Dev.	0.89	0.85	0.98	1.06	0.98	0.80	0.68	0.71	0.94

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
IP address/AS number resource applications									
Very Poor	0%	0%		0%	0%	0%	1%	1%	0%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	1%	1%		4%	4%	1%	0%	0%	2%
Neutral	9%	9%		11%	18%	8%	3%	2%	12%
5	6%	6%		11%	5%	11%	3%	3%	8%
6	41%	41%		37%	38%	47%	40%	45%	39%
Excellent	42%	42%		39%	36%	34%	53%	49%	38%
Тор З	89%	89%		86%	79%	91%	96%	97%	86%
Mean	6.12	6.12		5.96	5.86	6.05	6.41	6.38	6.00
Std. Dev.	1.01	1.01		1.12	1.20	0.92	0.83	0.81	1.07



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Training									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	1%	0%	0%	0%	1%	0%	0%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	3%	3%	2%	2%	3%	3%	2%	2%	4%
5	7%	7%	9%	11%	6%	8%	4%	5%	8%
6	38%	37%	40%	29%	29%	46%	40%	36%	38%
Excellent	52%	53%	48%	59%	61%	43%	53%	57%	49%
Тор З	97%	97%	97%	98%	97%	97%	97%	98%	96%
Mean	6.38	6.40	6.32	6.45	6.48	6.28	6.42	6.48	6.33
Std. Dev.	0.77	0.76	0.81	0.75	0.76	0.76	0.75	0.68	0.81

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Helpdesk									
Very Poor									
2	1%	1%		2%	0%	0%	1%	1%	0%
3	0%	0%		0%	0%	0%	0%	0%	0%
Neutral	4%	4%		7%	8%	3%	1%	0%	6%
5	6%	6%		9%	10%	6%	4%	4%	8%
6	39%	39%		46%	32%	44%	39%	44%	36%
Excellent	50%	50%		37%	51%	48%	56%	50%	50%
Тор З	95%	95%		91%	92%	98%	98%	99%	94%
Mean	6.33	6.33		6.07	6.25	6.36	6.45	6.39	6.29
Std. Dev.	0.87	0.87		1.04	0.94	0.72	0.82	0.83	0.90



(Only the specific services selected at Q5 presented to each respondent – n=various)

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Blog									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	0%	1%	0%	0%	1%	0%	1%	1%	0%
Neutral	7%	7%	7%	11%	5%	9%	5%	6%	7%
5	8%	8%	9%	12%	7%	11%	5%	7%	9%
6	45%	44%	48%	42%	35%	48%	51%	52%	42%
Excellent	39%	41%	36%	35%	52%	32%	38%	35%	42%
Тор З	93%	93%	93%	89%	94%	91%	94%	93%	92%
Mean	6.16	6.18	6.12	6.02	6.33	6.03	6.21	6.14	6.17
Std. Dev.	0.87	0.88	0.85	0.96	0.88	0.89	0.81	0.84	0.89

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Resources Certification (RPKI)									
Very Poor	0%	0%		0%	2%	0%	0%	0%	1%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	1%	1%		2%	0%	0%	0%	0%	2%
Neutral	5%	5%		12%	5%	3%	3%	3%	6%
5	4%	4%		5%	2%	5%	4%	5%	4%
6	44%	44%		54%	41%	49%	40%	40%	47%
Excellent	46%	46%		27%	50%	43%	53%	53%	41%
Тор З	94%	94%		85%	93%	97%	97%	97%	91%
Mean	6.26	6.26		5.90	6.27	6.31	6.43	6.43	6.15
Std. Dev.	0.90	0.90		1.02	1.11	0.72	0.71	0.71	1.00

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	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Conferences, APRICOT & Events									
Very Poor	0%	0%	1%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	0%	0%	0%	0%	1%	0%	0%	0%	0%
Neutral	5%	4%	8%	10%	9%	4%	2%	6%	5%
5	8%	8%	7%	7%	10%	10%	4%	6%	8%
6	34%	34%	33%	33%	22%	42%	34%	34%	33%
Excellent	53%	54%	51%	50%	57%	44%	60%	54%	53%
Тор З	94%	96%	91%	90%	90%	96%	98%	94%	94%
Mean	6.33	6.38	6.24	6.23	6.24	6.25	6.53	6.36	6.32
Std. Dev.	0.89	0.82	1.03	0.96	1.06	0.81	0.65	0.85	0.92

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
New membership account									
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		3%	0%	0%	0%	0%	1%
3	4%	4%		3%	6%	0%	3%	3%	4%
Neutral	6%	6%		6%	13%	10%	1%	1%	9%
5	8%	8%		16%	6%	12%	4%	1%	12%
6	41%	41%		52%	40%	44%	39%	41%	41%
Excellent	41%	41%		19%	35%	35%	54%	53%	34%
Тор З	90%	90%		87%	81%	90%	96%	96%	87%
Mean	6.08	6.08		5.68	5.85	6.04	6.40	6.40	5.90
Std. Dev.	1.06	1.06		1.17	1.22	0.93	0.84	0.86	1.11



