2020 Contracted Parties Satisfaction Survey

May 2020
Respondent Firmographics

Q1: Which best describes your organization?

<table>
<thead>
<tr>
<th>Type of Business</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registry</td>
<td>32% (34%)</td>
</tr>
<tr>
<td>Registrar</td>
<td>61% (55%)</td>
</tr>
<tr>
<td>RSP</td>
<td>6% (10%)</td>
</tr>
</tbody>
</table>

Q2: Which best describes your role in your organization?

<table>
<thead>
<tr>
<th>Job Function</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations</td>
<td>32% (23%)</td>
</tr>
<tr>
<td>Legal/Policy</td>
<td>18% (15%)</td>
</tr>
<tr>
<td>Technical</td>
<td>13% (12%)</td>
</tr>
<tr>
<td>Proj/Prog Mgmt</td>
<td>13% (9%)</td>
</tr>
<tr>
<td>Product Mgmt</td>
<td>11%</td>
</tr>
<tr>
<td>Sales/Marketing</td>
<td>10% (14%)</td>
</tr>
<tr>
<td>Finance</td>
<td>4% (18%)</td>
</tr>
</tbody>
</table>

Q3: In which geographic region(s) does your organization primarily do business?:

<table>
<thead>
<tr>
<th>Regions Served</th>
<th>*Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia/Pacific</td>
<td>40% (35%)</td>
</tr>
<tr>
<td>Europe</td>
<td>28% (46%)</td>
</tr>
<tr>
<td>North America</td>
<td>22% (34%)</td>
</tr>
<tr>
<td>Latin/South America</td>
<td>7% (9%)</td>
</tr>
<tr>
<td>Africa</td>
<td>3% (6%)</td>
</tr>
</tbody>
</table>

*More than one region could be selected

Business: 25%

2019 CP Survey Stats
Q4: Which, if any, of the following groups are you, or someone from your organization a member (check all that apply).
ICANN Meeting Participation

Q5: Do you or someone from your company actively participate in ICANN meetings?

- Yes: 56%
- No: 44%

Q6: If you answered Yes, do you or your organization attend ICANN meetings?

- Remotely: 38%
- In person: 63%

Q7: Which meetings do you typically attend?

- ICANN Community Forum
- ICANN Policy Forum
- ICANN Annual General Meeting
- GDD Summit

*More than one answer could be selected

Total Votes: 107

Q8: If you checked “no” (to attending the GDD Summit) why don’t you or your organization participate?

- Agenda doesn't cover what I want to know or participate in
- Not applicable to me
- Cost/Value
- Too far away

Other:

Total Votes: 33
Q10: GDD has a clear understanding of the current domain industry.

2019 CP Survey Question: GDD has a clear understanding of the current domain industry and marketplace challenges faced by contracted parties.

2018 CP Survey Question: GDD has a clear understanding of the current domain name industry and marketplace faced by contracted parties.

2017 CP Survey Question: ICANN organization has a clear understanding of the current domain name industry and marketplace pressures faced by contracted parties.
Q11: GDD has a clear understanding of the challenges faced by contracted parties.
Q12: GDD strives to continuously improve its services for contracted parties.

![Bar chart showing responses for Q12 from 2018 to 2020, with details on strongly agree, agree, neutral - do not agree or disagree, disagree, and strongly disagree. The chart includes a note that the question was not included in the 2017 survey.](chart.png)
Q14: I trust that when GDD says "No" to a contracted party, the decision was based on sound reasoning and thought processes.
Q15: I trust/have confidence in the way GDD manages the policy implementation process.
Q16: GDD listens to my organization's concerns.

![Bar chart showing the percentage of responses for different levels of agreement from 2017 to 2020.](chart.png)

- **Strongly Agree**: 2020 - 14, 2019 - 9, 2018 - 12, 2017 - 11
- **Neutral - Do not agree or disagree**: 2020 - 38, 2019 - 35, 2018 - 32, 2017 - 27
- **Disagree**: 2020 - 3, 2019 - 6, 2018 - 6, 2017 - 12
- **Strongly Disagree**: 2020 - 1, 2019 - 3, 2018 - 2, 2017 - 5
Q17: I am confident in GDDs ability to collaborate with the contracted parties to find a solution when a concern is raised.

