# 2024 APNIC Survey
# Executive Council Response

## Introduction

The APNIC Executive Council (EC) commissions the APNIC Survey every two years to assess APNIC's performance, understand the changing needs of Members, and to help set priorities.

The latest Survey was conducted during June-July 2024 by independent researcher, Survey Matters. The Survey Report was published in September and presented to the community during APNIC 58 in Wellington, New Zealand, on 6 September 2024.

There were 1,173 valid responses, with 30% of responses in a non-English language.

## APNIC's Performance

Satisfaction with the performance of the APNIC Secretariat remained very high.  The quality of APNIC service (95%), the value of services (93%), and the value of membership (91%) received satisfaction scores consistent with the 2022 survey (94%, 94% and 91% respectively).

Members continued to rate APNIC's governance highly, with 88% believing APNIC is sufficiently open and transparent, with 87% satisfied with responsiveness to changing needs of the membership.  Ninety-four per cent agreed that APNIC was respected in the Internet community. These numbers were also in line with 2022's results.

Significant governance structure changes – including By-laws changes for the first time in APNIC's history – occurred during the period covered by this survey.  Members responded positively to these changes, with 82% satisfied with the new governance structure and 80% agreeing that the recent EC election process was improved by the 2023 By-laws reforms.

APNIC's financial reserve target, currently aiming to be the equivalent of 18 months of operational expenses, was also tested, with 29% wishing to maintain the target at 18 months and 33% preferring it to be larger at 24 months. This is something that will be considered further by the EC.

One area noted by the EC was the Oceania satisfaction results, which were significantly lower compared to other regions.  Judging by the number of Oceania responses with comments around the historical resources project, it appears that lingering dissatisfaction among those Members remains and the comments should be fully considered.

## Assisting Member Challenges

The EC acknowledges the recommendations in the survey, and has tasked the Secretariat to focus on the following areas, with actions to be included in the 2025 Activity Plan:

### Internet Security

For the fifth survey in a row, Internet security is the top concern cited by Members. The preferred role for APNIC in assisting with this ongoing challenge remains security-focused training courses and encouraging community collaboration to share information and best practice. While acknowledging that Internet security is an intractable problem for the industry, the EC acknowledges these activities remain a priority for APNIC to continue to deliver.

### Regulatory requirements

With an increasing focus on the Internet from governments across the region, it was unsurprising that compliance with regulatory requirements was one of the biggest challenges cited by Members. Regulatory requirements were also cited in several comments as a driver of increased costs to Members doing business. APNIC has a role to play in helping work with governments and regulators across the region to help them understand how the Internet operates and positively inform potential regulation. A greater focus on government relations from the Secretariat would be a benefit to Members.

### Skilled technical employees

Members continue to look to APNIC to provide technical training and technical assistance to help them overcome skills shortages and deploy operational technologies. While respondents clearly preferred training from regional and global Internet organizations (such as APNIC) over other providers, independent local trainers, universities and NOGs also featured prominently. Given APNIC's finite resources, local partners drawn from these groups will help expand the reach of APNIC's training to meet demand.

### IPv4 to IPv6 transition

While half of Members responding to the survey had deployed IPv6, the protracted transition from IPv4 to IPv6 still posed challenges to many Members, with only 15% of respondents saying that IPv4 scarcity was not an issue for them. The EC noted that IPv6 training, technical assistance, and sharing current best practice were the most suggested actions APNIC could take on increasing IPv6 adoption.

### Participation in the APNIC community

The survey asked Members about the barriers to participating more fully in the APNIC community. As expected, cost and a lack of time were the two largest barriers. The EC understands that this is a busy industry and travel is expensive. We encourage the Secretariat to continue to provide remote participation options, fellowships, and share knowledge and information online to help connect as many people as possible in the community.

## Thank you

Thanks again to everyone in the community who took the time to provide your views. The feedback has helped inform the development of the 2025 Activity Plan which will soon be published online with the approved budget.

Feedback from the membership and community is always welcomed by the EC.

Finally, the EC would like to thank the Secretariat staff; not only for the positive 2024 survey results, but the remarkable consistency of the results over an extended period of time: Member satisfaction with the quality and value of APNIC services has remained above 90% since 2016.

*Kenny Huang*

Kenny Huang
Chair

For and on behalf of the APNIC Executive Council