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Met with APNIC representative									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	1%	1%	1%	2%	0%	0%	1%	0%	1%
Neutral	2%	2%	4%	4%	6%	1%	0%	0%	3%
5	6%	5%	8%	7%	6%	9%	4%	8%	5%
6	28%	26%	31%	41%	22%	33%	23%	27%	28%
Excellent	63%	67%	56%	46%	66%	57%	72%	65%	62%
Тор З	97%	98%	95%	93%	94%	99%	99%	100%	96%
Mean	6.51	6.57	6.38	6.24	6.48	6.46	6.66	6.58	6.47
Std. Dev.	0.77	0.71	0.86	0.92	0.87	0.72	0.64	0.63	0.83

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC EC Election									
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	0%	0%		0%	0%	0%	0%	0%	1%
Neutral	11%	11%		22%	13%	12%	6%	9%	14%
5	8%	8%		13%	19%	18%	4%	5%	13%
6	46%	46%		39%	50%	47%	48%	45%	46%
Excellent	35%	35%		26%	19%	24%	42%	41%	26%
Top 3	89%	89%		78%	88%	88%	94%	91%	85%
Mean	6.03	6.03		5.70	5.75	5.82	6.25	6.19	5.83
Std. Dev.	0.95	0.95		1.11	0.93	0.94	0.81	0.88	1.01



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Reverse DNS									
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	2%	2%		0%	3%	0%	1%	2%	2%
Neutral	5%	5%		10%	6%	0%	3%	2%	6%
5	10%	10%		7%	12%	15%	6%	5%	12%
6	46%	46%		59%	39%	59%	37%	49%	45%
Excellent	37%	37%		24%	39%	26%	52%	42%	35%
Тор З	93%	93%		90%	91%	100%	96%	97%	92%
Mean	6.13	6.13		5.97	6.06	6.10	6.36	6.29	6.05
Std. Dev.	0.90	0.90		0.87	1.03	0.64	0.85	0.79	0.94

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
IP address transfer									
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	1%	1%		4%	0%	0%	0%	0%	1%
3	0%	0%		0%	0%	0%	0%	0%	0%
Neutral	8%	8%		4%	6%	15%	5%	2%	11%
5	10%	10%		19%	10%	9%	5%	11%	10%
6	49%	49%		44%	48%	55%	50%	51%	49%
Excellent	32%	32%		30%	35%	21%	40%	36%	30%
Тор З	92%	92%		93%	94%	85%	95%	98%	88%
Mean	6.04	6.04		5.89	6.13	5.82	6.24	6.22	5.95
Std. Dev.	0.91	0.91		1.12	0.85	0.95	0.78	0.71	0.99



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC presentation									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	0%	1%	0%	0%	2%	0%	0%	0%	1%
Neutral	3%	3%	3%	0%	4%	7%	0%	0%	5%
5	6%	6%	7%	14%	0%	7%	6%	7%	6%
6	39%	34%	45%	39%	37%	43%	38%	39%	39%
Excellent	51%	56%	46%	46%	57%	43%	56%	54%	50%
Top 3	96%	96%	97%	100%	94%	93%	100%	100%	95%
Mean	6.37	6.41	6.33	6.32	6.43	6.20	6.51	6.47	6.34
Std. Dev.	0.78	0.81	0.74	0.72	0.85	0.88	0.61	0.63	0.83

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Contact									
Very Poor	0%		0%	0%	0%	0%	0%	0%	0%
2	0%		0%	0%	0%	0%	0%	0%	0%
3	2%		2%	0%	0%	0%	7%	0%	3%
Neutral	4%		4%	0%	13%	0%	0%	0%	5%
5	6%		6%	0%	6%	9%	0%	0%	8%
6	37%		37%	40%	25%	45%	40%	33%	38%
Excellent	51%		51%	60%	56%	45%	53%	67%	48%
Top 3	94%		94%	100%	88%	100%	93%	100%	93%
Mean	6.31		6.31	6.60	6.25	6.36	6.33	6.67	6.23
Std. Dev.	0.92		0.92	0.55	1.06	0.67	1.05	0.50	0.97



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Internet Directory									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	3%	0%	0%	0%	0%	1%
3	1%	2%	0%	0%	4%	0%	2%	2%	1%
Neutral	9%	9%	9%	7%	15%	18%	2%	0%	13%
5	10%	7%	15%	10%	8%	15%	7%	4%	13%
6	38%	37%	40%	47%	35%	39%	36%	42%	37%
Excellent	40%	44%	36%	33%	38%	27%	54%	51%	36%
Тор 3	89%	88%	91%	90%	81%	82%	97%	98%	86%
Mean	6.06	6.08	6.03	5.97	5.88	5.76	6.39	6.40	5.92
Std. Dev.	1.04	1.12	0.94	1.13	1.21	1.06	0.82	0.78	1.10

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Annual Report									
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	0%	0%		0%	0%	0%	0%	0%	0%
Neutral	13%	13%		13%	10%	15%	14%	17%	12%
5	5%	5%		4%	10%	15%	0%	0%	7%
6	45%	45%		50%	60%	46%	36%	43%	46%
Excellent	36%	36%		33%	20%	23%	50%	40%	34%
Тор З	87%	87%		88%	90%	85%	86%	83%	88%
Mean	6.04	6.04		6.04	5.90	5.77	6.22	6.07	6.03
Std. Dev.	0.98	0.98		0.95	0.85	1.01	1.02	1.05	0.95



