Customer satisfaction survey

AFRINIC

Final Report

March 2019
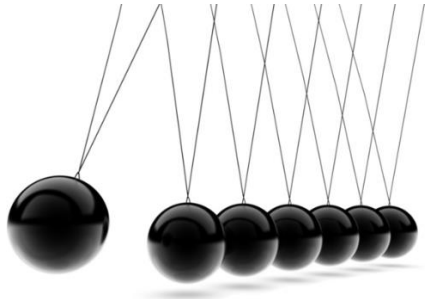
DCDM RESEARCH

Contents

Context and objectives

AFRINIC, in an ongoing effort to better serve its members and stakeholders, has initiated an ongoing **Customer Satisfaction Survey** at regular intervals.

DCDM research was commissioned to conduct the study for 2018/19, following slides contains the results.

The study was conducted with the following **objectives** in mind:

1. Measure the quality of service delivered by AFRINIC with regards to its members and community
2. Identify the main drivers of satisfaction and dissatisfaction with the service level and range of services in to capitalize on the strengths and work on to improve weaknesses
3. Understand the importance of each component of the value chain from the member's perspective
4. Determine their expectations with regards to improving AFRINIC overall service and prioritizing areas which require improvement to better serve members

Methodology

UNIVERSE

Invitations were sent to all AFRINIC members. Periodic follow up on survey completion done by AFRINIC. Survey link also available for filling on the website to General stakeholders.

SAMPLING

Total sample size: N= 68; self-selected by the respondents

Sample size breakdown:
AFRINIC Member Section: N=54
General Stakeholder: N=14

FIEDLWORK

Computer-Aided Web Interviews (CAWI).

FIELD DATES

From 16th October 2018 to 7th February 2019

Questionnaire flow

MEMBERS

General Feedback
Member Services
Membership Billing
AFRINIC Outreach
Corporate Governance

STAKEHOLDERS

Community Capacity Development
IPv6 Deployment
AFRINIC Events
AFRINIC Public Communication
AFRINIC Statistics Information
AFRINIC Support to global Infrastructure development
AFRINIC Research and Development
External Relations and Public Affairs
AFRINIC Community Support Program

Scales Used

AGREEMENT SCALE

1. **Scaling:** 1 to 5 agreement scale [5 – Strongly agree, 4 – Agree, 3 – Neutral, 2 – Disagree, 1 – Strongly disagree]

   Top 2 box = Strongly agree + Agree

   Bottom 2 box = Strongly disagree + Disagree

   For reporting purposes, we shall **focus on mean scores, top 2 and bottom 2 boxes.**
   Hence, the terms Top 2 and Bottom 2 are used several times throughout the report.

2. **Minimum threshold:** As a norm for CSS studies, we set the minimum target score to be a mean score of **4.0.** This means that any area with a mean score of less than 4.0 will be considered as an area that requires improvement.

SATISFACTION SCALE

1. **Scaling:** 0 to 10 satisfaction scale is used to measure customer satisfaction (i.e. 10: Fully satisfied, 0: Not satisfied at all).

   Top 3 box: Scores 8, 9, 10

   Bottom 3 box: Scores 0, 1, 2

   For reporting purposes, we shall **focus on mean scores, top 3 and bottom 3 boxes**

2. **Minimum threshold:** As a norm for CSS studies, we set the minimum target score to be a mean score of **8.0.** This means that any area with a mean score of less than 8.0 will be considered as an area that requires improvement

Section: Members

Explanations on key performance indicators

Overall satisfaction score

Gives a measure of how satisfied your clients are with AFRINIC.

Calculated using the mean score on overall satisfaction.

Loyalty score

Indicates your clients' level of loyalty towards AFRINIC, translated through their propensity to recommend AFRINIC to others.

Net Promoter Score [NPS]

Is a metric that helps measure customer experience and predicts business growth. The higher and more positive the NPS, the healthier is the company.

Unhappy clients: can damage the brand and impede growth through negative word of mouth

Satisfied but unenthusiastic clients: vulnerable to competitive offering

Loyal enthusiasts: happy to work with the brand and will refer others, hence refuelling growth

DETRACTORS   PASSIVES   PROMOTERS

0 1 2 3 4 5 6   7 8   9 10

Net Promoter Score = % Promoters − % Detractors
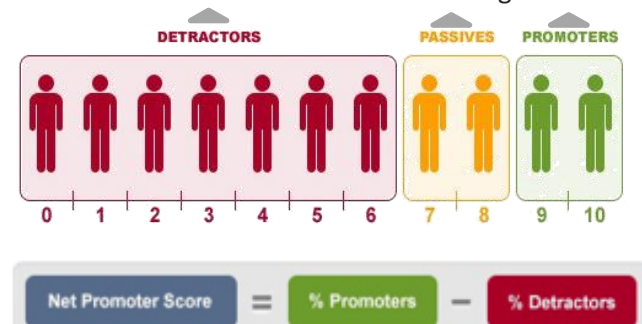
Customer Satisfaction Dashboard

OVERALL SATISFACTION SCORE (REBASED ON 100)

Previous survey (2012): 71

80
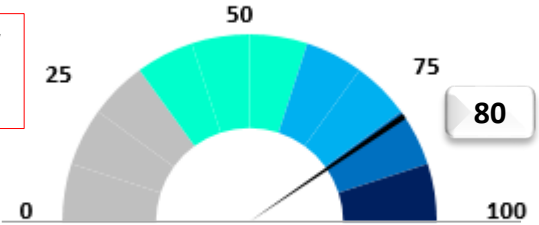
LOYALTY SCORE (REBASED ON 100)

81
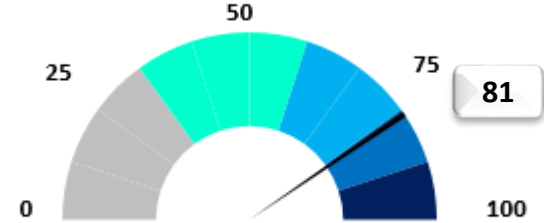
Members of AFRINIC are very satisfied with the organization.

Overall satisfaction scores have improved **+9 pts compared to last wave**.

Customer loyalty has increased as well with, **+ 10pts increase in promoters**, i.e. those who do not hesitate to recommend the organization to others.
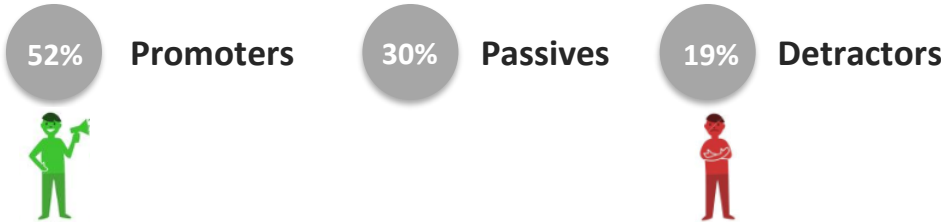
	52% Promoters		30% Passives		19% Detractors	
Current Wave	**52%**	—	**19%**	=	**33**	**NPS**
Last Wave	**35%**	—	**24%**	=	14	**NPS**

Customer satisfaction matrix

Explained

Quadrant 1: High importance, low performance

This quadrant displays attributes that are important; yet are not being performed to the same standard. If an attribute falls within this quadrant, efforts should be made to shift it to quadrant two.

Quadrant 2: High importance; high performance

This quadrant displays attributes that are important and are also being performed to a higher standard. Attributes that fall within this segment should be maintained to ensure that they remain at this level of performance

Quadrant 3: Lower importance; lower performance

This quadrant indicates attributes which are of a low priority. Resources are not being channeled towards them as much as other attributes. Attributes falling under this quadrant should remain untouched.

Quadrant 4: Lower importance; high performance

This quadrant indicates a possible overuse of resources. Organizations are allocating resources to and highly performing these attributes yet they are not deemed to be exceptionally important.

Medium to high

Low

Importance

Low

Medium to high

Performance (Mean)

Customer satisfaction matrix

CONCENTRATE HERE

KEEP UP THE GOOD WORK

Customer Services

Registration Services

AFRINIC Outreaches

Membership fees and billings

Importance

LOW PRIORITY

POSSIBLE OVERKILL

Performance (Mean)

Customer service and Registration are important drivers of satisfaction but are not performing up to the set standard.

These are critical drivers to fix for amelioration of overall AFRINIC satisfaction score.

Key driver analysis

Key driver analysis methodology

KEY DRIVER ANALYSIS

Key driver: Range of services within the value chain which have direct impact on customer satisfaction

Sub driver: Variables within the key drivers

1. A **correlation analysis** has been carried out to investigate the impact of each key drivers and sub drivers, on the Overall satisfaction of AFRINIC, this is demonstrated through the order of importance

2. It is noted **all key drivers are significantly important** to the overall satisfaction of AFRINIC

KEY DRIVERS & SUB - DRIVERS ORDER OF IMPORTANCE COLOUR CODING:

To distinguish the very important v not important drivers/sub-drivers of satisfaction we have used the above mentioned colour coding

Very important
Important

KEY DRIVERS OF SATISFACTION EVALUATED

Customer service

Registration service

Membership fees and billing

AFRINIC outreaches

Global satisfaction AFRINIC

Legend:
- Strongly disagree
- Diagree
- Neutral
- Agree
- Strongly agree

Top 2 Box: 80%

AFRINIC: 2% 7% 11% 45% 35%
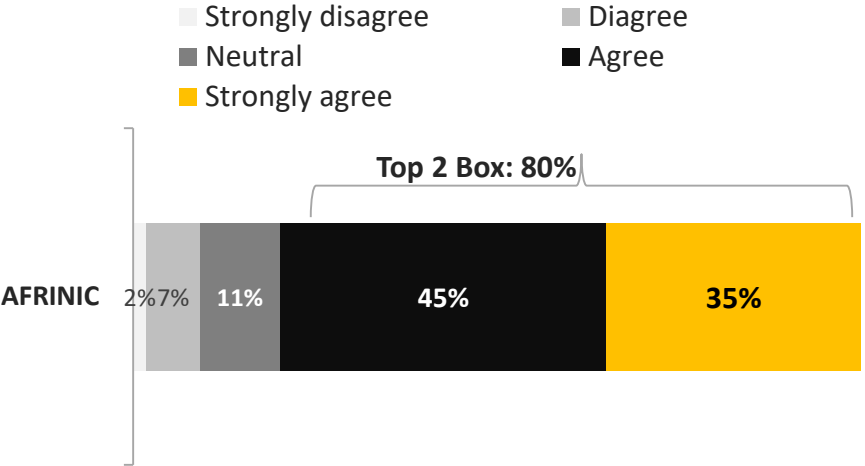
MEAN
4.0

80% of AFRINIC members are satisfied with the overall services provided by the company.

Does the value members get from AFRINIC justify its cost?

Strongly disagree   **Diagree**
Neutral   **Agree**
Strongly agree

Top 2 Box: 61%

MEAN

Value for money	9%	13%	17%	31%	30%

3.6
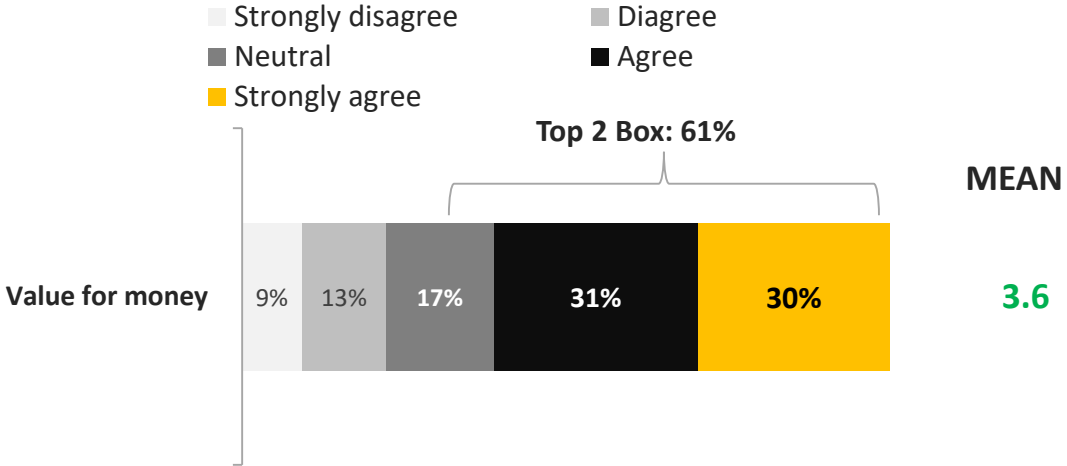
61% of AFRINIC members consider it as value for money organization.

