

# 2020 Contracted Parties Satisfaction Survey

May 2020



# Respondent Firmographics

## Q1: Which best describes your organization?

Type of Business	Response Rate
Registry	32% (34%)
Registrar	61% (55%)
RSP	6% (10%)

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

Regions Served	*Response Rate
Asia/Pacific	40% (35%)
Europe	28% (46%)
North America	22% (34%)
Latin/South America	7% (9%)
Africa	3% (6%)

*\*More than one region could be selected*

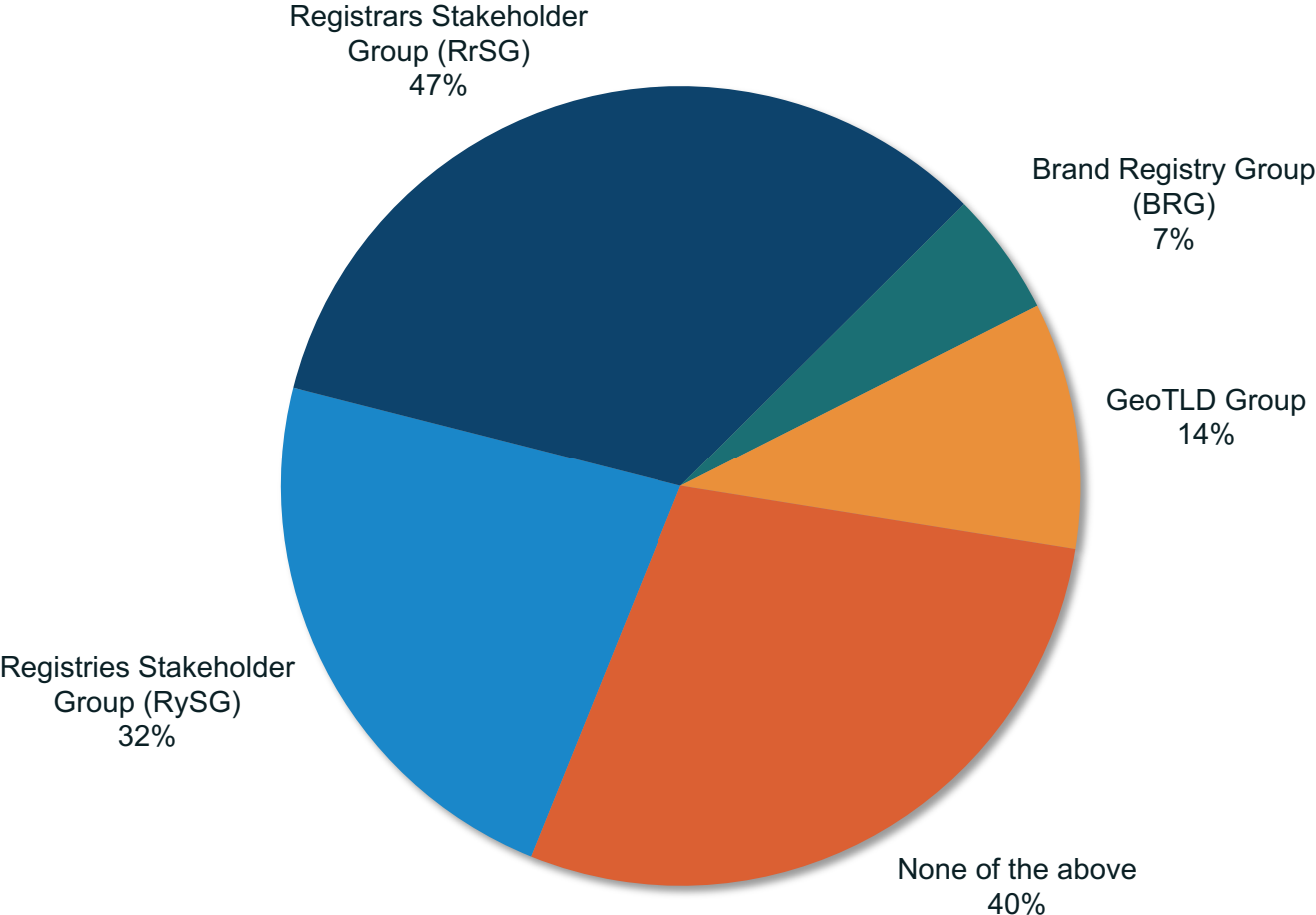
## Q2: Which best describes your role in your organization?

Job Function	Response Rate
Operations	32% (23%)
Legal/Policy	18% (15%)
Technical	13% (12%)
Proj/Prog Mgmt	13% (9%)
Product Mgmt	11%
Sales/Marketing	10% (14%)
Finance	4% (18%)

*Business: 25%*

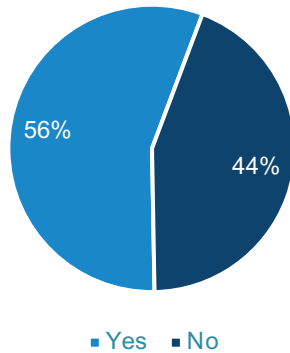
2019 CP Survey Stats

**Q4: Which, if any, of the following groups are you, or someone from your organization a member (check all that apply).**

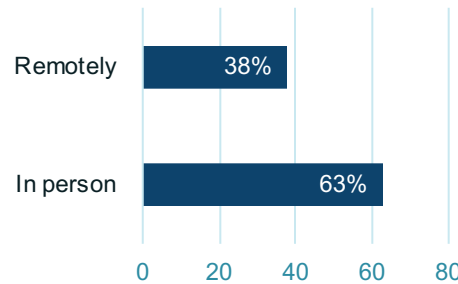


# ICANN Meeting Participation

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

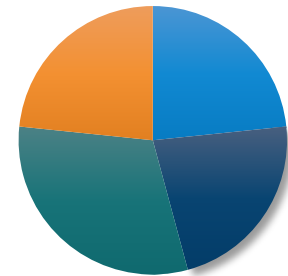


**Q6: If you answered Yes, do you or your organization attend ICANN meetings?**



**\* Q7: Which meetings do you typically attend?**

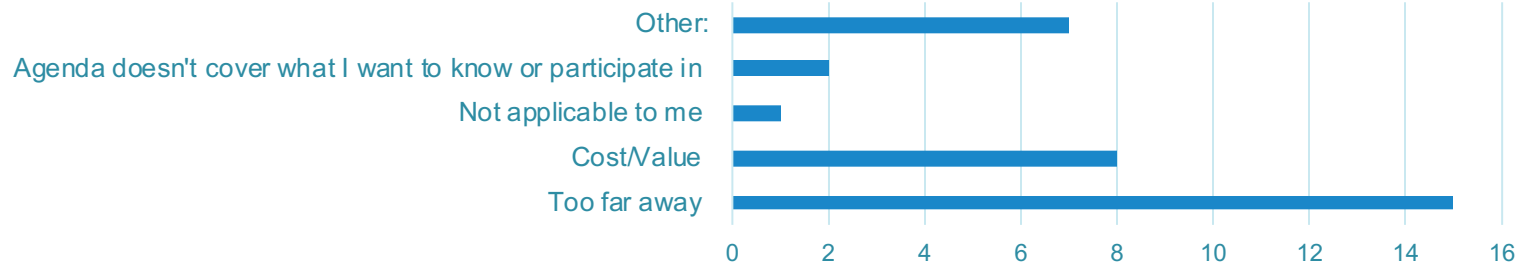
Total Votes: 107



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

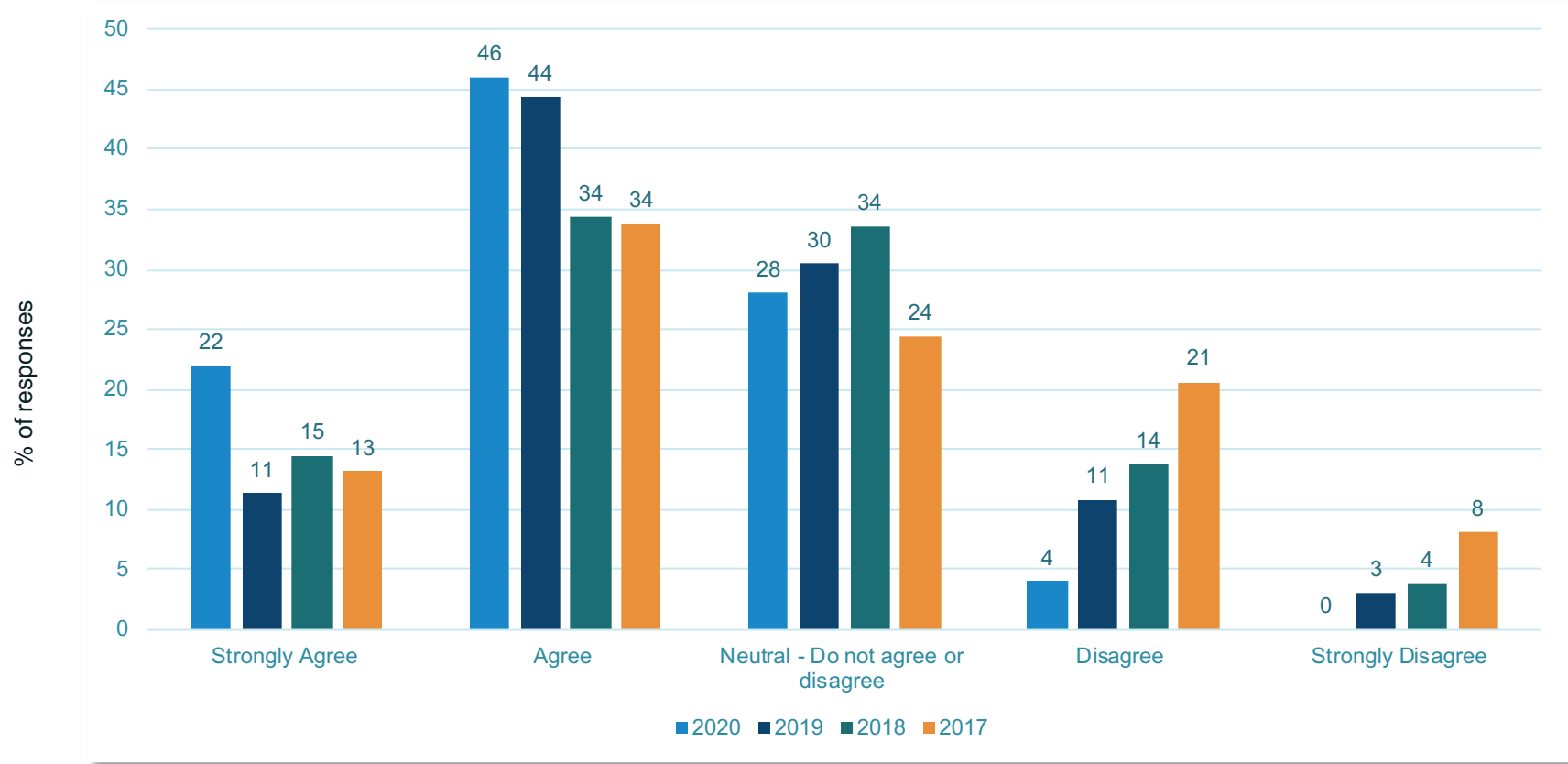
*\*More than one answer could be selected*