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Special Interest Group (SIG)									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	1%	0%	2%	0%	0%	0%	2%	0%	2%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	5%	5%	4%	11%	6%	0%	4%	7%	3%
5	17%	20%	13%	21%	6%	20%	15%	17%	17%
6	43%	40%	47%	42%	33%	60%	44%	44%	42%
Excellent	35%	35%	34%	26%	56%	20%	35%	32%	36%
Тор З	94%	95%	94%	89%	94%	100%	94%	93%	95%
Mean	6.05	6.05	6.04	5.84	6.39	6.00	6.04	6.00	6.08
Std. Dev.	0.93	0.87	1.00	0.96	0.85	0.65	0.99	0.89	0.95

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Foundation									
Very Poor	1%	2%	0%	0%	5%	0%	0%	0%	2%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	3%	0%	7%	10%	5%	4%	0%	0%	5%
5	9%	15%	2%	10%	5%	12%	10%	8%	9%
6	41%	46%	36%	50%	36%	46%	39%	46%	39%
Excellent	46%	38%	55%	30%	50%	38%	52%	46%	45%
Тор З	96%	98%	93%	90%	91%	96%	100%	100%	94%
Mean	6.24	6.13	6.38	6.00	6.14	6.19	6.42	6.38	6.20
Std. Dev.	0.95	1.02	0.85	0.94	1.39	0.80	0.67	0.65	1.04



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC Policy Development Process									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	1%	0%	3%	5%	0%	0%	0%	0%	2%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	7%	10%	3%	0%	15%	0%	9%	7%	8%
5	18%	18%	19%	42%	0%	14%	14%	13%	21%
6	39%	39%	38%	37%	23%	64%	34%	43%	36%
Excellent	35%	33%	38%	16%	62%	21%	43%	37%	34%
Тор З	92%	90%	94%	95%	85%	100%	91%	93%	91%
Mean	5.98	5.96	6.00	5.53	6.31	6.07	6.11	6.10	5.91
Std. Dev.	1.01	0.96	1.11	1.12	1.11	0.62	0.96	0.88	1.08

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
APNIC RDAP service									
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	3%	3%		17%	0%	0%	0%	0%	4%
3	3%	3%		0%	20%	0%	0%	0%	4%
Neutral	8%	8%		33%	0%	0%	0%	0%	13%
5	6%	6%		0%	0%	13%	6%	8%	4%
6	31%	31%		33%	40%	38%	25%	23%	35%
Excellent	50%	50%		17%	40%	50%	69%	69%	39%
Top 3	86%	86%		50%	80%	100%	100%	100%	78%
Mean	6.08	6.08		4.83	5.80	6.38	6.63	6.62	5.78
Std. Dev.	1.27	1.27		1.83	1.64	0.74	0.62	0.65	1.44



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
NetOX									
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	7%	5%	14%	0%	25%	14%	0%	0%	9%
5	14%	14%	14%	17%	25%	14%	8%	14%	14%
6	31%	41%	0%	0%	50%	43%	33%	29%	32%
Excellent	48%	41%	71%	83%	0%	29%	58%	57%	45%
Top 3	93%	95%	86%	100%	75%	86%	100%	100%	91%
Mean	6.21	6.18	6.29	6.67	5.25	5.86	6.50	6.43	6.14
Std. Dev.	0.94	0.85	1.25	0.82	0.96	1.07	0.67	0.79	0.99



#### Q8. What do you think are the main barriers to participation in APNIC community activities?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
	1624	1120	504	255	296	439	562	476	1148
Cost-related factors	39%	40%	38%	31%	39%	40%	44%	47%	36%
Lack of time to participate	34%	35%	31%	25%	56%	31%	27%	24%	38%
Geographical-related factors	29%	31%	27%	33%	28%	30%	28%	29%	30%
Skills and knowledge-related factors	20%	18%	24%	18%	19%	24%	20%	23%	19%
Language-related factors	17%	17%	17%	36%	4%	20%	13%	19%	16%
Technical challenges with remote participation	16%	15%	19%	12%	16%	20%	17%	18%	16%
Accessibility / Disability-related factors	3%	3%	4%	2%	1%	3%	5%	6%	2%
Age-related factors	2%	2%	4%	1%	1%	4%	3%	3%	2%
Gender-related factors	1%	1%	2%	1%	2%	2%	1%	1%	2%
Other	2%	2%	2%	2%	4%	1%	1%	1%	2%
No significant barriers to participation	21%	21%	19%	20%	18%	18%	23%	19%	21%



#### Q10. Where should APNIC place additional focus to encourage greater diversity of participation in community activities?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
	1623	1120	503	255	296	439	562	476	1147
Language diversity	36%	36%	36%	55%	12%	43%	36%	42%	33%
Cultural diversity	26%	25%	30%	36%	23%	22%	29%	28%	26%
Age diversity (e.g. youth)	20%	18%	24%	18%	21%	21%	18%	18%	20%
Improved accessibility for those with disabilities	16%	16%	17%	5%	12%	18%	23%	26%	12%
Gender diversity	9%	8%	10%	6%	15%	6%	8%	8%	9%
Other	4%	4%	6%	2%	7%	3%	5%	4%	5%
No diversity support required from APNIC	28%	31%	20%	21%	43%	26%	22%	18%	32%

