# E. Regional Analysis

Overview

The majority of respondents who participated in the 2013 RIPE NCC survey were from Western Europe (57 percent). The second largest group of respondents were from Russia and Central Asia (16 percent). There were relatively the same proportion of respondents from South East Europe (8 percent), Eastern Europe (8 percent) and the Middle East (7 percent). Five percent of respondents were from other regions.

The regional distribution of respondents corresponds closely with the distribution of RIPE NCC members throughout the service region. For all regions, the number of respondents is greatly increased from the 2011 survey.

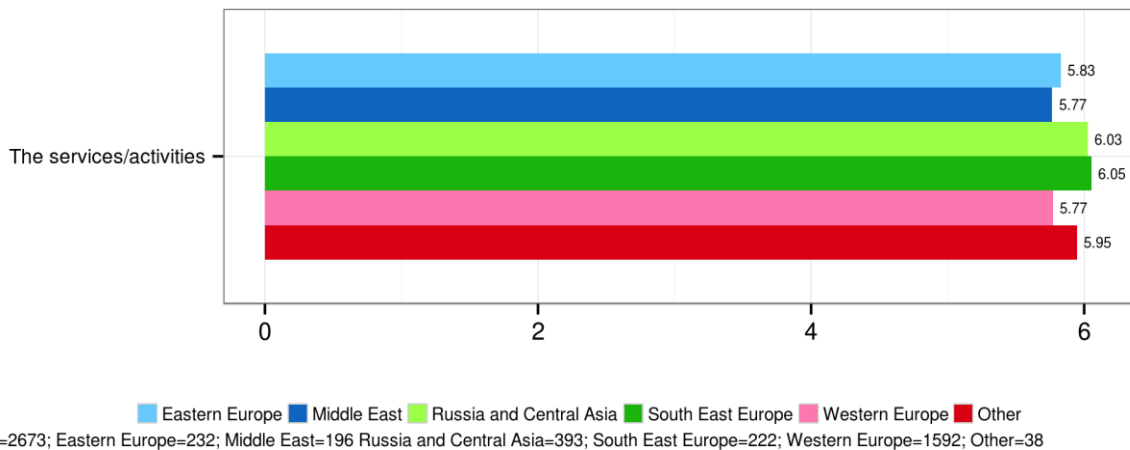**Note:** Details of regional classification are given in Appendix 1.

Which region does your organisation belong to?
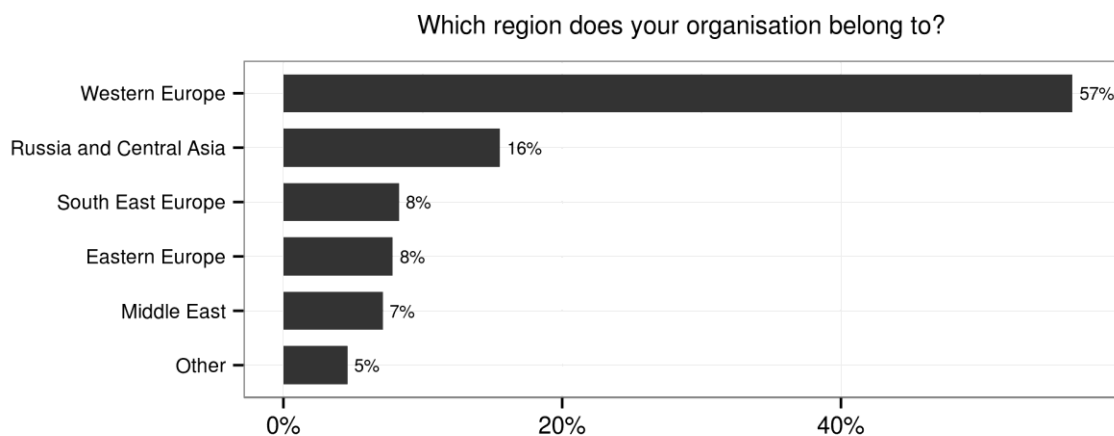
N=3631 (Members and other interested parties)
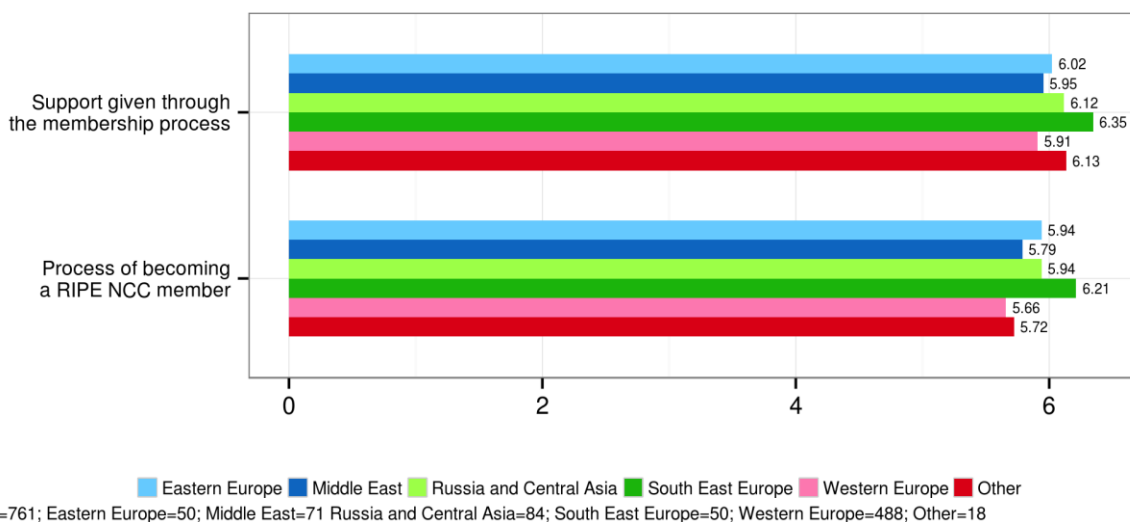
Satisfaction with Membership Processes

Respondents from all regions seemed generally satisfied with RIPE NCC services. Means varied between 5.77 (Middle East and Western Europe) to 6.05 (South East Europe) with N=2673.

Please rate your overall satisfaction level with the following from 1 to 7
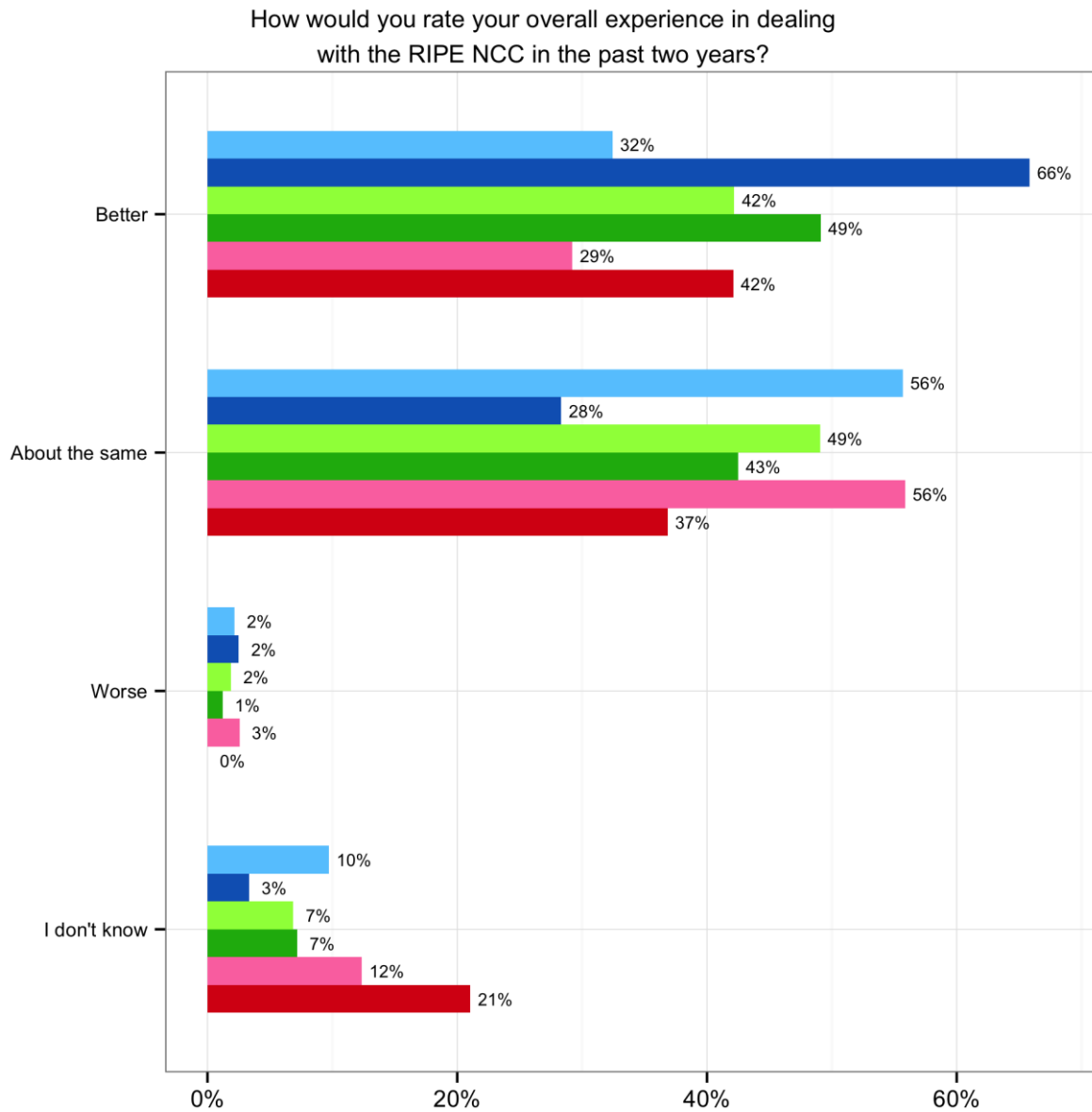

Eastern Europe ▪ Middle East ▪ Russia and Central Asia ▪ South East Europe ▪ Western Europe ▪ Other
N=2673; Eastern Europe=232; Middle East=196 Russia and Central Asia=393; South East Europe=222; Western Europe=1592; Other=38

Satisfaction with the RIPE NCC's membership process, and support given throughout this process, were also fairly consistent and satisfactory throughout regions. Means ranged from 5.66 (Western Europe) to 6.35 (South East Europe) with N=761 for both items. Satisfaction was generally slightly higher in South East Europe while being slightly lower in Western Europe.