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



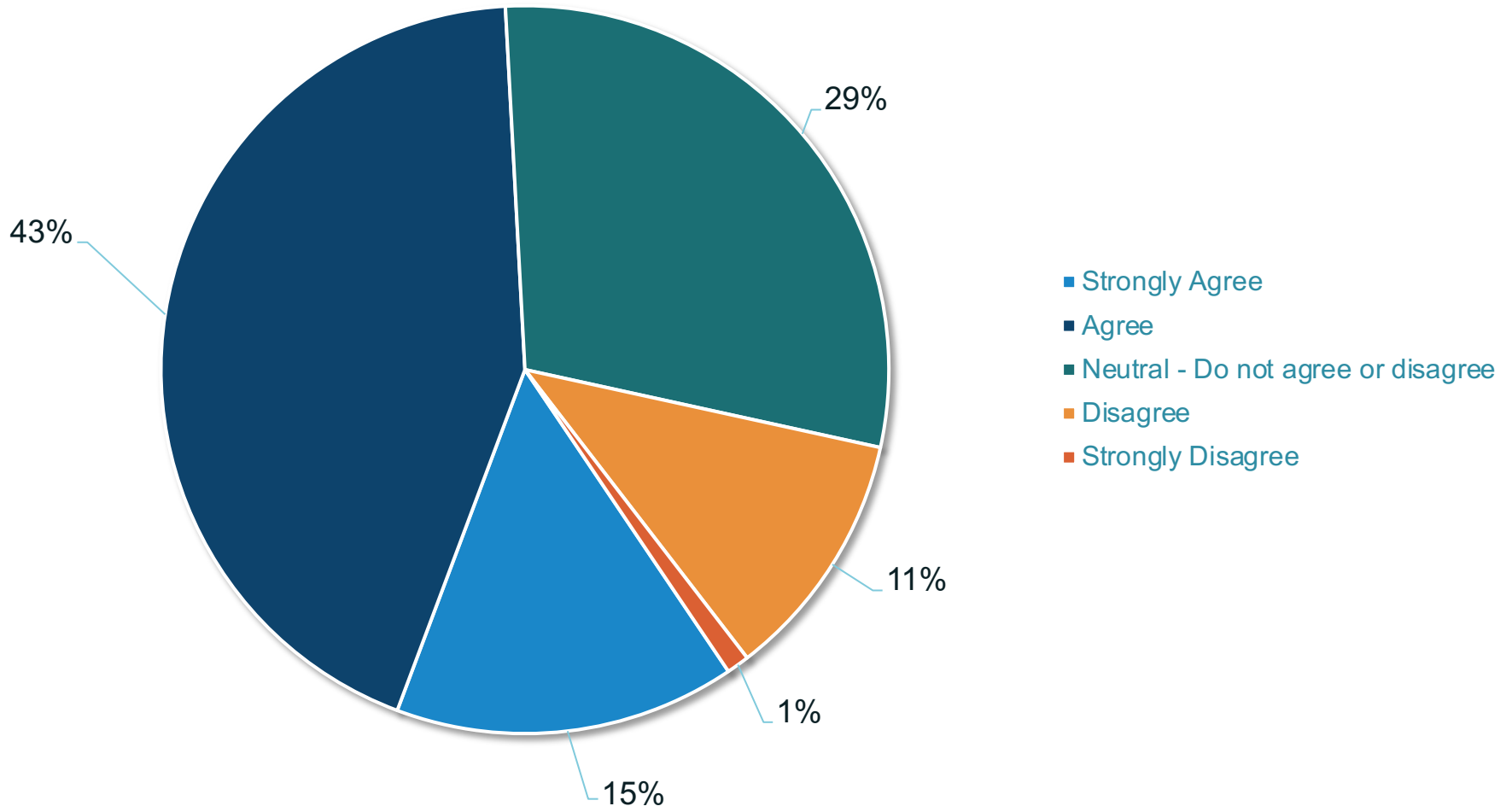
Total Votes: 33

## Q10: GDD has a clear understanding of the current domain industry.

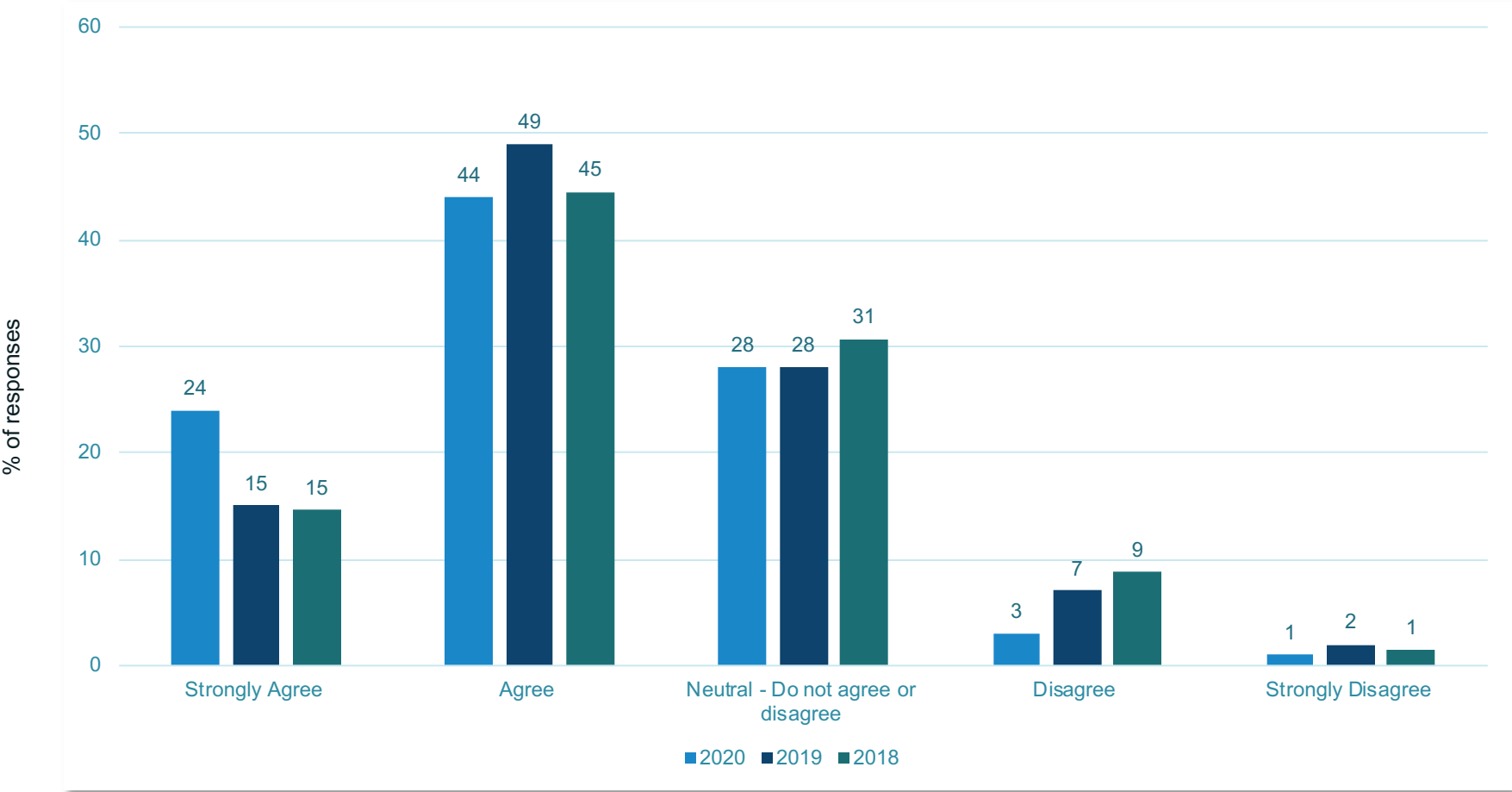


2019 CP Survey Question: GDD has a clear understanding of the current domain industry and marketplace challenges faced by contracted parties.  
2018 CP Survey Question: GDD has a clear understanding of the current domain name industry and marketplace faced by contracted parties.  
2017 CP Survey Question: 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.