# Q11. \*Thinking about APNIC overall, how would you rate:



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Quality of Service	1119	1119	0	165	217	296	397	353	766
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	0%	0%		1%	0%	0%	0%	0%	1%
Neutral	7%	7%		9%	10%	7%	3%	3%	9%
5	9%	9%		11%	11%	9%	6%	7%	9%
6	45%	45%		50%	45%	51%	39%	40%	47%
Excellent	39%	39%		29%	33%	33%	52%	50%	34%
Top 3	92%	92%		90%	89%	93%	97%	97%	90%
Mean	6.15	6.15		5.98	5.99	6.10	6.41	6.37	6.05
Std. Dev.	0.89	0.89		0.92	1.00	0.83	0.74	0.75	0.94
Value of services	1119	1119	0	165	217	296	397	353	766
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		0%	1%	0%	0%	0%	0%
3	0%	0%		0%	1%	0%	0%	0%	1%
Neutral	8%	8%		8%	13%	7%	4%	3%	10%
5	8%	8%		10%	12%	10%	4%	5%	9%
6	43%	43%		44%	38%	51%	40%	40%	44%
Excellent	40%	40%		37%	34%	32%	53%	51%	35%
Top 3	91%	91%		92%	84%	93%	96%	97%	89%
Mean	6.13	6.13		6.10	5.86	6.08	6.42	6.39	6.02
Std. Dev.	0.94	0.94		0.90	1.17	0.85	0.74	0.74	1.00
Value of membership	1119	1119	0	165	217	296	397	353	766
Very Poor	0%	0%		0%	0%	0%	0%	0%	0%
2	0%	0%		0%	1%	0%	0%	0%	0%
3	1%	1%		0%	3%	0%	1%	1%	1%
Neutral	10%	10%		8%	17%	11%	3%	4%	12%
5	10%	10%		16%	12%	8%	7%	10%	10%
6	41%	41%		41%	34%	46%	40%	39%	41%
Excellent	39%	39%		34%	33%	34%	49%	46%	35%
Тор 3	89%	89%		92%	79%	89%	96%	95%	86%
Mean	6.05	6.05		6.01	5.72	6.04	6.33	6.27	5.95
Std. Dev.	1.01	1.01		0.92	1.28	0.94	0.79	0.84	1.06

APNIC 2020 Survey Appendix B Survey Data Tables & Segmentation by Region and Classification of Economies



# Q11. \*\* Overall, how would you rate your experience dealing with APNIC?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
	502	0	502	90	79	143	163	121	381
Very Poor	0%		0%	0%	0%	0%	0%	0%	0%
2	2%		2%	0%	3%	3%	1%	2%	2%
3	1%		1%	1%	0%	3%	1%	2%	1%
Neutral	13%		13%	22%	8%	12%	12%	16%	12%
5	11%		11%	16%	3%	17%	9%	14%	10%
6	47%		47%	43%	44%	46%	50%	43%	48%
Excellent	26%		26%	18%	43%	20%	26%	23%	27%
Top 3	84%		84%	77%	90%	83%	85%	80%	85%
Mean	5.8		5.8	5.5	6.2	5.6	5.8	5.6	5.8
Std. Dev.	1.1		1.1	1.1	1.1	1.2	1.1	1.2	1.1



# Q13. Thinking about Internet-related services, products or activities, what are the MAIN STRATEGIC challenges facing your organisation? Please rank these in order of priority, where 1 is the greatest challenge. Top Rank

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	286	230	56	29	68	64	118	85	201
Cost control of hardware, software, and network investment	17%	18%	13%	10%	19%	19%	17%	19%	16%
Compliance with regulatory requirements	16%	15%	23%	3%	9%	20%	22%	19%	15%
Hiring and / or keeping skilled employees	15%	16%	13%	24%	18%	13%	11%	11%	17%
Security risks which affect business	15%	14%	16\$	0%	25%	6%	17%	16%	14%
Scaling up capacity to meet market demands	9%	10%	5%	14%	9%	11%	8%	7%	10%
Introduction of new products and services to improve business and stay competitive	9%	10%	5%	14%	9%	14%	5%	7%	9%
Adapting business model to meet market changes	7%	7%	11%	21%	9%	5%	4%	4%	9%
Keeping pace with new technologies	6%	6%	5%	7%	1%	5%	9%	11%	4%
Access to reliable and credible Internet Industry data	5%	4%	9%	7%	1%	8%	6%	7%	4%

# Q14. Thinking again about your Internet-related services, products or activities, what are the MAIN operational challenges facing your organisation? (Top Rank)



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1573	1087	486	252	295	425	531	444	1129
Handling of security incidents	23%	21%	25%	26%	20%	21%	25%	27%	21%
Managing cost of systems, network operations, and security	18%	17%	19%	15%	26%	20%	13%	14%	19%
Coping with IPv4 shortage	13%	16%	7%	19%	8%	12%	14%	12%	13%
Automation of network & systems operations	11%	11%	10%	6%	12%	11%	11%	11%	11%
Deployment of IPv6 in our network	10%	9%	10%	8%	6%	10%	12%	12%	9%
Management of Internet traffic, transit & peering and network capacity	9%	9%	7%	8%	9%	8%	9%	9%	8%
Keeping up with the pace of technology changes (e.g. SDN, NFV, blockchain)	8%	7%	10%	11%	6%	8%	7%	7%	8%
Managing the impact of new Internet technologies (e.g. 5G, IoT) on existing infrastructure	6%	5%	8%	7%	5%	6%	6%	5%	6%
Benchmarking and adopting best practices in network operations	4%	4%	4%	2%	7%	5%	2%	2%	4%

