

**UNDP-APDIP Open Regional Dialogue on
Internet Governance**

**INTERNET GOVERNANCE
PRIORITIES FOR ASIA-PACIFIC**

SUMMARY ANALYSIS OF A REGIONAL SURVEY

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and
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and
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INTERNET GOVERNANCE PRIORITIES FOR ASIA-PACIFIC

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EXECUTIVE SUMMARY

The regional survey on Internet governance is part of UNDP Asia-Pacific Development Information Programme's (UNDP-APDIP) efforts to carry out an Open Regional Dialogue on Internet Governance (ORDIG) in order to make Internet governance more inclusive, development-oriented and responsive to the specific needs of stakeholders in the Asia-Pacific region. It was carried out in partnership with the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) and with support from the International Research Development Centre (IDRC) and Asia Pacific Network Information Centre (APNIC).

Identifying priority topics and concerns in Internet governance was the principal aim of this survey. The survey was designed and circulated to encourage responses from all stakeholder groups in Internet governance, a unique approach considering that most surveys tend to focus on a single group of stakeholders. This survey was conducted from 08 Feb to 07 March 2005 with questionnaires available in 12 major languages. A total of 1,243 valid questionnaires from 37 countries of the region and all major stakeholder groups (-government, civil society and the private sector) were received.

The survey solicited views on twenty-two potential issues in *Internet governance*. Except for a question on personal Internet skills that did not directly pick up on an Internet governance topic, the *status quo of all other twenty-one issues raised was considered as at least somewhat unsatisfactory by more than a third of respondents*.

The survey clearly points out a number of eminent problems in Internet governance that require urgent attention. Concerns about virus attacks, online fraud / cyber-crime and spam are very strong, and they are universally shared by all stakeholder groups and countries at all levels of human development. A cluster of additional issues including illegal content, privacy and policies for the wireless Internet have also been identified as priorities for a wide array of countries and stakeholder groups calling into question the assumption that some of these topics are only considered as important from a certain development stage on.

Other issues are as important in some specific contexts, but not in others, highlighting that Internet governance priorities cannot be fully understood and addressed at global or even regional level, but require a close engagement within the local context. Infrastructure issues provide one example of these differentiated priorities. Access, costs, reliability and speed cannot be dismissed as yesterday's concerns. They continue to pose significant, persistent problems in a number of countries, especially in Pacific Island states.

In sum, a very sizeable number of respondents were not happy with the current situation of more than twenty major topics in Internet governance, pointing to a governance system that is far from perfect and leaves much to be desired in the eyes of many.

The findings also indicate that some topics clearly demand more urgent attention than others and that the status quo is regarded as significantly worse for some issues than for others.

The survey results indicate an overwhelming, near universal concern with **virus attacks, online fraud/cyber-crime and spam**. More than 90% of respondents of all stakeholder groups and almost all countries regard the development of solutions to these problems as somewhat important, important or very important, making these the issues that by far evoked the strongest sense of concern.

A second cluster of issues also found widespread attention. The problem of **illegal content** is one of them. Not quite considered of the same order of importance as cyber-crime/online fraud and spam/virus issues, illegal content was nevertheless regarded as at least somewhat important by 82% of respondents. However, the portion of respondents that accord this topic the highest level of importance is significantly lower. Less than half of respondents (46%) regard the development of solutions to this problem as very important.

Discontent with the current situation of **privacy and data protection** online, as well as with current policies for the wireless Internet seems also very significant and widespread. Overall, 66% of respondents indicated to be modestly unsatisfied, unsatisfied, or very unsatisfied with the current situation for the protection of personal information and privacy online. Likewise, 59% of respondents registered their dissatisfaction with the status quo for wireless internet, spectrum and access. As a consequence, these results go some way to dispel the common assumption that privacy is a luxury or culture-specific concern. Similarly, the survey findings dispel the assumption that wireless policy issues are a high-technology domain of limited importance to developing countries. This also indicates that the wireless revolution is fast becoming an issue in developing countries, while the development of an enabling policy environment seems to lag behind.

A very significant number of around 60% of respondents were not happy with the **availability and cost**, as well as with reliability and speed of the Internet.

Only one other topic matched the dissatisfaction and importance that respondents expressed for the issues mentioned so far: **online access to government information/services**. Overall, 58% of respondents expressed their dissatisfaction with the status quo in this area, but assessments did vary across countries.

Other topics which were viewed as at least somewhat unsatisfactory by more than half of all respondents include the availability of **e-commerce** payment systems and local language software (both 53%), availability of local language content, as well as fair access to and protection of intellectual property (both 52%) and internet telephony (51%).

While **domain name management and IP address allocation** are perhaps the most discussed issues in the international debate on Internet governance, the survey points to a high level of satisfaction with the status quo (44% and 40% respectively). No other topics received such high rates of approval. However, these topics are also characterized by a significant degree of polarization. While 44% of respondents more or less approve of the current system for domain name management, a sizeable group of 35% disapproves of it.

The assessment of IP addresses is similarly polarized with 40% approving and 32% disapproving of the current system. In other words, despite relatively high levels of satisfaction as compared to other topics, the results do not really indicate a ringing endorsement of the status quo. Domain names and IP address issues are characterized by a very strong degree of disagreement, placing them among the most contentious and difficult to resolve issues in Internet governance. This may

partly explain the very prominent place that these issues claim in the current debate on Internet governance, often overshadowing most other issues.

Most topics exhibit a significantly greater variety in responses than the universally accepted top issues of cyber-crime, viruses and spam. This does not mean that they are not important, but it rather highlights that it is very difficult to make general assumptions about Internet governance at the regional level beyond a handful of universal priority issues. Context matters and these results provide a strong roadmap for prioritizing research and capacity building at the regional level.

However, as the survey also emphasizes, this somewhat downbeat assessment cannot cloud the bigger picture. In sharp contrast to the dissatisfaction with many Internet governance issues, a general enthusiasm prevails with regard to the overall benefits derived from the Internet.

The notion that the *Internet does not provide any significant benefits for most people* is solidly rejected. Overall, almost 70% of respondents disagree with this proposition at least to some degree. Respondents are a bit more sceptical with regard to the role of the Internet in poverty reduction, but still, a solid majority of 60% feel that the Internet helps combat poverty.

This general sense of optimism is also projected into and reaffirmed even more strongly for an outlook on the future benefits to be derived from the network of networks. Almost all respondents (92%) believe from somewhat to very strongly that the benefits of the Internet will grow over the next three to five years.

When grouped according to their primary use of the Internet, e-commerce respondents consistently topped everyone else's enthusiasm. Internet infrastructure providers, developers, Internet policy-makers and users are all optimistic.

It is not surprising that this general sense of optimism also goes hand in hand with a ringing endorsement of spreading the benefits of the Internet wide and far. An overwhelming majority of 92% of respondents agree at least to some degree that the Internet should be available and affordable for everyone.

It is very important to consider the entire debate about Internet governance against this backdrop of optimism and positive perceptions of the benefits of the Internet. More than often, the discourse on Internet policies appears to focus exclusively on the problems and social harms that need to be contained, fixed or eliminated in one way or the other. Unfortunately, this sometimes appears to create the impression that the Internet is rather creating problems than contributing to human development and that Internet governance is about containing and taming the Internet, rather than enabling its diffusion and use.

The survey results clearly show that this is a misguided perception. Responses indicate that an overarching belief in the current and future benefits of the Internet is prevalent across countries and stakeholder groups.

Values, interests and priorities might differ somewhat across countries and stakeholder groups, when it comes to Internet policy-making. But it is this consensual belief in the benign impact and future potential of the Internet that has been clearly highlighted by the survey, and upon which we can build a constructive dialogue on Internet policies across all stakeholder groups, in order to make one of the greatest technological innovations of the late twentieth century work for human progress and development.

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SUMMARY ANALYSIS OF A REGIONAL SURVEY

A. BACKGROUND

The *Regional Survey of Internet Governance Priorities* is an activity undertaken by UNDP's Asia-Pacific Development Information Programme's (APDIP) Open Regional Dialogue on Internet Governance (ORDIG)¹ - an initiative supported by the International Development Research Centre (IDRC) of Canada. ORDIG's main objective is to assist and ensure the process relating to Internet governance is inclusive, development-oriented and responsive to the specific needs of stakeholders in the Asia-Pacific region.

The survey was conducted from 08 Feb to 07 March 2005 with questionnaires available in 12 major languages of the Asia-Pacific region. This extensive outreach process was made possible with the excellent facilitation and support provided by local partners from the region. Details on the survey background, design, and methodology are available in Annex I.

B. SURVEY RESPONDENTS: DEMOGRAPHICS AND GEOGRAPHICAL REPRESENTATION

Composition of Respondents

A total of 1,243 valid questionnaires, representing all major stakeholder groups from 37 Asia-Pacific countries were received.

Multi-Lingual Survey

In order to obtain input from the non English-speaking community in the region, the questionnaire was translated and made available online into 11 major languages of the region. This multi-lingual requirement required elaborate efforts that included overcoming significant problems in terms of consistent layout and reliable processing of a number of non-English language character sets, including Farsi, Chinese, Japanese, Vietnamese, Mongolian, Korean, Lao, Pashto, Thai and Khmer.