Please rate your satisfaction level with the following from 1 to 7

Eastern Europe ▪ Middle East ▪ Russia and Central Asia ▪ South East Europe ▪ Western Europe ▪ Other
N=761; Eastern Europe=50; Middle East=71 Russia and Central Asia=84; South East Europe=50; Western Europe=488; Other=18
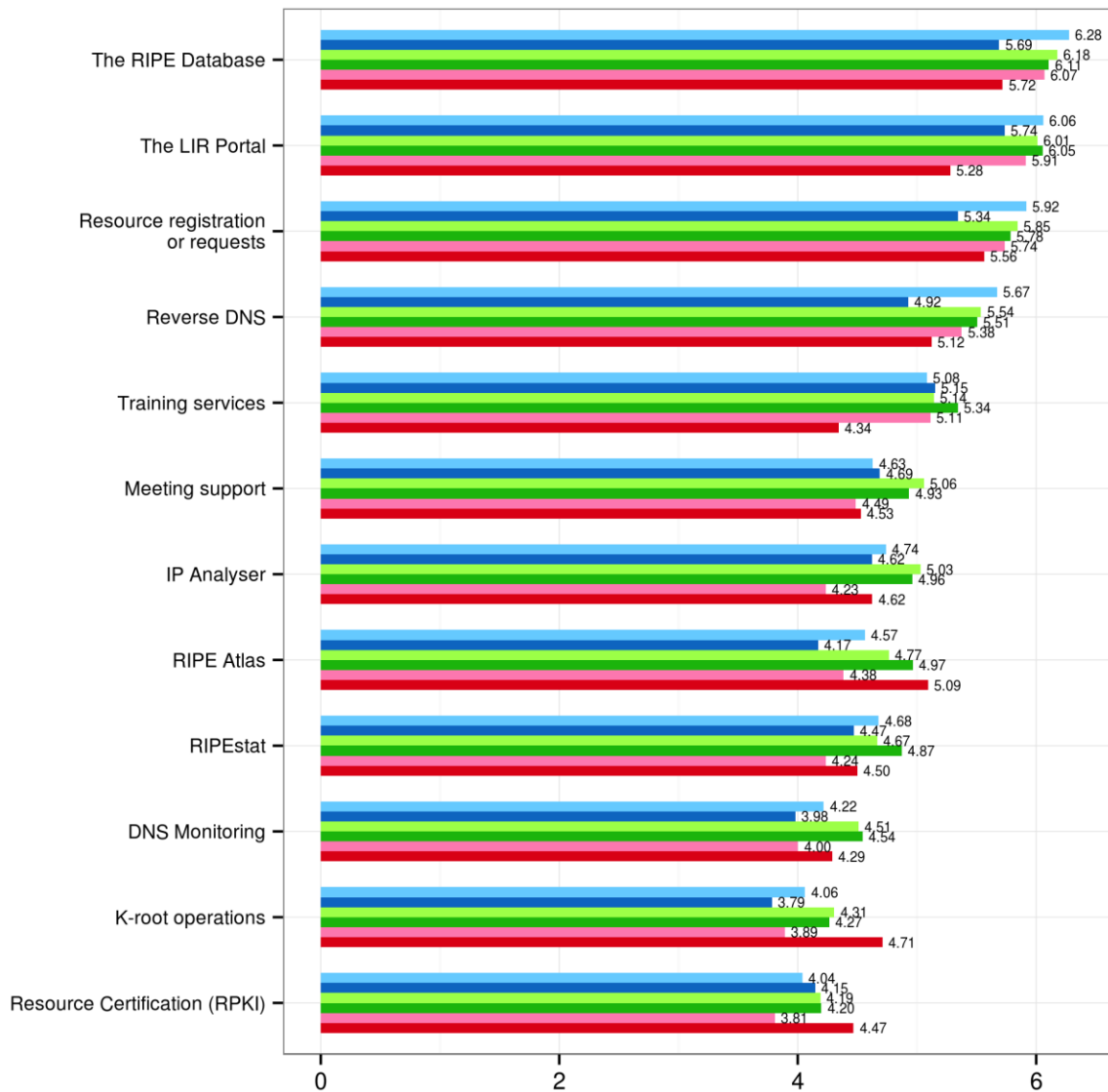
The RIPE NCC seems to be heading in the right direction as roughly a third of respondents indicated that their overall experience in dealing with the RIPE NCC had improved in the last two years. Members in the Middle East and South East Europe particularly noted improvements in this area.

How would you rate your overall experience in dealing with the RIPE NCC in the past two years?

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1903; Eastern Europe=185; Middle East=120 Russia and Central Asia=320; South East Europe=167; Western Europe=1092; Other=19
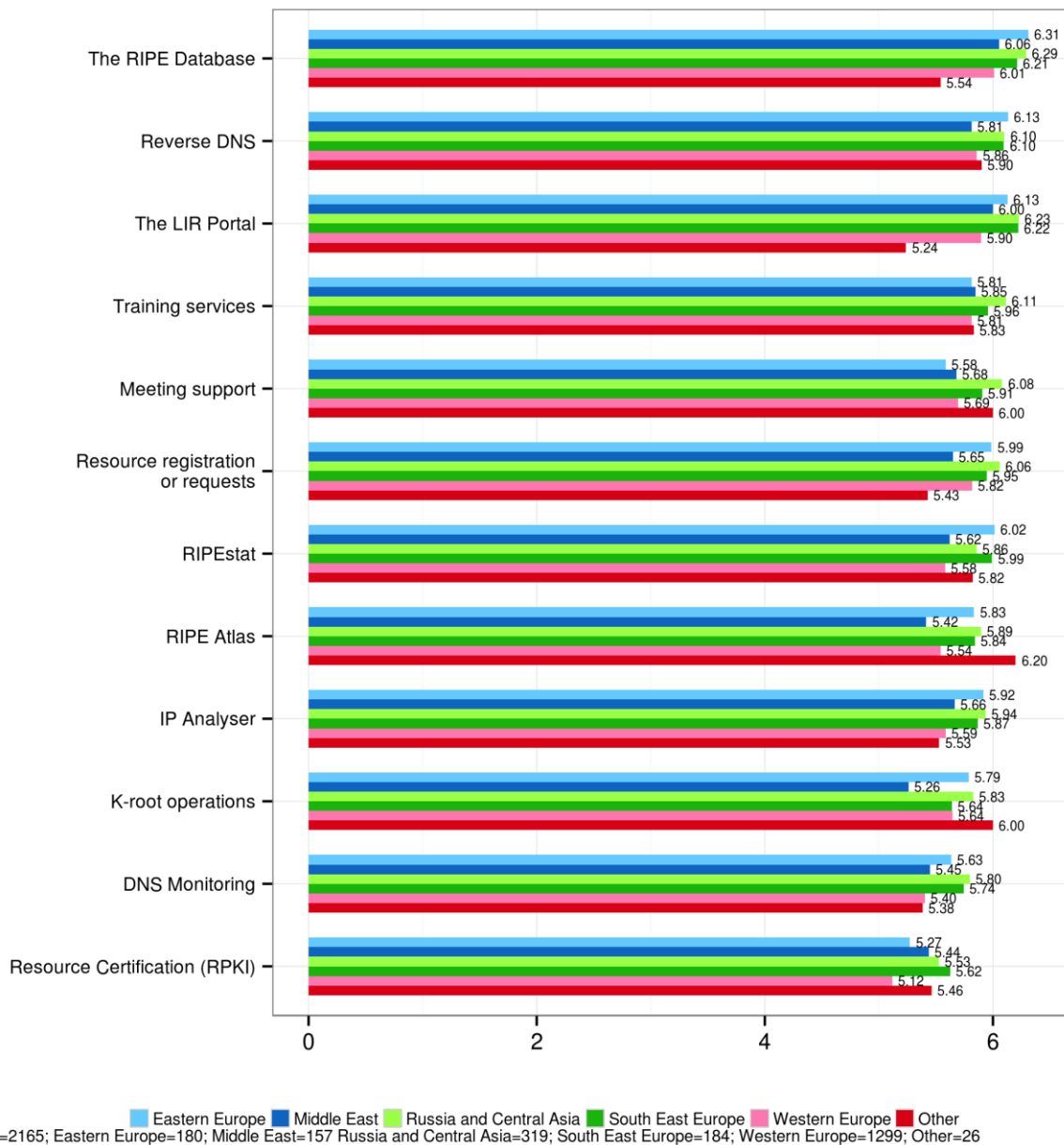
Awareness of various RIPE NCC tools was generally consistent throughout regions. For example, while awareness of tools such as the RIPE Database was relatively high in all regions, it was also generally low in all regions for Resource Certification (RPKI). It was noted that awareness of the RIPE NCC's otherwise 'better known' tools was generally lower in the Middle East compared with other regions.

Please rate your awareness level for the following services from 1 to 7

Please rate your satisfaction level with the following from 1 to 7

The RIPE Database		6.31, 6.06, 6.29, 6.01, 6.21, 5.54
Reverse DNS		6.13, 5.81, 6.10, 6.10, 5.86, 5.90
The LIR Portal		6.13, 6.00, 6.23, 6.22, 5.90, 5.24
Training services		5.81, 5.85, 6.11, 5.96, 5.81, 5.83
Meeting support		5.58, 5.68, 6.08, 5.91, 5.69, 6.00
Resource registration or requests		5.99, 5.65, 6.06, 5.95, 5.82, 5.43
RIPEstat		6.02, 5.62, 5.86, 5.99, 5.58, 5.82
RIPE Atlas		5.83, 5.42, 5.89, 5.84, 5.54, 6.20
IP Analyser		5.92, 5.66, 5.94, 5.87, 5.59, 5.53
K-root operations		5.79, 5.26, 5.83, 5.64, 5.64, 6.00
DNS Monitoring		5.63, 5.45, 5.80, 5.74, 5.40, 5.38
Resource Certification (RPKI)		5.27, 5.44, 5.53, 5.62, 5.12, 5.46

Eastern Europe Middle East Russia and Central Asia South East Europe Western Europe Other
N=2165; Eastern Europe=180; Middle East=157 Russia and Central Asia=319; South East Europe=184; Western Europe=1299; Other=26

Those from the Middle East seemed less satisfied than others with reverse DNS, RIPE Atlas and K-root operations. However, their awareness of these tools was also lower. Both the Middle East and those from "Other" service regions were less satisfied with "resource registration or requests", while respondents from Western Europe seemed slightly less satisfied with Resource Certification (RPKI). Overall, levels of satisfaction were good.