# survey matters.

# Q16. Thinking about network security, what are the MAIN challenges facing your organisation?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1623	1120	503	255	296	439	562	476	1147
DDoS attacks	41%	44%	32%	51%	24%	40%	46%	48%	38%
Phishing, spam, malware, ransomware	40%	41%	36%	37%	49%	35%	40%	38%	40%
Staff lack awareness of security issues	30%	27%	36%	27%	40%	29%	28%	29%	31%
Blacklisting of our IP addresses	23%	26%	15%	16%	16%	22%	31%	28%	21%
Lack of expertise in implementing enterprise-wide security programs	20%	19%	24%	16%	21%	25%	19%	19%	21%
Routing security	20%	21%	18%	20%	16%	21%	20%	23%	19%
Intrusion and other breaches	18%	19%	16%	31%	22%	16%	11%	11%	21%
Lack of clear directives/policies from relevant government authorities	16%	14%	21%	11%	12%	18%	20%	21%	14%
Inadequate security policies	16%	14%	19%	20%	18%	15%	14%	18%	15%
Lack of application security	13%	13%	13%	8%	15%	14%	12%	12%	13%
Handling abuse and incident reports	12%	11%	14%	12%	12%	14%	11%	11%	13%
Lack of clear directives/policies from management	11%	11%	13%	11%	11%	13%	11%	12%	11%
Lack of security for IoT applications	11%	11%	11%	7%	11%	10%	12%	11%	11%
Other	2%	2%	2%	2%	4%	1%	1%	1%	2%



# Q17. How might APNIC best assist you or others with network security challenges?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1623	1120	503	255	296	439	562	476	1147
Increase security-focused Training courses (DDoS prevention, Security policy development etc.)	49%	51%	44%	48%	40%	50%	55%	58%	45%
Collaboration with other technical security organizations to share information and best practice	37%	39%	34%	42%	40%	37%	34%	36%	38%
Sharing of security insights on the APNIC Blog and website	26%	27%	24%	23%	26%	30%	24%	21%	28%
Engagement with governments in the region about the issues of cyber security	24%	22%	29%	25%	19%	21%	30%	31%	21%
Encourage CERT development and information sharing between CERTs and the APNIC community	19%	17%	24%	23%	22%	20%	18%	17%	20%
Enhance security content in APNIC conferences	14%	13%	16%	15%	11%	15%	14%	14%	14%
APNIC is already doing all it can to assist with these challenges	8%	8%	7%	4%	11%	6%	7%	6%	9%
None of these	2%	2%	2%	2%	4%	1%	1%	1%	3%



#### Q19.\*Thinking about the scarcity of IPv4 addresses, what are the MAIN challenges facing your organisation?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1119	1119	0	165	217	296	397	353	766
Deploying IPv6	34%	34%		36%	28%	38%	36%	34%	34%
The cost of buying IPv4 addresses	27%	27%		24%	20%	30%	30%	29%	25%
Finding available IPv4 addresses	26%	26%		28%	15%	26%	30%	26%	25%
It is not an issue for my organisation	22%	22%		16%	37%	19%	17%	18%	23%
Cost and complexity of NATs	16%	16%		16%	16%	17%	17%	18%	16%
IPv4 address transfer policies	14%	14%		21%	9%	14%	14%	16%	14%
"Health" of IPv4 addresses being transferred (e.g. blacklisting)	13%	13%		12%	10%	11%	15%	14%	12%
Don't know	4%	4%		2%	5%	4%	5%	5%	4%
Other	1%	1%		2%	0%	1%	1%	0%	1%

#### Q20.\*Thinking about the scarcity of IPv4 addresses, which, if any, of the following IPv4 activities do you think APNIC should undertake?



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	879	879	0	139	136	239	330	288	591
Reclaim unused IPv4 resources which have no existing (or contactable) holder	40%	40%		40%	46%	37%	39%	36%	42%
Analyse and identify unused IPv4 addresses	39%	39%		30%	26%	46%	43%	40%	38%
Attempt to recover unused IPv4 resources from identified address holders	29%	29%		26%	25%	26%	35%	36%	26%
Work with resource holders to optimise IPv4 address usage	26%	26%		28%	23%	25%	28%	29%	24%
Serve actively as an IPv4 address broker	16%	16%		25%	21%	14%	13%	11%	18%
Ensure consistent treatment of "historical" and "current" IPv4 resource holdings	16%	16%		17%	17%	18%	14%	16%	16%
Don't know	8%	8%		6%	10%	5%	9%	9%	7%

# survey matters.

# Q21. \*Has your organisation already deployed or are you ready for deployment of IPv6?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1118	1118	0	165	217	296	396	352	766
Yes, IPv6 is fully deployed in our networks and customer service	20%	20%		36%	15%	19%	15%	13%	23%
Yes, IPv6 is deployed in our core networks but not in access or other networks	23%	23%		23%	18%	23%	26%	24%	22%
We have an IPv6 deployment plan	32%	32%		24%	22%	32%	43%	46%	26%
We do not have any IPv6 deployment plans	25%	25%		17%	45%	26%	16%	17%	28%



