SURVEY 2023

In May-June 2023, we worked with Survey Matters, an independent third party, to conduct a survey on the RIPE NCC's services and activities. 3,899 people completed the survey, and their input helped us gauge the satisfaction of our members and stakeholders, the challenges they are facing, and the steps they would like us to take in the future.

Key findings from the survey indicate a high level of satisfaction regarding the quality of our service delivery, especially in areas such as resource registration, accuracy of the RIPE Database, and the responsiveness of our support services. The survey also highlighted areas for improvement, notably in the perceived value of membership fees and the effectiveness of communication and outreach efforts.

Members expressed concerns over the need for more IPv4 addresses and the slow adoption rate of IPv6. They emphasised the need for the RIPE NCC to be more active in facilitating the transition to IPv6, including offering more educational resources, training, and support for members undertaking this transition.

Cybersecurity equally emerged as a significant concern, with respondents indicating that the RIPE NCC should enhance its efforts in supporting members to secure their networks against increasing cyber threats. This includes developing best practice guides, security tools, and more robust collaboration with law enforcement agencies.

After examining the survey findings, we pinpointed 40 specific areas that we consider key findings that need to be addressed or considered as we carry out our work in the coming years. We are committed to releasing proposed responses and/or actions for each area that effectively address the identified issues.

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HIGHLIGHTS

3,899 respondents

Available in 10 languages

52% of responses completed in a language other than English

Over nine in ten respondents rate the RIPE NCC's quality of service delivery as good or excellent (92%)

Net Promoter Score is strong (+43)

Perceptions of value for money have dropped (down from 76% to 69% since 2019)

80% of respondents who used the RIPE Database over the last two years feel the information is accurate (86%) and useful (89%)

Four in ten respondents indicate that information security remains one of the main challenges in their organisation