Key drivers score

	AFRINIC outreaches	Membership fees and billing	Registration service	Customer service
TOP 3 BOX	44%	41%	39%	39%
Score	8.0	7.7	7.1	7.1
BOTTOM 3 BOX	2%	2%	9%	7%

Only 1 out of 4 key drivers AFRINIC Outreaches attains the threshold score of 8.0.

Customer and registration service are important drivers with low satisfaction scores.

BASE: 54

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Customer service

Customer service one of the most important driver of satisfaction performs **below threshold** as well as all its supporting sub drivers.

Friendliness scores comparatively higher (7.5), however it is less important to overall customer service satisfaction than speed of response which is very important driver but scores low at (6.5)

TOP 3 BOX

	Overall Customer Service	Friendliness	Accuracy	Professionalism	Caring and attentiveness	Speed of response
Top 3 Box	39%	53%	47%	49%	49%	37%
Score	7.1	7.5	7.2	7.2	7.0	6.5
Bottom 3 Box	7%	2%	2%	6%	6%	6%

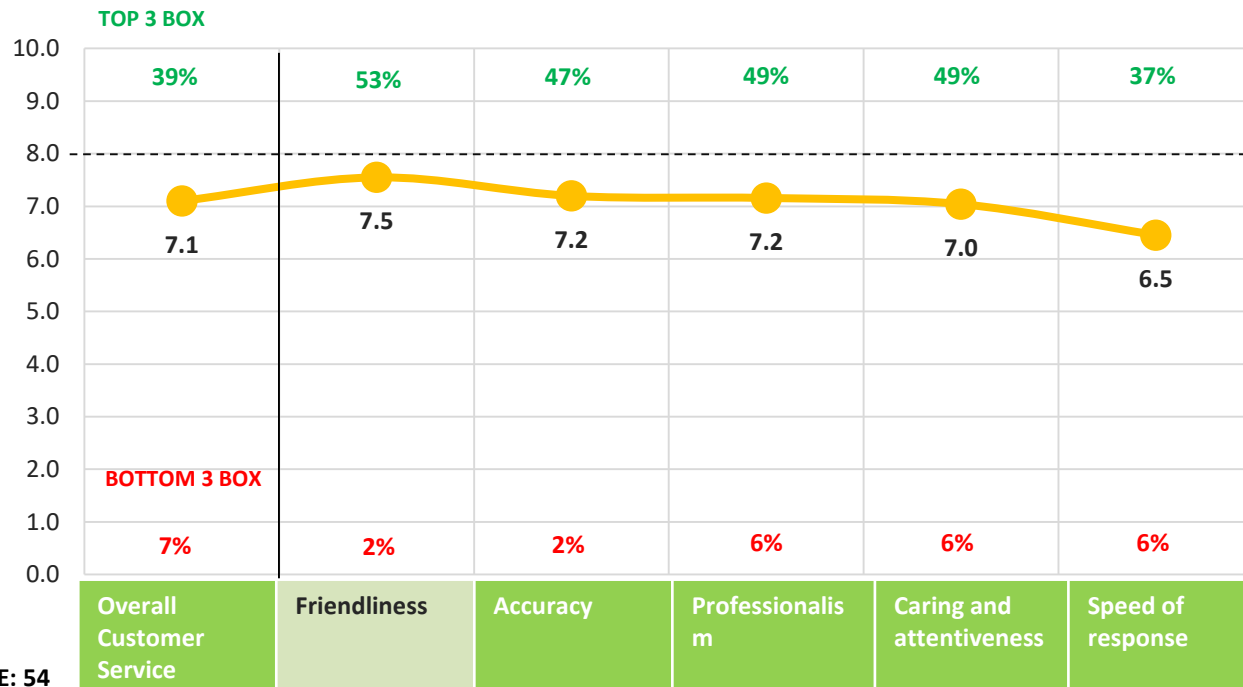**BOTTOM 3 BOX**

BASE: 54

SUGGESTIONS	N = 8
Improve what AFRINIC is already doing	3
Support SIXP and find alternative ways for Sudan (Due to embargo)	2
Assistance in setting up the IPV6.	2
Improve billing system	1
AFRINIC has the monopoly/no choice	1

NOTE: Very low responses received for suggestions, interpret data with caution

Q: If you have previously dealt with the **AFRINIC Customer Services**, how would you rate your level of satisfaction with AFRINIC on each of the following on a scale of 0 to 10, where 0 is 'Not satisfied at all' and 10 is 'Fully satisfied'.

Registration service

Registration service one of the most important driver of satisfaction performs **below threshold** as well as all its supporting sub drivers.

TOP 3 BOX

	Overall Registration Service	Friendliness	Professionalism	Accuracy	Caring and attentiveness	Speed of response
Top 3 Box	39%	57%	51%	51%	54%	42%
Score	7.1	7.5	7.2	7.2	7.1	6.5
Bottom 3 Box	9%	2%	9%	2%	7%	11%

BOTTOM 3 BOX

BASE: 54

Q: If you have previously dealt with the **AFRINIC Registration Services**, how would you rate your level of satisfaction with AFRINIC on each of the following on a scale of 0 to 10, where 0 is 'Not satisfied at all' and 10 is 'Fully satisfied'.

Similar to Customer service, Friendliness scores comparatively higher at (7.5), however it is less important to overall customer service satisfaction than speed of response which is very important driver but scores low at (6.5)
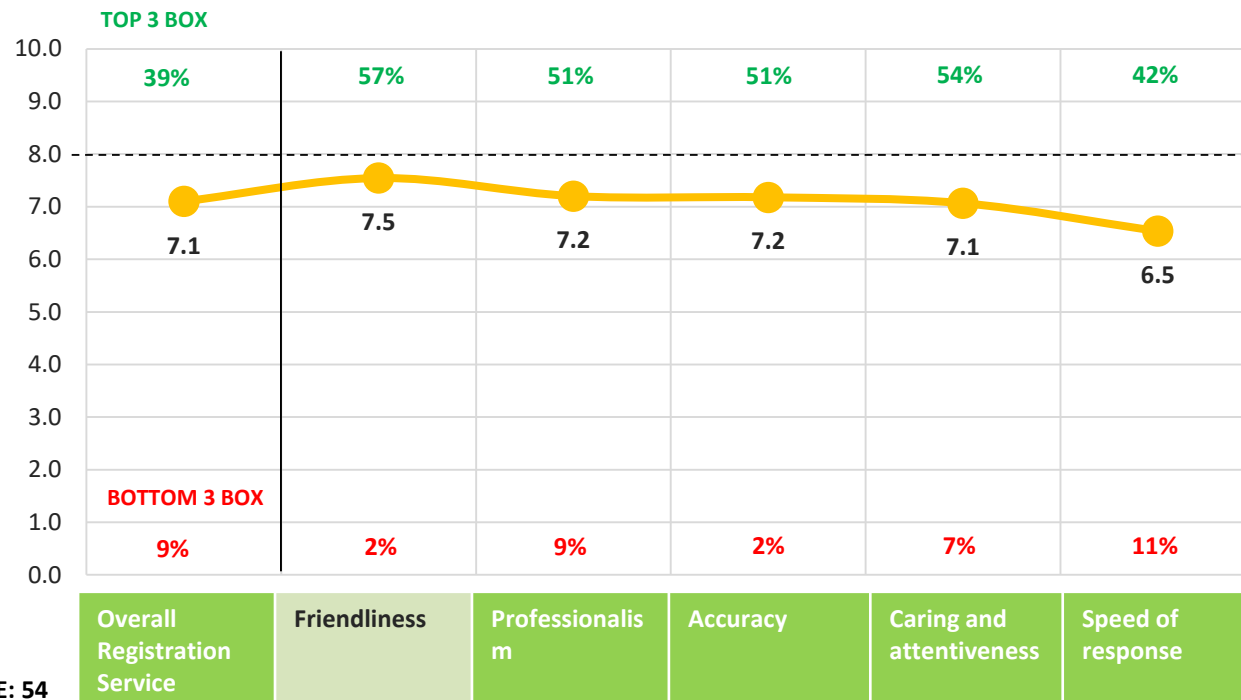
SUGGESTIONS   (N=6)

More information for member	2
Facilitate registration	1
Improve your core services first	1
Planning IPv4 and IPv6	1
Translation in multiple languages	1
AFRINIC has the monopoly/no choice	1

NOTE: Very low responses received for suggestions, interpret data with caution

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AFRINIC Outreach

Very important	
Important	

TOP 3 BOX

44%	71%	69%	71%	71%	66%	51%
8.0	8.3	8.3	8.1	8.0	8.0	7.4

BOTTOM 3 BOX

2%	3%	3%	3%	3%	3%	3%

| Overall AFRINIC Outreaches | Professionalism of AFRINIC staff during outreach event | Friendliness of AFRINIC staff during outreach | Caring and attentiveness of AFRINIC staff during outreach | Topics/concerns/issues were well addressed during the meeting? | Accuracy of information provided during outreach | Time allocated to my meeting |

BASE: 54

AFRINIC outreaches is the highest performing key driver, 5 among 6 of its attribute perform above the mean threshold of 8.0

Highest score (8.3): Professionalism and Friendliness of staff

Low score (7.4): Time allocation to meeting

Members also would like to see topics such as Global internet governance, Policy Development Process IPv6, Cyber security training, CERT/CSIRT trainings to be included as part of outreaches.

Q: If you have previously attended an **AFRINIC Outreach** with AFRINIC staff, Please let us know your appreciation on each of the following on a scale of 0 to 10, where 0 is 'Not satisfied at all' and 10 is 'Fully satisfied'.

Membership fees and billings

	Overall Membership fees and billings	Friendliness	Accuracy	Professionalism	Caring and attentiveness	Speed of response
TOP 3 BOX	41%	57%	55%	52%	51%	50%
Score	7.7	7.9	7.7	7.7	7.6	7.5
BOTTOM 3 BOX	2%	-	2%	2%	2%	-

BASE: 54
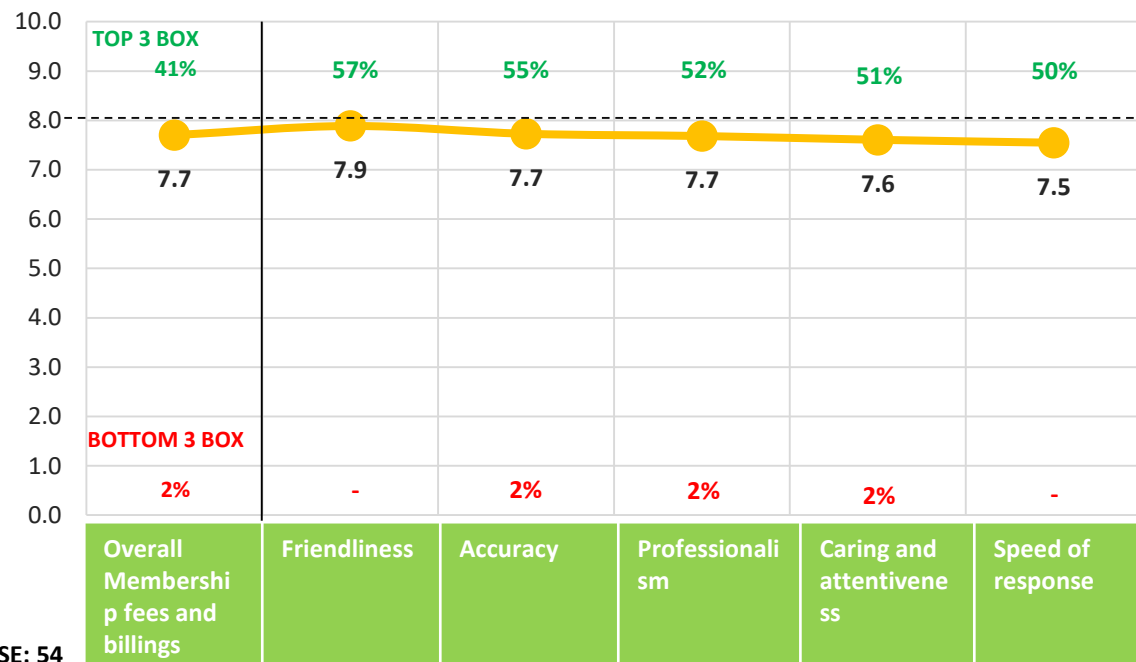
All sub-drivers under membership fees and billing perform below the threshold score.