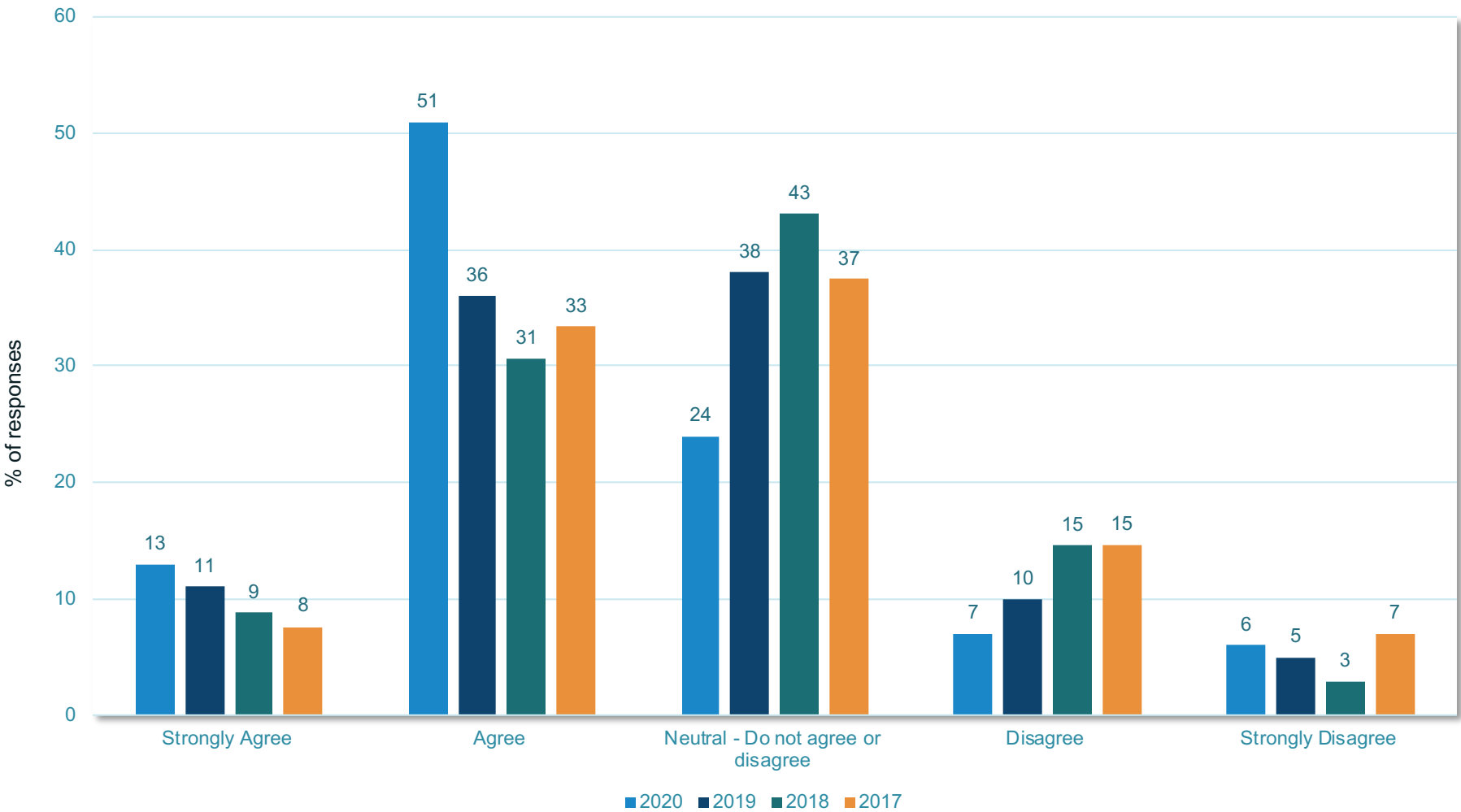


# Q12: GDD strives to continuously improve its services for contracted parties.



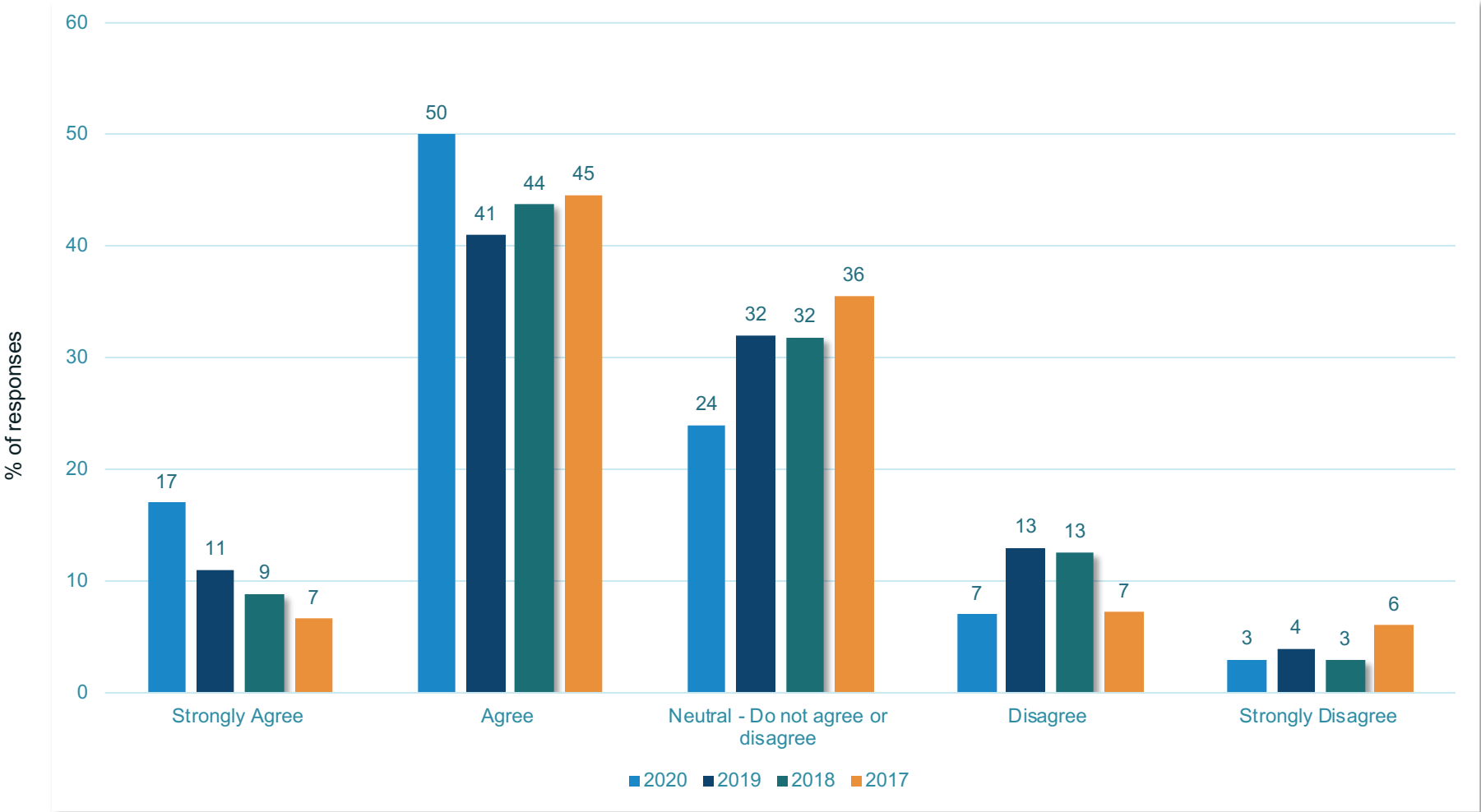
*Question not included in 2017 survey*

# Q14: I trust that when GDD says "No" to a contracted party, the decision was based on sound reasoning and thought processes.