# Q22. \* What is preventing IPv6 deployment in access or other networks?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	262	262	0	39	40	69	105	88	174
Lack of demand for IPv6 from customers	53%	53%		51%	60%	61%	49%	52%	54%
Lack of knowledge and expertise on IPv6	31%	31%		28%	30%	28%	37%	39%	28%
Lack of CPE (customer equipment) that supports IPv6	26%	26%		21%	20%	26%	30%	34%	21%
Lack of business/technical advantages or reasons to adopt IPv6	24%	24%		31%	38%	25%	14%	15%	28%
Lack of IPv6 support in network management/security systems	18%	18%		23%	15%	7%	24%	25%	15%
Lack of support for IPv6 amongst vendors	11%	11%		10%	18%	6%	12%	11%	11%
Our upstream providers or peers do not support IPv6	8%	8%		5%	5%	12%	8%	5%	10%
None of these	5%	5%		5%	5%	7%	4%	2%	6%
Other	4%	4%		5%	3%	6%	1%	1%	6%

#### Q23. \*Which of the following APNIC activities do you believe are the most important to encouraging IPv6 adoption in the APNIC region?



	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1119	1119	0	165	217	296	397	353	766
Providing basic and advanced training on IPv6	36%	36%		30%	34%	36%	40%	42%	34%
Sharing deployment case studies and best current practices about IPv6	29%	29%		35%	32%	29%	27%	27%	31%
Providing Technical Assistance on IPv6 deployment	26%	26%		15%	20%	28%	33%	31%	23%
Promoting IPv6 to hardware, software and/or content providers	21%	21%		26%	24%	17%	21%	18%	23%
Facilitating knowledge sharing between member organisations on IPv6 deployment experiences	19%	19%		19%	19%	16%	22%	24%	17%
Promoting IPv6 to government and related organisations	18%	18%		24%	14%	21%	18%	17%	19%
Promoting IPv6 to customers (business and retail)	18%	18%		22%	16%	19%	14%	15%	19%
Promoting IPv6 to management and/or decision makers	16%	16%		19%	16%	19%	14%	14%	18%
APNIC should take no action to promote or assist with the deployment of IPv6	2%	2%		1%	3%	2%	1%	1%	2%
Other	1%	1%		2%	3%	1%	0%	0%	2%

# survey matters.

#### Q24. Please indicate the extent to which you are aware of, and have deployed, the following

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
RPKI	1622	1119	503	255	296	439	561	475	1147
I am not aware of this	31%	27%	38%	27%	33%	31%	31%	30%	31%
I am aware of this but have not deployed it	32%	28%	39%	38%	36%	30%	27%	25%	34%
We have plans to deploy this	16%	17%	13%	11%	17%	17%	16%	15%	16%
This is deployed in our networks	22%	27%	10%	23%	14%	23%	26%	31%	19%

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
ROA	1622	1119	503	255	296	439	561	475	1147
I am not aware of this	36%	32%	45%	37%	42%	38%	32%	29%	39%
I am aware of this but have not deployed it	25%	22%	33%	28%	29%	25%	23%	21%	27%
We have plans to deploy this	13%	13%	12%	10%	10%	14%	14%	14%	13%
This is deployed in our networks	26%	32%	11%	25%	19%	23%	31%	36%	21%

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
ROV	1622	1119	503	255	296	439	561	475	1147
I am not aware of this	50%	48%	55%	50%	53%	50%	51%	51%	50%
I am aware of this but have not deployed it	25%	23%	30%	29%	30%	26%	21%	19%	28%
We have plans to deploy this	15%	17%	10%	12%	11%	15%	16%	17%	14%
This is deployed in our networks	9%	12%	4%	9%	5%	9%	12%	13%	8%

APNIC 2020 Survey Appendix B Survey Data Tables & Segmentation by Region and Classification of Economies



#### Q25. How could APNIC support your organisation to learn more about, or deploy RPKI / ROA / ROV?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1493	1007	486	234	282	402	508	424	1069
Online training	67%	67%	69%	57%	66%	70%	70%	67%	67%
Technical Assistance	37%	38%	35%	31%	32%	41%	40%	40%	36%
Case studies of successful implementation	27%	28%	26%	46%	28%	23%	21%	23%	29%
Face to face training	20%	19%	24%	15%	21%	20%	24%	26%	18%
Cost / benefit analysis and reports	14%	15%	12%	18%	14%	14%	12%	10%	15%
Promotion to managers and executives about the benefits of deployment	13%	13%	15%	13%	15%	15%	11%	12%	14%
Other	2%	2%	1%	2%	2%	1%	1%	0%	2%



#### Q26. Have you completed any APNIC training in the past two (2) years?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1623	1120	503	255	296	439	562	476	1147
Yes, face to face training	23%	23%	23%	25%	27%	26%	19%	26%	21%
Yes, online self-paced training on APNIC Academy	23%	22%	25%	12%	19%	23%	29%	29%	20%
Yes, online live training on APNIC Academy or other platforms	20%	20%	19%	13%	17%	23%	22%	22%	19%
No	45%	46%	43%	55%	48%	37%	43%	39%	48%
Can't remember	6%	5%	8%	6%	3%	9%	5%	5%	6%