The RIPE Database, resource registration or requests, the LIR Portal and reverse DNS were deemed highly important by respondents in all regions (mean>6.0). Respondents

from the Middle East also accorded more importance to training services and IP Analyser. They, along with respondents from South East Europe, also gave higher importance to meeting support than respondents from other regions.

Please rate the importance level of the following services and activities from 1 to 7
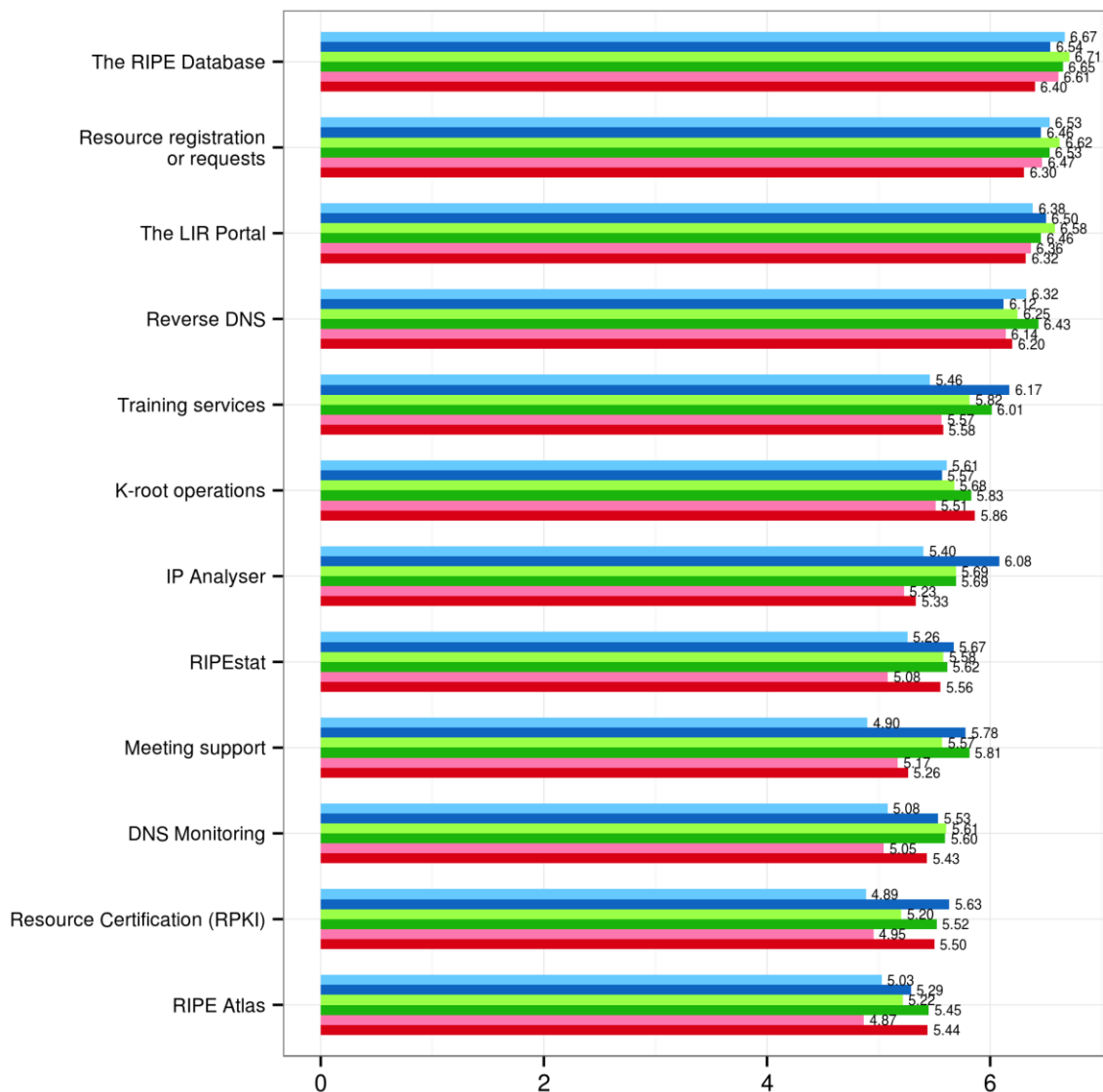
Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2173; Eastern Europe=183; Middle East=157 Russia and Central Asia=316; South East Europe=183; Western Europe=1306; Other=28

While respondents from Western and Eastern Europe rated the importance of tools such as the RIPE Database, resource registration or requests and the LIR Portal similarly to those from other regions, they gave less importance to RPKI and RIPE Atlas.

Note that respondents from the Middle East and South East Europe tend to agree more on the same items, while respondents from Western and Eastern Europe tend to resemble each other.

Corporate Governance

Satisfaction with the RIPE NCC's corporate governance structure did not vary too much between regions and was perceived as relatively satisfactory (mean=5.35 to 6.00, n=1591).
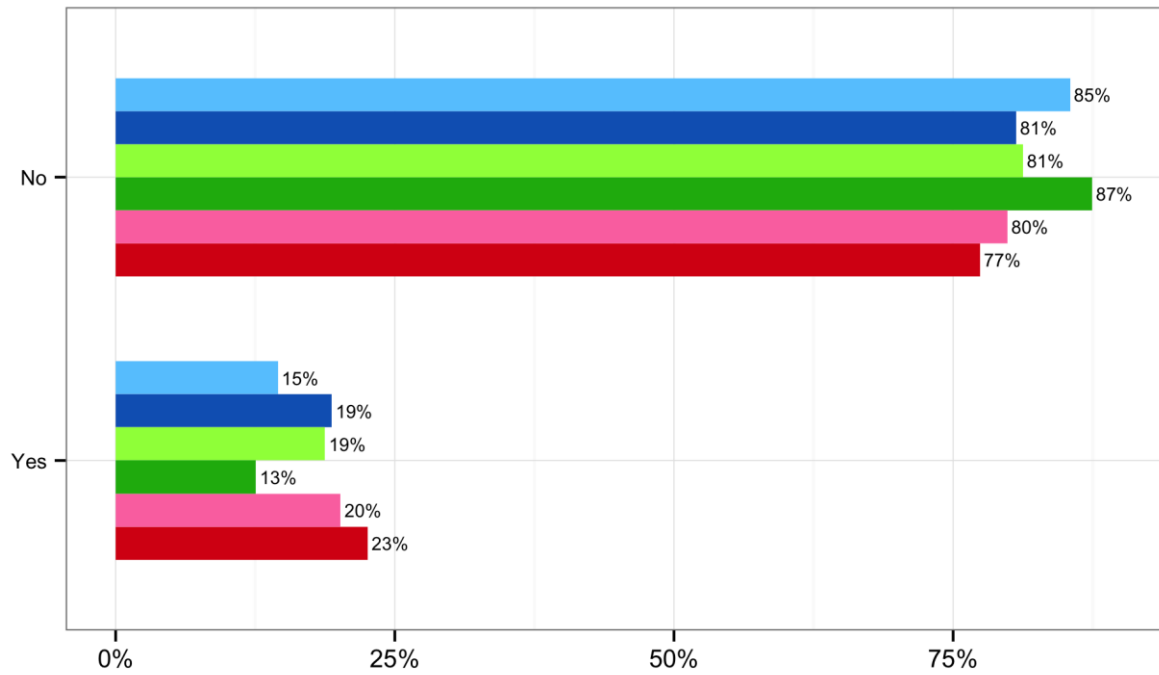
Please rate your satisfaction level with the following from 1 to 7
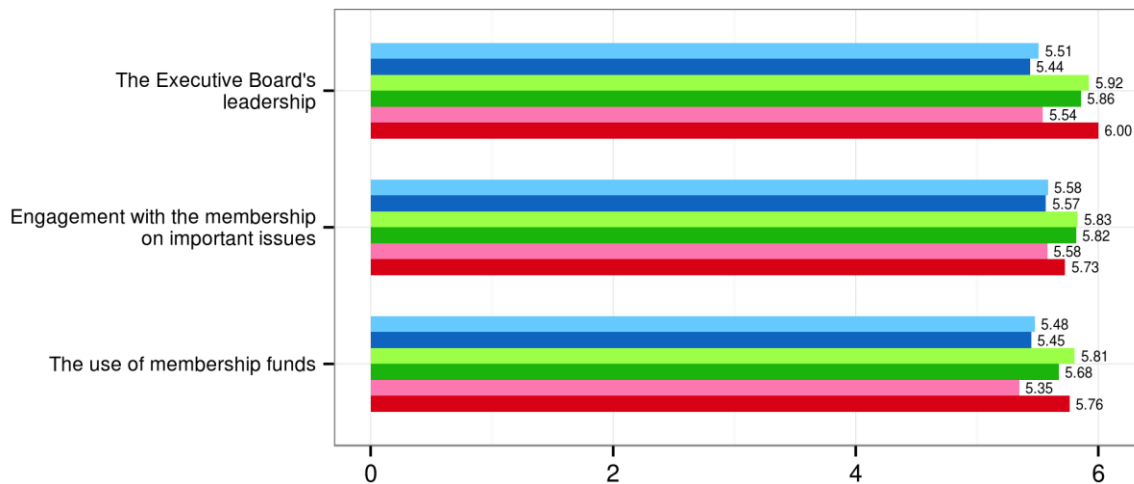
Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1591; Eastern Europe=131; Middle East=130 Russia and Central Asia=213; South East Europe=133; Western Europe=961; Other=23

While respondents from Russia and Central Asia appeared to be slightly more satisfied than others with various items related to the organisation's corporate governance, respondents from the Middle East tended to be slightly less satisfied.

Do you vote on General Meeting resolutions and/or
in RIPE NCC Executive Board elections?

Eastern Europe ▪ Middle East ▪ Russia and Central Asia ▪ South East Europe ▪ Western Europe ▪ Other
N=2113; Eastern Europe=179; Middle East=155 Russia and Central Asia=304; South East Europe=183; Western Europe=1261; Other=31

Those from South East Europe seemed to vote the least, proportionally, followed by those from Eastern Europe.