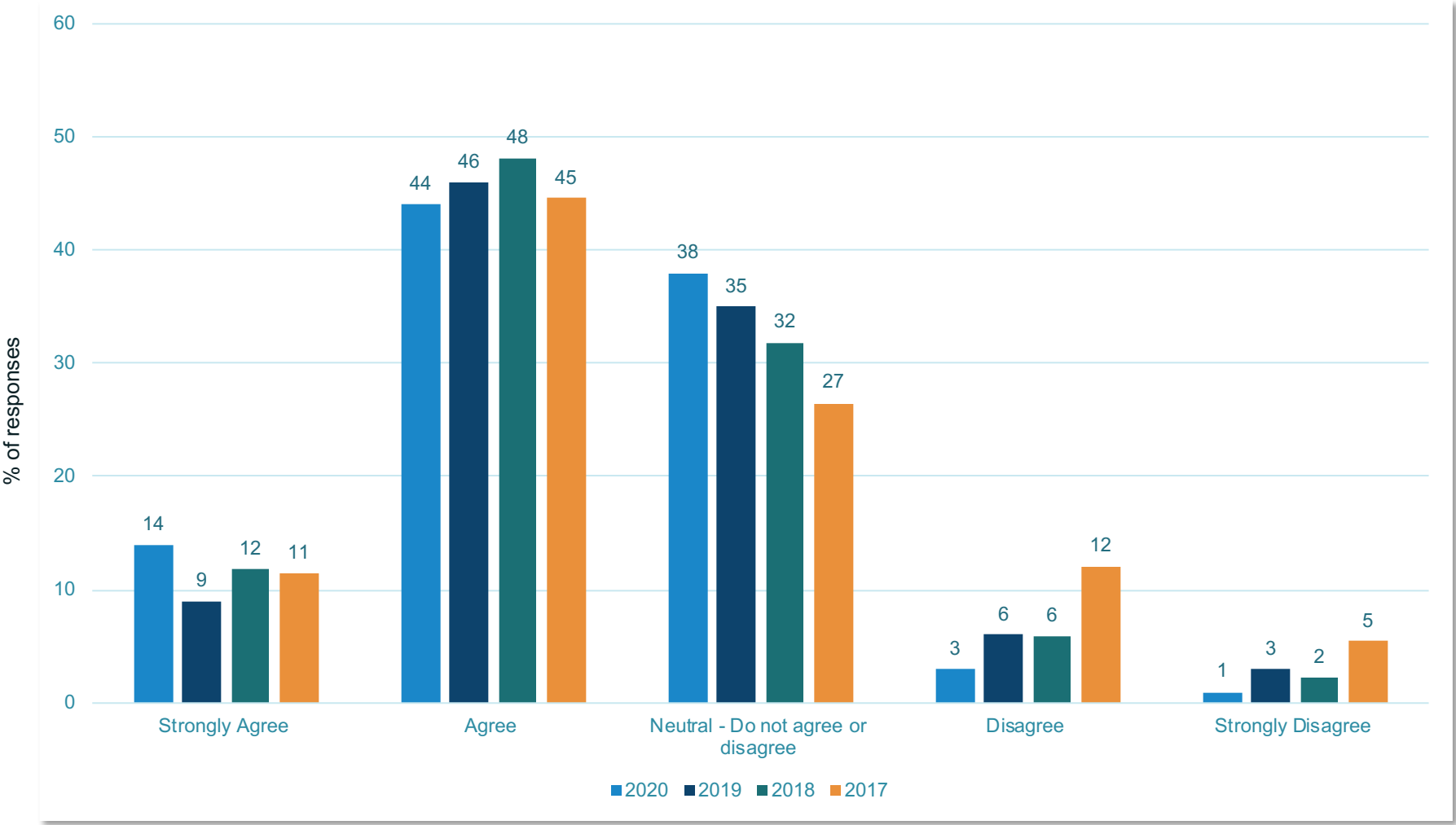




# Q15: I trust/have confidence in the way GDD manages the policy implementation process.



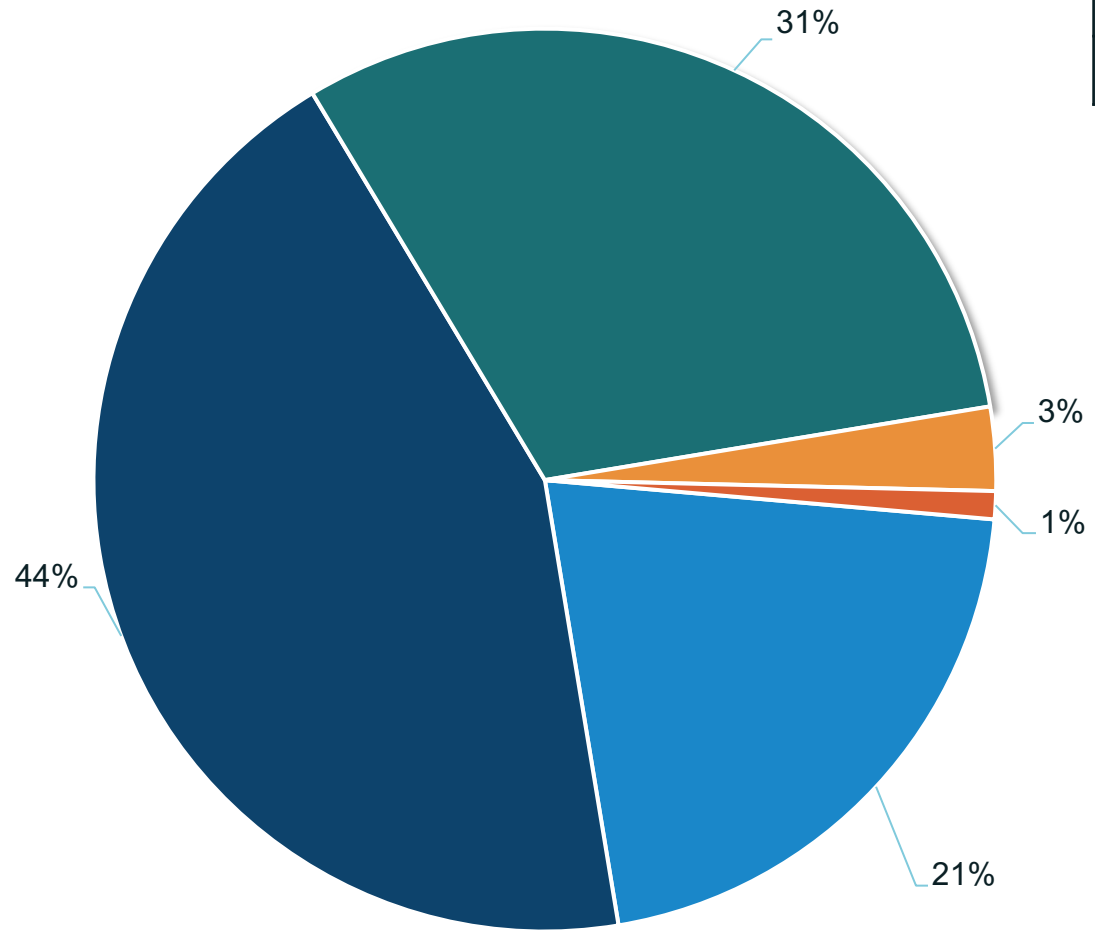
# Q16: GDD listens to my organization's concerns.



# Q17: I am confident in GDDs ability to collaborate with the contracted parties to find a solution when a concern is raised.

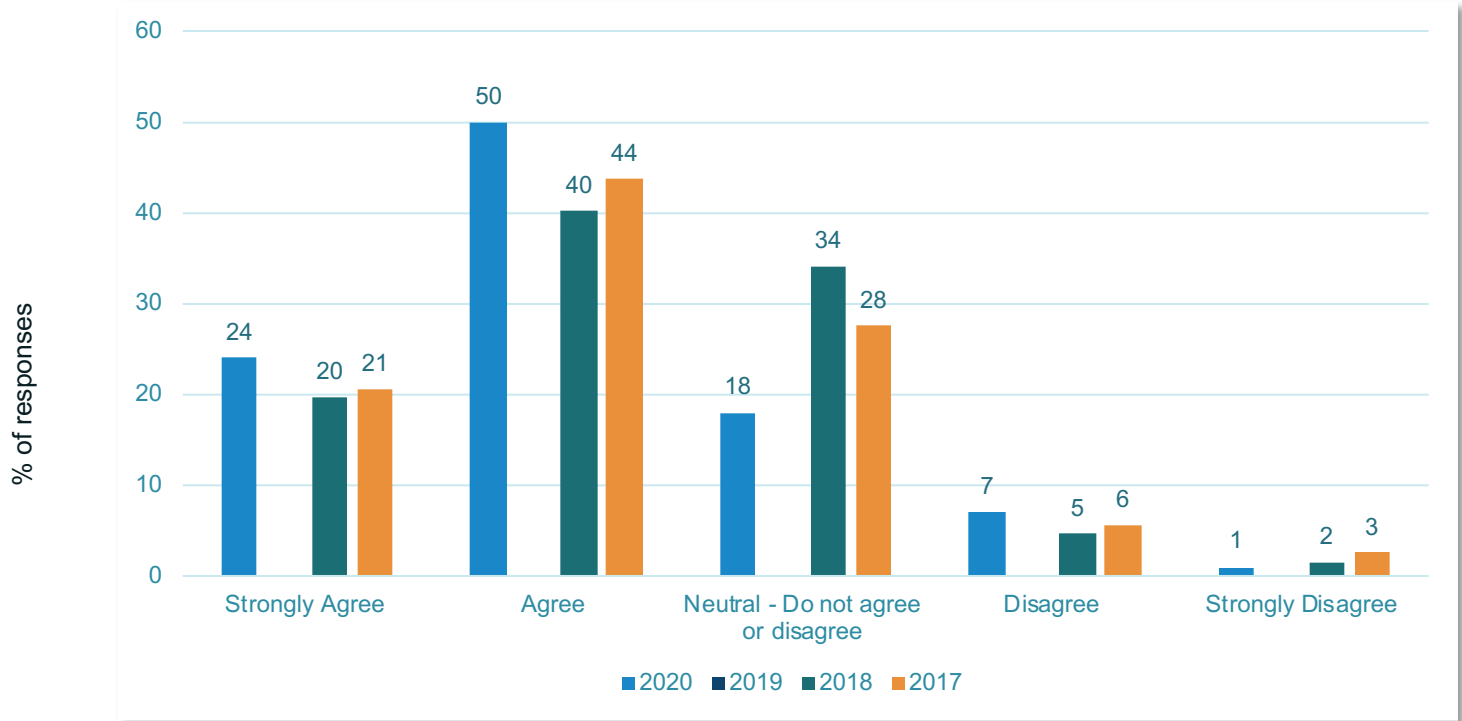
(2019 CP Survey Stats)

TRUE	86%
FALSE	14%



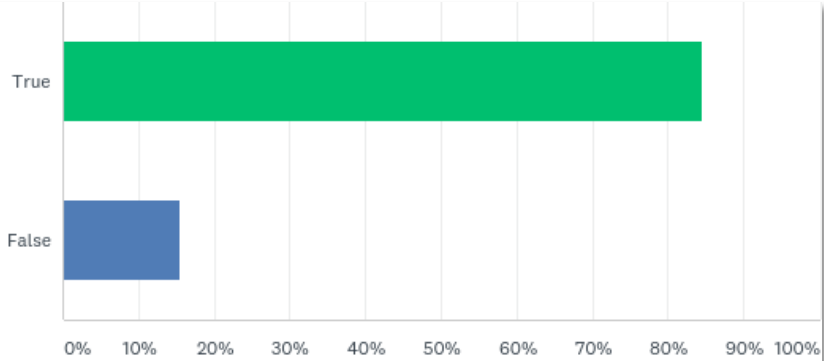
■ Strongly Agree ■ Agree ■ Neutral - Do not agree or disagree ■ Disagree ■ Strongly Disagree