#### Q27. Why have you not attended training on the past two years?

		Total	Members	Stakeholders*	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
	Sample Size	731	515	216	141	143	161	242	186	545
I didn't know about the training opportunities		40%	36%	51%	40%	35%	39%	46%	45%	39%
I don't have time		21%	22%	19%	30%	30%	20%	8%	6%	26%
It's too expensive		17%	18%	14%	9%	10%	22%	25%	27%	14%
The location(s) are not suitable		15%	16%	12%	18%	13%	19%	12%	9%	17%
The courses are not suited to my role / job		11%	9%	14%	9%	15%	9%	11%	8%	12%
I couldn't get management approval		10%	11%	9%	9%	9%	15%	8%	11%	10%
Training is not offered in my local language		8%	9%	6%	14%	1%	6%	12%	16%	5%
Other		6%	7%	4%	6%	9%	7%	4%	5%	7%
The topics are too basic		3%	4%	1%	2%	5%	4%	2%	2%	3%



# Q28. Which of the following training activities would be of MOST value to your organisation?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1623	1120	503	255	296	439	562	476	1147
Online Virtual Labs	54%	55%	52%	46%	56%	53%	57%	57%	53%
Online self-paced training	45%	44%	45%	36%	58%	45%	40%	36%	48%
Full training certification	42%	40%	46%	24%	42%	46%	46%	44%	41%
Online live training sessions scheduled for local time zones	39%	39%	40%	28%	44%	40%	43%	36%	41%
Advanced hands-on face-to-face training courses	39%	38%	42%	31%	36%	37%	48%	53%	33%
Customised Technical Assistance on deployment (after attending training)	30%	29%	30%	23%	28%	31%	35%	37%	27%
Collaboration with universities to train the next generation of engineers	27%	24%	33%	22%	21%	29%	31%	32%	25%
Training delivered in my local language by people who are familiar with my local economy	27%	27%	26%	40%	9%	31%	28%	30%	25%
Training materials available in my local language	25%	24%	27%	46%	6%	29%	25%	30%	23%
Customised training relevant to local needs (not off the shelf)	23%	22%	25%	20%	19%	25%	27%	29%	21%
Training on new technologies	10%	9%	12%	4%	8%	10%	13%	11%	9%
None of these	2%	2%	1%	1%	3%	2%	1%	1%	2%



#### Q30. What types of Internet trend and benchmarking data services would be of MOST USE to your organization?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1120	504	255	296	439	562	476	1148
Network threats and security (e.g. Routing anomalies, intrusion detection, security alerts)	54%	54%	54%	56%	68%	49%	51%	54%	54%
Network infrastructure, topology, usage	43%	43%	44%	39%	46%	42%	46%	48%	41%
Use of specific technologies (e.g. IPv6, DNSSEC, RPKI)	35%	36%	35%	40%	40%	33%	31%	29%	38%
Use of new technologies (e.g. SDN, NFV)	32%	33%	31%	37%	28%	33%	31%	30%	33%
ASN/IPv4/IPv6 distribution and usage	32%	32%	30%	29%	17%	32%	40%	36%	30%
Internet business and operational benchmarks	20%	19%	21%	15%	14%	23%	23%	25%	17%
Industry and market trends and information	18%	18%	18%	26%	17%	18%	15%	12%	21%
Pricing or charging information (for customer and/or infrastructure services)	17%	16%	18%	16%	16%	20%	17%	20%	16%
Use of specific vendors for various products	9%	9%	10%	5%	10%	10%	11%	11%	9%
None of the above	3%	3%	2%	1%	4%	3%	2%	1%	3%
Other	0%	0%	1%	1%	0%	0%	0%	0%	0%



# Q32. If additional resources were available for Internet development, through assistance for community organisations or supporting shared infrastructure, where do you want APNIC to focus its efforts?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1120	504	255	296	439	562	476	1148
Supporting DNS root and TLD servers	38%	38%	36%	32%	37%	38%	40%	37%	38%
Supporting IXPs	35%	37%	31%	34%	36%	46%	27%	30%	37%
Internet industry associations	35%	34%	38%	33%	33%	36%	36%	37%	34%
On CERTs	33%	31%	39%	36%	44%	32%	28%	25%	36%
On NOGs	32%	34%	28%	34%	32%	30%	34%	42%	28%
Supporting CDN caches	31%	33%	26%	29%	20%	32%	41%	40%	27%
On IGFs or Schools of Internet Governance (SIGs)	19%	16%	26%	18%	13%	19%	23%	22%	17%
On NRENs	8%	6%	10%	6%	2%	8%	11%	11%	6%
None of these	6%	7%	5%	3%	10%	6%	6%	5%	7%



# Q33. If additional resources were available for Internet development in information services, what would provide your organisation with the most benefit?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1120	504	255	296	439	562	476	1148
New information about security incidents and threats	52%	52%	54%	49%	61%	52%	51%	53%	52%
Information about Internet performance	32%	33%	29%	26%	28%	37%	34%	33%	32%
Internet industry metrics and trends	30%	32%	27%	43%	28%	35%	23%	23%	33%
Information on infrastructure growth	27%	28%	25%	21%	18%	27%	35%	34%	24%
Information about national policies and regulations	24%	21%	29%	25%	28%	20%	22%	21%	24%
Information about infrastructure costs	19%	18%	21%	22%	15%	17%	22%	22%	18%
None of these	3%	3%	3%	2%	5%	2%	2%	2%	3%