Highest score (7.9): Friendliness of staff
Lowest score (7.5): Speed of response

87% of members reveal the current methods of payment i.e. wire transfer and credit card are fine for paying membership fees and billing.

Some alternate methods of payment suggested are Crypto-currencies (6%), Cash –some countries have difficulty transferring money (4%), Paypal (4%), Debit card (2%), and through diplomatic mission only for Sudan (2%)

Q: If you have previously dealt with the **AFRINIC Billing Services**, how would you rate your level of satisfaction with AFRINIC on each of the following on a scale of 0 to 10, where 0 is 'Not satisfied at all' and 10 is 'Fully satisfied'.

Membership fees and billings

How could AFRINIC improve its members' Invoice payment?	RESPONSES (N =11)
More flexible terms of payment	3
Provide more information (discounts on invoices/grounds for penalties for delays)	2
Invoice as from September or before	2
Be nicer and more fun	1
By authorizing the desired payment method of the customer	1
Invoices should be delivered prior to their due-date	1
Documents need to be available in French	1
Reduce fees	1

Note: Very small base, interpret with caution

High performing drivers v low performing drivers

TOP 5 HIGH PERFORMING DRIVERS/SUB DRIVERS
PERFORMING ABOVE THRESHOLD MEAN SCORE OF 8.0

1. **AFRINIC OUTREACHES (8.0)**

   - Professionalism of AFRINIC staff during outreach event (8.3)

   - Friendliness of AFRINIC staff during outreach (8.3)

   - Caring and attentiveness of AFRINIC staff during outreach (8.1)

   - Topics/concerns/issues were well addressed during the meeting (8.0)

   - Accuracy of information provided during outreach (8.0)

BOTTOM 5 DRIVERS/SUB DRIVERS PERFORMING BELOW
THRESHOLD MEAN SCORE OF 8.0

1. **CUSTOMER SERVICE (7.1)**

   - Speed of response (6.5)

   - Caring and attentiveness (7.0)

   - Professionalism (7.2)

   - Accuracy (7.2)

2. **REGISTRATION SERVICE (7.1)**

   - Speed of response (6.5)

   - Caring and attentiveness (7.1)

   - Accuracy (7.2)

Key driver detailed evaluation

Key driver process evaluation

79% agree that AFRINIC website contain adequate information on how to become a member

29% are not satisfied with the total time taken to handle customer service issues.

17% feel the membership application is not fast enough, and the process is not clear and straight forward

		TOP 2 BOX	BOTTOM 2 BOX	MEAN SCORE
CUSTOMER SERVICES	AFRINIC website contains adequate information about how to become AFRINIC member	**79%**	**6%**	4.0
	Customer Services Team provides support to invoice payment	**63%**	**8%**	**3.7**
	AFRINIC Membership Application process is clear and straight forward	**61%**	**17%**	**3.6**
	Customer Services Team provides support to contact update enquiries	**60%**	**10%**	**3.7**
	Customer Services provides responses to membership application enquiries	**59%**	**10%**	**3.6**
	Customer Services Team provides responses and support to any other inquiries	**59%**	**8%**	**3.7**
	AFRINIC Membership Application fast enough	**57%**	**17%**	**3.5**
	I am satisfied with the total time taken to handle each issue	**56%**	**29%**	**3.4**
	New Member Registration Portal (NMRP) is clear, straightforward and adequate	**53%**	**10%**	**3.5**

Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how far do you agree or disagree with the following statements related to the services provided to you by AFRINIC _____?

Key driver process evaluation

Response time, total time and request for additional info being clear are the major areas of dissatisfaction with the Registration service.

Members feel the Board of Directors do not represent their companies interest, however it is worth noting that 20% are not aware of the Board of Directors activities, they are also not satisfied with the voting structure.

		TOP 2 BOX	BOTTOM 2 BOX	MEAN SCORE
REGISTRATION SERVICES	AFRINIC website contains adequate information about how to get number resources	68%	8%	3.8
	AFRINIC 's resource allocation (IPv4, IPv6 and ASNs) process is clear, and straight forward	65%	15%	3.7
	Appropriate responses and support to inquiries other than resources application (,rDNS, RPKI, IRR, etc.) are provided	60%	12%	3.6
	I am satisfied with the response time	56%	19%	3.4
	Request for additional information were clear and relevant	54%	17%	3.5
	I am satisfied with the total time taken to handle each issue	48%	21%	3.3
CORPORATE GOVERNANCE	AFRINIC and its Board of Directors represent my organization's interest to my satisfaction	49%	29%	3.3
	I am satisfied with AFRINIC's organization structure as per its bylaws	48%	16%	3.5
	I am satisfied with the current AFRINIC voting structure	46%	20%	3.4
	I am aware of Board of Directors' activities	40%	28%	3.2

Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how far do you agree or disagree with the following statements related to the services provided to you by AFRINIC _____?

Key driver process evaluation

Over **70% agree** that AFRINIC outreaches should be conducted more often, they help get clear responses and get gain good understanding of initiatives and services.

Members are also happy about the membership fees and billing service however majority are indifferent whether MyAFRINIC billing and payment support are adequate

		TOP 2 BOX	BOTTOM 2 BOX	MEAN SCORE
AFRINIC OUTREACHES	AFRINIC should conduct more outreaches to reach as much as possible all the members in their respective countries.	77%	6%	4.0
	AFRINIC Outreach team helps me get clear responses on my concerns	73%	11%	4.0
	AFRINIC outreach helps to gain good understanding of its engagement, initiatives and services	72%	11%	3.9
MEMBERSHIP FEES AND BILLING	AFRINIC website contains adequate information about fees and invoice payment	75%	4%	4.0
	AFRINIC billing timeline is clear and appropriate	71%	8%	3.9
	I am satisfied with the total time taken to handle each issue	71%	6%	3.9
	Appropriate responses and support to billing inquiries are provided	69%	4%	3.9
	MyAFRINIC features to support billing and payments are adequate	60%	6%	3.8

Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how far do you agree or disagree with the following statements related to the services provided to you by AFRINIC _____?

Future planning for AFRINIC

Future planning for AFRINIC

More of the following activities at 70% and above

		More	Same	Less
1	IPv6 deployment	83%	17%	0%
2	AFRINIC Internet Routing Registration	78%	23%	0%
3	Provide information about IPv6	75%	23%	2%
4	The WHOIS database	74%	26%	0%
5	AFRINIC Policies	73%	27%	0%
6	Root server deployment in the region	73%	17%	10%
7	Support for IXPs	73%	25%	2%
8	Reverse DNS Delegation	70%	23%	8%

Over **80%** of members want more of IPv6 deployment

BASE: 54   Q: In future planning for AFRINIC, how much of the following activities should AFRINIC do?

Future planning for AFRINIC

More of the following activities at 59 – 69%

		More	Same	Less
9	Provide webinars on internet-related technology	69%	19%	12%
10	Engage with governments regarding Internet crime,	68%	21%	11%
11	Additional IP Resources (IPv4, IPv6 or ASN)	68%	33%	0%
12	Provide e-learning, on internet-related technology	66%	25%	9%
13	Publish IP resources and membership statistics	65%	33%	2%
14	Provide hands-on training on internet-related technology	64%	26%	9%
15	Resource certification services (RKPI)	63%	31%	6%
16	IPv4 Exhaustion and depletion	63%	34%	2%
17	Member Information Update	63%	38%	0%
18	Engage with governments regarding Internet social issues	62%	31%	8%
19	Encourage more participation and diversity in policy development discussions and meetings	61%	33%	6%
20	Conduct outreach to existing members	61%	31%	7%
21	Engage with governments regarding Internet technology,	59%	35%	6%
22	Membership registration	59%	39%	2%

Q: In future planning for AFRINIC, how much of the following activities should AFRINIC do?   **BASE: 54**

Future planning for AFRINIC

More of the following activities at below 59%

		More	Same	Less
23	Contact member to verify information accuracy in WHOIS	58%	40%	2%
24	DNS service support for ccTLD	58%	40%	2%
25	Internet measurement research	57%	35%	7%
26	DNSSEC services	57%	39%	4%
27	AFRINIC Database services (WHOIS, IRR, etc.)	56%	43%	2%
28	Billing and Membership fees	55%	43%	3%
29	Collaborate with other Internet-related organisations where appropriate	55%	40%	6%
30	Helpdesk Support via email,	53%	47%	0%
31	Conduct outreach to governments	52%	37%	11%
32	Helpdesk Support via telephone	38%	50%	12%
33	Conduct outreach to other businesses	35%	57%	7%

BASE: 54   Q: In future planning for AFRINIC, how much of the following activities should AFRINIC do?

General suggestions from members

How could AFRINIC improve its services to you?

	RESPONSES (N =31)
Share more information to members/transparency proactive and updated	9
Faster query response	6
By depoliticizing (less policy/scandal, more nuts-and-bolts resource management)	5
Better value for money/reduce costs to increase number of users	4
Organise more trainings/Improve existing	4
More sponsorships to attend meetings	3
Multilingual helpdesk/web site (arabic too)	3
Contribute in developments by offering technical support	2
Interactive training / catch-up accessible online	2
Subregional representation to include the 5 economical blocks of Africa (CEDEAO, COMESA, etc)	2
Training and Certification	1

What other services would you like AFRINIC to offer?