# Q18: I value the relationship that GDD has established with my organization.

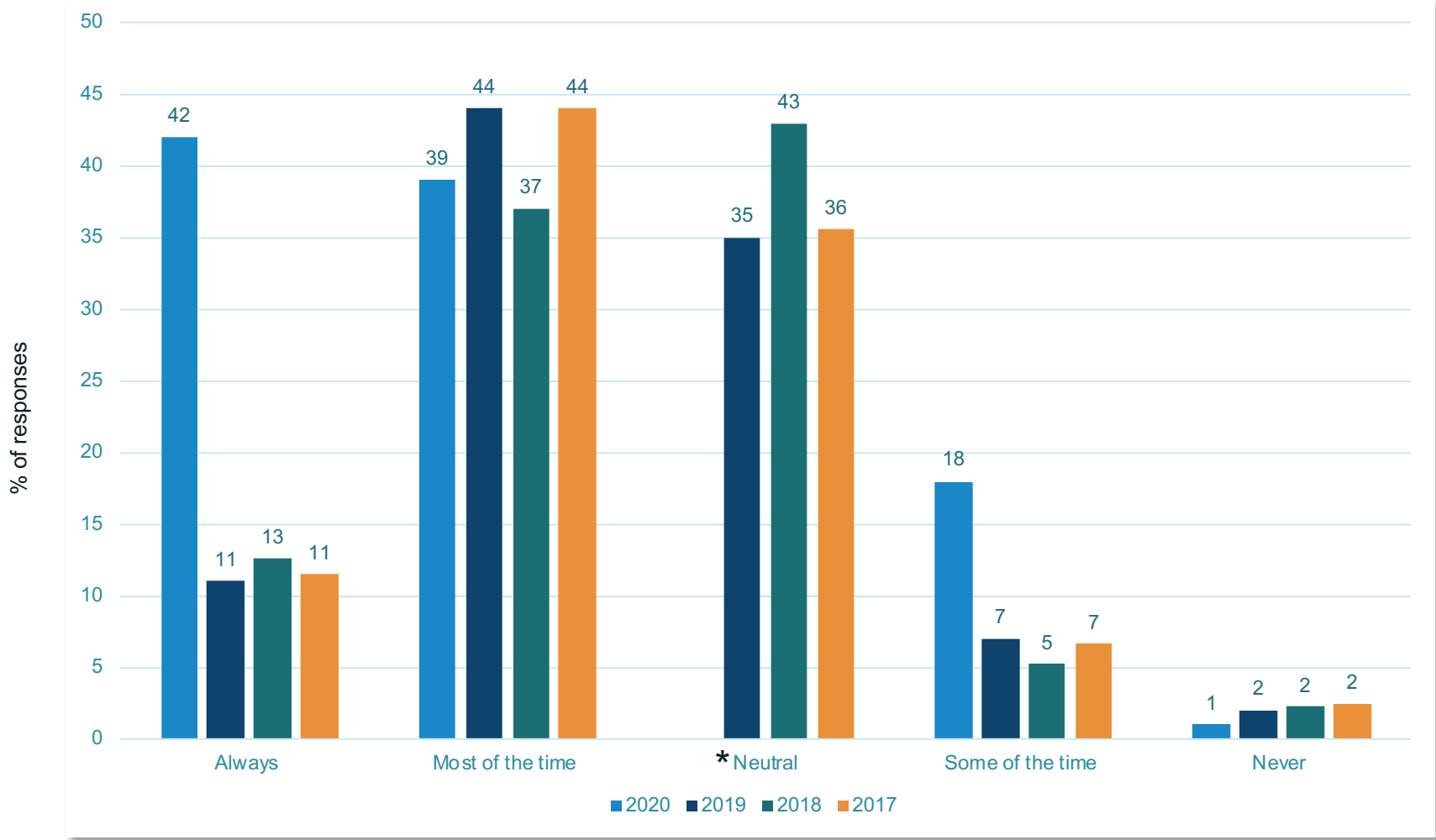


2019

Answer Choices	Responses
True	85%
False	15%

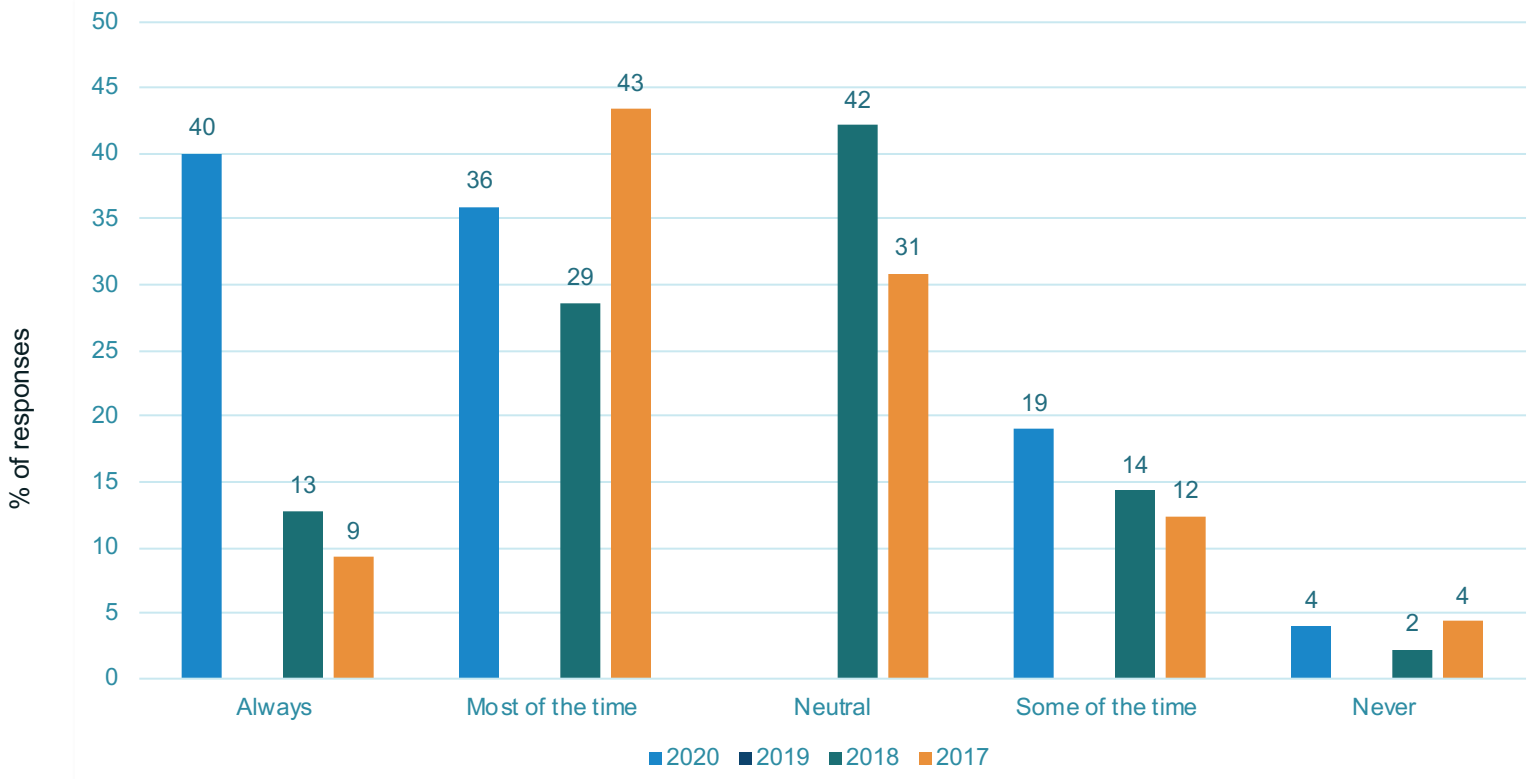


# Q19: GDD delivers on its commitments to contracted parties.



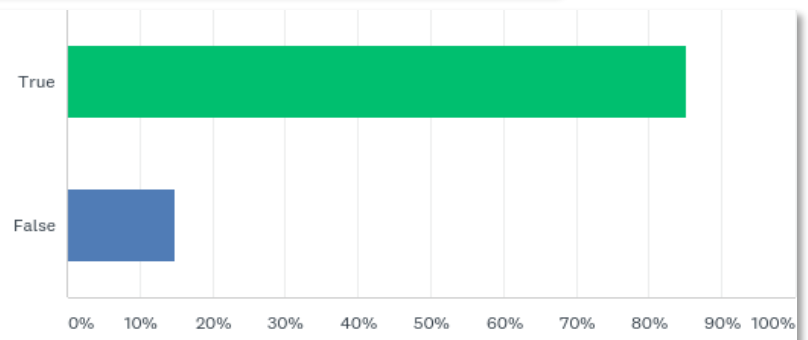
*\*Neutral was not an option as a response in 2020*