Registry and Resource Distribution

Overall, respondents throughout all regions generally appeared satisfied with the RIPE NCC's registry and resource distribution. Respondents from the Middle East seemed slightly less satisfied than others, but levels of satisfaction were still good.

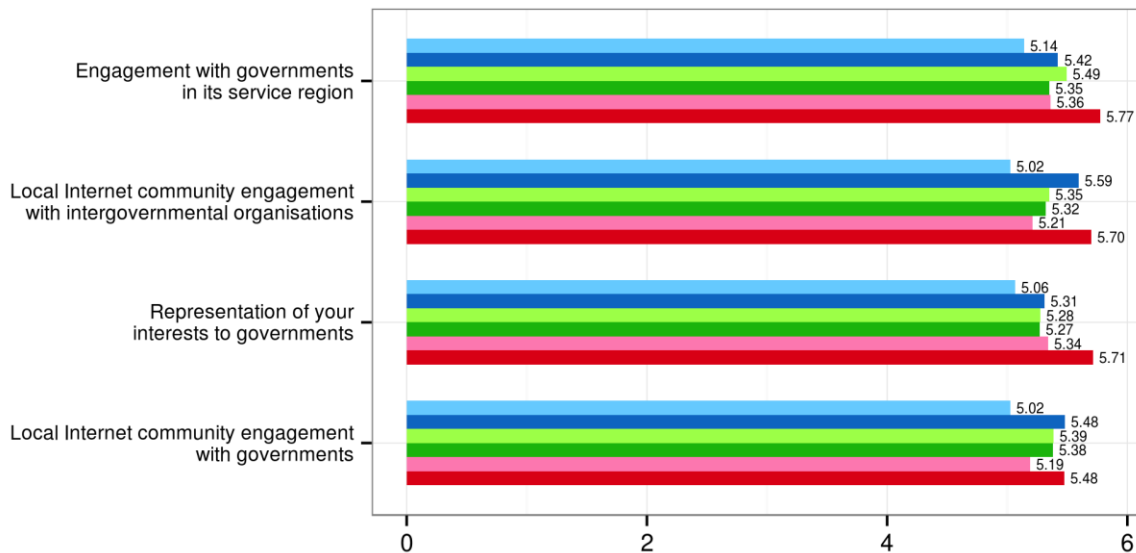Please rate your satisfaction level with the following from 1 to 7
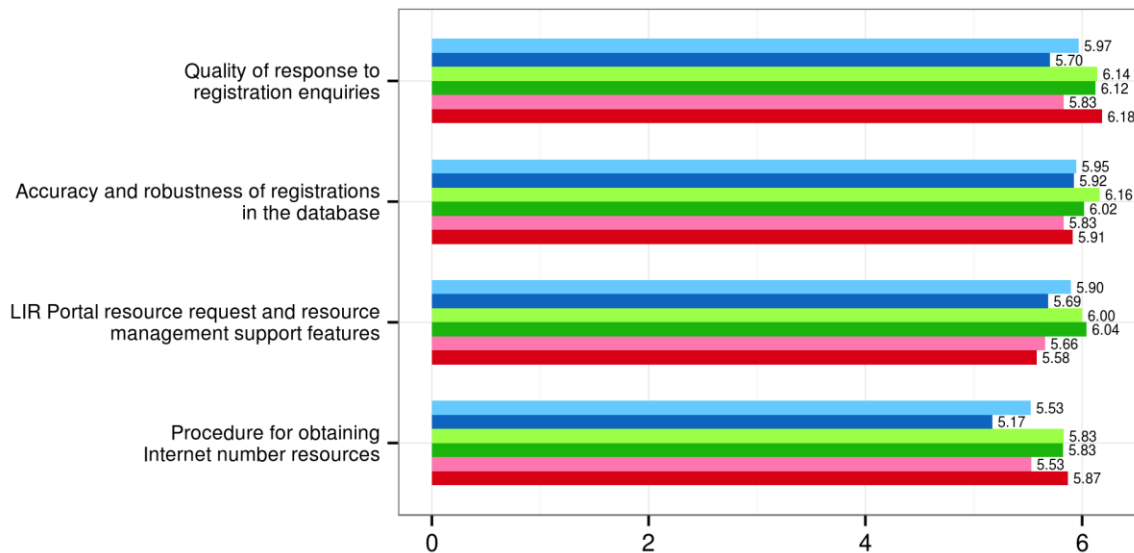
Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1995; Eastern Europe=172; Middle East=146 Russia and Central Asia=288; South East Europe=169; Western Europe=1195; Other=25

Internet Governance and External Relations

Respondents from Eastern Europe placed less importance on Internet governance and external relations than the others. Those from other countries and the Middle East, however, seemed to accord more importance to this area.

Please rate the importance level of the following from 1 to 7

Eastern Europe Middle East Russia and Central Asia South East Europe Western Europe Other
N=1517; Eastern Europe=131; Middle East=103 Russia and Central Asia=203; South East Europe=130; Western Europe=927; Other=23
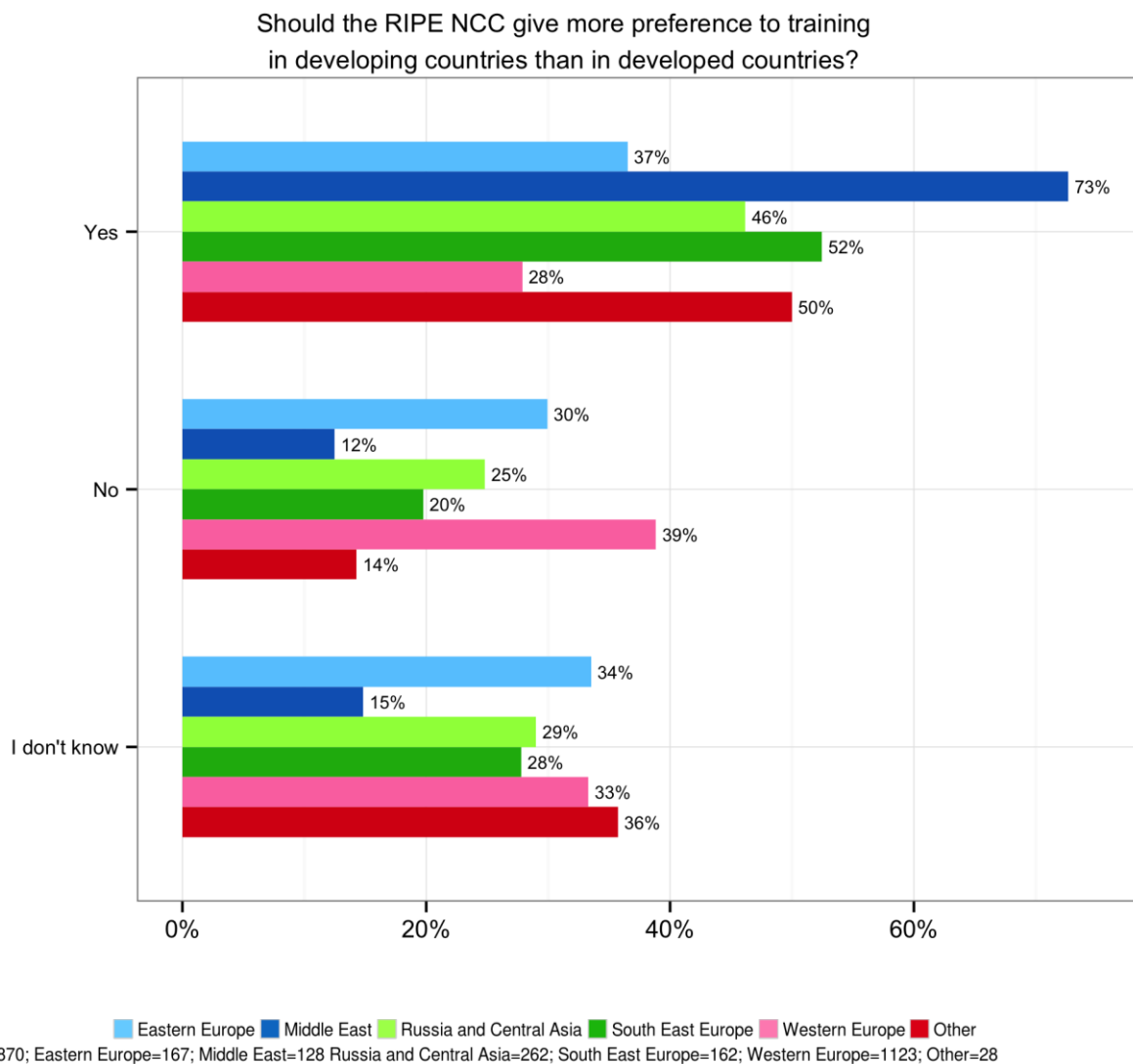
Training and Education

Levels of satisfaction with the RIPE NCC's onsite training courses, levels of technical training and training documentation were very high throughout all regions (mean ranging from 6.11 to 7, n=780).

