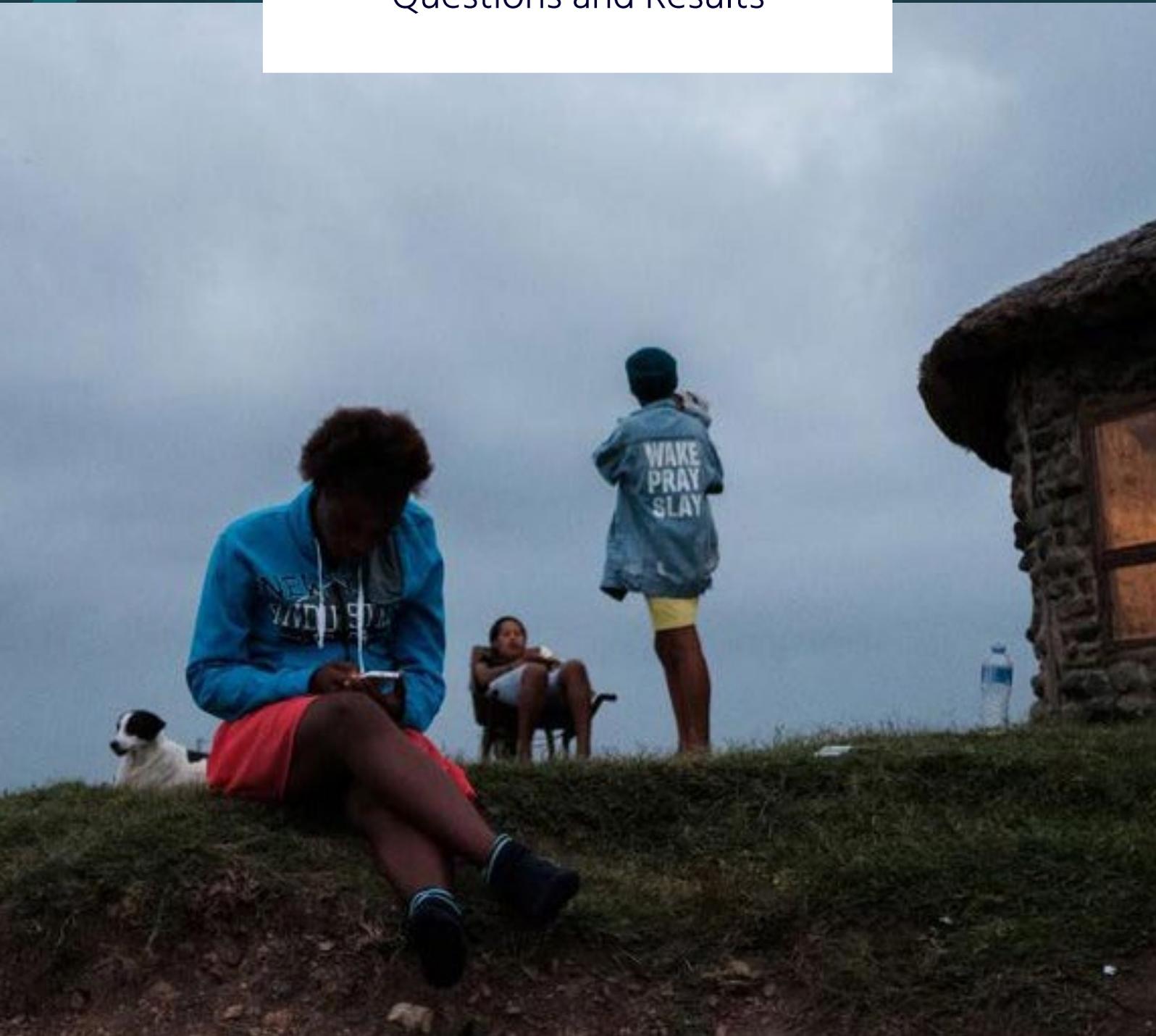# 11

Community Survey:
Questions and Results

Community Survey: Questions and Results

In early 2018, the Internet Society conducted a global survey to gather qualitative and quantitative data from stakeholders, experts, and Internet users around the world. The survey was designed by the Global Internet Report project team based on key trends identified in the literature review .