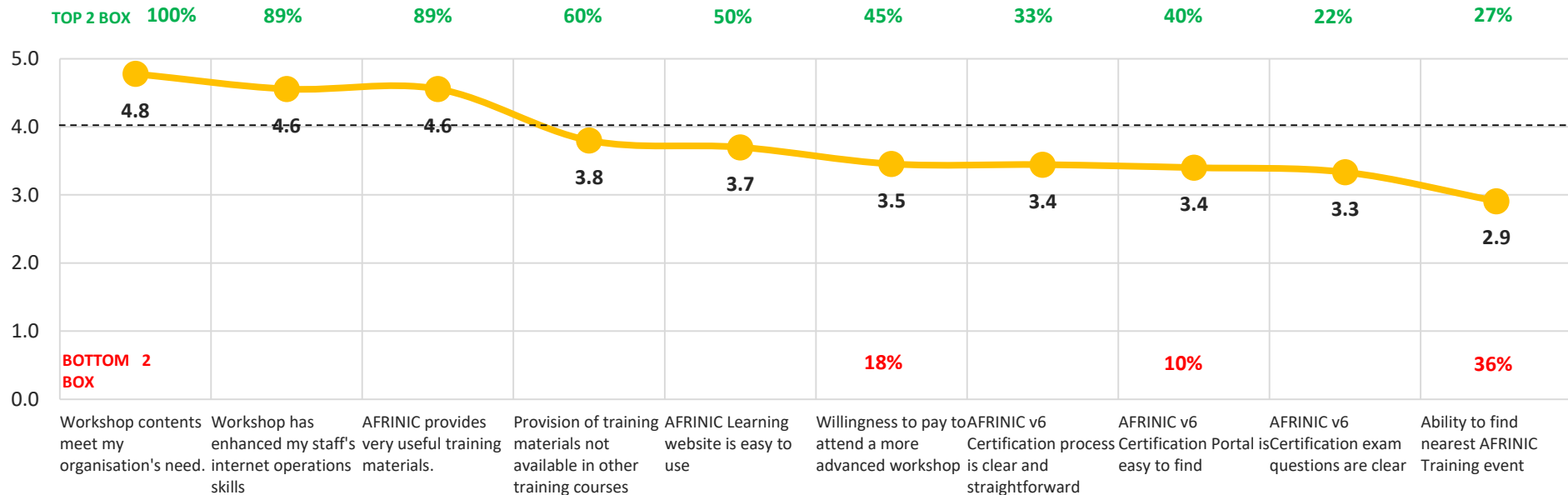|	RESPONSES (N=17)
Various webinars/awareness programs/ best practice related to the use of the Internet and IT tools	5
Multilingual helpdesk (English, french, arabic)	2
Support the member for the billing/ scholarships for students to attend	2
Sub regional representation to coordinate training, relations with govern., and payment issues (CEDEAO, COMESA, etc.)	2
An instant support for members in emergency/urgent cases (Chat window/Whatsapp)	1
Advanced IP Network Training	1
Continue automation of integrated self-provisioning for existing authenticated resource-holders	1
Improvement to existing tools like whois, IRR	1
Free training for CERT / CSIRT to emancipate the population	1
More capacity building for AFRICANS	1
Training and Certification	1

Section: Stakeholders

Very low base for stakeholder section, interpret data with caution

Community capacity building

Stakeholders are happy about the community capacity building workshop contents meeting their needs, enhancing the staffs internet operation and find the training materials very helpful.

Stakeholders express disagreement over **AFRINIC v6 certification** process, such as difficulty in finding the certification portal unclarity of certification process and exam questions.
They also find it difficult to locate the nearest AFRINIC training event

TOP 2 BOX **100%**   **89%**   **89%**   **60%**   **50%**   **45%**   **33%**   **40%**   **22%**   **27%**

4.8	4.6	4.6	3.8	3.7	3.5	3.4	3.4	3.3	2.9

BOTTOM 2 BOX   **18%**   **10%**   **36%**

| Workshop contents meet my organisation's need. | Workshop has enhanced my staff's internet operations skills | AFRINIC provides very useful training materials. | Provision of training materials not available in other training courses | AFRINIC Learning website is easy to use | Willingness to pay to attend a more advanced workshop | AFRINIC v6 Certification process is clear and straightforward | AFRINIC v6 Certification Portal is easy to find | AFRINIC v6 Certification exam questions are clear | Ability to find nearest AFRINIC Training event |

BASE: 14   Q. If you have previously attended one AFRINIC workshop, how far would you agree or disagree with the following statements about **AFRINIC Community Capacity Building Services.** To answer, please use a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree",?

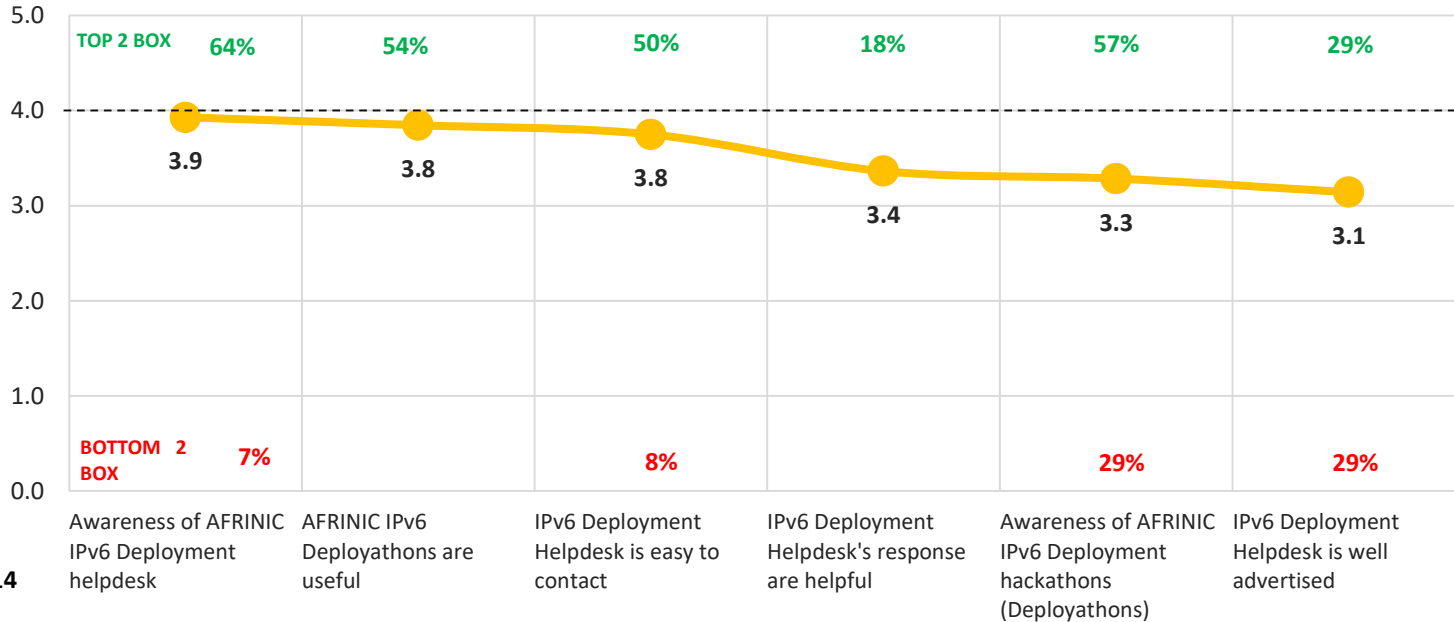# Community capacity building suggestions

SUSGGESTION ON TRAINING COURSES	RESPONSES (N =8)
Cybersecurity for law expert/police/technical side	3
RPKI	2
IRR	2
IXP	2
bgp filters	1
bcp38	1
Internet Governance	1
Security on IPV6	1
reverse DNS and WHOIS database management	1

SUGGESTIONS ON OVERALL COMMUNITY CAPACITY BUILDING	RESPONSES (N =6)
Provide training in MOOC(massive open online courses)/e-learning	2
Think about the training of law experts who have an impact on cybersecurity strategy	1
Integrate main web site and training activity web site	1
The financial requirements for a co-organization trainings are restrictive for organisations from poor countries.	1
The staff is good	1

NOTE:
Very low base, interpret with caution

IPv6 deployment program

Majority of stakeholders are aware of IPv6 Deployment helpdesk but they feel it could be advertised more.
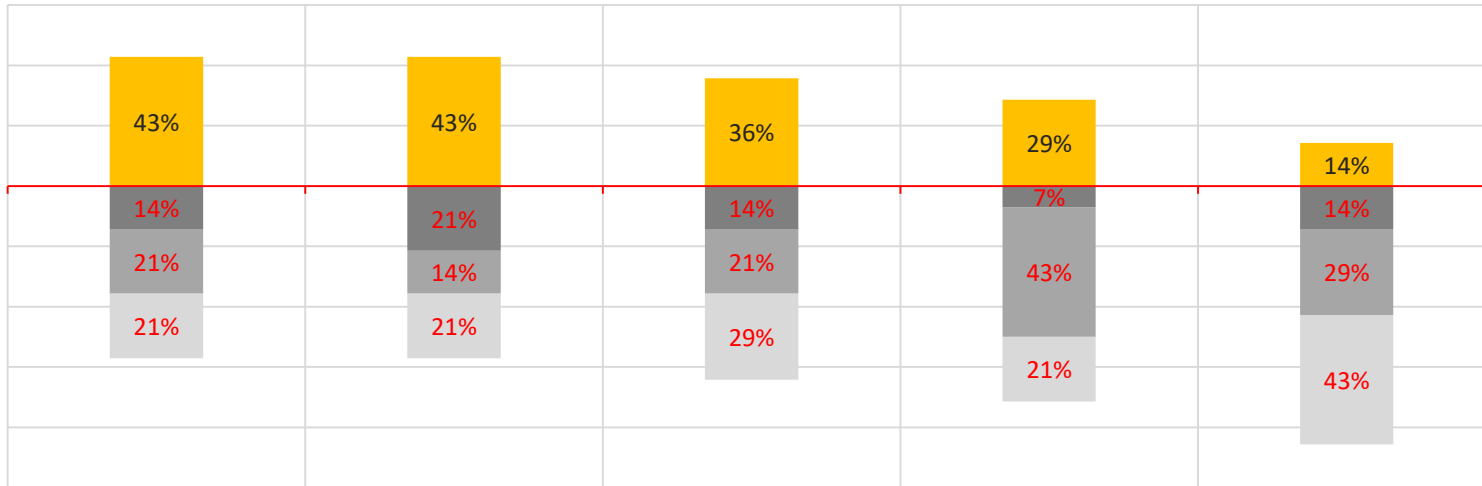

BASE: 14

IPv6 deployment program

43% of stakeholders website are available over IPv6, however majority of them 86% do not offer IPv6 services to the customers/users.

Legend: ■ Yes ■ No, but planned for next 12 months ■ No, but planned for later ■ No, not planned

	Is your website available over IPv6?	Are technical staff in your organisation trained for IPv6 deployment	Does your network use IPv6 internally?	Do you have an IPv6 address space?	Does your organization offer IPv6 services to your customers/users?
Yes	43%	43%	36%	29%	14%
No, but planned for next 12 months	14%	21%	14%	7%	14%
No, but planned for later	21%	14%	21%	43%	29%
No, not planned	21%	21%	29%	21%	43%

BASE: 14

IPv6 deployment program suggestions

SUGGESTIONS ON IPv6 UPTAKE	RESPONSES (N=7)
Provide training/research based rationale for it	4
Collaborate/Train with the government/decision maker to encourage deployment infrastructure supporting IPv6	3
Seek funds for training in countries that lack financial means.	1
Problem is with upstream provider	1

SUGGESTIONS ON IPv6 DEPLOYMENT	RESPONSES (N=7)
Increase the amount of training by country	2
Organize awareness-raising activities for the general public	2
Establish partnerships at the highest administrative level to facilitate deployment/ Have a real policy	2

AFRINIC Public events

PARTICIPANT PAYMENT SUGGESTION / MEETING
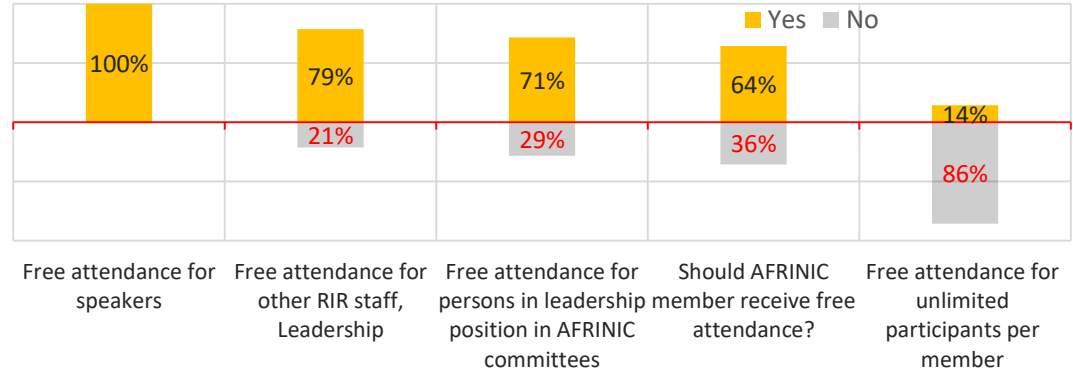
PAYMENT	N=14
USD 100 for the entire event	6
Free of charge	5
USD 50 per day	2

NOTE: AFRINIC meetings cost about USD 50 per person per day for the use of the meeting venue and for lunch and refreshments

ATTENDANCE FEE EXEMPTIONS FOR AFRINIC MEETINGS

Legend: Yes / No

	Yes	No
Free attendance for speakers	100%	
Free attendance for other RIR staff, Leadership	79%	21%
Free attendance for persons in leadership position in AFRINIC committees	71%	29%
Should AFRINIC member receive free attendance?	64%	36%
Free attendance for unlimited participants per member	14%	86%

WHICH EVENTS HAVE YOU ATTENDED WHERE YOU'VE HAD INTERACTIONS WITH AFRINIC?