Please rate your satisfaction level with the following from 1 to 7
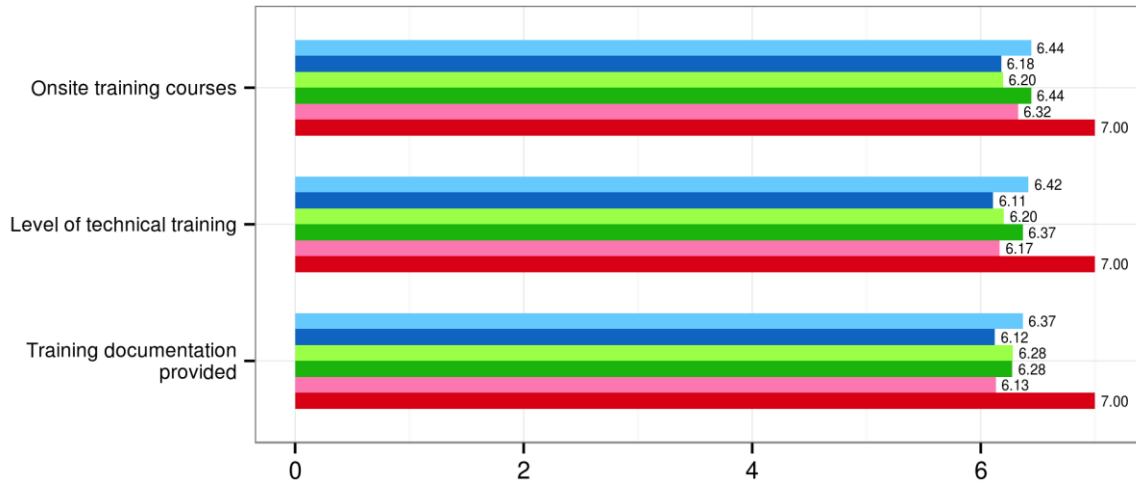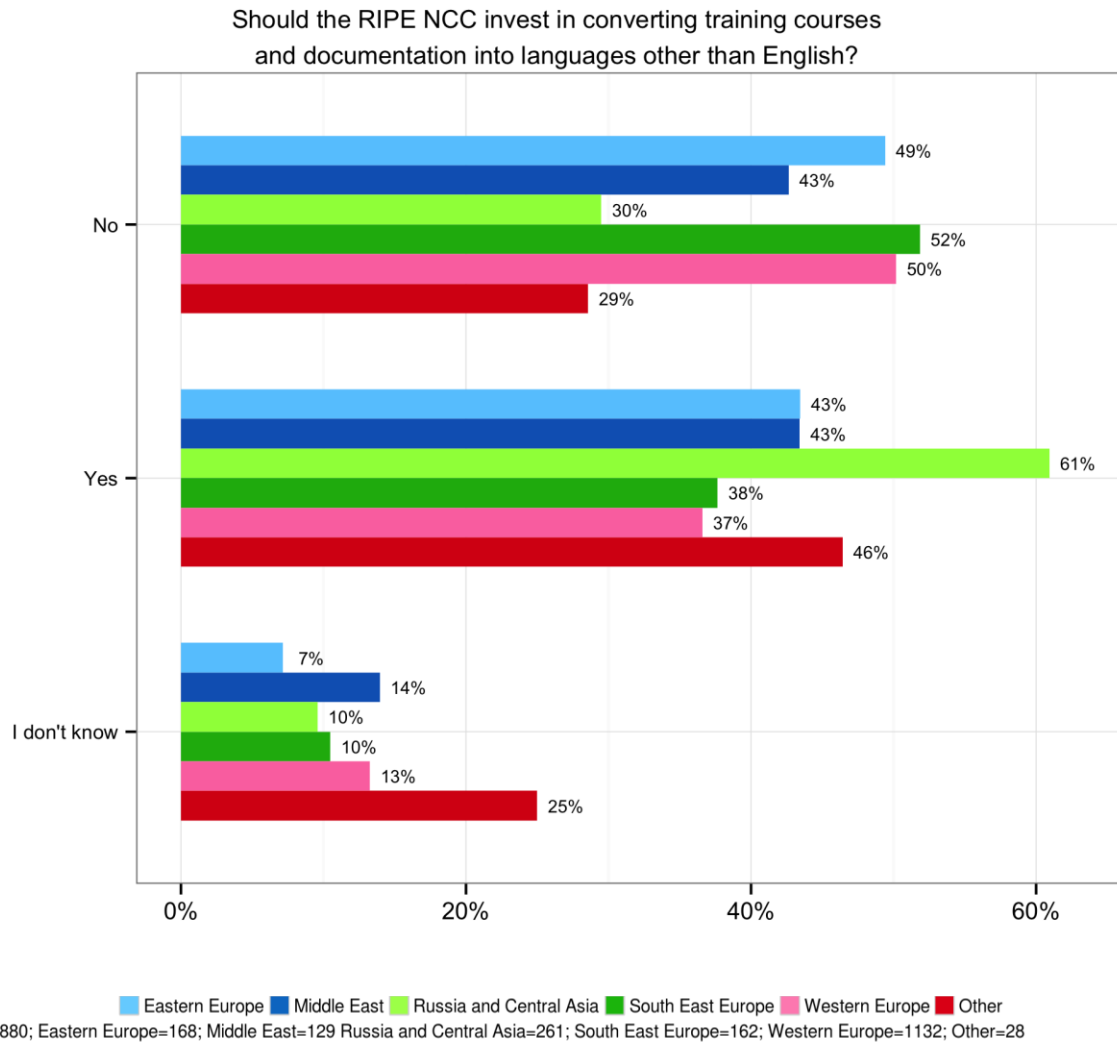

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=780; Eastern Europe=68; Middle East=56 Russia and Central Asia=90; South East Europe=77; Western Europe=485; Other=4

Opinions on giving certain preferences to regions for training is quite divided. More respondents indicated "don't know" rather than "no" in all regions except for in Western Europe. Roughly a third of responses in all regions (except for in the Middle East) replied that they did not know. While a lower percentage of respondents in Eastern and Western Europe thought the RIPE NCC should give more preference to training in developing countries, an overwhelming majority of respondents from the Middle East replied "yes" (73 percent); over 50 percent from South East Europe also responded positively.

Should the RIPE NCC give more preference to training in developing countries than in developed countries?

Eastern Europe   Middle East   Russia and Central Asia   South East Europe   Western Europe   Other
N=1870; Eastern Europe=167; Middle East=128 Russia and Central Asia=262; South East Europe=162; Western Europe=1123; Other=28
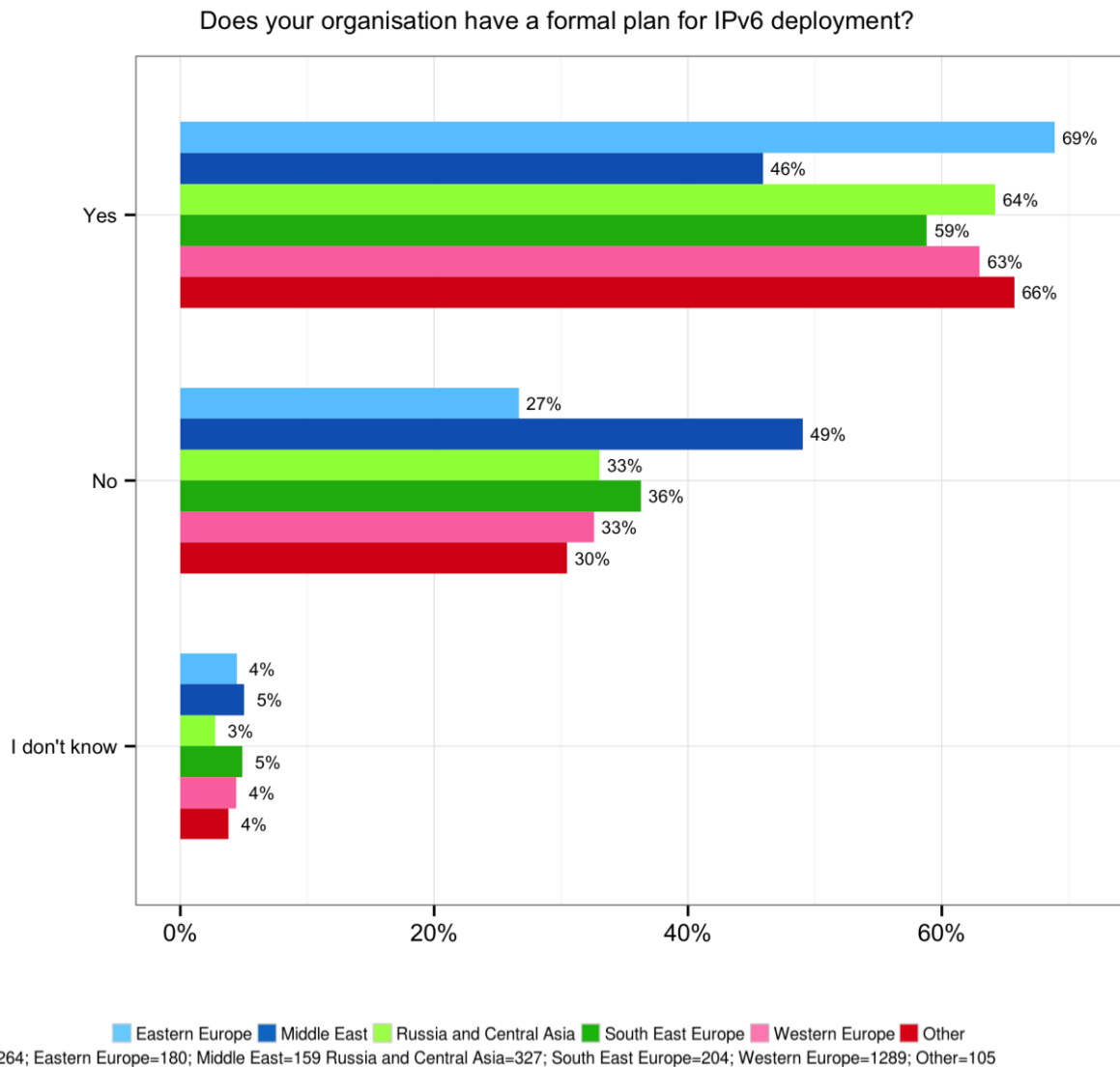
Respondents were also relatively divided about the RIPE NCC investing in converting training courses and documentation into languages other than English. While more respondents in Western Europe, South East Europe and the Middle East disagreed than agreed with this, a large proportion (61 percent) of respondents from Russia and Central Asia said that the RIPE NCC should translate its training and documentation.

Respondents from Eastern Europe were rather divided on the topic (49 percent said no; 43 percent said yes).

Should the RIPE NCC invest in converting training courses
and documentation into languages other than English?