In total, 1550 survey responses were submitted, and approximately 73% of respondents self-identified as Internet Society members. 27% of the respondents were from Latin America, with roughly the same number from Africa and Asia Pacific respectively (21%). 12% of the respondents were from North America and 16% from Europe.

These findings from the survey fed into the project team's Phase II analysis.

Survey Questions

Part 1

- **1.1 The ability to connect:** All Internet users, wherever where they live, should be able to connect to any other point to keep the Internet as a platform for innovation, creativity and economic opportunity.

  - Q: Do you feel that you can connect to anyone and anywhere on the Internet?

- **1.2 The ability to speak:** For the Internet to work as a medium for self-expression, users need to feel they can speak freely and collaborate without restriction. Private, secure and – when appropriate – anonymous communications let us express ourselves safely and securely.

  - Q: Do you feel that you can express yourself online in a safe and secure manner?

- **1.3 The ability to innovate:** The Internet was built on open connectivity and standards development. To keep it developing, so everyone can use it to innovate, we all need to be able to develop and distribute new applications and services on it.

  - Q: Do you feel you can develop new applications and services, without governmental or private sector restrictions?

- **1.4 The ability to share:** The Internet enables sharing, learning and collaboration based on fair use, and the freedom to develop and use open source software.

  - Q: Do you feel that you can fully share and collaborate online?

- **1.5 The ability to choose:** User choice in competitive communications markets brings better, cheaper, and more varied and innovative services. Being able to choose communication and service providers lets users control their Internet experience.

  - Q: Do you feel that you can choose between Internet services?

- **1.6 The ability to trust:** Our abilities to connect, speak, innovate, share and choose all depend on trust. For us to trust Internet networks, applications and services, we need them to be secure, reliable and stable.

  - Q: Do you feel that you can trust applications and services online?

Part 2

- Is there a trend of consolidation in the Internet Economy, as described above?

- If you agree there is a trend of Internet consolidation, do you think it is more visible in certain countries or regions, or is it a global trend?

- Looking just at your region, do users find their app and service choices to be limited?

- Have you noticed the larger players in the Internet economy increasingly influencing standardization for networking, technology, software and interoperability?

- Have you observed any concentration of network traffic or Internet architecture?

- Are there any efforts in your country/region to address concerns about market dominance in the Internet economy?

- Do you think consolidation is a problem, and, if so, what should be done about it?

- Over the next five years, do you expect consolidation to significantly shape the evolution of the Internet's technology and networks? (For example, by limiting the choices you have for

which operators to use for gaining broadband access)

- Over the next five years, is consolidation likely to significantly impact the scale and severity of cyber attacks and crime? (For example, by facilitating the development of malware to quickly spread viruses on commonly used platforms or browsers)

- In the next five years, is consolidation likely to impact online freedoms and rights? (For example, by enabling surveillance or censorship, or alternatively by making it easier for people to communicate and connect?)

- In the next five years, is consolidation likely to significantly impact national, regional or global digital divides? (For example, by bringing more or fewer people online, or by affecting the ways they can use the Internet?)

- Over the next five years, is consolidation likely to trigger a response in government policy and regulation? (For example, through regulation that aims to limit larger Internet companies from acquiring startups if the result is reduced competition)

Survey Results

Visit https://future.internetsociety.org/2019/community-survey-questions-and-results/ to see the survey results.

About the Internet Society

The Internet Society works for an open, globally-connected, secure, and trustworthy Internet for everyone.

We are the world's trusted independent source of leadership for Internet policy, technology standards, and future development. More than simply advancing technology, we work to ensure the Internet continues to grow and evolve as a platform for innovation, economic development, and social progress for people around the world.

With offices around the world, we work to ensure that the Internet and the web that is built on it:

- **Continues to develop as an open platform that empowers people** to share ideas and connect in new and innovative ways

- **Serves the economic, social, and educational needs** of individuals throughout the world — today and in the future

Learn More About the Internet Society
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