EVENTS	N=14
Africa internet Summit (AIS) in May/ June	10
AFRINIC Policy Meeting in November	9
No answer	2
20 years celebration	1
FIRE program as judging panel	1

NUMBER OF PARTICIPANT PER MEMBER

Unlimited, 7%
One member, 7%
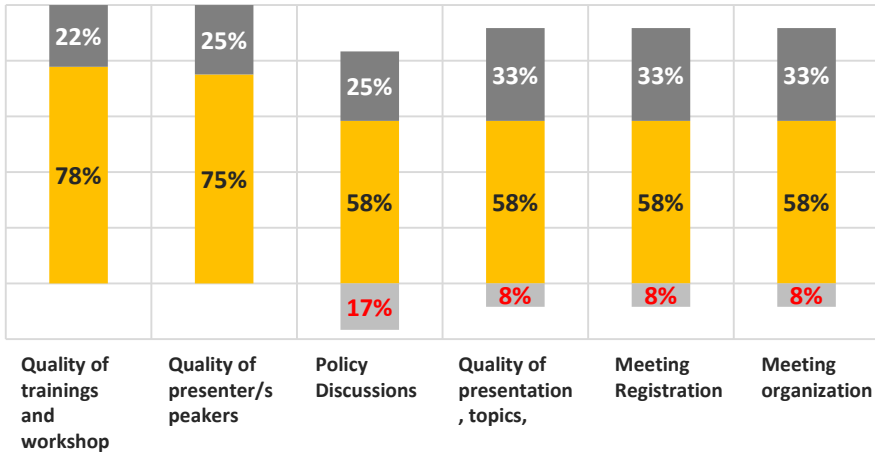Five member, 29%
Two member, 57%

BASE: 14

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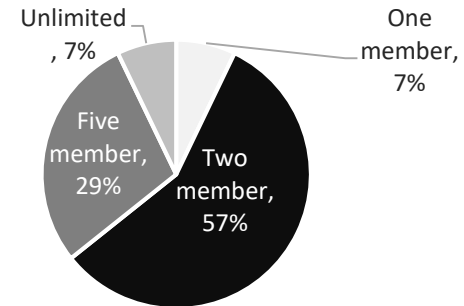
AFRINIC public events assessment

HOW DO YOU ASSESS AFRINIC PUBLIC EVENTS YOU ATTENDED ON THE FOLLOWING ITEMS?

Legend: ■ Good ■ Acceptable ■ Poor

	Quality of trainings and workshop	Quality of presenter/speakers	Policy Discussions	Quality of presentation, topics,	Meeting Registration	Meeting organization
Acceptable	22%	25%	25%	33%	33%	33%
Good	78%	75%	58%	58%	58%	58%
Poor			17%	8%	8%	8%

WHAT IMPROVEMENTS DO YOU THINK WE CAN BRING TO AFRINIC MEETINGS?

|	N=6
Improve the organisation/ fill waiting gap/ respect timing	4
Improve and formalize online participation procedures.	1
Explain to newcomers how to manage email/ discussion lists	1
Provide quality translators for 3 languages ??(French, English, Arabic)	1
Invite members of the government to attend	1

WHAT OTHER ICT CONFERENCE OR EVENTS DO YOU USUALLY GO TO?

	N=5
IGF	4
ICANN	3
ITU	2
Forum- national/international	2
ISOC	1

BASE: 14

Public communication

Majority of stakeholders are happy with the information distributed by AFRINIC and are informed about its activities and deployments.

However, AFRINIC Website is scores low in terms of ease of usage and information provided within.
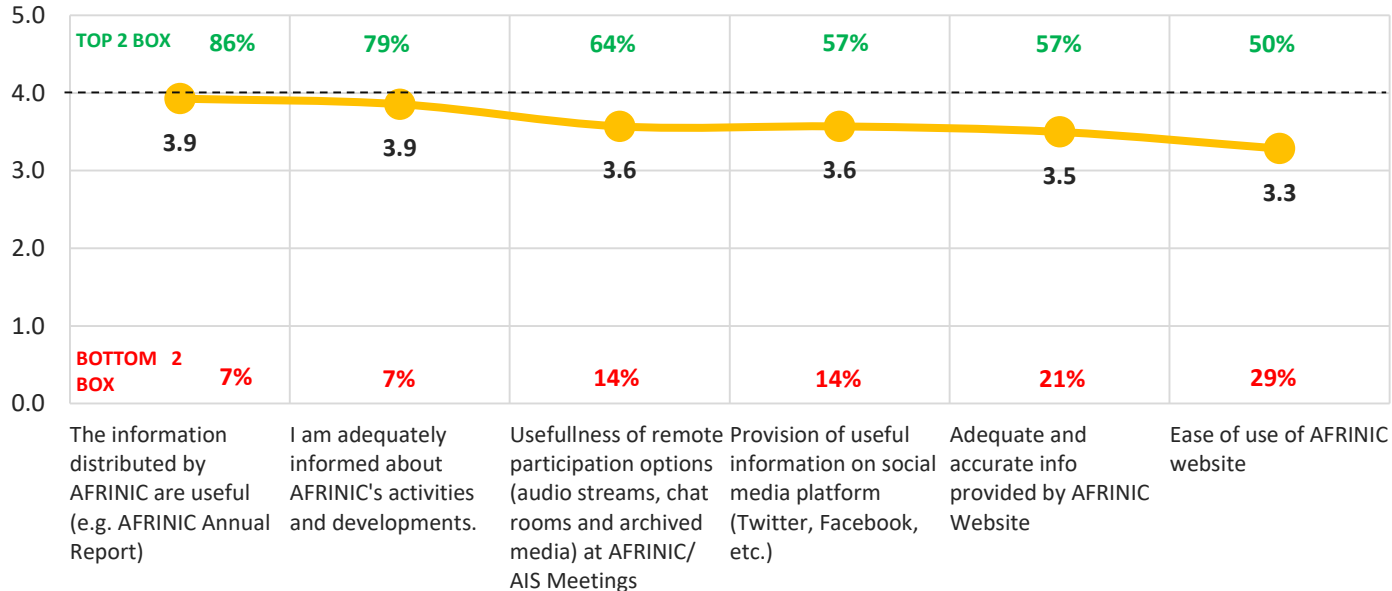
Stakeholders would like **other means of communications** such as mailing list,
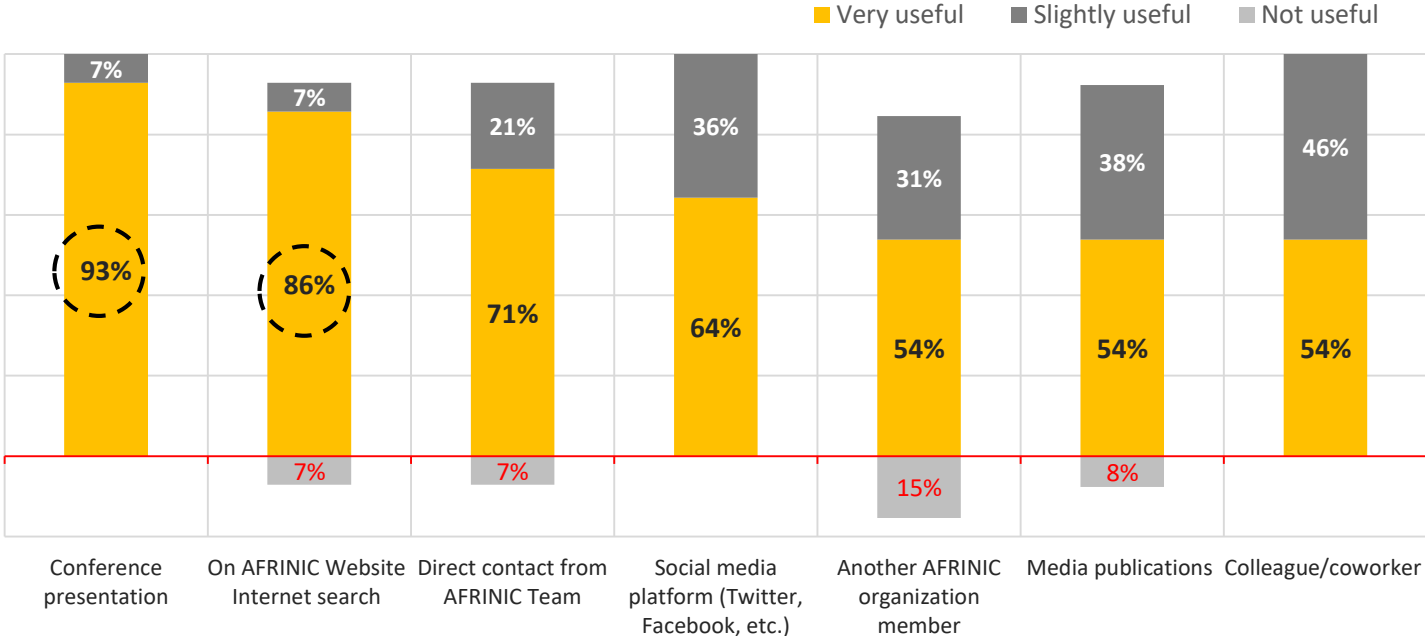Salon IRC (internet relay chat) during meetings and Telegram channel

They also **suggest communicating the content in as many langua**ge as possible for ease of usage.

	The information distributed by AFRINIC are useful (e.g. AFRINIC Annual Report)	I am adequately informed about AFRINIC's activities and developments.	Usefullness of remote participation options (audio streams, chat rooms and archived media) at AFRINIC/ AIS Meetings	Provision of useful information on social media platform (Twitter, Facebook, etc.)	Adequate and accurate info provided by AFRINIC Website	Ease of use of AFRINIC website
TOP 2 BOX	86%	79%	64%	57%	57%	50%
Score	3.9	3.9	3.6	3.6	3.5	3.3
BOTTOM 2 BOX	7%	7%	14%	14%	21%	29%

BASE: 14

Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how would you assess **AFRINIC's way of communicating and engaging you in its activities**?

Public communication channels usefulness

Majority find AFRINIC conference presentation, website and direct contact from the team to be very useful

Legend: ■ Very useful ■ Slightly useful ■ Not useful

	Conference presentation	On AFRINIC Website Internet search	Direct contact from AFRINIC Team	Social media platform (Twitter, Facebook, etc.)	Another AFRINIC organization member	Media publications	Colleague/coworker
Slightly useful (top)	7%	7%	21%	36%	31%	38%	46%
Very useful	93%	86%	71%	64%	54%	54%	54%
Not useful		7%	7%		15%	8%	

BASE: 14

Public internet infrastructure development

Public internet infrastructure development could improve its awareness levels and provide sufficient information about its benefits in the website.

Stakeholders feel strongly against paying for utilizing public internet infrastructure services.