# Q34. \*Thinking about your membership of APNIC, please indicate how much you AGREE with the following:

APNIC is sufficiently open and transparent in its activities	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1119	1119	0	165	217	296	397	352	766
Strongly disagree	1%	1%		1%	0%	1%	2%	1%	1%
2	1%	1%		1%	1%	0%	0%	0%	1%
3	1%	1%		3%	1%	1%	1%	1%	1%
Neutral	7%	7%		8%	12%	8%	4%	4%	9%
5	9%	9%		21%	7%	6%	8%	9%	10%
6	50%	50%		48%	52%	55%	47%	47%	52%
Strongly agree	30%	30%		18%	26%	28%	40%	39%	26%
Тор З	90%	90%		87%	85%	90%	94%	94%	88%
Mean	6.0	6.0		5.6	5.8	6.0	6.1	6.1	5.9
Std. Dev.	1.1	1.1		1.1	1.1	1.0	1.0	1.0	1.1

APNIC is respected in the Internet community	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1119	1119	0	165	217	296	397	352	766
Strongly disagree	1%	1%		1%	0%	1%	2%	2%	1%
2	0%	0%		0%	0%	0%	0%	0%	0%
3	1%	1%		2%	0%	0%	1%	1%	1%
Neutral	5%	5%		7%	9%	5%	2%	2%	7%
5	6%	6%		10%	8%	7%	3%	4%	8%
6	43%	43%		52%	46%	47%	36%	37%	46%
Strongly agree	43%	43%		28%	37%	40%	57%	54%	38%
Тор З	93%	93%		90%	91%	93%	95%	95%	92%
Mean	6.2	6.2		5.9	6.1	6.2	6.4	6.3	6.1
Std. Dev.	1.0	1.0		1.1	1.0	1.0	1.0	1.0	1.0



# Q36. Which of these phrases best describes the way you speak about APNIC to others?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1122	502	255	296	439	562	476	1148
I am critical of APNIC without being asked	2%	3%	2%	2%	1%	3%	3%	3%	2%
I tend to be cretical of APNIC if I am asked	3%	3%	3%	2%	1%	4%	2%	3%	3%
I am neutral	29%	27%	35%	35%	28%	33%	25%	25%	31%
I speak well about APNIC if I am asked	46%	49%	39%	45%	45%	46%	46%	47%	45%
I speak highly of APNIC without being asked	20%	19%	21%	16%	24%	14%	23%	22%	19%
NET	100%	100%	100%	100%	100%	100%	100%	100%	100%
Average	3.8	3.8	3.7	3.7	3.9	3.6	3.8	3.8	3.8



# Q40. What type of organisation do you work for?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1,539	1057	482	235	277	419	539	485	1081
Internet Service Provider (ISP)	34%	41%	18%	29%	23%	34%	44%	47%	28%
Academic / Educational / Research	15%	12%	22%	13%	13%	19%	14%	11%	17%
Telecommunications / Mobile Operator	11%	12%	8%	16%	12%	11%	9%	10%	11%
Other	7%	6%	10%	3%	11%	8%	5%	4%	8%
Government / Regulator / Municipality	6%	5%	10%	3%	12%	6%	6%	7%	6%
Hosting / Data Centre	5%	5%	4%	7%	8%	5%	2%	1%	7%
Enterprise / Manufacturing / Retail	4%	4%	5%	5%	4%	4%	3%	2%	5%
Banking / Financial	4%	4%	4%	5%	5%	3%	4%	5%	3%
Software Vendor	3%	2%	5%	4%	1%	1%	4%	3%	3%
Non Profit / NGO / Internet Community	3%	2%	6%	4%	5%	1%	2%	2%	3%
Media / Entertainment	2%	2%	2%	5%	2%	1%	1%	2%	2%
Domain Name Registry / Registrar	1%	2%	1%	4%	2%	1%	0%	0%	2%
Internet Exchange Point (IXP)	1%	2%	1%	1%	0%	2%	2%	2%	1%
NREN / Research Network	1%	1%	1%	0%	0%	1%	2%	2%	1%
Hardware Vendor	1%	0%	2%	1%	0%	1%	1%	1%	1%
Industrial (Construction, Mining, Oil)	1%	1%	1%	0%	1%	0%	1%	1%	1%
Infrastructure (Transport, Hospital)	1%	0%	1%	0%	1%	1%	0%	0%	1%



#### Q41. Do you have a disability that requires APNIC to make adjustments so you can engage with us online or at events?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1122	502	255	296	439	562	476	1148
Yes	5%	4%	5%	8%	1%	5%	5%	6%	4%
No	88%	88%	87%	84%	96%	84%	87%	85%	89%
Prefer not to say	8%	8%	8%	8%	4%	10%	8%	8%	7%

#### Q42. How well can you speak, read and write English?

	Total	Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
Sample Size	1624	1122	502	255	296	439	562	476	1148
I am fluent in English	42%	44%	37%	9%	89%	26%	42%	33%	46%
I can understand most English and have English conversations comfortably	31%	31%	33%	25%	10%	43%	38%	38%	29%
I can understand some Engish and have basic English conversations	22%	20%	25%	49%	1%	26%	18%	25%	20%
I understand little English and need assistance	5%	4%	6%	17%	0%	5%	2%	4%	5%