Given that all non-English language questionnaires were used by respondents and a total of 458 submissions (almost 38%) were received on non-English language questionnaires, these translation efforts have proven to be successful in obtaining input from a larger pool of stakeholders in the region. For example, almost 10% of the respondents chose to take the survey in Chinese. Another 10% opted for Bahasa Indonesia and a total of 16% of respondents used other available non-English language questionnaires. The composition of respondents by language is reflected in the chart below.

¹ For more information on Open Regional Dialogue on Internet Governance, please see <http://igov.apdip.net/>

Breakdown of responses (completed questionnaires) by language:

Language	Respondents	Percentage of total(%)
English	785	63.2
Indonesian	131	10.5
Chinese	119	9.6
Thai	50	4.0
Japanese	47	3.8
Korean	41	3.3
Mongolian	33	2.7
Vietnam	29	2.3
Lao	2	0.2
Pashto	2	0.2
Khmer	3	0.2
Farsi	1	0.1
	1,243	100.0

Multi-Stakeholder Participation

The outreach objective to obtain input from not only Internet policy-makers was equally successful. As mentioned earlier, the survey was designed and circulated to encourage responses from all stakeholder groups in Internet governance. This was a unique approach considering that most surveys tend to focus on a single group of stakeholders - most often this would be the Internet regulators or the technology community. This survey has managed to engage a more diverse audience. Roughly 20% of participants gave their occupational affiliation as *Government* and 25% as *Private Sector*. In addition, more than half of all received questionnaires were submitted by respondents who described themselves as academia (15%), students (11%), civil society (10%) and employees of international organizations (9%).²

This diversity is also reflected in the distribution of respondents according to their principal interest in the Internet. Roughly 18% of respondents described themselves as Internet researchers and developers, 14% as Internet infrastructure providers, 12% as Internet policy-maker and almost 5% as e-commerce participants. More than half of all respondents, however, indicated that they belonged to none of the above-noted categories and described themselves as Internet users, making this perhaps the first major survey in the Asia-Pacific that has managed to reach out to a large, yet much dispersed stakeholder group that is rarely polled on their opinion on Internet policy issues.

Breakdown by occupational affiliation of respondents:

Sector	Responses	Percentage of total (%)
Government	247	19.9
Academia	193	15.5
Private industry	310	24.9
Civil society	126	10.1
International/regional organization	112	9.0
Student	142	11.4
Other	113	9.0

² Civil society can be defined in many different ways. A very broad definition would subsume both academia and students under this category, which would then make civil society the largest group of respondents to the survey. To give respondents some flexibility for how to approach the concept of civil society, we chose a more nuanced self-classification for occupational affiliation.

Breakdown by principal interest in the Internet as reported by respondents:

Interest in the Internet	Responses	Percentage of total (%)
Internet R&D	219	17.6
Internet infrastructure provider	175	14.1
Internet policy-making/regulator	152	12.2
Internet user	623	50.1
E-commerce participant	60	4.8
Other	14	1.1

Sub-Regional Representation

As a whole, the multi-lingual option and efforts to encourage diverse inputs from various stakeholders resulted in responses from a total of 37 countries in the region. The turnout was strongest from South Asia with more than 34% of total responses registered from this sub-region, closely followed by South-East Asia (32%), and East Asia (19%). The less populous sub-regions of Australia/New Zealand, the Pacific Island Countries and West Asia (Afghanistan and Iran) taken together account for a total of 9% of all responses.

Breakdown by sub-region of respondents³:

Sub-region	Responses	Percentage of total (%)
East Asia	242	19.5
Australia / New Zealand/	71	5.7
Pacific Island Countries	24	1.9
South Asia	425	34.2
Southeast Asia	406	32.7
West Asia	11	0.9
No reply	64	5.1

Structure of Questionnaire and Overview of Results

A set of four opening questions (Q1-Q4) seeks to gauge general perception about the Internet and its benefits and thus asks about the agreement or disagreement with a set of very specific and opinionated statements.

The next set of 18 questions (Q5-Q22) queries about the satisfaction with the current status of a particular issue. This neither presupposes the existence of a problem nor a sense of urgency or importance. Nor does it impose a predilection for a specific solution, such as for government intervention or market-led remedies.

³ For a detailed breakdown by country, see Annex IV

The final four questions (Q23-Q26) are formulated differently, since they directly refer to a specific problem (e.g. viruses) and seek to solicit a view on its relative importance.

The following table presents the overall responses to the survey. (In percent of all respondents, N~1243⁴). For a more differentiated account that presents results from different occupational affiliations and for different stakeholder groups see Annex V.

Overview of Results: All Respondents

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	35	25	9	13	12	6	0
2. The Internet helps to combat poverty	7	13	14	28	21	10	6
3. The Internet is an essential tool for all people and should be available and affordable for everyone	3	2	3	9	21	61	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	2	2	3	11	35	46	2

Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	15	28	18	22	14	2	1
6. Reliability and speed of the Internet	13	27	19	22	15	3	1
7. Your own skills for using the Internet effectively	1	3	3	18	44	30	1
8. Online access to government information/services	17	23	18	23	13	3	3
9. Protection of personal information and privacy online	16	28	22	19	9	3	3
10. Availability of e-commerce payment systems	13	23	17	22	12	3	10
11. Availability of the software that you use in your local language	17	21	15	16	16	8	8
12. Availability of useful content on the Internet in your local language	16	20	16	17	17	8	6
13. Network interconnection and backbone access	9	20	19	18	17	3	14
14. Wireless Internet, spectrum and access	16	23	20	14	9	2	16
15. Domain name management	6	13	16	20	19	5	21
16. Domain names with non-Roman character sets	10	13	14	12	9	2	40

⁴ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer. For reasons of readability results are rounded to the full percentage point. As a consequence, some data series might not quite add up to the full 100% or differ slightly from the totals reported in the detailed analysis in the text.

17. IP address allocation and management	7	10	15	18	18	4	28
18. Secure server administration, digital signatures, encryption	9	17	18	18	11	3	23
19. Access to technical standards and their adaptability	7	13	18	20	16	3	24
20. Fair access to and protection of intellectual property	12	20	21	18	11	3	17
21. ISP market conditions	10	17	20	22	11	1	20
22. Internet telephony (VoIP)	14	21	17	16	11	3	18

Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	3	1	2	4	17	72	1
24. Spam, unsolicited commercial email	3	1	2	7	24	61	1
25. Online fraud, cyber crime	3	1	1	5	19	70	1
26. Illegal content	5	5	6	14	23	45	2

C. ANALYSIS

Internet Governance: Some Dissatisfaction

The survey solicited views on 22 potential issues in *Internet governance* (Q5- Q26). The full questionnaire is appended as Annex III Except for a question on personal Internet skills (Q7), that did not directly pick up on an Internet governance topic, the *status quo* of all other 21 issues raised were considered as at least somewhat unsatisfactory by more than a third of respondents.

In other words, a very sizeable number of respondents were not happy with the current situation of more than 20 major topics in Internet governance. All following analysis should be considered against this backdrop of a governance system that is far from perfect and leaves much to be desired in the eyes of many.

However, the findings also indicate that some topics clearly demand more urgent attention than others and that the status quo is regarded as significantly worse for some issues than for others. The following sections summarize the most salient findings and messages, while a more comprehensive issue-by-issue run-down is provided at the end of the analytical part of this report.

A Tripartite Ensemble of Top Priorities

The survey results indicate an overwhelming, near universal concern with virus attacks, online fraud / cyber-crime and spam. More than 90% of respondents of all stakeholder groups and almost all countries regard the development of solutions to these problems as somewhat important, important or very important, making these the issues that by far evoked the strongest sense of concern. What's more, only very few respondents would classify these issues as only somewhat important. A significant majority of respondents attached the highest level of priority to all three issues. 71% considered solutions to the virus problems as very important, almost 70% thought the same about cyber-crime/online fraud, and 61% about spam. A breakdown of responses for these three topics by occupational affiliation and primary Internet interest, underscored this universal concern.

Percentage of respondents according to occupational group who consider the development of solutions to the following issues as 'somewhat important', 'important' and 'very important':

Sector	Virus attacks	Spam	Cyber-crime / online fraud
Government	96	92	96
Academia	95	94	96
Private industry	89	93	93
Civil society	96	94	94
International/regional organization	94	90	95
Student	92	91	89

Percentage of respondents according to primary interest in the Internet who consider the development of solutions to the following issues as 'somewhat important', 'important' and 'very important':

Interest in the Internet	Virus attacks	Spam	Cyber-crime / online fraud
Internet R&D	90	92	92
Internet infrastructure provider	93	93	94
Internet policy-making/ regulator	97	97	98
Internet user	93	91	93
E-commerce participant	95	95	97

Differentiating responses by level of development renders a similar picture. With only very minor variations countries at all levels of human development agree on this assessment of virus attacks, cyber crime and spam as the most important topic. For respondents from countries with high a Human Development Index (HDI)⁵ cyber crime topped the list of priorities (95%), closely followed by spam (94%) and virus attacks (91%). In medium-HDI countries cyber-crime and viruses share the dubious quality of being the issue of top concern. 94% of respondents from these countries regard these problems as important, with spam issues only one percentage point behind (93%).

In countries with low HDI the concerns about viruses was most widespread (91%), while spam and cyber-crime were only viewed as marginally less important (90%). To see which countries fall into which HDI category please refer to Annex VI.

Some Surprises in the Second-Tier of Priority Issues

No other topics commanded the same degree of universal concern as viruses, cyber-crime and spam, but a second cluster of issues also found widespread attention.