To **help improve core internet infrastructure** in their country/region, stakeholders would like to see collaboration with ISOC Africa and universities.
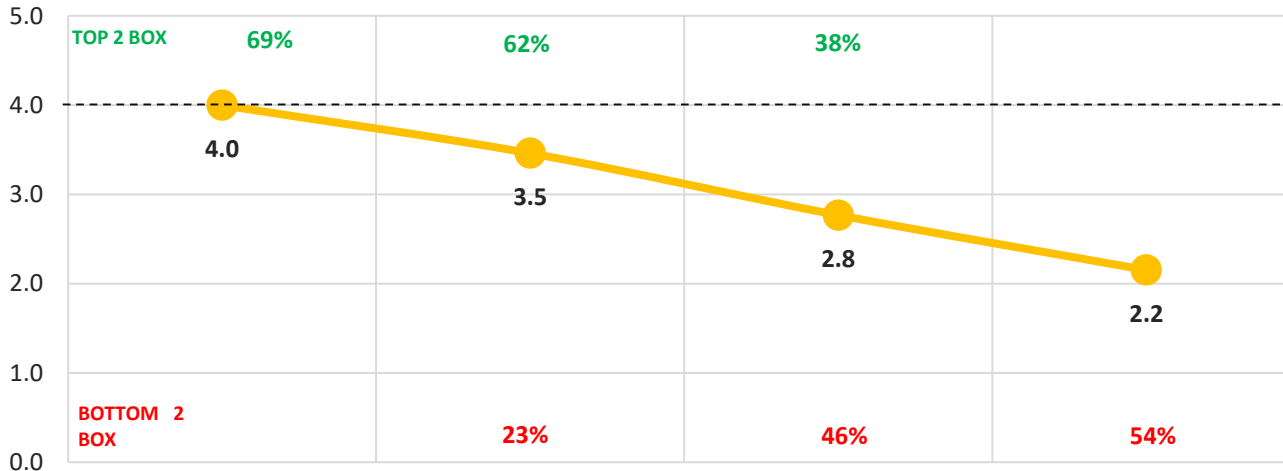
Developing better website documentation/non-erroneous communications, inviting members of parliament to attend to semi-annual meetings and offering more financial assistance are **suggestions** stakeholders like to be implemented under Public internet infrastructure development by AFRINIC.

TOP 2 BOX: 69% | 62% | 38%

Values: 4.0 | 3.5 | 2.8 | 2.2

BOTTOM 2 BOX: 23% | 46% | 54%

AFRINIC should partner with other organizations to scale its support in these areas.

Awareness of public infrastructure dev Services (Anycast instances Root Server, Secondary DNS hosting for African ccTLDs,)

There is sufficient information available for me on AFRINIC web site on how to benefit from these programs.

AFRINIC should charge for these services.

Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how would you assess **AFRINIC's Public internet infrastructure development**?

BASE: 14

Research and Development

Majority agree AFRINIC should perform more research on internet connectivity and collaborate with its members. However they find it difficult to locate research results on AFRINIC website.

TOP 2 BOX

86% — 4.1

93% — 4.1

46% — 3.5

29% — 2.9

BOTTOM 2 BOX

43%
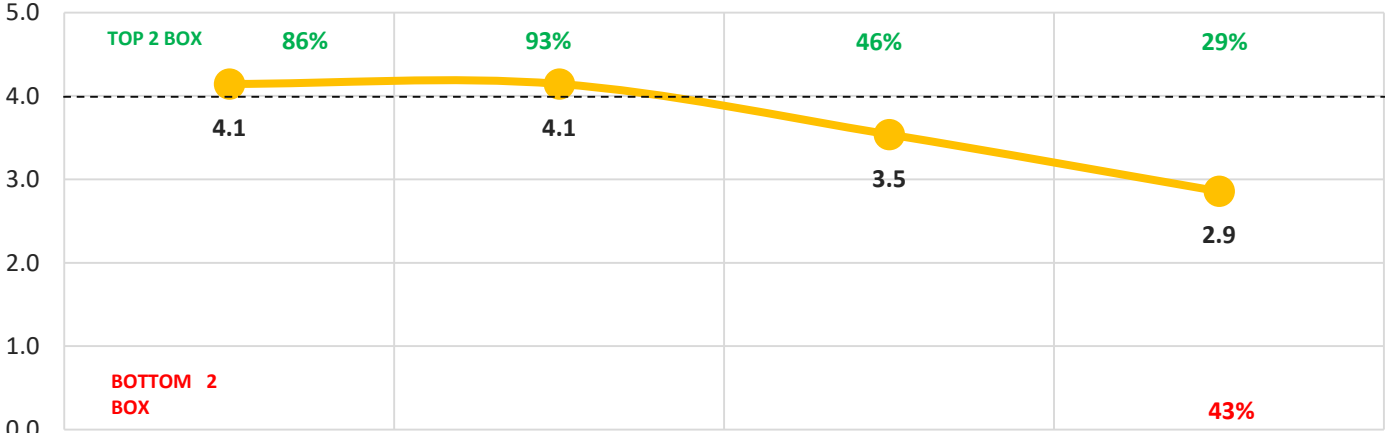
AFRINIC should perform more research on measurement of Internet connectivity

AFRINIC and its members should collaborate in the areas of data, and analysis relating to the Internet and its infrastructure in Africa

My organization would like to receive Probes/Anchors from AFRINIC to help AFRINIC provide valuable information about the local and regional connectivity and reachability of the Internet.

AFRINIC Research results are easy to find on the website

Stakeholders state to **help AFRINIC in improving internet connectivity and reachability**, it can be done by participating in surveys and organizing webinars in collaboration with AFRINIC

They also state Research and development is seen as a necessary unit, however a better synergy is needed for updated research.

BASE: 14

Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how would you assess **AFRINIC's Research and Development**?
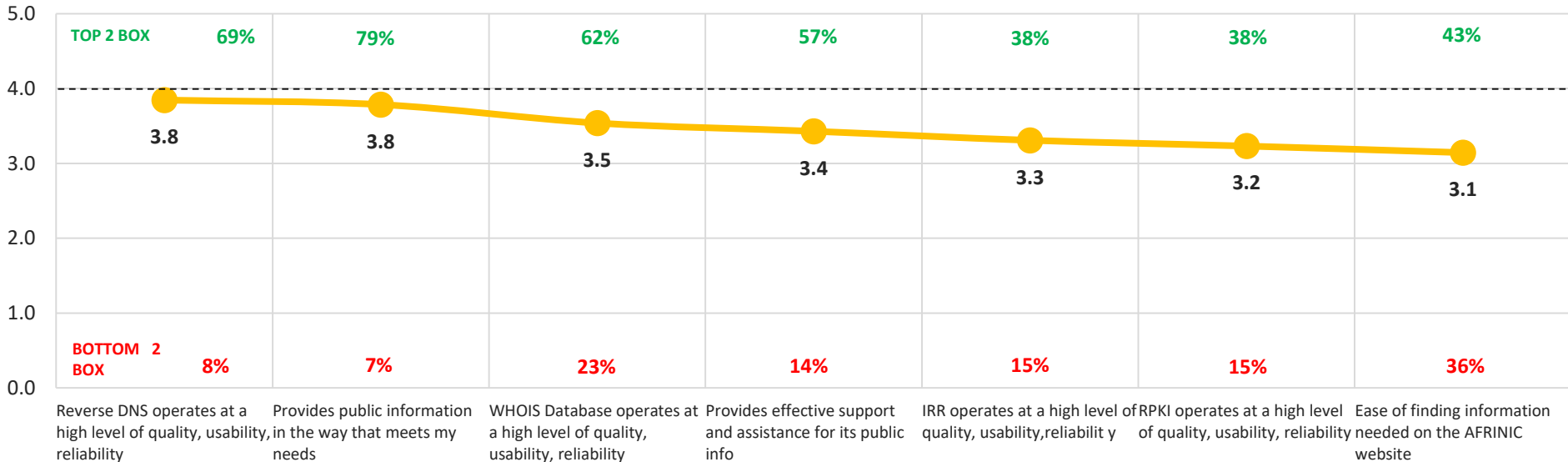
Statistics Information

All attributes with regards to statistic information perform below threshold score of 4.0.

Highest scorer (3.8) are Quality, usability and reliability of Reverse DNS ; Public info meeting stakeholders needs

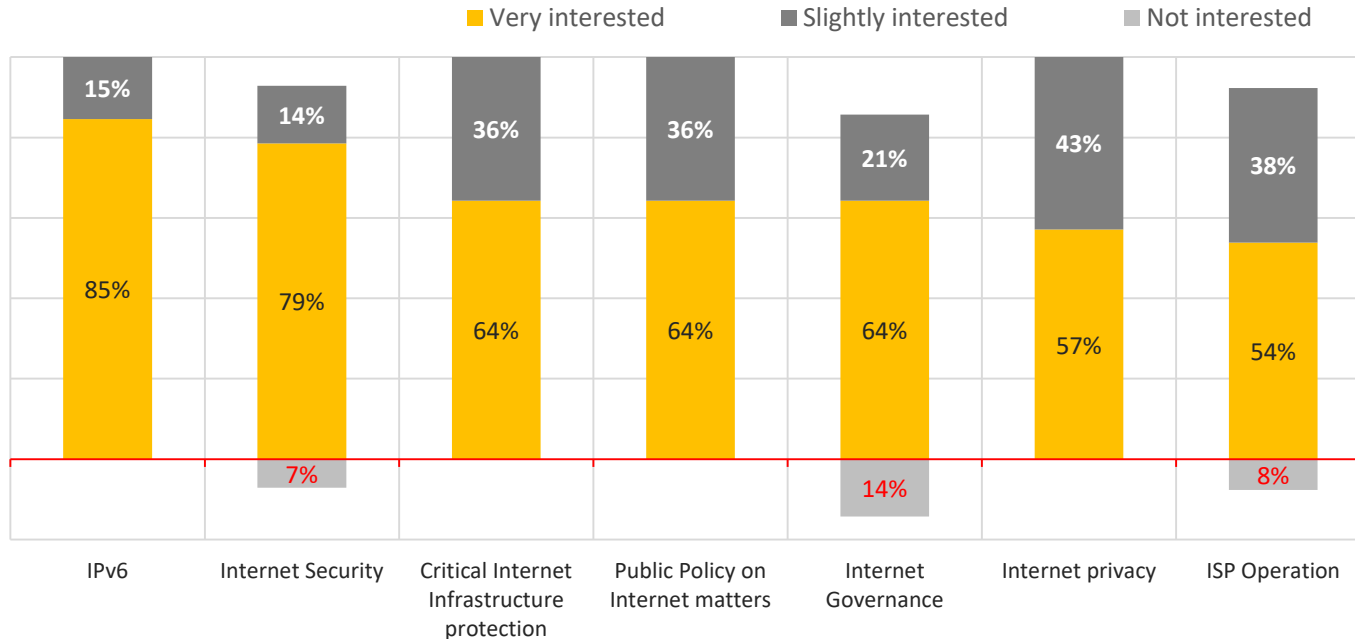**Lowest score (3.1):** Ease of finding information needed on AFRINIC website

Comparison between countries' performance is something that AFRINIC could provide, which stakeholders would find useful and relevant for their work.