# Q20: GDD provides useful information when I need it.

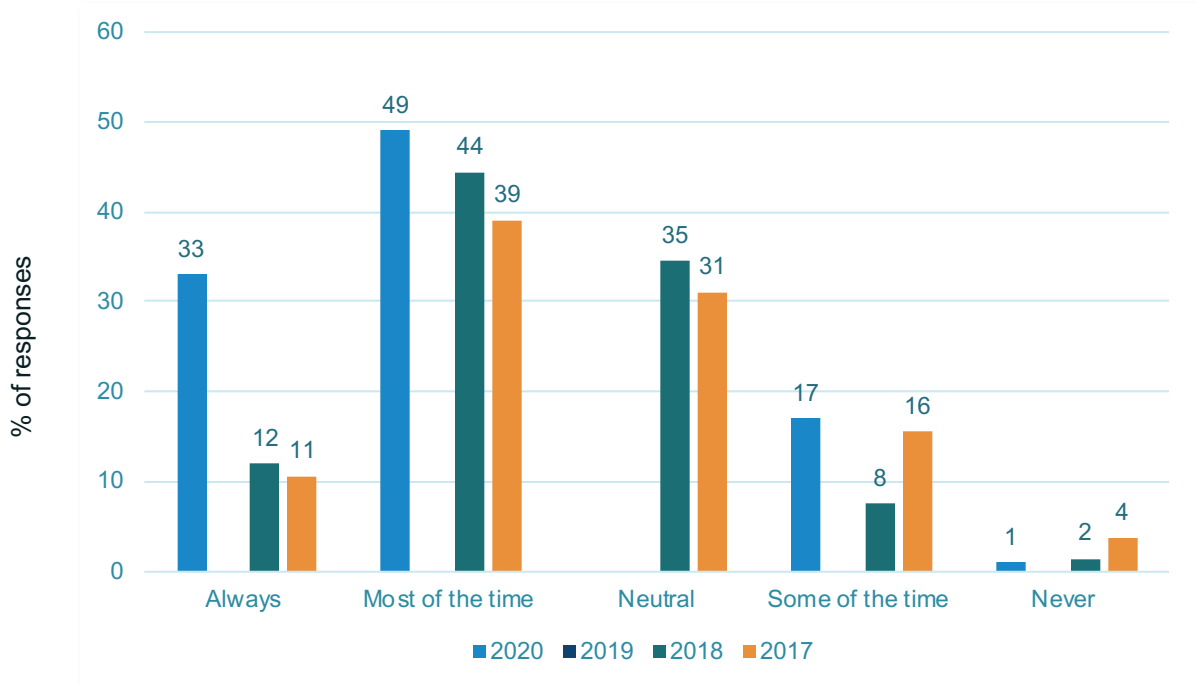


2019

Answer Choices	Responses
True	85%
False	15%



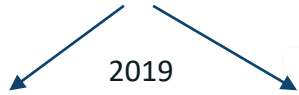
# Q21: GDD works to resolve issues that are raised from the contracted parties.



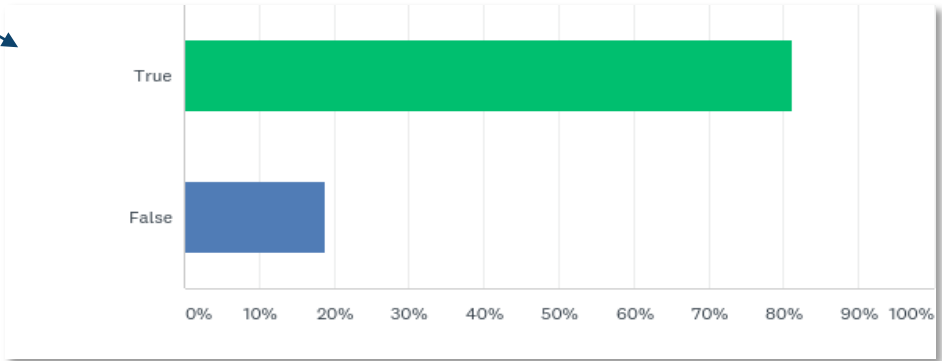
*2019 CP Survey Question: GDD takes the appropriate actions when concerns from the contracted parties are provided.*

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

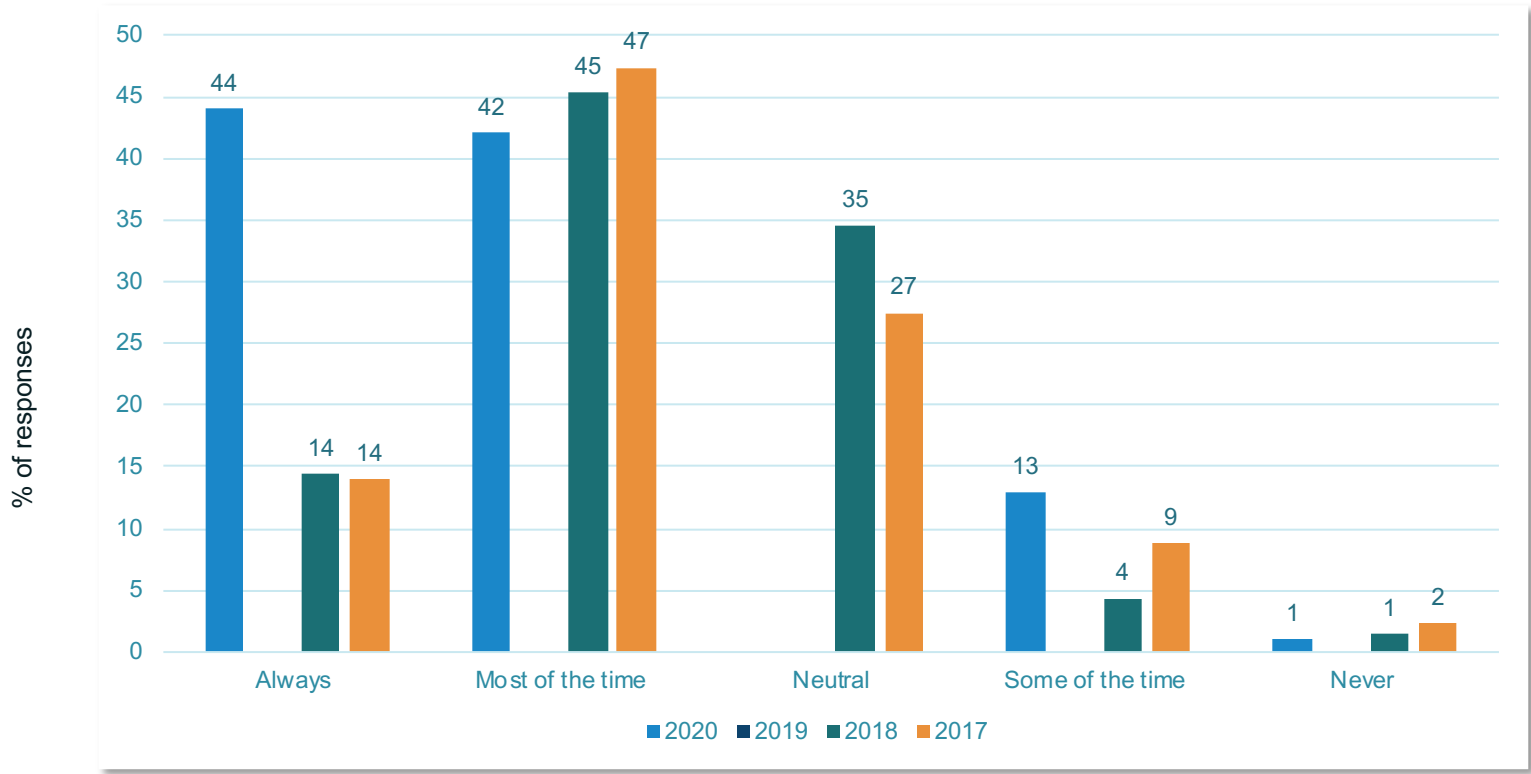
*2017 CP Survey Question: My escalated concerns are treated with urgency and get the appropriate level of attention and consideration within ICANN org*