The problem of illegal content is one of them. Not quite considered of the same order of importance as cyber-crime / online fraud and spam/virus issues, illegal content

⁵ The Human Development Index is a multidimensional indicator with components for life expectancy, literacy and per capita income. See Annex VI for details.

was nevertheless regarded as at least somewhat important by 82% of respondents. However, the portion of respondents that accord this topic the highest level of importance is significantly lower. Less than half of respondents (46%) regard the development of solutions to this problem as very important.

Privacy and Wireless Policies are Concerns for Developing Countries

Discontent with the current situation of privacy and data protection online, as well as with current policies for the wireless Internet seems also very significant and widespread. Overall, 66% of respondents indicated to be modestly unsatisfied, unsatisfied, or very unsatisfied with the current situation for the protection of personal information and privacy online. Likewise, 59% of respondents registered their dissatisfaction with the status quo for wireless internet, spectrum and access.

Somewhat surprisingly, the dissatisfaction with these issues is shared across all sub-regions and also groups of countries with different development levels as expressed by their HDI.

As a consequence, these results go some way to dispel the common assumption that privacy is a luxury or culture-specific concern. The differences in dissatisfaction with online privacy across HDI-levels were not very significant. 72% of respondents from high HDI countries were joined by 63% and 62% of respondents from medium and low HDI countries respectively. Similarly, in terms of sub-regional perspectives the dissatisfaction with online privacy was highest in East Asia (83% at least somewhat dissatisfied) and Southeast Asia (63%), both sub-regions with countries that are often associated with somewhat lower concerns for individual privacy than what are often regarded as more individualistic societies such as Australia and New Zealand, where only 54% of survey participants reported to be dissatisfied with the current situation.⁶

Similarly, the survey findings dispel the assumption that wireless policy issues are a high-technology domain of limited importance to developing countries. On the contrary, the current status of wireless policies was viewed as at least somewhat unsatisfactory by 47% of respondents from high-HDI countries, but by even a higher portion of respondents (61%) in medium-HDI and low-HDI countries (54%). This indicates that the wireless revolution is fast becoming an issue in developing countries, while the development of an enabling policy environment seems to lag behind.

In sum, while it might be true that the respondents to this survey represent the early adopters and most advanced Internet users in each country, the extraordinarily pervasive concerns about privacy and wireless across all countries and stakeholder groups point at genuine problems that cannot be simply dismissed as low priorities for developing countries.

Basic Bottlenecks – Access and Affordability

These widespread concerns for ‘advanced’ Internet governance issues notwithstanding, fundamental problems also persist with regard to basic infrastructure issues. Overall, a very significant number of around 60% of respondents were not happy with the availability and cost, as well as with reliability and speed of the Internet. Unsurprisingly, these assessments varied across development levels. Two third of respondents from countries with medium HDI

⁶ This does not necessarily mean that respondents in this sub-region care less about privacy. The survey rather indicates that they are simply more happy with the status quo in privacy protection, which can also be the result of a better policy environment that protects online privacy more effectively.

regarded the current status of availability and costs as at least somewhat unsatisfactory. The same view was only shared by 43% of respondents from countries with a high HDI. A similar pattern exists with regard to reliability and speed. Here, 64% of survey participants from medium and 63% from low-HDI countries were between modestly and very unsatisfied with the current situation, whereas only 37% of respondents from high-HDI countries concurred with this assessment. These differences are even more evident in sub-regional perspective. 70% of respondents from Pacific Island countries and even 91% from West Asia were at least somewhat unsatisfied with availability and costs of the Internet, making these issues one of the top priorities in both sub-regions. At the same time, only slightly more than half of respondents expressed the same view in East Asia and Australia/New Zealand (49% and 52% respectively), still a very sizeable group of unsatisfied respondents, but far from the vast majorities in the other two sub-regions.

Other Major Concerns and the Growing Diversity of Needs

At the overall regional level only one other topic matched the dissatisfaction and importance that respondents expressed for the issues mentioned so far: online access to government information/services. Overall, 58% of respondents expressed their dissatisfaction with the status quo in this area, but assessments did vary across HDI groups. 55% of respondents from high-HDI countries indicated that they are at least somewhat satisfied with the availability of government information and services online, while only 35% of residents in medium-HDI countries share this view.

Other topics which were viewed as at least somewhat unsatisfactory by more than half of all respondents include the availability of e-commerce payment systems and local language software (both 53%), availability of local language content, as well as fair access to and protection of intellectual property (both 52%) and internet telephony (51%). All these topics exhibit a significantly greater variety in responses than the universally accepted top issues of cyber-crime, viruses and spam. This does not mean that they are not important, but it rather highlights that it is very difficult to make general assumptions about Internet governance at the regional level beyond a handful of universal priority issues. Context matters. Regional and sub-regional specifics, levels of development, different types of institutional backgrounds (government, civil society, industry etc.) and different modes of engagement with the Internet (regulator, e-commerce, average users) all generate specific needs in Internet governance and make certain categories of shortcomings more imminent and evident than others. The differences in answers to certain issues clearly drive home this point.

It is important to keep this in mind, since this summary analysis can only provide a first broad overview of the major trends and issues at an aggregate level, but cannot do justice to every single issue. As a result, issues that have not been mentioned in this run-down of priorities are far from unimportant. As mentioned earlier, a sizeable group of at least one third of respondents found some fault with every issue raised. What's more, a dataset with over thirty variables can be sliced up and analysed in many useful ways and a closer probe into specific issues will certainly render other interesting findings and help develop a deeper appreciation of the significance of each issue in particular contexts. However, this differentiation goes beyond the scope of this summary analysis. The following sections will rather seek to extract some additional, more general message before the final section of this analytical part provides a very brief issue-by-issue overview of the results.

IP Address and Domain Name Management

IP address allocation and domain name management are perhaps the most discussed issues in the international debate on Internet governance. Is this place in

the limelight justified? At first sight, the survey might suggest otherwise. Of all Internet governance topics on which views were solicited, satisfaction with the status quo is highest for domain name management. With regard to this topic 44% of respondents are at least somewhat satisfied with the current situation. No other topic received such high rates of approval. Trailing not far behind were the approval rates for IP address management with 40% of respondents reporting to be at least somewhat satisfied with the current situation, making it the third most approved status quo. Similarly, IP address and domain name management are the only two topics where the portion of positive assessments is significantly larger than the portion of negative ones (nine and eight percentage points higher respectively).

Does this mean that IP address and domain name management receive too much attention? Maybe. But looking more closely, these findings need to be qualified somewhat. Despite high levels of endorsement the topics of domain name and IP address management are also characterized by a significant degree of polarization. While 44% of respondents more or less approve of the current system for domain name management, a sizeable group of 35% disapproves of it. The assessment of IP addresses is similarly polarized with 40% approving and 32% disapproving of the current system.

In other words, despite relatively high levels of satisfaction as compared to other topics, the results do not really indicate a ringing endorsement of the status quo. For other topics a broader consensus appears to exist about the insufficiency of the current situation, suggesting an overall higher priority of those issues. However, domain names and IP address issues are characterized by a very strong degree of disagreement, placing them among the most contentious and difficult to resolve issues in Internet governance. This may partly explain the very prominent place that these issues claim in the current debate on Internet governance, often overshadowing other issues that are more consensually considered as problems.

In addition, managing disagreement and resolving differences must be a primary task for managing a technology system such as the Internet that stands and falls with global interoperability and thus depends crucially on keeping everyone on board and maintaining a rough consensus on operating procedures and principles.

Justified or not, one potential negative side-effect of the persistent visibility of the domain name and IP address issue should be borne in mind: its very contentiousness can mask the broad consensus that exists about the urgency and need for action on other topics. An emphasis on disagreement on some sub-topic has the potential to unnecessarily polarize the overall debate on Internet governance, turn potential partners into antagonists and forgo the chance for a co-operative approach to other issues that are consensually viewed as requiring urgent action. Raising awareness about this potentially precarious spill-over effect is an important step towards preserving goodwill and a co-operative spirit in Internet policy negotiations, thus making sure that Internet governance does not become overly contentious.

Matching Concerns with Decision-Making Power: Some Potential Problems in the Governance System for the Internet

Identifying priority topics and concerns in Internet governance is the principal aim of this survey, but the responses can also help to spot some potential weak points in the decision-making system itself. Some groups of respondents are more closely involved with specific decision-making processes and topics than others. But involvement is not the equivalent of legitimate interests. Other groups might also have a viable interest in specific policy outcomes, but are less likely to partake in or

even know about the respective decision-making process. To some extent the survey can help to identify topics where such a mismatch seems likely and the articulated priorities of engaged and powerful stakeholder groups diverge significantly from the preferences expressed by other, less engaged, yet equally affected stakeholders.

As a consequence, such a divergence then indicates a high likelihood for policy outcomes that are insufficiently responsive to the needs and concerns of all stakeholder groups.

Access to Government Information and Services

Online access to government information and services appears to be one problematic area in this regard. Governments as the main rule-making bodies and also of course as direct providers of governmental information and services hold a significantly more positive view of the status quo in this area than other groups. More than 50% of government respondents felt between somewhat and very satisfied with the availability of public information online. At the same time, only 25% of respondents from civil society shared this assessment and 74% reported to be unsatisfied with the status quo, as did 58% of respondents from private industry. Against this backdrop, the significantly more benign view on the part of government representatives, the primary provider of public information, borders onto complacency and bodes ill for public online information policies that are responsive to the concerns and needs of the major users of governmental information, civil society, the private sector and the public at large.