TOP 2 BOX: 69% | 79% | 62% | 57% | 38% | 38% | 43%

Scores: 3.8 | 3.8 | 3.5 | 3.4 | 3.3 | 3.2 | 3.1

BOTTOM 2 BOX: 8% | 7% | 23% | 14% | 15% | 15% | 36%

Categories:
- Reverse DNS operates at a high level of quality, usability, reliability
- Provides public information in the way that meets my needs
- WHOIS Database operates at a high level of quality, usability, reliability
- Provides effective support and assistance for its public info
- IRR operates at a high level of quality, usability,reliabilit y
- RPKI operates at a high level of quality, usability, reliability
- Ease of finding information needed on the AFRINIC website

Statistic information interest level

High interest of statistic information over IPv6 and Internet security.
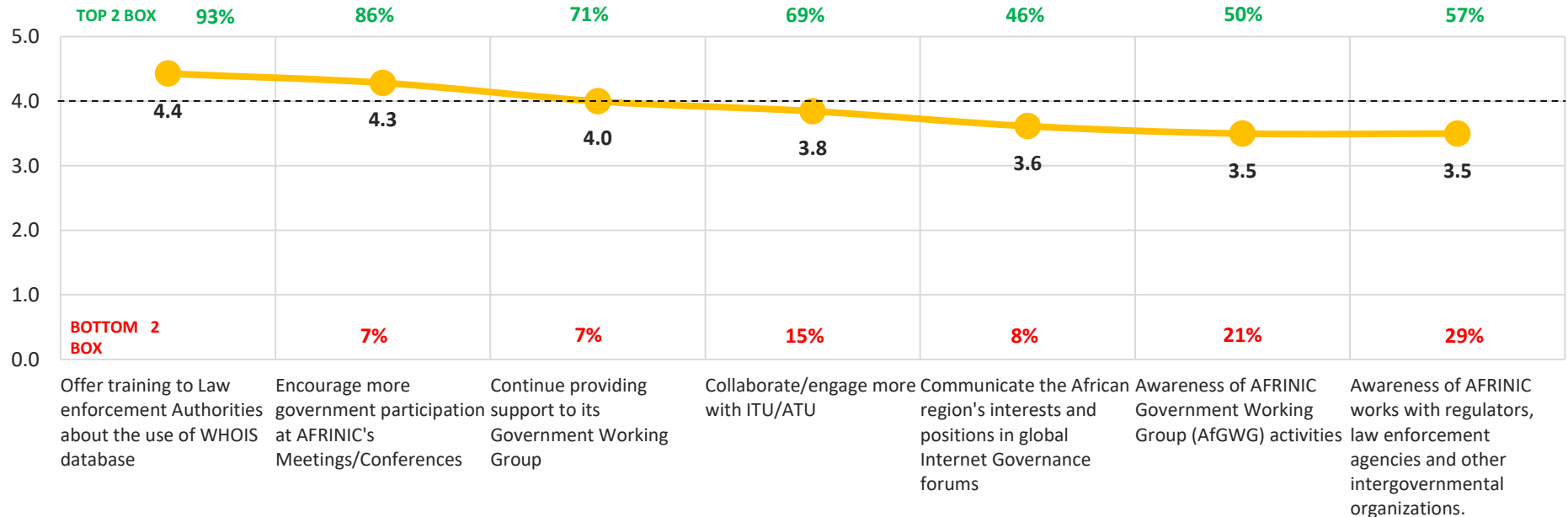
Low interest over ISP operation and Internet privacy.

| | Very interested | Slightly interested | Not interested |

	IPv6	Internet Security	Critical Internet Infrastructure protection	Public Policy on Internet matters	Internet Governance	Internet privacy	ISP Operation
Slightly interested	15%	14%	36%	36%	21%	43%	38%
Very interested	85%	79%	64%	64%	64%	57%	54%
Not interested		7%			14%		8%

BASE: 14

External Relations and Public Affairs

High agreement over offering training to law enforcement authorities about WHOIS database use and encouraging more government participation at meetings/conferences

Several stakeholders are **unaware** of AFRINIC Government working group activities as well as AFRINIC's work with regulators and law enforcement agencies and other intergovernmental bodies

Stakeholders **suggest d**evelopment of internet exchange points to improve **AFRINIC engagement with African governments**

TOP 2 BOX	93%	86%	71%	69%	46%	50%	57%

Values along the line: 4.4, 4.3, 4.0, 3.8, 3.6, 3.5, 3.5

BOTTOM 2 BOX		7%	7%	15%	8%	21%	29%

Offer training to Law enforcement Authorities about the use of WHOIS database

Encourage more government participation at AFRINIC's Meetings/Conferences

Continue providing support to its Government Working Group

Collaborate/engage more with ITU/ATU

Communicate the African region's interests and positions in global Internet Governance forums

Awareness of AFRINIC Government Working Group (AfGWG) activities

Awareness of AFRINIC works with regulators, law enforcement agencies and other intergovernmental organizations.

BASE: 14   Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree",how far do you agree or disagree with the following statements relating to **AFRINIC's level of engagement with various governments and authorities?**

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External Relations and Public Affairs

High importance: IPv6 deployment, Domain names and
Low importance: Internet shutdowns, Internet censorship
and Internet deregulation

Q. Considering the level of regulation of Internet service provision in your economy, how important is it for AFRINIC to discuss the following topics with your government?

Legend: ■ Very important ■ Slightly important ■ Not important
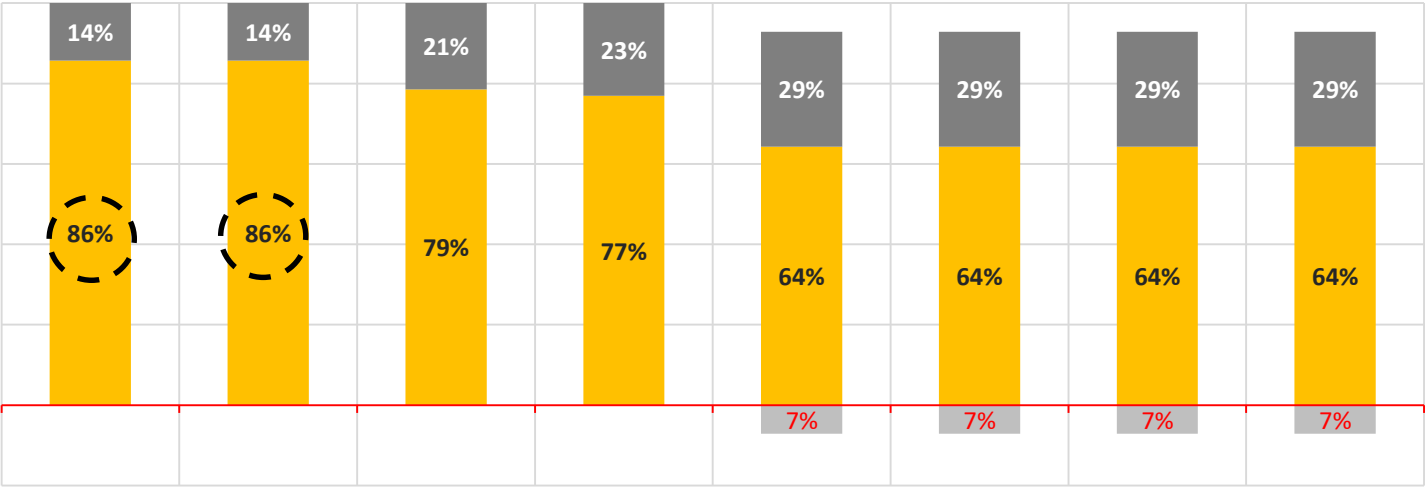
IPv6 deployment	Domain names and IP addresses	IPv4 distribution	Intellectual property and online piracy	Individual Privacy and Data Protection	Internet Deregulation	Internet Censorship	Internet shutdowns
14%	14%	21%	23%	29%	29%	29%	29%
86%	86%	79%	77%	64%	64%	64%	64%
				7%	7%	7%	7%

BASE: 14

49

AFRINIC FIRE Africa

High awareness of FIRE Africa program noticed.
However, stakeholders state having lower clarity of application process for grants and awards as well as inadequacy of information on the grant and award winners.
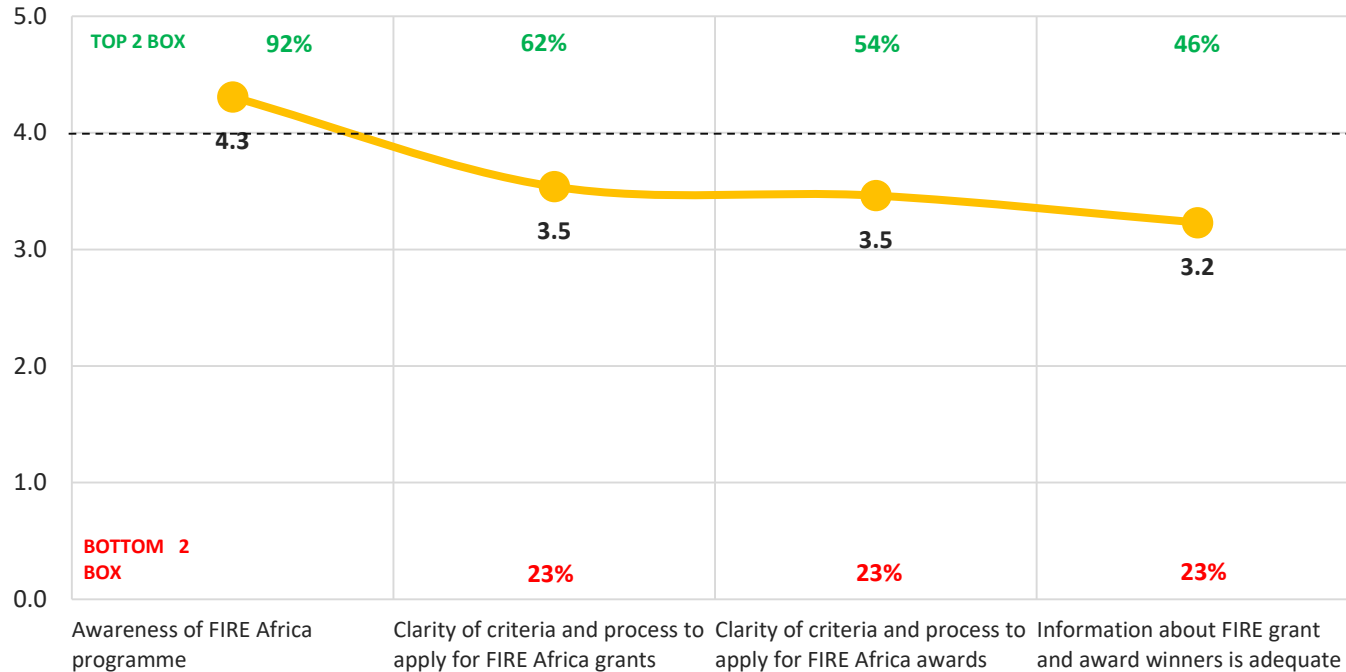
Stakeholder **suggest** more communication and encouragement to present more projects and a long-term evaluation of previous projects

BASE: 14   Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree",how far do you agree with the following statements relative to the **FIRE Africa programme?**

AFRINIC fellowship programmes

Timely and appropriate feedback requires improvement with regards to fellowship programs
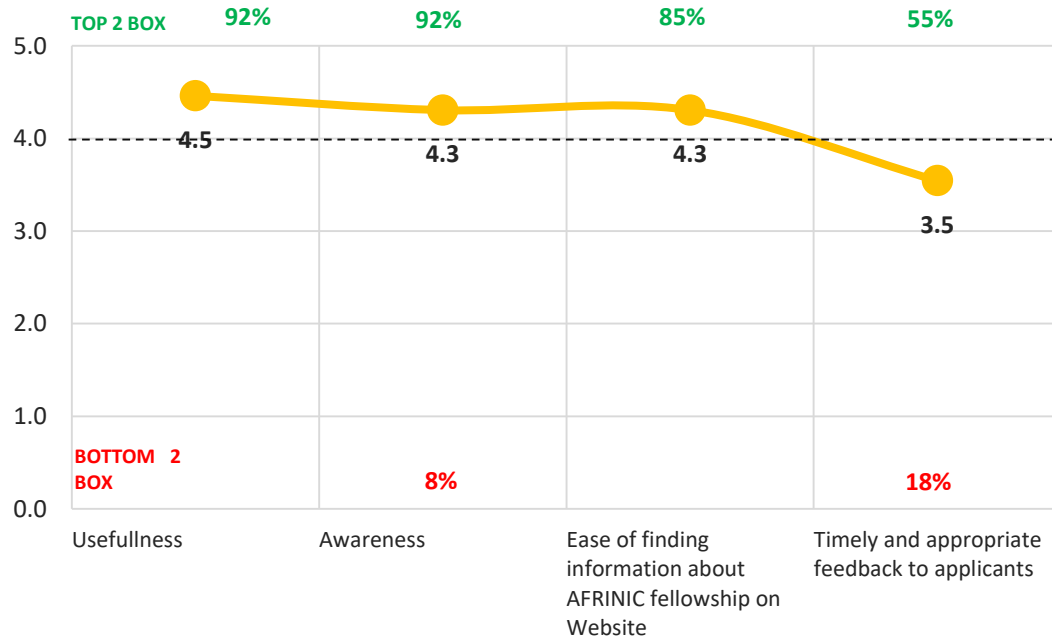
Comment or suggestion about AFRINIC Fellowship Program	N = 5
Mentoring should be improved	2
Don't know how it operates	1
More communication about the fellowship programs	1
Afrinic can reduce cost by making sure that locals attend courses when delivered in their country	1
Induction should be conducted prior to plenary sessions	1
The program should remain as diverse as possible in terms of applicant selection	1
More consideration should be given to the academia	1