Answer Choices	Responses
True	81%
False	19%

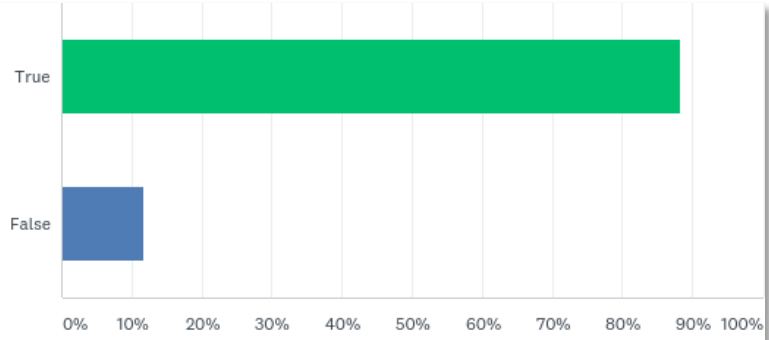


# Q23: GDD treats its contracted parties consistently.



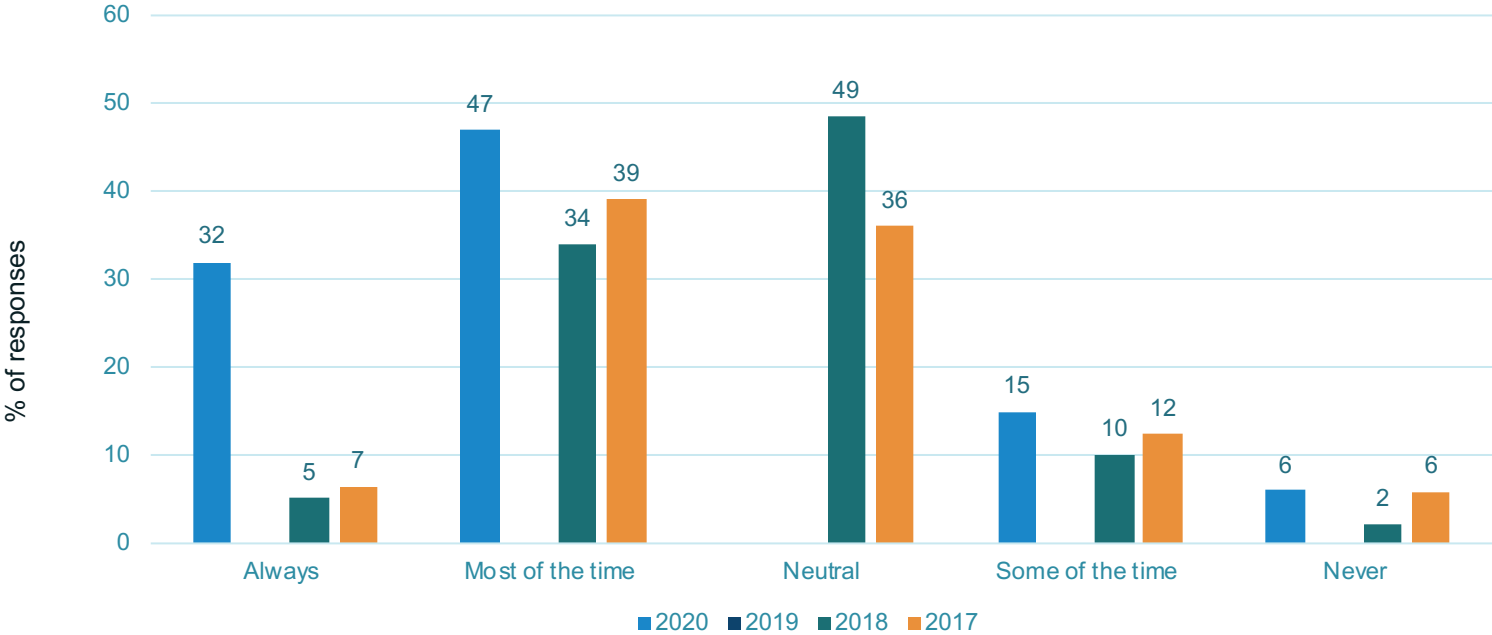
2019

Answer Choices	Responses
True	86%
False	14%



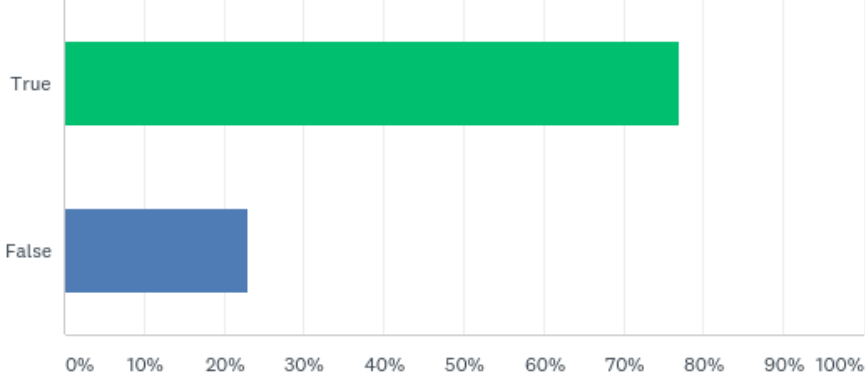


# Q25: When GDD makes an important decision regarding contracted parties, I feel that my organization's concerns are considered during the process.

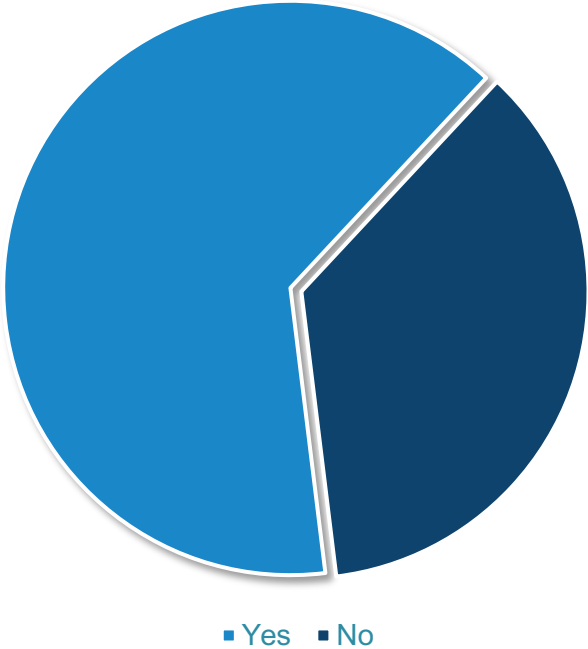


2019

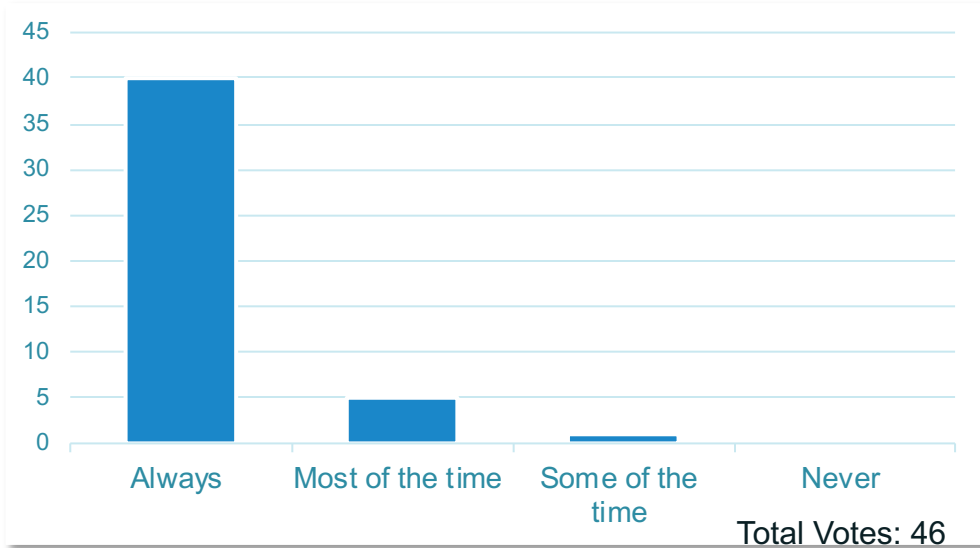
Answer Choices	Responses
True	77%
False	23%



**\*Q27: I know who my GDD Account/Engagement Manager is.**



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

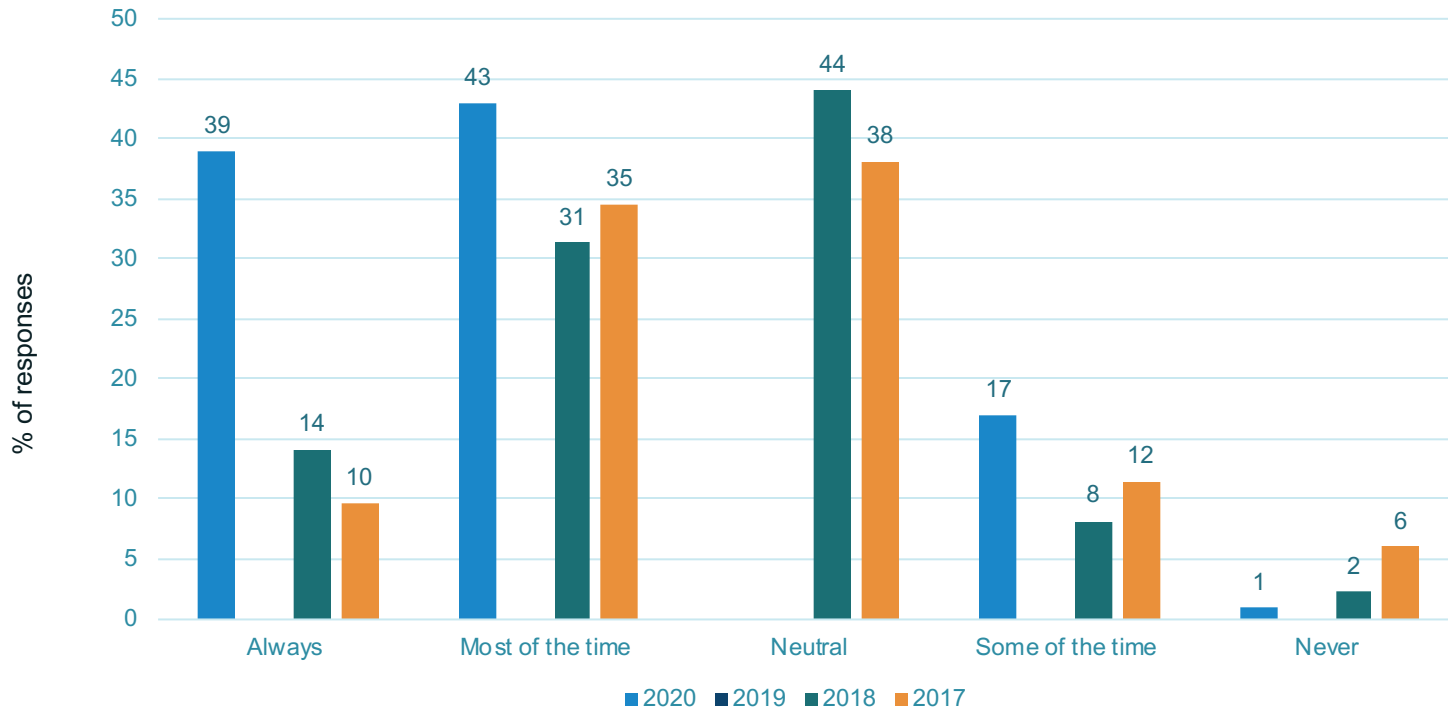


**Q29: If you answered "Some of the time" or "Never", how can GDD be more responsive to your needs?**

*"My account manager no speak Spanish."*

*\*Note: Q27 & Q28 were added following feedback in the 2019 CP Survey*

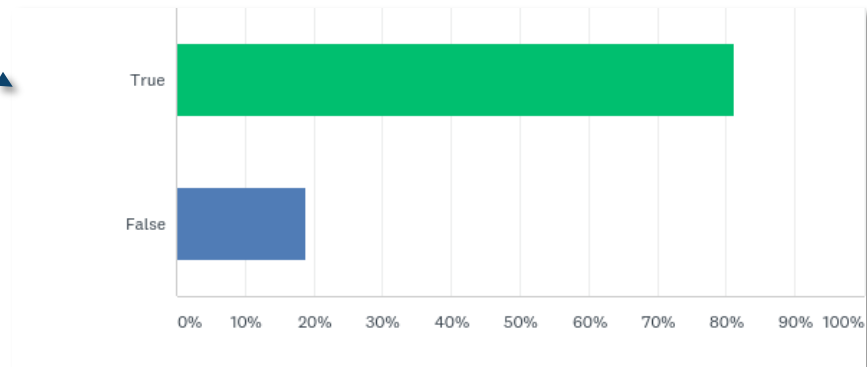
# Q30: GDD takes the appropriate actions when concerns from the contracted parties are provided.