Internet and General ICT Skills

The survey points to another potential risk in the area of setting appropriate policies for ICT literacy and education. Asked to assess their own Internet skills, all respondents from all stakeholder groups and countries exhibited an extraordinary confidence in their own capabilities for using the Internet. At least around 90%, but often even more respondents from all groups expressed satisfaction with their own Internet related skills. This survey question did not ask to assess the importance of ICT education in general, but an extraordinary degree of confidence in one's own ICT skills can easily lead to taking certain skills for granted and underestimate the ICT skill deficits that other people might face. In this context, the finding that this trust in one's own Internet ability is extraordinarily strong and pervasive across all groups concerned about Internet governance should raise some alarm bells. It could point to a potential systematic underestimation of the urgency and priority of ICT education and skill-building. Again, this does not necessarily have to be the case, but this potential subconscious bias should be kept in mind when designing and prioritizing Internet education and skill-building programmes.

D. OVERVIEW OF RESULTS BY TOPIC

Section 1: "What do you think about the following statements?"	
1. At present the Internet does <u>not</u> provide any significant benefits for most people	69% disagree with this hypothesis
2. The Internet helps to combat poverty	60% agree
3. The Internet is an essential tool for all people and should be available and affordable for everyone	92% agree
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	92% agree

Section 2: "How satisfied are you with the current status of Internet-related issues?"	
1. Availability and cost of the Internet	63% at least somewhat unsatisfied, but answers differ significantly by sub-region (for more detailed results see text)
2. Reliability and speed of the Internet	69% at least somewhat unsatisfied, but answers differ by sub-region (for more detailed results see text)
3. Your own skills for using the Internet effectively	A very high level of satisfaction: 92% of respondents between somewhat and very satisfied
4. Online access to government information/services	issue of medium-high priority: 58% at least somewhat unsatisfied; largest group of very dissatisfied respondents (17.5%)
5. Protection of personal information and privacy online	high priority issue: 66% between somewhat and very unsatisfied
6. Availability of e-commerce payment systems	medium concern overall (53% at least somewhat unsatisfied), but of course quite important for e-commerce merchants (67%), and more of an issues in medium HDI countries (57%) than in high HDI (38%) or low HDI countries(48%); the latter might indicate a better supply of advanced payment systems in high-HDI countries and less demand for ecommerce in low-HDI countries, whereas medium HDI countries face a demand-supply gap: e-commerce is in demand, but the technical and financial infrastructure is not sufficiently advanced yet to provide adequate online payment facilities
7. Availability of the software that you use in your local language	medium concern (53% at least somewhat unsatisfied) but very divergent results; only 6% unsatisfied in Australia and New Zealand (with English as mother tongue), 22% in Pacific Island Countries (French and English relatively widespread) and 38% in East Asia (many populous countries that provide sufficient scale for customization efforts). In contrast, the situation is more problematic in South and Southeast Asia (61% and 63% at least somewhat unsatisfied) with many countries smaller in size and a large number of non-English or French language communities
8. Availability of useful content on the Internet in your local language	42% are at least somewhat satisfied (second highest approval rate), but high levels of dissatisfaction in Southeast and East Asia (e.g. 71% of respondents

	in South Asia are not satisfied with the availability of local language content). The reasons could be similar as above for No. 7
9. Network interconnection and backbone access	medium priority overall (47% at least somewhat unsatisfied); but significant disparities in assessment between high HDI countries (60% satisfied and 21% dissatisfied), but a complete mirror image in medium and low HDI countries with only 35% satisfied in both groups and 53% and 48% dissatisfied with the current situation. This split also evident when looking at sub-regions. More than 50% of respondents to this question from South and Southeast Asia were at least somewhat unsatisfied, while this assessment was only shared by 38% of respondents from East Asia and an even lower 13% from Australia/New Zealand.
10. Wireless Internet, spectrum and access	quite universally regarded as high priority (59% at least somewhat dissatisfied); see text for more details
11. Domain name management	relatively low priority, only 35% at least somewhat dissatisfied (see text for more details)
12. Domain names with non-Roman character sets	relatively low priority (37% at least somewhat dissatisfied), but highest percentage of no view answers for this topic (40%), thus either an issue that is met with very limited awareness, or the expression in the survey was misleading
13. IP address allocation and management	relatively low priority, only 32% at least somewhat dissatisfied (see text for more details)
14. Secure server administration, digital signatures, encryption	medium degree of dissatisfaction (44 % at least somewhat dissatisfied)
15. Access to technical standards and their adaptability	overall lower priority, but: an issue that is little known and very polarized: 37% are at least somewhat dissatisfied, while 39% are at least somewhat satisfied and almost a quarter of respondents do not have an opinion (24%)
16. Fair access to and protection of intellectual property	of medium-high importance (52% at least somewhat dissatisfied); question was formulated in a way that only points to importance without giving any information whether stronger or weaker protection is [preferred by

	respondents); this was criticized by a number of respondents in the write-in section. They expressed their disappointment that no clearer question on open source software was available and that they would have liked to register their support for this option in the survey
17. ISP market conditions	overall a medium concern (46% at least somewhat dissatisfied), but more dissatisfaction was registered from Pacific Island Countries (57% not satisfied), compared to only 43% in South-Asia
18. Internet telephony (VoIP)	medium priority (51% at least somewhat dissatisfied)
Section 3: "How important do you consider the development of solutions to the following problems"	
1. Virus attacks	universal top priority issue: 93% consider the development of solutions between somewhat and very important (see text for details)
2. Spam	universal top priority issue: 93% consider the development of solutions between somewhat and very important (see text for details)
3. Online fraud, cyber-crime	universal top priority issue: 94% consider the development of solutions between somewhat and very important (see text for details)
4. Illegal content	important issue: 82% consider the development of solutions between somewhat and very important (see text for details)

E. CONCLUSIONS

The survey clearly points out a number of eminent problems in Internet governance that require urgent attention. Concerns about virus attacks, online fraud/cyber-crime and spam are very strong, and they are universally shared by all stakeholder groups and countries at all levels of human development. A cluster of additional issues, including illegal content, privacy and policies for the wireless Internet have also been identified as priorities for a wide array of countries and stakeholder groups calling into question the assumption that some of these topics are only considered as important from a certain development stage on.

These results provide a strong roadmap for prioritizing research and capacity building at regional level and UNDP-APDIP has already taken first steps towards this direction by commissioning a number of research papers in these areas. Other issues are as important in some specific contexts, but not in others, highlighting that Internet governance priorities cannot be fully understood and addressed at global or even regional level, but require a close engagement with the local context. Infrastructure issues provide one example of these differentiated priorities. Access, costs, reliability and speed cannot be dismissed as yesterday's concerns. They continue to pose significant, persistent problems in a number of countries, especially in Pacific Island states.

The emerging overall picture is not so much a universal hierarchy of needs and issues, but rather a solid core group of universal priorities surrounded by a cloud of various other primary issues whose importance is contingent on geography, level of development, population size or specific engagement with the Internet as experienced by different stakeholder groups. Overall, this cloud of issues and concerns is surprisingly large. Except for personal Internet skills, twenty issues in Internet governance covered by the survey were found to be at least somewhat unsatisfactory by at least a third of respondents. This is a very important insight. It indicates that much is left to be desired about Internet governance.

However, as the survey also emphasizes, this somewhat downbeat assessment cannot cloud the bigger picture.

In sharp contrast to the dissatisfaction with many Internet governance issues, a general enthusiasm prevails with regard to the overall benefits derived from the Internet.

The notion that the *Internet does not provide any significant benefits for most people* is solidly rejected. Overall, almost 70% of respondents disagree with this proposition at least to some degree. Respondents are a bit more skeptical with regard to the role of the Internet in poverty reduction, but still, a solid majority of 60% feel that the Internet helps to combat poverty.

This general sense of optimism is also projected into and reaffirmed even more strongly for an outlook on the future benefits to be derived from the network of networks. Almost all respondents (92%) believe from somewhat to very strongly that the benefits of the Internet will grow over the next three to five years.

Optimism for the Internet

When grouped according to their primary use of the Internet, e-commerce respondents consistently topped everyone else's enthusiasm. Internet infrastructure providers, developers, Internet policy-makers and users are all optimistic. When it comes to gauging the role of the Internet for combating poverty, the most optimistic are representatives of international organizations. 70% of respondents from this

group agree between somewhat and strongly on this proposition, while only somewhat more than half of the respondents from students (54%), academia (54%) and private industry (56%) share these views.

It is not surprising that this general sense of optimism also goes hand in hand with a ringing endorsement of spreading the benefits of the Internet wide and far. An overwhelming majority of 92% of respondents agree at least to some degree that the Internet should be available and affordable for everyone.

It is very important to consider the entire debate about Internet governance against this backdrop of optimism and positive perceptions of the benefits of the Internet. More than often, the discourse on Internet policies appears to focus exclusively on the problems and social harms that need to be contained, fixed or eliminated in one way or the other. Unfortunately, this sometimes appears to create the impression that the Internet is rather creating problems than contributing to human development and that Internet governance is about containing and taming the Internet, rather than enabling its diffusion and use.

The survey results clearly show that this is a misguided perception. Responses indicate that an overarching belief in the current and future benefits of the Internet is prevalent across countries and stakeholder groups.