No
- Eastern Europe: 49%
- Middle East: 43%
- Russia and Central Asia: 30%
- South East Europe: 52%
- Western Europe: 50%
- Other: 29%

Yes
- Eastern Europe: 43%
- Middle East: 43%
- Russia and Central Asia: 61%
- South East Europe: 38%
- Western Europe: 37%
- Other: 46%

I don't know
- Eastern Europe: 7%
- Middle East: 14%
- Russia and Central Asia: 10%
- South East Europe: 10%
- Western Europe: 13%
- Other: 25%

■ Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1880; Eastern Europe=168; Middle East=129 Russia and Central Asia=261; South East Europe=162; Western Europe=1132; Other=28

IPv6 Deployment

The Middle East stands out from other regions in terms of IPv6 deployment. The majority of respondents overall indicated that their organisation had a formal plan for IPv6; however, among respondents from the Middle East, 46 percent said they had a plan for deployment compared to 49 percent who said they did not. However, the question does not take into account those who have already fully deployed IPv6.
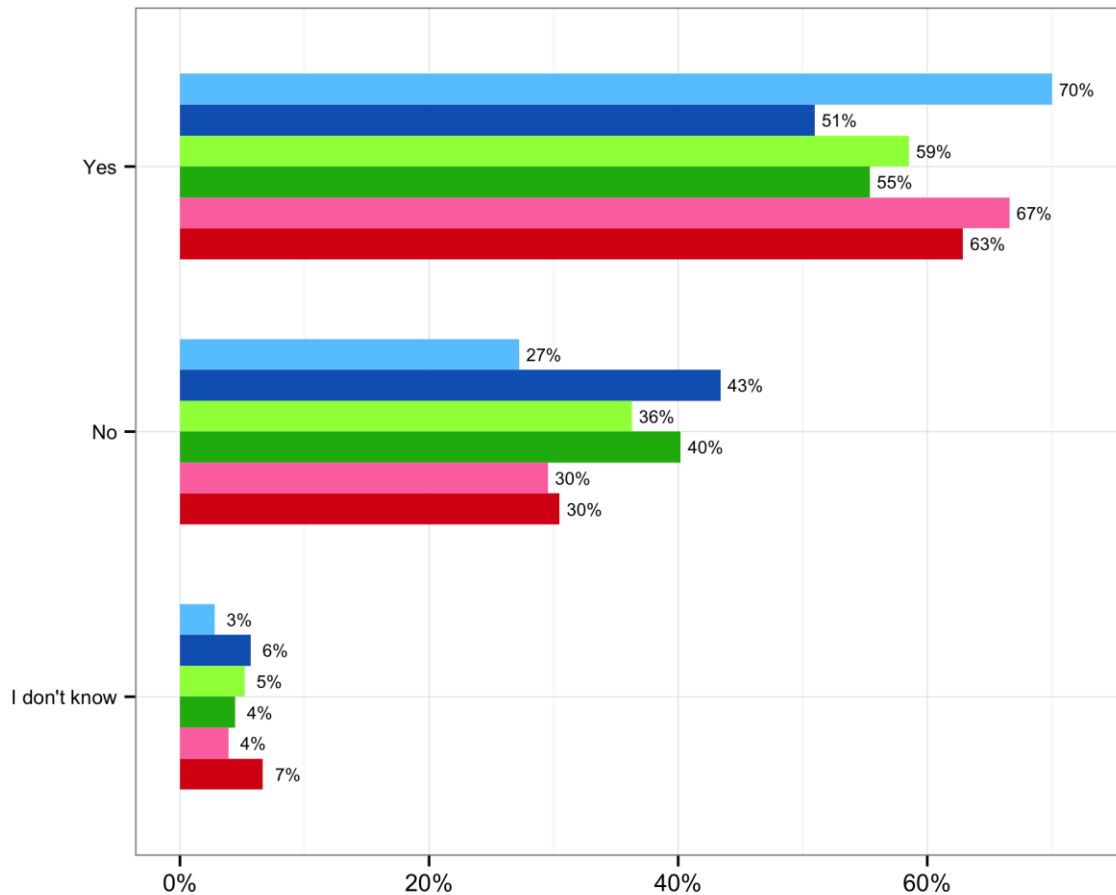
Does your organisation have a formal plan for IPv6 deployment?

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2264; Eastern Europe=180; Middle East=159 Russia and Central Asia=327; South East Europe=204; Western Europe=1289; Other=105

Despite this, a fair percentage of respondents (38 percent) in the Middle East indicated that their organisation had a transition budget to deploy IPv6. A higher percentage of respondents from Western Europe and Russia and Central Asia indicated that their organisation did not have an IPv6 transition budget, while those from "Other" service regions had the highest percentage of organisations that did.
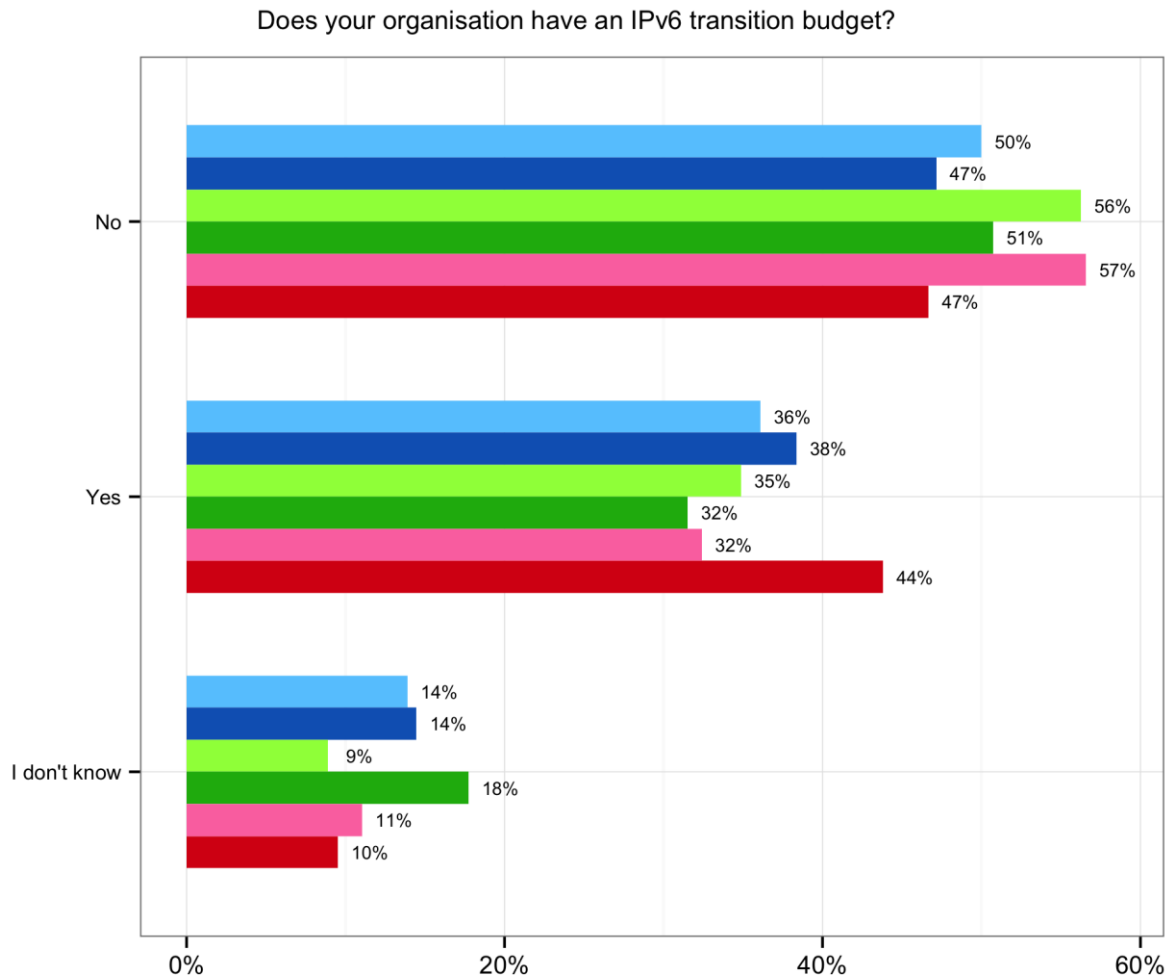
Does your organisation have an IPv6 transition budget?

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2261; Eastern Europe=180; Middle East=159 Russia and Central Asia=327; South East Europe=203; Western Europe=1287; OIP=105

More than 50 percent of respondents in each region said that their organisation had trained staff for IPv6 deployment. IPv6-trained staff was highest in Eastern Europe (70 percent answered yes) and lowest in the Middle East (only 51 percent answered yes).

Does your organisation have staff trained for IPv6 deployment?

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2266; Eastern Europe=180; Middle East=159 Russia and Central Asia=328; South East Europe=204; Western Europe=1290; Other=105

RIPE NCC Tools and Measurements

The satisfaction levels for all questions relating to measurements and analysis scored over 4.8 out of 7 in all regions, with South East Europe giving the highest ratings.

Please rate your satisfaction level with the following from 1 to 7
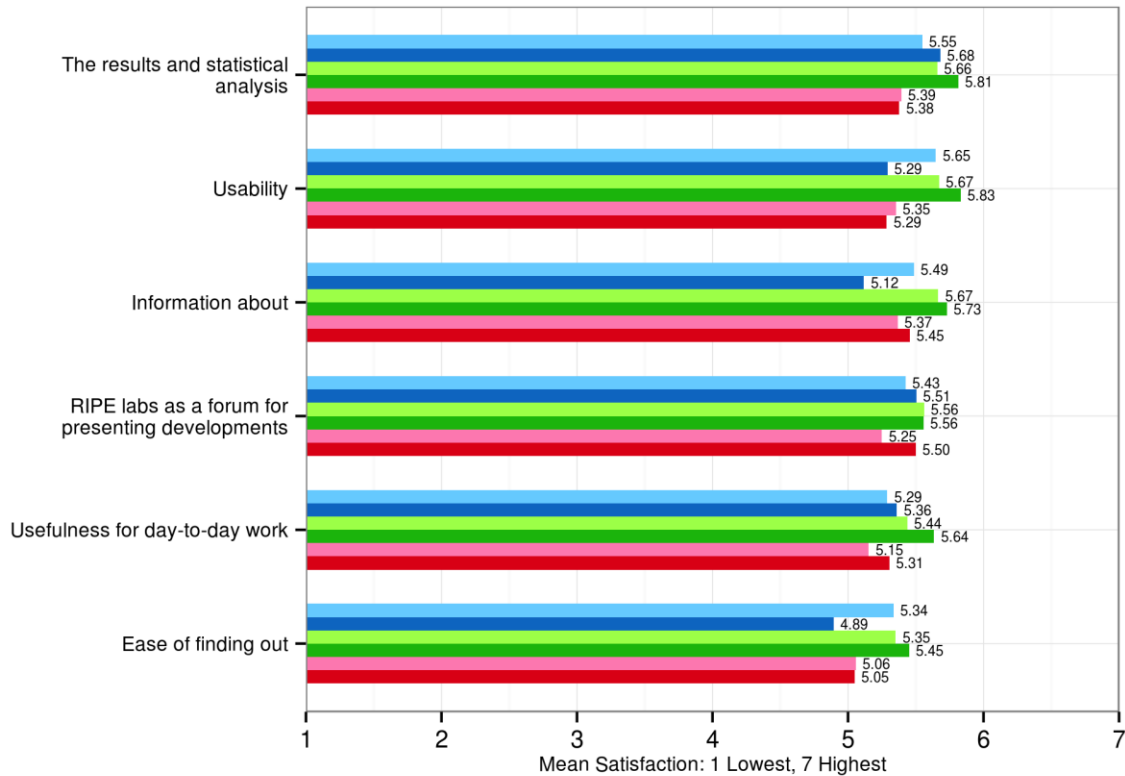
Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1863; Eastern Europe=147; Middle East=126 Russia and Central Asia=273; South East Europe=170; Western Europe=1064; Other=83

Communications

In the communications area, satisfaction levels across all regions were reasonably close to the overall scores.