(2019 CP Survey Stats)

<table>
<thead>
<tr>
<th></th>
<th>TRUE</th>
<th>FALSE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>86%</td>
<td>14%</td>
</tr>
</tbody>
</table>

- Strongly Agree: 44%
- Agree: 31%
- Neutral - Do not agree or disagree: 21%
- Disagree: 3%
- Strongly Disagree: 1%
Q18: I value the relationship that GDD has established with my organization.

Answer Choices

<table>
<thead>
<tr>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
</tr>
<tr>
<td>False</td>
</tr>
</tbody>
</table>
Q19: GDD delivers on its commitments to contracted parties.

*Neutral was not an option as a response in 2020*
Q20: GDD provides useful information when I need it.

Answer Choices | Responses
---|---
True | 85%
False | 15%
Q21: GDD works to resolve issues that are raised from the contracted parties.

2019 CP Survey Question: GDD takes the appropriate actions when concerns from the contracted parties are provided.

2018 CP Survey Question: My escalated concerns are treated with urgency and get the appropriate level of attention and consideration within GDD.

2017 CP Survey Question: My escalated concerns are treated with urgency and get the appropriate level of attention and consideration within ICANN org.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>81%</td>
</tr>
<tr>
<td>False</td>
<td>19%</td>
</tr>
</tbody>
</table>
Q23: GDD treats its contracted parties consistently.

### 2019 Responses

<table>
<thead>
<tr>
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<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>86%</td>
</tr>
<tr>
<td>False</td>
<td>14%</td>
</tr>
</tbody>
</table>
Q25: When GDD makes an important decision regarding contracted parties, I feel that my organization's concerns are considered during the process.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>77%</td>
</tr>
<tr>
<td>False</td>
<td>23%</td>
</tr>
</tbody>
</table>
**Q27:** I know who my GDD Account/Engagement Manager is.

**Q28:** My GDD Account/Engagement Manager is responsive to my needs.

- Yes
- No

- Always
- Most of the time
- Some of the time
- Never

Total Votes: 46

**Q29:** If you answered "Some of the time" or "Never", how can GDD be more responsive to your needs?

“My account manager no speak Spanish.”

*Note: Q27 & Q28 were added following feedback in the 2019 CP Survey*
Q30: GDD takes the appropriate actions when concerns from the contracted parties are provided.

Answer Choices | Responses
--- | ---
True | 81%
False | 19%
Q32: I am confident about GDD's skills and ability to accomplish its objectives.

Answer Choices | Responses
--- | ---
True | 85%
False | 15%
Q34: When GDD initiates a project or activity the objectives and rationale are clearly communicated.

2019 CP Survey Question: GDD's mission and plans to achieve that mission are clear and effectively communicated within the industry.
2018 CP Survey Question: GDD's mission and plans to achieve that mission are clear and effectively communicated within the industry.
2017 CP Survey Question: ICANN organization’s mission and plan to achieve that mission is clear and effectively communicated within the industry.
Q35: I believe my organization could do more to have our voice/opinion heard within GDD.
Q36: I/my organization find(s) the results of the annual Contracted Parties Survey to be informative and useful.
2020 Contracted Parties Satisfaction Survey Feedback Themes

- **General areas of improvement:**
  - Understanding the challenges facing CPs
  - GDD's efforts to improve services
  - GDD uses sound judgment and reasoning when saying “no”
  - Confidence in GDD’s abilities to manage the policy implementation process
  - GDD’s ability to deliver on commitments

- **Opportunities for improvement:**
  - The need for feedback across teams other than GDD specifically (e.g., Compliance and Finance)
  - Listen to contracted parties' concerns
  - Periodic check-ins with accounts, more in person meetings
  - Add language support: Spanish, Korean, Vietnamese
  - CPs believe they can do more to voice their opinions to GDD