Values, interests and priorities might differ somewhat across countries and stakeholder groups, when it comes to Internet policy-making. But it is this consensual belief in the benign impact and future potential of the Internet that has been clearly highlighted by the survey, and upon which we can build a constructive dialogue on Internet policies across all stakeholder groups, in order to make one of the greatest technological innovations of the late twentieth century work for human progress and development.

UNDP-Asia Pacific Development Information Programme, Bangkok, April 2005.

ANNEX I – SURVEY BACKGROUND, DESIGN AND IMPLEMENTATION

Survey Background

This survey is an activity under UNDP's Asia-Pacific Development Information Programme's (APDIP) Open Regional Dialogue on Internet Governance (ORDIG), an initiative supported by the International Development Research Centre (IDRC) of Canada. ORDIG's main objective is to make Internet governance more inclusive, development-oriented and responsive to the specific needs of stakeholders in the Asia-Pacific region. ORDIG pursues this objective by identifying priority issues for the Asia-Pacific region and addressing them through targeted research, by catalyzing an information-sharing and capacity-building process among all stakeholders in the region, and by communicating all findings and viewpoints directly to the ongoing UN World Summit on the Information Society and specifically the UN Working Group on Internet Governance.

Three main strategies are deployed to identify priority issues for the Asia-Pacific region, the main objective of ORDIG's first phase between October 2004 and March 2005:

- face-to-face consultations with different stakeholder groups organised on the occasion of nine governmental, civil society and technology meetings across the region and involving over 700 people;
- a five-week open online discussion forum with 180 participants from 37 countries of the region that generated more than 350 messages and viewpoints; and,
- a multilingual regional survey for all countries and stakeholder groups in the Asia-Pacific region;

All these consultations are motivated by the fundamental premise that Internet governance is a complex and multifaceted phenomenon that affects a wide array of often very fragmented stakeholder groups, many of which have only limited awareness of the issues and policy processes at play. Maximum outreach and the aspiration to canvass the views of *all* stakeholder groups are thus key prerequisites for identifying issues of genuine priority for and addressing them in inclusive manner.

A survey that reaches out to all countries and stakeholders in the region is a key pillar of this strategy and ideally complements the more in-depth discussion-oriented canvassing of opinions through policy meetings and the online forum.

More specifically, the objectives of the survey were:

- to record the views of all countries and broad array of stakeholder groups on a wide range of Internet governance topics;
- to identify priority concerns, as well as topics of less importance and immediacy;
- to identify differences in views across sub-regions and stakeholder groups; and,
- to detect issues of disagreement and knowledge gaps.

Design and Methodology

Against the backdrop of what is often a heavily polarized and charged debate on Internet governance, every care was taken to formulate the question in the most neutral and unprejudiced way possible, so as not to imply specific problems or solutions. It is also important to keep in mind that this survey has been designed to

provide a first, very broad overview of topics of priority concern. Inevitably, such a bird's eye view of what a very broad and complex issue area has its limitations. Some questions might at first sight appear overly general or simplistic, since they need to cover a lot of different issues and relate to concrete experiences with the Internet without dwelling too much on technical jargon. This trade-off between reaching wide and being specific is inevitable. The requirement to post a short and manageable list of questions needs to be balanced with the demand to be relevant to a broad target audience with differing levels of skills and expertise with regard to the Internet. As a consequence, the survey did not delve into details and seek to unearth the root causes of specific problems. Rather, the unique value of this exercise comes from reaching out to all stakeholder groups and countries and from providing a comprehensive and inclusive overview of issue areas that require priority attention, where other surveys usually only canvass the views of a very specific stakeholder group. As such this survey prepares the ground and helps target more in-depth research to issues that are widely and inclusively viewed as priorities in Internet governance, but it cannot yield this detailed analysis itself.

These objectives and the trade-offs they pose need to be kept in mind, when analyzing the survey results. A more detailed technical discussion of these and other challenges for survey design and methodology is presented in Annex II.

Implementation

The survey was designed with the help of an experienced opinion pollster and in close consultation with various UNDP-APDIP project partners, including APNIC and UNESCAP. A first draft was field-tested and further refined in additional rounds of consultation with project partners and other experts. With the help of local partners the questionnaire was translated into the following eleven major languages of the region: Bahasa Indonesia, Chinese, Farsi, Japanese, Khmer, Korean, Lao, Mongolian, Pashto, Thai, and Vietnamese. All questionnaires were made available online for a period of one month from 08 Feb to 07 March 2005. The survey was widely and repeatedly announced through more than fifteen regional and domestic mailing lists, as well as local partners in all countries of the region. Hard-copy questionnaires were also made available to participants at various ICT conferences in the Asia-Pacific, while the survey was open. Initially, it was envisaged to close the survey after three weeks, but due to high demand, this period was extended one week and accompanied by a new round of outreach and advertising through mailing lists and UNDP-APDIP's regional network of professional contacts.

A number of regional and local partners have provided invaluable support at various stages of project design and implementation. UNDP-APDIP wishes to thank all these organisations and individuals for their contributions. For a detailed list of partners and contributors see Annex VII.

ANNEX II – SURVEY DESIGN AND METHODS: SOME CONSIDERATIONS

The following paragraphs outline the rationale for the survey design and implementation and discuss a number of conceptual and methodological challenges and how they were addressed.

Surveying a Heavily Charged Debate

The debate on Internet governance is often very polarized. In fact, the term Internet governance is itself often associated with notions of control and power that some aspire to and others dread. Against this backdrop, it is extremely important to carefully select the most neutral and open wording that does not prejudice the answers one way or the other. In order to address these concerns, the core section of 18 questions simply asks about the satisfaction with the current status of issue x. This neither presupposes the existence of a problem nor a sense of urgency or importance. Nor does it impose a predilection for a specific solution, such as for government intervention or market-led remedies. Four more questions (23-26) are formulated differently, since they directly refer to a specific problem (e.g. viruses) and seek to solicit a view on its relative importance. In addition, a set of four opening questions seeks to gauge some more general perception about the Internet and its benefits and thus asks about the agreement or disagreement with a set of very specific and opinionated statements. The full questionnaire is provided in Annex III.

The Challenge of Diversity

Another challenge is the requirement for the survey to be meaningful to a very diverse target audience of a wide range of stakeholder groups with very different levels of expertise and familiarity with technical Internet jargon. As a consequence, not all questions might be relevant or even intelligible to all stakeholder groups. This inevitable mismatch is mitigated through a cover letter that emphasizes that some questions might not be relevant and through a 'no view' option that is offered in all questions for respondents who do not understand or who consider as irrelevant a specific question.

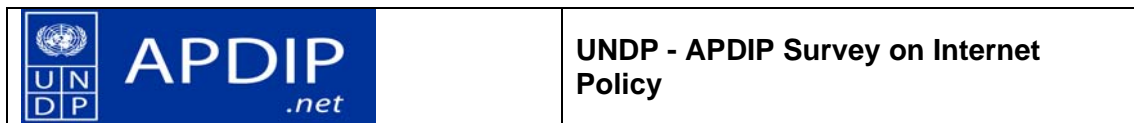
Keeping it Simple

For all questions a six point ordinal scale was picked to record respondents' views. No advanced statistical techniques to detect regular patterns or correlations such as clusters analysis are deployed for mainly two reasons. First, the degrees of freedom that come with such a multi-parametric set of questions employed for this survey is very limited. Second, the overall objective is to simply describe the status quo of satisfaction and agreement, rather than detect more complex correlative relations among variables.

Covering the Broad View

Internet governance is a very broad field and doing justice to all issues in a survey with a limited number of questions that also seek to engage all stakeholder groups (government, civil society and the private sector) is almost impossible. As a consequence, many questions are kept very general and test the view on broad categories such as affordability or even composite issues such as reliability and speed. On the one hand, this restricts the interpretation of the data in significant ways. On the other hand, the survey is only designed to be a first step to detect broad areas of discontent rather than generating detailed insights into specific reasons for these discontents, a task that is left to more in-depth research that is targeted to identified priority areas. Methodologically this use of composites is defensible, as long as issues are not perfect opposites and as long as no undue inferences are made from the results.

ANNEX III – QUESTIONNAIRE



Survey on Internet Policy Issues in the Asia-Pacific Region

Dear colleague,

We cordially invite you to give us your views on Internet challenges and policies. This survey is an initiative by UNDP's Asia-Pacific Development Information Programme (APDIP) and the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) with support from the International Research Development Centre (IDRC), as part of APDIP's Open Regional Dialogue on Internet Governance.

Your views are very valuable. You will help us identify the most important Internet policy issues for the Asia-Pacific region and direct attention and research to areas where they are needed most.

This survey should not take more than a few minutes to complete. We have made every effort to keep the questions brief and simple. However, some questions could relate to quite specific, or technical issues, that you may not be familiar with nor do have an opinion about. In such cases, simply tick the 'no view' box as your answer.

We suggest that you read the whole questionnaire before you start answering the questions.

All information provided, will be treated in strict confidentiality. It will only be used in anonymous form by APDIP and it will not be passed on to any third party.

It would be most helpful, if you could complete the questionnaire in the next few days.

For more information on APDIP and this initiative, please visit www.igov.apdip.net. For questions and feedback please contact Dieter Zinnbauer at the email address dieter@apdip.net.

Note: This survey is meant for individuals residing in the Asia-Pacific region.

Shahid Akhtar,
Programme Co-ordinator,,
UNDP- Asia-Pacific Development Information Programme

Section IV Other Issues

Do you have any other Internet policy issues that you would like to raise? Please tell us here:

.....