Please rate your satisfaction level with the following from 1 to 7
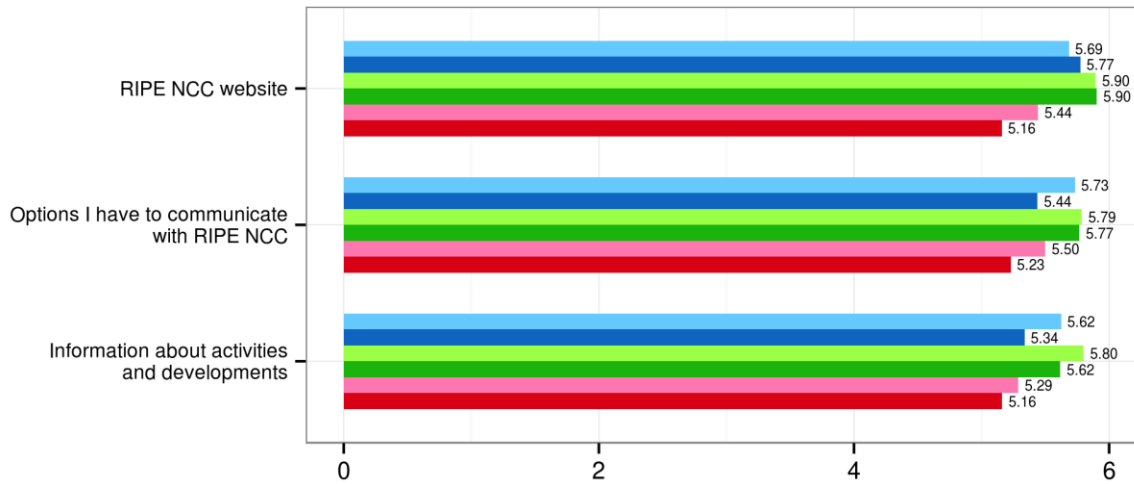
Eastern Europe Middle East Russia and Central Asia South East Europe Western Europe Other
N=2148; Eastern Europe=168; Middle East=158 Russia and Central Asia=308; South East Europe=197; Western Europe=1234; Other=83

The most notable deviations among regions were in relation to the question on communicating in languages other than English. For Russia and Central Asia, 56% of respondents said this would be a good idea compared to 32% who said no. Only 29% and 27% of respondents said this would be a good idea in Western Europe and South East Europe, respectively.

Should the RIPE NCC invest member funds in communicating in languages other than English?

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2172; Eastern Europe=173; Middle East=157 Russia and Central Asia=304; South East Europe=198; Western Europe=1241; Other=99
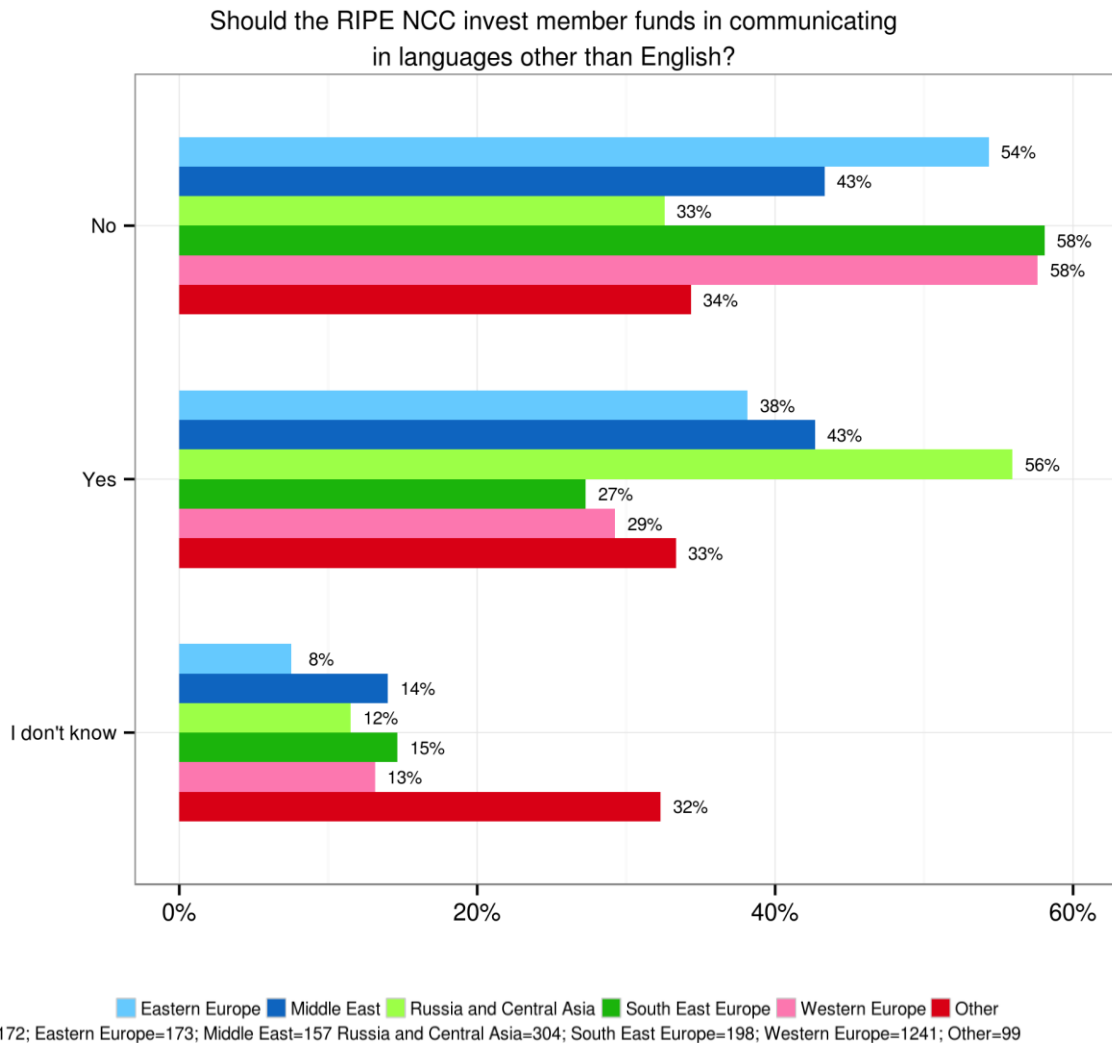
RIPE Meetings

Physical attendance at RIPE Meetings was low for most regions, ranging from 66% of respondents in South East Europe to 85% of respondents in Eastern Europe. The lowest satisfaction with the distribution of RIPE Meetings was in the Middle East, which was the only region to give a rating below 5 out of 7 for this question

Have you physically attended a RIPE Meeting in the past three years?
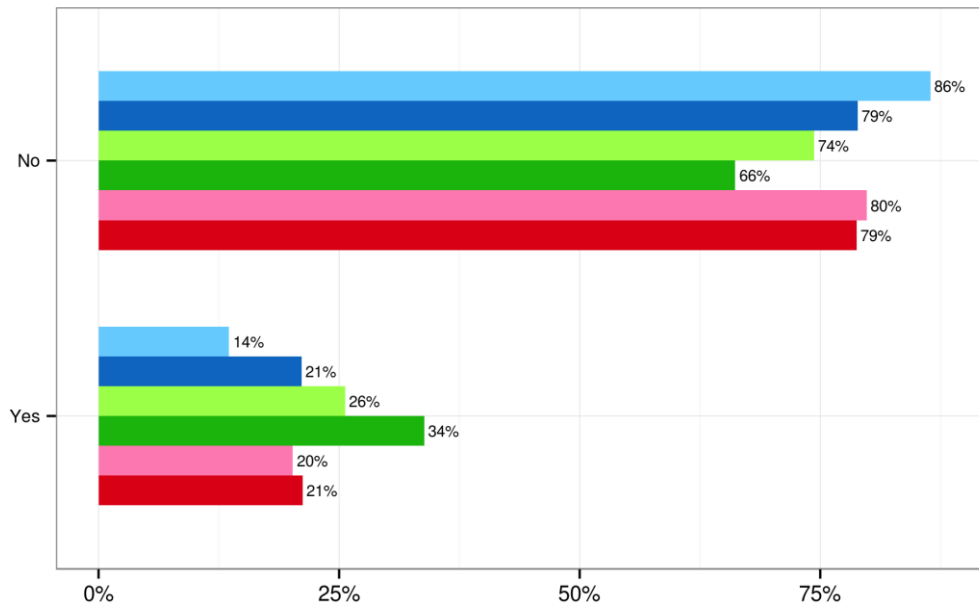
Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2208; Eastern Europe=177; Middle East=161 Russia and Central Asia=312; South East Europe=201; Western Europe=1258; Other=99