BASE: 14   Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree", how far do you agree with the following statements relative to the **AFRINIC fellowship programme?**

AFRINIC Sponsorship
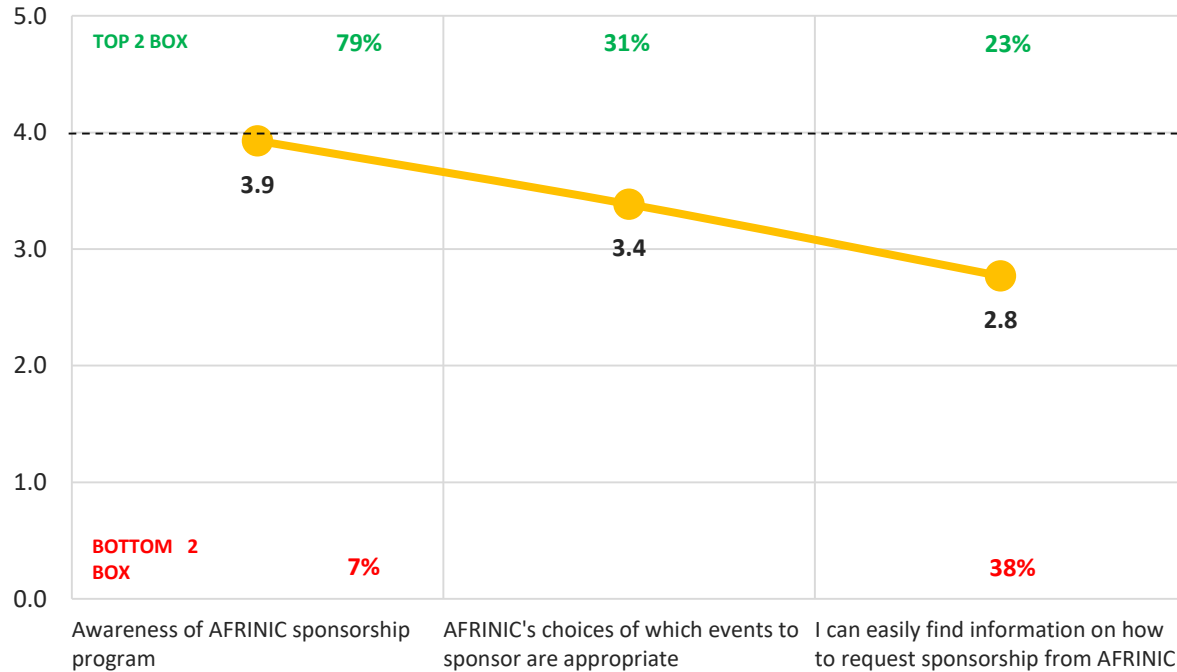
Difficulty to find information on how to request sponsorship and choices of events to sponsor by AFRINIC requires improvement.

Stakeholders **suggest** to add more information on criteria of selection online/during meetings and state INRM and IPv6 programs are good

BASE: 14   Q: On a scale of 1 to 5, where 1 is "Strongly disagree" and 5 is "Strongly Agree",how far do you agree with the following statements relative to the **AFRINIC Sponshorship programme?**

High performing drivers v low performing drivers

Among stakeholders

TOP 5 HIGH PERFORMING DRIVERS/SUB DRIVERS PERFORMING ABOVE THRESHOLD MEAN SCORE OF 4.0

1. **COMMUNITY CAPACITY BUILDING**

   - AFRINIC Workshop contents meet my organization's need (4.8)

   - AFRINIC Workshop has enhanced the Internet Operations skills of my technical staff (4.6)

   - AFRINIC provides very useful training materials (4.6)

2. **AFRINIC FELLOWSHIP PROGRAMS**

   - AFRINIC provides very useful training materials (4.6)

3. **AFRINIC EXTERNAL RELATIONS AND PUBLIC AFFAIRS**

   - AFRINIC should offer training to Law enforcement Authorities about the use of WHOIS database (4.4)

BOTTOM 5 DRIVERS/SUB DRIVERS PERFORMING BELOW THRESHOLD MEAN SCORE OF 4.0

1. **AFRINIC support for Public Internet Infrastructure development**

   - AFRINIC should charge for these services.(2.2)

   - There is sufficient information available for me on AFRINIC web site on how to benefit from these programs. (2.8)

2. **AFRINIC Community Support Programs**

   - I can easily find information on how to request sponsorship from AFRINIC (2.8)

3. **AFRINIC Research and Development**

   - AFRINIC Research results are easy to find on the website(2.9)

4. **COMMUNITY CAPACITY BUILDING**

   - I am able to find the nearest AFRINIC Training event that I can attend or send my staff to (2.9)
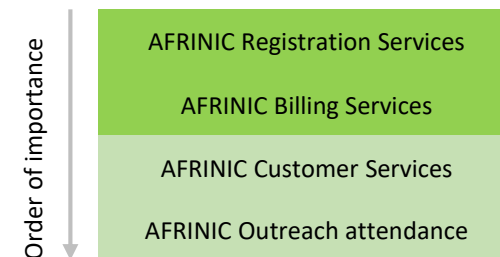
Service recommendation

- Members
- Stakeholders

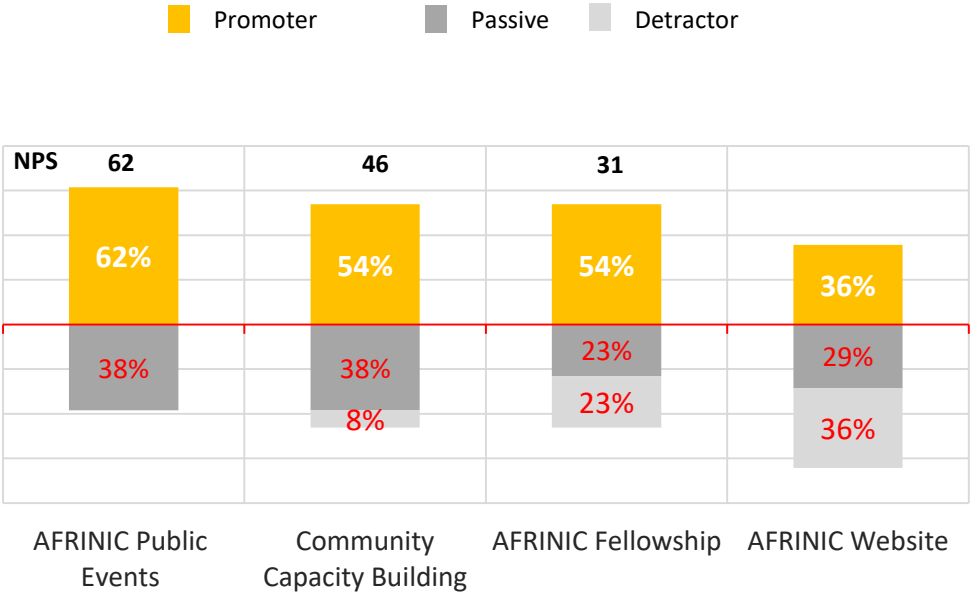# Recommendation of services

Members
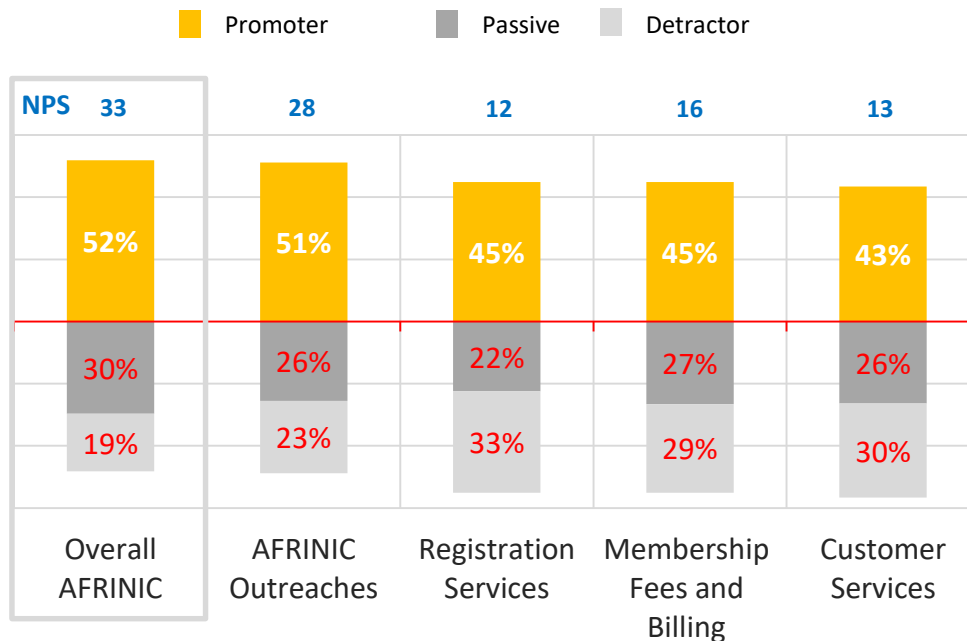
Registration services and Billing services are the two most important drivers impacting on the overall recommendation for AFRINIC.

Overall AFRINIC has high number of promoters (52%) i.e. loyal customers who actively promote the brand.

BASE: 54

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Recommendation of services

Stakeholders

Over **50%** of stakeholders highly recommend AFRINIC public events, community capacity building and fellowship programs.

AFRINIC Website however, have high number of detractors i.e. those who are very unlikely to recommend.

BASE: 14

Key learnings

Summary - Members

OVERALL SATISFACTION AND LOYALTY

Members are very satisfied and loyal to the organization, both scores have increased compared to 2012 and now stands at 80 and 81 respectively.

AFRINIC members are also very loyal to the organization with 52% actively willing to promote the company to others.

General feedbacks from members include having more transparency through increased information sharing and faster query response.

KEY DRIVERS OF SATISFACTION

All of the four major key drivers (Customer, Registration, Billing and Outreach services) are equally important to maintain Overall AFRINIC satisfaction levels.

Only one among four key drivers i.e. AFRINIC Outreaches perform above the threshold mean score of 8. However, it is has lower impact compared to others to maintain overall satisfaction

IMPROVEMENT DRIVERS

Customer services and Registration services are two highly important driver with below threshold mean score.

Lower scores for these two drivers are driven by slow response speed to customers queries.

ACTION STANDARD

To further improve on the overall customer satisfaction score, AFRINIC should concentrate on bettering the highly important driver Customer and Registration services.

Improvement required in following sub-drivers:

Customer service: clear and fast membership application process, speedy query handling

Registration service: speedy response time, and query handling

Offices in
Mauritius| Réunion| Madagascar| Seychelles

DCDM RESEARCH