.....

.....

.....

Section V Background information

► 1. Please tell us your country of residence:

.....

For the following questions, please check appropriate box

► 2. What is your occupational affiliation?			
<input type="checkbox"/> Government	<input type="checkbox"/> Academia	<input type="checkbox"/> Private industry	<input type="checkbox"/> Civil society
<input type="checkbox"/> International / regional organization	<input type="checkbox"/> Student	<input type="checkbox"/> Other	
► 3. What is your principal interest in the Internet?			
<input type="checkbox"/> Internet R&D	<input type="checkbox"/> Internet infrastructure provider	<input type="checkbox"/> Internet policy-making/regulator	
<input type="checkbox"/> Internet user	<input type="checkbox"/> E-commerce participant		
► 4. What is your principal place for Internet access?			
<input type="checkbox"/> Home	<input type="checkbox"/> Work / place of study	<input type="checkbox"/> Library / Internet Café	
<input type="checkbox"/> Other			

If you would like to be directly informed of the survey results and receive periodic updates about the UNDP-APDIP Open Regional Dialogue on Internet Governance, please provide us with a contact e-mail:

.....

Thank you very much for taking the time to participate in this survey. Your input is very important to us and will help guide research and policies for a better Internet

ANNEX IV - BREAKDOWN OF RESPONSES TO SURVEY BY COUNTRY OF RESIDENCE OF RESPONDENTS

Country	cc	Responses	Percentage
Afghanistan	AF	7	0.6
Australia	AU	58	4.7
Bangladesh	BD	31	2.5
Bhutan	BT	23	1.9
Brunei Darussalam	BN	1	0.1
Cambodia	KH	29	2.3
China	CN	106	8.5
Cook Islands	CK	1	0.1
Fiji	FJ	4	0.3
French Polynesia	PF	5	0.4
Hong Kong	HK	9	0.7
India	IN	156	12.6
Indonesia	ID	160	12.9
Iran, Islamic Republic of	IR	4	0.3
Japan	JP	51	4.1
Korea, Republic of	KR	42	3.4
Lao People's Democratic Republic	LA	5	0.4
Malaysia	MY	36	2.9
Maldives	MV	2	0.2
Micronesia, Federated States of	MH	1	0.1
Mongolia	MN	34	2.7
Myanmar	MM	1	0.1
Nauru	NR	1	0.1
Nepal	NP	51	4.1
New Zealand	NZ	13	1.0
Niue	NU	1	0.1
Pakistan	PK	121	9.7
Papua New Guinea	PG	5	0.4
Philippines	PH	64	5.1
Samoa	SM	1	0.1
Singapore	SG	13	1.0
Sri Lanka	LK	41	3.3
Thailand	TH	57	4.6
Timor Leste	TL	4	0.3
Tonga	TO	4	0.3
Tuvalu	TV	1	0.1
Vanuatu	VU	5	0.4
Vietnam	VN	31	2.5
Other		64	5.1
Total		1,243	100.0

ANNEX V – SURVEY RESULTS BY OCCUPATIONAL AFFILIATION AND STAKEHOLDER GROUPS

The tables on the following pages present the survey results separately according to occupational affiliation and primary interest in the Internet as indicated by the respondents. For reasons of readability results are rounded to the full percentage point. As a consequence, some data series might not quite add up to the full 100% or differ slightly from the totals reported in the detailed analysis in the text.

Results: Respondents with occupational affiliation as Government

In percent of all respondents with occupational affiliation **Government** (N ≈ 247⁷)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	37	23	9	11	15	5	0
2. The Internet helps to combat poverty	3	12	15	27	24	13	5
3. The Internet is an essential tool for all people and should be available and affordable for everyone	3	2	1	8	24	61	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	2	1	3	10	36	47	0
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	13	33	14	24	13	0	2
6. Reliability and speed of the Internet	10	26	19	26	16	2	2
7. Your own skills for using the Internet effectively	0	2	2	19	47	28	1
8. Online access to government information/services	14	19	14	27	19	5	2
9. Protection of personal information and privacy online	18	23	20	20	11	4	3
10. Availability of e-commerce payment systems	15	21	17	21	11	4	10
11. Availability of the software that you use in your local language	16	24	18	17	13	7	6
12. Availability of useful content on the Internet in your local language	17	26	16	16	14	7	5
13. Network interconnection and backbone access	4	23	19	20	20	4	10
14. Wireless Internet, spectrum and access	11	26	20	14	11	2	15

⁷ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

15. Domain name management	4	12	14	26	21	5	18
16. Domain names with non-Roman character sets	8	14	15	16	7	2	39
17. IP address allocation and management	4	9	15	22	20	3	26
18. Secure server administration, digital signatures, encryption	10	17	20	12	13	5	24
19. Access to technical standards and their adaptability	7	13	18	20	16	3	23
20. Fair access to and protection of intellectual property	8	22	17	19	13	4	18
21. ISP market conditions	8	16	15	26	12	1	22
22. Internet telephony (VoIP)	10	21	16	17	13	3	20
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	2	0	0	2	14	80	1
24. Spam, unsolicited commercial email	4	1	2	6	25	62	2
25. Online fraud, cyber crime	2	1	0	2	18	75	1
26. Illegal content	2	4	4	10	25	52	2

Results: Respondents with occupational affiliation as Academia

In percent of all respondents with occupational affiliation **Academia** (N ≈ 193⁸)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	33	31	8	12	12	5	0
2. The Internet helps to combat poverty	7	16	16	27	22	5	7
3. The Internet is an essential tool for all people and should be available and affordable for everyone	2	2	4	12	26	53	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	1	1	2	16	35	42	3
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	9	27	22	16	20	5	1
6. Reliability and speed of the Internet	9	25	25	17	20	4	0
7. Your own skills for using the Internet effectively	0	3	5	18	46	28	0
8. Online access to	12	25	19	27	13	2	3

⁸ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

government information/services							
9. Protection of personal information and privacy online	13	35	27	13	6	2	6
10. Availability of e-commerce payment systems	12	25	22	16	11	3	11
11. Availability of the software that you use in your local language	12	20	13	16	21	9	9
12. Availability of useful content on the Internet in your local language	13	19	13	20	23	7	5
13. Network interconnection and backbone access	6	20	23	18	18	4	12
14. Wireless Internet, spectrum and access	16	20	23	14	6	3	18
15. Domain name management	9	12	16	20	10	4	28
16. Domain names with non-Roman character sets	12	15	19	9	5	2	38
17. IP address allocation and management	9	14	14	18	12	4	29
18. Secure server administration, digital signatures, encryption	7	24	21	13	6	2	27
19. Access to technical standards and their adaptability	6	13	20	17	10	4	30
20. Fair access to and protection of intellectual property	12	26	19	16	7	2	18
21. ISP market conditions	6	16	21	22	10	2	23
22. Internet telephony (VoIP)	13	23	16	13	11	4	22
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	2	2	2	3	20	72	1
24. Spam, unsolicited commercial email	4	1	2	9	27	58	0
25. Online fraud, cyber crime	2	1	1	6	18	72	1
26. Illegal content	3	5	5	16	26	45	2

Results: Respondents with occupational affiliation as Private Industry

In percent of all respondents with occupational affiliation **Private Industry** (N ≈ 310⁹)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	38	26	8	14	8	6	1
2. The Internet helps to combat poverty	10	13	14	25	19	12	8

⁹ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

3. The Internet is an essential tool for all people and should be available and affordable for everyone	1	2	4	8	22	62	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	2	1	2	12	32	49	2
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	15	27	15	28	12	2	1
6. Reliability and speed of the Internet	14	28	15	24	16	2	0
7. Your own skills for using the Internet effectively	1	1	3	12	44	38	1
8. Online access to government information/services	21	21	17	24	13	2	3
9. Protection of personal information and privacy online	17	24	24	25	6	2	3
10. Availability of e-commerce payment systems	10	23	19	27	14	2	5
11. Availability of the software that you use in your local language	17	21	13	14	17	10	9
12. Availability of useful content on the Internet in your local language	15	18	16	16	18	10	8
13. Network interconnection and backbone access	11	19	14	22	21	3	10
14. Wireless Internet, spectrum and access	16	23	22	15	9	2	12
15. Domain name management	6	10	17	18	24	8	17
16. Domain names with non-Roman character sets	10	11	13	9	9	3	45
17. IP address allocation and management	6	7	16	18	21	6	26
18. Secure server administration, digital signatures, encryption	6	16	17	23	14	4	20
19. Access to technical standards and their adaptability	5	12	15	23	22	4	18
20. Fair access to and protection of intellectual property	12	17	22	21	11	2	15
21. ISP market conditions	12	17	20	22	12	2	14
22. Internet telephony (VoIP)	18	21	18	17	9	3	15
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	6	1	3	6	16	67	1
24. Spam, unsolicited commercial email	5	1	1	7	24	62	1
25. Online fraud, cyber crime	5	0	1	6	18	69	1
26. Illegal content	7	7	5	15	22	41	2