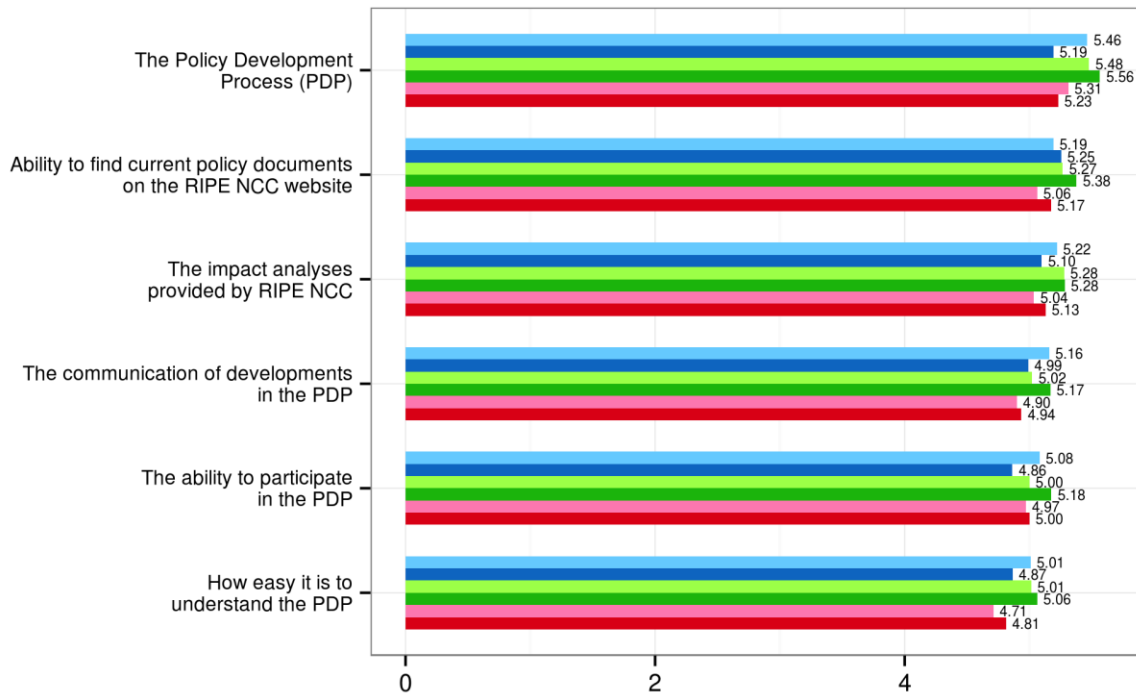Please rate your satisfaction level with the following from 1 to 7
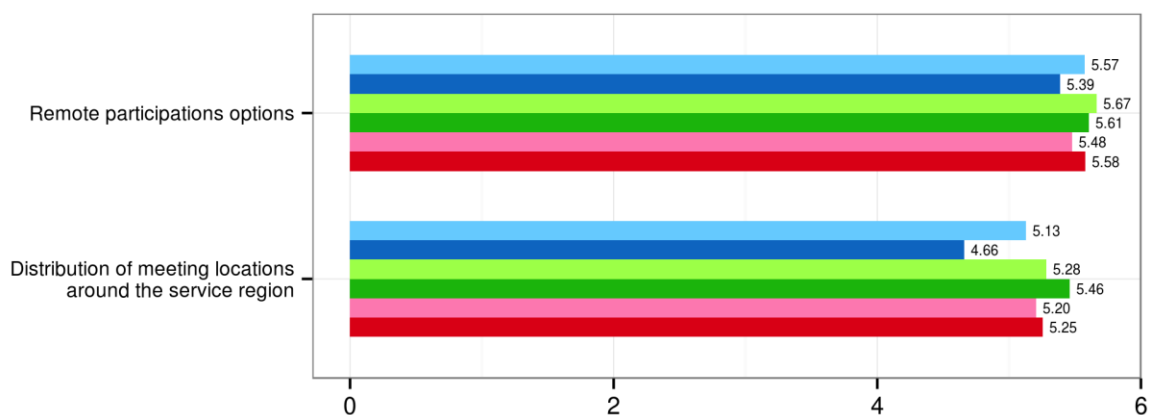
Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1753; Eastern Europe=130; Middle East=129 Russia and Central Asia=242; South East Europe=172; Western Europe=1001; Other=79

The RIPE Policy Development Process (PDP)

The ratings for all questions relating to the PDP were remarkably similar across all regions.

Please rate your satisfaction level with the following from 1 to 7

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=1523; Eastern Europe=123; Middle East=117 Russia and Central Asia=231; South East Europe=150; Western Europe=833; Other=69

The RIPE Database

The satisfaction ratings for the RIPE Database were between 5.4 and 6.2 for all regions. This is one area where those outside the RIPE NCC service region gave lower satisfaction ratings that for those areas inside the service region.

Please rate your satisfaction level with the following from 1 to 7
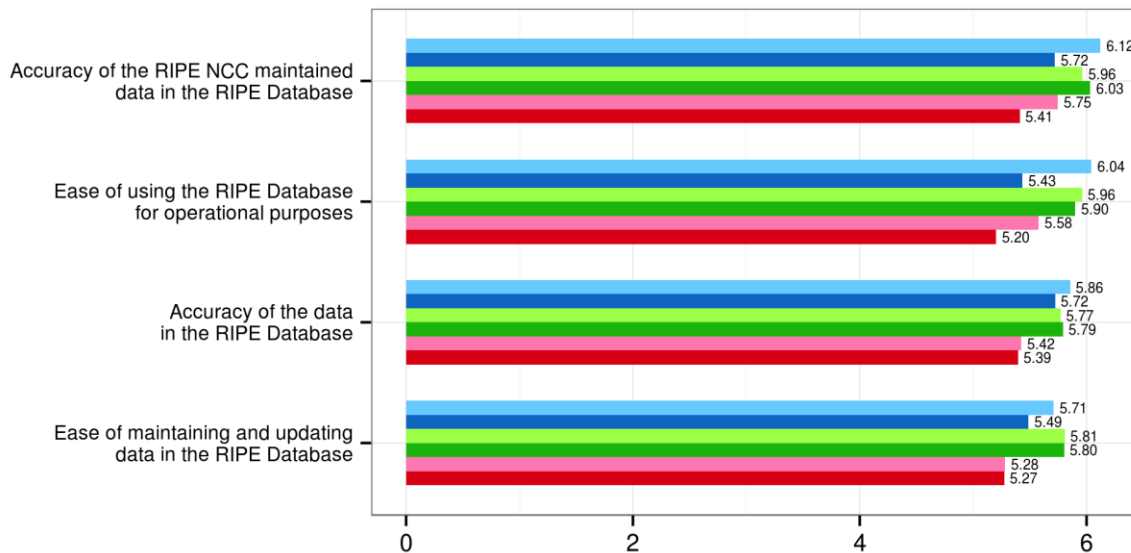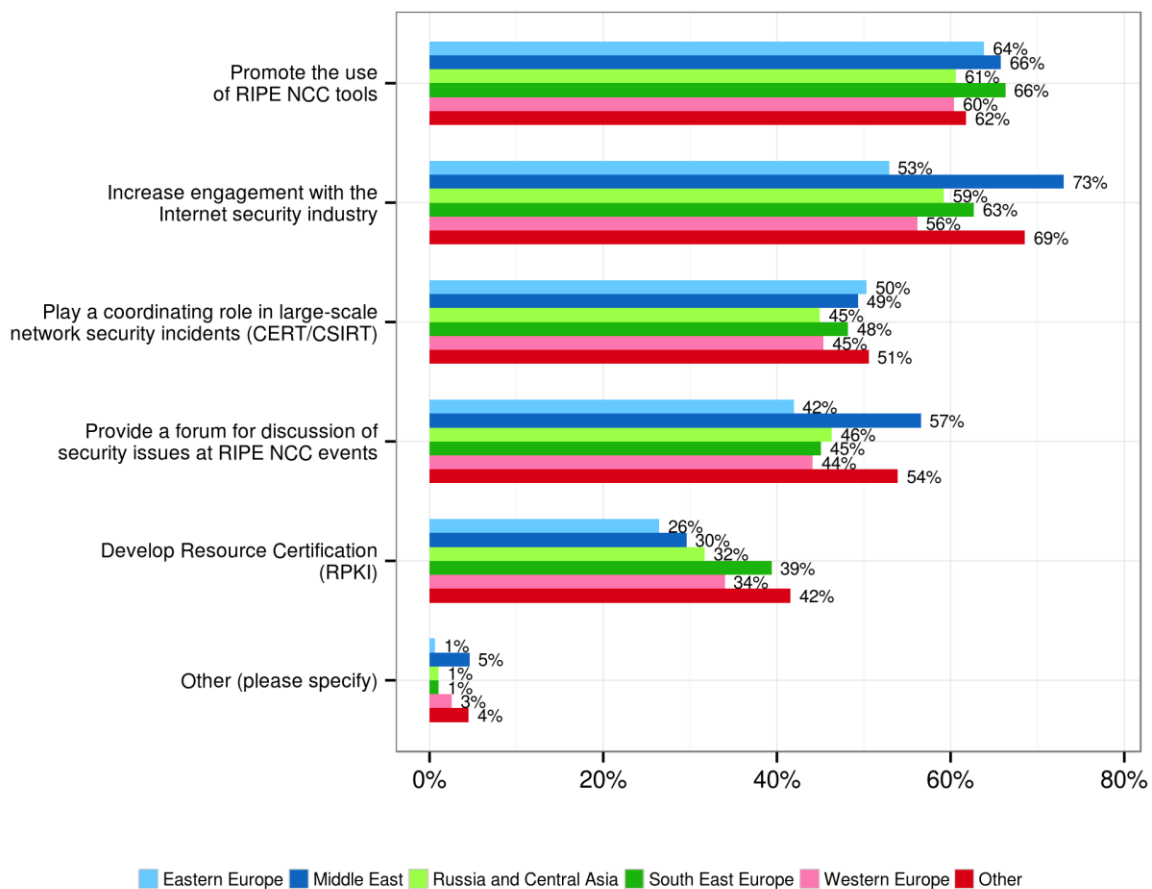

Eastern Europe ■ Middle East ■ Russia and Central Asia ■ South East Europe ■ Western Europe ■ Other
N=2063; Eastern Europe=165; Middle East=140 Russia and Central Asia=294; South East Europe=190; Western Europe=1199; Other=75

Network Security

Among the areas in the RIPE NCC service region, requests for the RIPE NCC to be more involved would appear to be highest in the Middle East region. Seventy-three percent of Middle East respondents felt the RIPE NCC had a coordination role to play during large-scale network security attacks, while over 50% suggested that there should be a forum for discussing security at RIPE NCC events.

Which of the following actions should the RIPE NCC take to help with Internet security concerns?

N=2005; Eastern Europe=155; Middle East=152 Russia and Central Asia=287; South East Europe=193; Western Europe=1129; Other=89