



APNIC

Asia Pacific Network Information Centre

APNIC Stakeholder & Member Survey

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Director General

APNIC member surveys

- Three formal surveys so far
 - Written input and face-face consultations
 - Conducted independently from APNIC Secretariat
 - Guaranteed confidentiality of respondents
 - KPMG consultant Dr John Earls

Year	1999	2001	2004
Responses	58	173	245
Economies	20	22	27



<http://www.apnic.net/survey/2004>

APNIC Member and Stakeholder Survey - Mozilla

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APNIC survey 2004

The third APNIC Member and Stakeholder Survey is complete, and the survey report is available below. The APNIC Director General and Executive Council express their sincere thanks to all who submitted responses to the survey.

- [Survey 2004 report](#)
- [Response to survey from APNIC Executive Council](#)

See also:

- [Survey 2004 announcement](#)
- [Introductory letter](#) from John Earls of KPMG
- Survey form [[doc](#) | [pdf](#)]
- [Previous surveys](#)

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Member Survey 2004

- Section 1 - Assessment of present services
 - Policy, Services, Training, Technology, Information, Coordination
 - Average rating 6.8/10 (SD=0.5)
- Section 2 - Assessment of priority for APNIC to allocate resources in future
 - Policy, Meetings, Services, Training, Technology, Governance, Membership, Funding
 - Average rating 7.2/10 (SD=0.7)

Member Survey 2004

- Positively rated services and activities
 - More than 1 SD above the mean

RATING	QUESTION	#
1.6	Should APNIC evaluate member need and demand for additional courses (internet, IPv6, routing)?	2.20
1.4	Should APNIC provide training on internet issues for policy makers?	2.24
1.4	Should APNIC continuously work for policy simplification?	2.01
1.4	Is the accuracy and usability of database whois services acceptable?	1.14
1.2	Should APNIC have pro-active involvement with Root server installation in the region?	1.22
1.1	Should APNIC collect and maintain internet penetration statistics?	2.11
1.1	Should APNIC be acting as an information repository for ISPs?	2.07
1	Should APNIC provide Internet Resource management training?	2.22
1	Is APNIC website information adequate and useable?	1.17
1	Is APNIC successful in general problem solving for member issues?	1.08

Member Survey 2004

- Negatively rated services and activities
 - More than 1 SD below the mean

RATING	QUESTION	#
-1	Is the present membership fee structure acceptable?	1.29
-1	Does APster meet your needs?	1.18
-1.3	Should APNIC attempt to generate a surplus from training activities?	2.21
-1.4	Is the APNIC participation in regional Infrastructure development adequate?	1.06
-1.6	Is it easy to apply for resources under current policy?	1.02
-2.6	Should APNIC services be for members only?	2.13
-2.8	Is it easy to participate in the APNIC policy development process?	1.03
-3	Is the time taken to develop/deploy policy change in APNIC acceptable?	1.04
-3.1	Should APNIC increase fees to support new services?	2.36