Results: Respondents with occupational affiliation as Civil Society

In percent of all respondents with occupational affiliation **Civil Society** (N ≈ 126¹⁰)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	30	26	5	13	19	6	1
2. The Internet helps to combat poverty	5	10	13	28	21	18	4
3. The Internet is an essential tool for all people and should be available and affordable for everyone	2	2	0	9	14	73	0
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	2	1	3	10	30	52	2
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	21	29	17	21	10	2	0
6. Reliability and speed of the Internet	17	29	17	20	14	2	0
7. Your own skills for using the Internet effectively	2	2	4	21	46	23	2
8. Online access to government information/services	28	28	18	15	6	4	1
9. Protection of personal information and privacy online	18	29	20	19	9	2	4
10. Availability of e-commerce payment systems	15	25	17	18	10	2	12
11. Availability of the software that you use in your local language	27	19	9	18	14	6	6
12. Availability of useful content on the Internet in your local language	25	17	17	17	13	7	4
13. Network interconnection and backbone access	15	18	21	16	13	2	15
14. Wireless Internet, spectrum and access	24	17	23	11	6	2	17
15. Domain name management	9	22	12	19	22	2	15
16. Domain names with non-Roman character sets	12	14	13	14	13	1	34
17. IP address allocation and management	15	17	13	15	18	2	22
18. Secure server administration, digital	14	15	23	14	8	2	23

¹⁰ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

signatures, encryption							
19. Access to technical standards and their adaptability	11	17	20	15	13	2	22
20. Fair access to and protection of intellectual property	22	19	21	10	10	2	17
21. ISP market conditions	15	20	18	22	10	0	15
22. Internet telephony (VoIP)	18	25	15	15	9	2	16
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	4	0	0	3	19	74	0
24. Spam, unsolicited commercial email	2	1	3	3	23	68	0
25. Online fraud, cyber crime	2	1	2	3	21	70	1
26. Illegal content	5	6	6	19	16	47	1

Results: Respondents with occupational affiliation as International/regional organization

In percent of all respondents with occupational affiliation **International/regional organization** (N ≈ 112¹¹)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	36	21	13	11	13	7	0
2. The Internet helps to combat poverty	8	12	8	37	23	10	3
3. The Internet is an essential tool for all people and should be available and affordable for everyone	3	2	4	12	16	64	0
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	3	2	1	12	37	45	2
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	18	33	23	11	13	1	2
6. Reliability and speed of the Internet	10	36	19	21	12	2	0
7. Your own skills for using the Internet effectively	0	2	3	15	41	40	0
8. Online access to government information/services	17	27	20	19	9	5	3
9. Protection of personal information and privacy online	12	33	17	22	12	4	1
10. Availability of e-commerce payment	18	31	12	21	8	3	8

¹¹ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

systems							
11. Availability of the software that you use in your local language	27	19	15	5	15	5	12
12. Availability of useful content on the Internet in your local language	23	26	16	6	14	7	8
13. Network interconnection and backbone access	14	23	20	7	18	4	14
14. Wireless Internet, spectrum and access	19	30	14	11	8	3	15
15. Domain name management	7	17	14	18	21	3	20
16. Domain names with non-Roman character sets	10	19	12	9	7	1	41
17. IP address allocation and management	6	6	17	22	17	3	31
18. Secure server administration, digital signatures, encryption	14	16	11	19	13	2	25
19. Access to technical standards and their adaptability	7	12	19	20	15	3	24
20. Fair access to and protection of intellectual property	13	24	23	12	14	4	12
21. ISP market conditions	8	22	22	18	8	2	19
22. Internet telephony (VoIP)	14	18	18	19	12	3	16
Question: "How important do you consider the development of solutions to the following problems							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	2	2	2	7	17	70	1
24. Spam, unsolicited commercial email	2	4	3	6	21	63	1
25. Online fraud, cyber crime	1	2	2	7	23	64	1
26. Illegal content	1	6	11	11	25	46	1

Results: Respondents with occupational affiliation as Student

In percent of all respondents with occupational affiliation **Student** (N ≈ 142¹²)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	35	25	11	17	6	5	1
2. The Internet helps to combat poverty	15	17	10	28	18	6	5
3. The Internet is an essential tool for all people and should be available and affordable for everyone	5	4	4	10	21	56	0
4. Over the next few years (3-5) the benefits that the	2	3	4	7	42	41	1

¹² N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

Internet provides will grow significantly							
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	13	24	22	21	16	4	1
6. Reliability and speed of the Internet	15	23	21	26	11	4	1
7. Your own skills for using the Internet effectively	1	7	3	22	41	26	0
8. Online access to government information/services	13	20	21	20	18	4	4
9. Protection of personal information and privacy online	14	25	21	18	15	5	2
10. Availability of e-commerce payment systems	9	18	11	27	12	5	18
11. Availability of the software that you use in your local language	15	23	17	21	11	9	5
12. Availability of useful content on the Internet in your local language	11	17	17	25	20	7	4
13. Network interconnection and backbone access	8	20	14	21	14	4	20
14. Wireless Internet, spectrum and access	17	20	13	18	10	4	19
15. Domain name management	5	10	17	16	22	4	27
16. Domain names with non-Roman character sets	5	9	14	13	13	3	44
17. IP address allocation and management	4	7	12	16	20	2	38
18. Secure server administration, digital signatures, encryption	6	11	14	24	14	4	25
19. Access to technical standards and their adaptability	4	12	14	19	17	6	28
20. Fair access to and protection of intellectual property	10	13	19	21	14	4	20
21. ISP market conditions	10	13	20	19	14	2	22
22. Internet telephony (VoIP)	9	19	14	19	17	1	21
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	3	3	2	4	21	66	1
24. Spam, unsolicited commercial email	4	2	1	9	31	51	2
25. Online fraud, cyber crime	4	1	4	3	21	65	2
26. Illegal content	4	4	7	14	24	43	5

Results: Respondents with occupational affiliation as 'Other'

In percent of all respondents with occupational affiliation 'Other' (N ≈ 105¹³)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	33	19	11	13	16	7	0
2. The Internet helps to combat poverty	5	11	21	30	21	10	3
3. The Internet is an essential tool for all people and should be available and affordable for everyone	4	1	2	9	19	65	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	5	2	5	12	36	38	2
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	17	21	21	25	12	2	2
6. Reliability and speed of the Internet	18	28	19	19	13	3	0
7. Your own skills for using the Internet effectively	1	5	8	22	40	24	1
8. Online access to government information/services	22	27	21	19	6	2	3
9. Protection of personal information and privacy online	17	34	25	14	8	0	2
10. Availability of e-commerce payment systems	16	19	22	21	13	0	9
11. Availability of the software that you use in your local language	14	17	21	21	16	6	5
12. Availability of useful content on the Internet in your local language	17	14	19	25	13	6	5
13. Network interconnection and backbone access	10	12	22	18	11	3	25
14. Wireless Internet, spectrum and access	15	20	16	10	12	0	26
15. Domain name management	6	12	18	24	12	1	27
16. Domain names with non-Roman character sets	12	14	10	19	7	1	36
17. IP address allocation and management	11	13	18	15	13	2	28
18. Secure server administration, digital signatures, encryption	13	15	22	20	8	0	22

¹³ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

19. Access to technical standards and their adaptability	9	14	20	20	12	0	25
20. Fair access to and protection of intellectual property	13	17	27	18	5	3	17
21. ISP market conditions	12	15	23	15	8	0	27
22. Internet telephony (VoIP)	17	19	19	14	9	2	19
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	3	0	5	4	15	72	1
24. Spam, unsolicited commercial email	2	0	3	10	13	70	2
25. Online fraud, cyber crime	2	1	3	10	13	68	4
26. Illegal content	9	2	9	10	20	47	5

Results: Respondents who gave 'Internet R&D' as principal interest in Internet

In percent of all respondents with principal interest in Internet as '**Internet R&D**' (N ≈ 219¹⁴)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	35	21	11	13	13	7	0
2. The Internet helps to combat poverty	10	13	12	28	17	13	6
3. The Internet is an essential tool for all people and should be available and affordable for everyone	4	2	3	11	18	62	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	4	1	3	10	32	47	3
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	20	26	18	16	15	4	0
6. Reliability and speed of the Internet	18	29	21	17	11	4	0
7. Your own skills for using the Internet effectively	0	2	1	16	40	39	0
8. Online access to government information/services	20	22	19	23	11	3	2
9. Protection of personal information and privacy online	19	28	18	18	10	3	4
10. Availability of e-commerce payment systems	15	22	22	21	8	4	7
11. Availability of the	18	29	12	14	12	9	6

¹⁴ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

software that you use in your local language							
12. Availability of useful content on the Internet in your local language	19	22	15	16	16	7	5
13. Network interconnection and backbone access	12	22	18	18	14	6	10
14. Wireless Internet, spectrum and access	22	26	17	12	8	2	12
15. Domain name management	8	12	17	25	16	7	15
16. Domain names with non-Roman character sets	15	19	17	7	6	2	33
17. IP address allocation and management	8	13	16	19	19	4	21
18. Secure server administration, digital signatures, encryption	10	16	20	19	9	5	20
19. Access to technical standards and their adaptability	8	14	19	22	14	7	15
20. Fair access to and protection of intellectual property	15	18	21	17	12	5	13
21. ISP market conditions	14	16	20	25	11	1	13
22. Internet telephony (VoIP)	19	20	19	12	13	3	14
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	4	2	2	3	14	74	1
24. Spam, unsolicited commercial email	5	1	2	9	22	61	0
25. Online fraud, cyber crime	4	1	2	5	18	69	1
26. Illegal content	5	6	8	17	18	44	2

Results: Respondents who gave 'Internet infrastructure provider' as principal interest in Internet

In percent of all respondents with principal interest in Internet as '**Internet infrastructure provider**' (N ≈ 175¹⁵)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	38	25	8	9	11	7	2
2. The Internet helps to combat poverty	7	12	14	25	24	10	8
3. The Internet is an essential tool for all people and should be available and affordable for everyone	1	1	3	9	23	61	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow	2	3	2	9	36	47	1

¹⁵ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

significantly							
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	11	32	16	24	15	1	1
6. Reliability and speed of the Internet	12	26	16	25	19	1	1
7. Your own skills for using the Internet effectively	1	1	1	15	47	33	2
8. Online access to government information/services	24	25	18	21	9	3	1
9. Protection of personal information and privacy online	13	29	25	20	8	2	3
10. Availability of e-commerce payment systems	16	20	21	23	13	1	6
11. Availability of the software that you use in your local language	19	21	11	16	17	9	6
12. Availability of useful content on the Internet in your local language	17	20	15	13	22	8	5
13. Network interconnection and backbone access	9	26	17	20	17	3	8
14. Wireless Internet, spectrum and access	12	27	26	15	12	2	7
15. Domain name management	6	10	13	25	32	6	8
16. Domain names with non-Roman character sets	9	10	12	18	14	2	35
17. IP address allocation and management	10	8	14	24	27	6	12
18. Secure server administration, digital signatures, encryption	9	18	16	22	17	2	15
19. Access to technical standards and their adaptability	5	12	15	24	26	4	14
20. Fair access to and protection of intellectual property	12	21	23	20	11	1	11
21. ISP market conditions	13	16	22	25	13	1	11
22. Internet telephony (VoIP)	18	17	22	23	10	1	10
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	4	1	1	3	20	69	1
24. Spam, unsolicited commercial email	3	0	2	5	21	67	1
25. Online fraud, cyber crime	4	1	1	4	18	72	1
26. Illegal content	6	5	5	10	31	43	1

Results: Respondents who gave 'Internet policy-maker/ regulator' as principal interest in Internet

In percent of all respondents with principal interest in Internet as '**Internet policy-maker/regulator**' (N ≈ 152¹⁶)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	34	25	10	16	13	3	0
2. The Internet helps to combat poverty	1	8	18	30	24	16	3
3. The Internet is an essential tool for all people and should be available and affordable for everyone	1	3	2	11	22	61	0
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	1	1	3	11	36	47	2
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	14	30	16	22	14	2	2
6. Reliability and speed of the Internet	13	23	18	28	14	2	2
7. Your own skills for using the Internet effectively	1	3	4	18	47	26	1
8. Online access to government information/services	17	24	14	26	13	3	3
9. Protection of personal information and privacy online	16	29	22	21	7	3	2
10. Availability of e-commerce payment systems	13	25	21	24	11	2	3
11. Availability of the software that you use in your local language	17	19	16	19	16	5	7
12. Availability of useful content on the Internet in your local language	16	21	18	18	15	5	5
13. Network interconnection and backbone access	8	20	20	27	16	2	7
14. Wireless Internet, spectrum and access	14	23	25	19	9	2	9
15. Domain name management	8	16	18	24	20	5	10
16. Domain names with non-Roman character sets	12	16	19	15	9	3	27
17. IP address allocation and management	14	11	15	23	17	5	15
18. Secure server administration, digital	13	18	25	14	11	4	16

¹⁶ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

signatures, encryption							
19. Access to technical standards and their adaptability	11	14	18	22	16	3	17
20. Fair access to and protection of intellectual property	8	24	28	18	9	2	11
21. ISP market conditions	5	21	18	25	13	2	15
22. Internet telephony (VoIP)	14	21	22	19	12	3	9
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	2	0	1	6	22	69	1
24. Spam, unsolicited commercial email	1	0	1	8	28	60	1
25. Online fraud, cyber crime	1	0	1	8	17	73	1
26. Illegal content	3	6	7	16	24	43	1

Results: Respondents who gave 'Internet user' as principal interest in Internet

In percent of all respondents with principal interest in Internet as '**Internet user**' (N ≈ 623¹⁷)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	34	26	8	14	13	6	0
2. The Internet helps to combat poverty	8	16	15	28	20	8	5
3. The Internet is an essential tool for all people and should be available and affordable for everyone	3	2	3	8	21	62	1
4. Over the next few years (3-5) the benefits that the Internet provides will grow significantly	2	1	3	13	36	43	1
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	14	27	18	23	13	2	2
6. Reliability and speed of the Internet	11	29	19	22	16	3	0
7. Your own skills for using the Internet effectively	1	4	4	19	45	27	0
8. Online access to government information/services	15	22	19	22	15	4	3
9. Protection of personal information and privacy online	15	27	22	20	9	3	4
10. Availability of e-commerce payment systems	11	23	14	22	13	3	14

¹⁷ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

11. Availability of the software that you use in your local language	18	19	15	15	16	8	9
12. Availability of useful content on the Internet in your local language	16	19	15	19	16	9	7
13. Network interconnection and backbone access	9	17	18	16	19	3	19
14. Wireless Internet, spectrum and access	16	20	18	12	8	3	23
15. Domain name management	6	13	15	17	17	3	29
16. Domain names with non-Roman character sets	8	12	12	12	8	1	48
17. IP address allocation and management	5	9	14	15	16	2	38
18. Secure server administration, digital signatures, encryption	8	15	17	18	11	3	29
19. Access to technical standards and their adaptability	6	12	17	17	14	2	32
20. Fair access to and protection of intellectual property	12	19	18	17	10	2	21
21. ISP market conditions	9	17	18	19	11	1	25
22. Internet telephony (VoIP)	11	22	13	17	11	3	24
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	4	1	2	5	16	72	0
24. Spam, unsolicited commercial email	4	2	2	6	25	60	1
25. Online fraud, cyber crime	3	1	2	5	19	69	1
26. Illegal content	5	4	6	13	21	48	3

Results: Respondents who gave 'E-commerce participant' as principal interest in Internet

In percent of all respondents with principal interest in Internet as '**E-commerce participant**' (N ≈ 60¹⁸)

Question: "What do you think about the following statements?"							
	-3	-2	-1	1	2	3	
Issue	strongly disagree	Disagree	somewhat disagree	somewhat agree	agree	strongly agree	no view
1. At present the Internet does not provide any significant benefits for most people	50	25	10	7	5	3	0
2. The Internet helps to combat poverty	7	3	10	33	27	13	7
3. The Internet is an essential tool for all people and should be available and affordable for everyone	0	2	3	10	32	53	0
4. Over the next few years (3-5) the benefits that the	0	0	2	8	37	53	0

¹⁸ N may differ marginally for individual questions, since a very limited number of respondents chose to skip a specific question, rather than provide a 'no view' answer.

Internet provides will grow significantly							
Question: "How satisfied are you with the current status of Internet-related issues?"							
Issue	very unsatisfied	unsatisfied	modestly unsatisfied	modestly satisfied	satisfied	very satisfied	no view
5. Availability and cost of the Internet	15	25	23	23	10	3	0
6. Reliability and speed of the Internet	12	18	28	28	10	3	0
7. Your own skills for using the Internet effectively	0	2	7	13	38	40	0
8. Online access to government information/services	20	25	15	25	10	2	2
9. Protection of personal information and privacy online	15	23	33	12	13	2	2
10. Availability of e-commerce payment systems	23	25	18	17	15	2	0
11. Availability of the software that you use in your local language	8	15	28	17	20	3	8
12. Availability of useful content on the Internet in your local language	8	17	23	17	23	3	8
13. Network interconnection and backbone access	7	18	23	23	17	2	10
14. Wireless Internet, spectrum and access	17	20	22	17	13	2	10
15. Domain name management	7	15	20	18	15	3	22
16. Domain names with non-Roman character sets	10	13	20	12	3	3	38
17. IP address allocation and management	3	10	18	23	12	2	32
18. Secure server administration, digital signatures, encryption	12	24	14	19	14	2	17
19. Access to technical standards and their adaptability	2	17	20	22	17	2	22
20. Fair access to and protection of intellectual property	15	23	22	8	12	3	17
21. ISP market conditions	5	18	32	18	7	2	18
22. Internet telephony (VoIP)	18	22	18	10	15	3	13
Question: "How important do you consider the development of solutions to the following problems"							
Issue	very unimportant	unimportant	somewhat unimportant	somewhat important	important	very important	no view
23. Virus attacks	0	0	5	3	20	72	0
24. Spam, unsolicited commercial email	2	0	3	12	28	55	0
25. Online fraud, cyber crime	0	0	2	5	27	65	2
26. Illegal content	0	5	7	10	37	37	5

ANNEX VI - COUNTRY CLUSTERS ACCORDING TO THE 2004 HUMAN DEVELOPMENT INDEX

Country/Economy	Human Development Index Classification, (HDI 2004)
Japan; Korea, Republic of; Australia; New Zealand; Brunei Darussalam; Singapore; Hong Kong	High
China; Mongolia; Fiji; Maldives; Samoa; Solomon Islands; Tonga; Vanuatu; Bangladesh; Bhutan; India; Sri Lanka; Nepal; Indonesia; Cambodia; Lao People's Democratic Republic; Myanmar; Malaysia; Papua New Guinea; Philippines; Thailand; Vietnam; Iran, Islamic Republic of;	Medium
Pakistan; Timor-Leste	Low

The Human Development Index is a multidimensional indicator with components for life expectancy, literacy and per capita income.

Please note that the HDI is not available for all countries covered by the survey.

For more see http://hdr.undp.org/statistics/indices/hdi_calculator.cfm

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