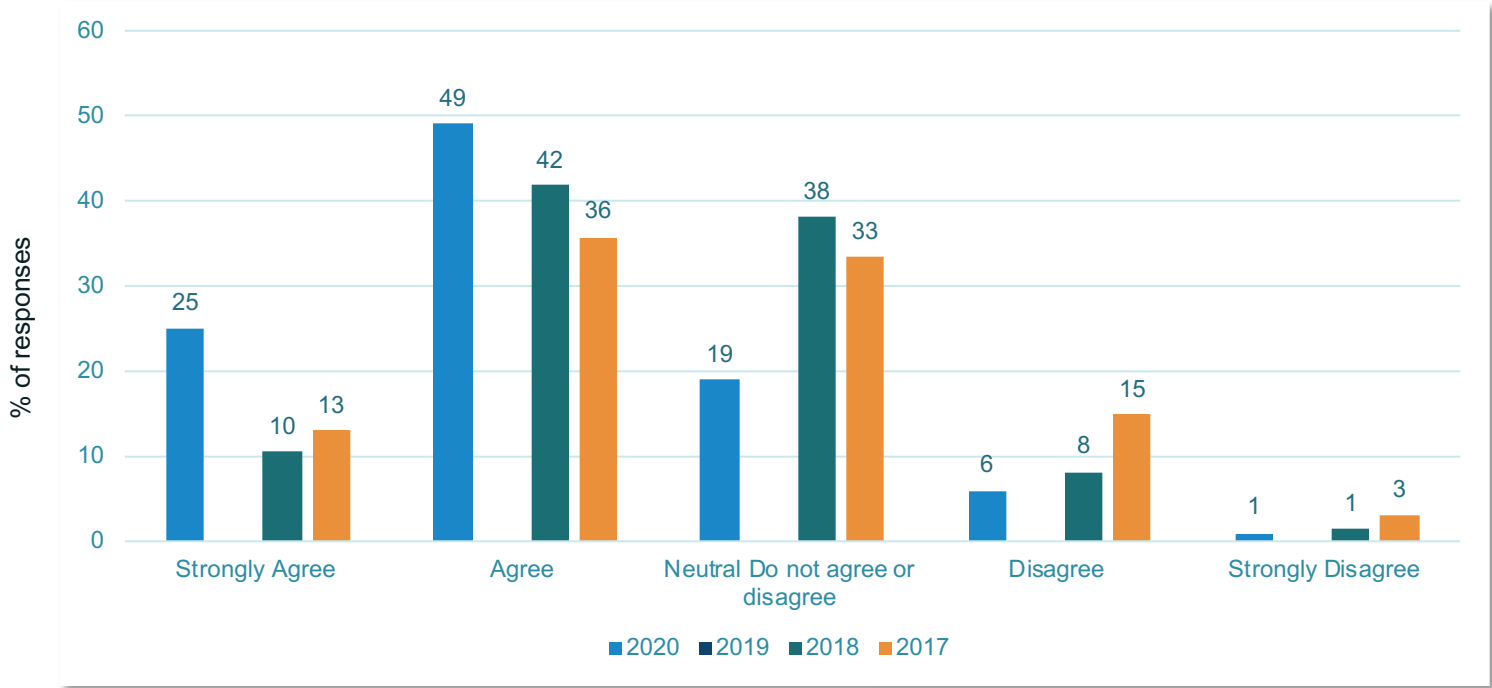
■ 2020 ■ 2019 ■ 2018 ■ 2017

2019

Answer Choices	Responses
True	81%
False	19%

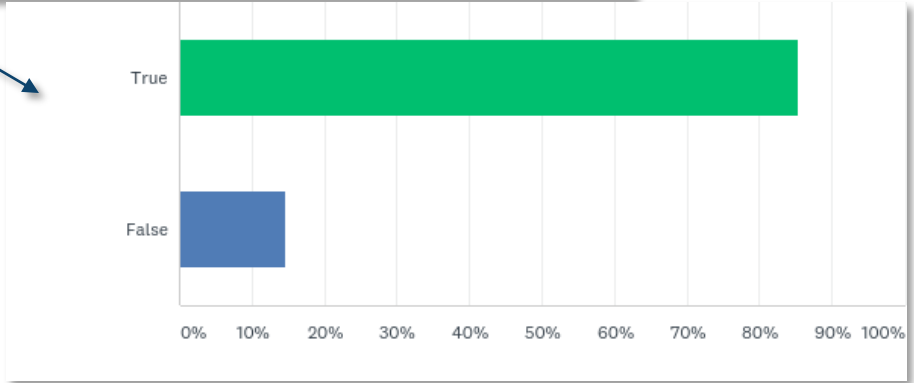


# Q32: I am confident about GDD's skills and ability to accomplish its objectives.

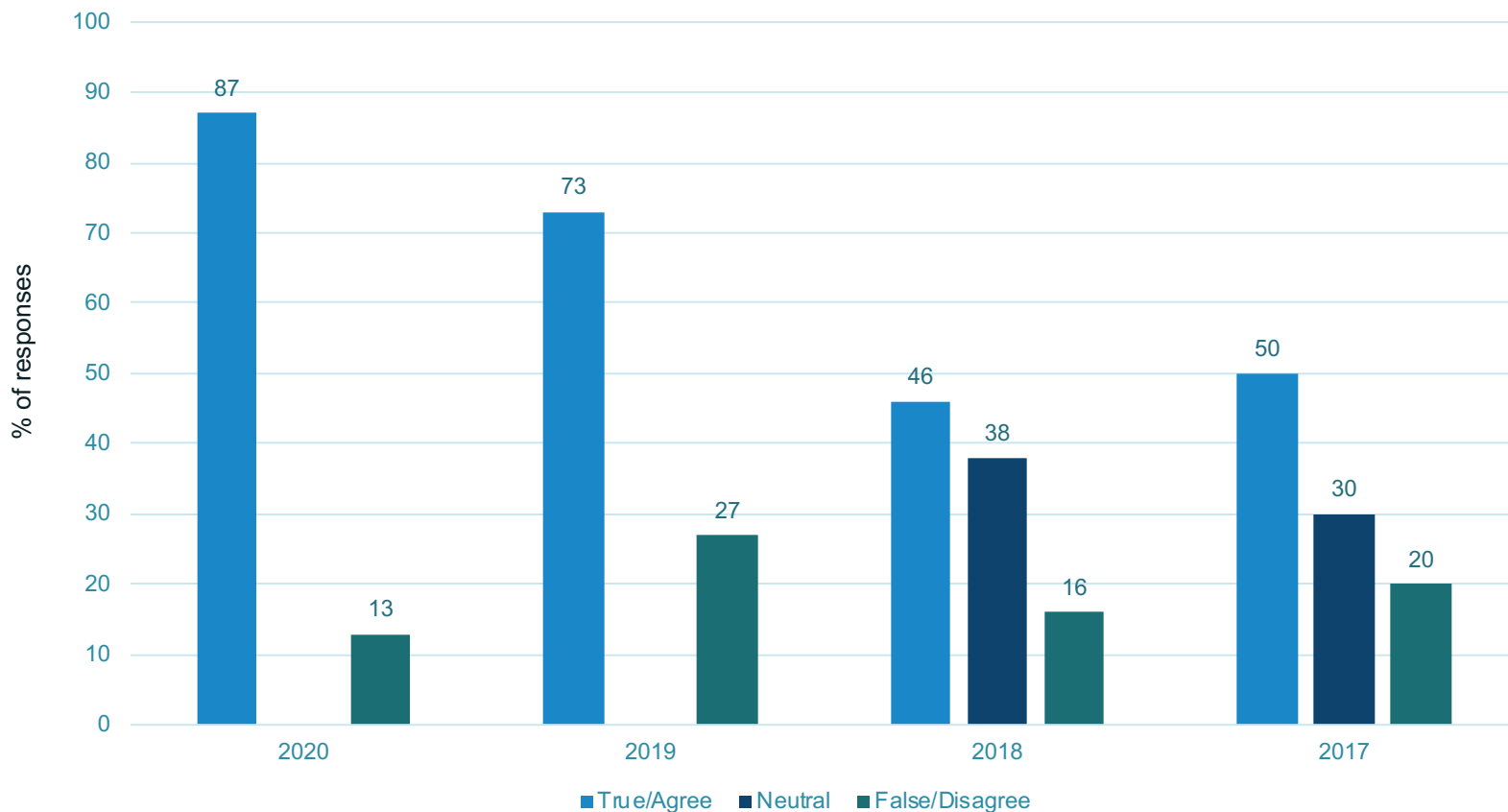


2019

Answer Choices	Responses
True	85%
False	15%

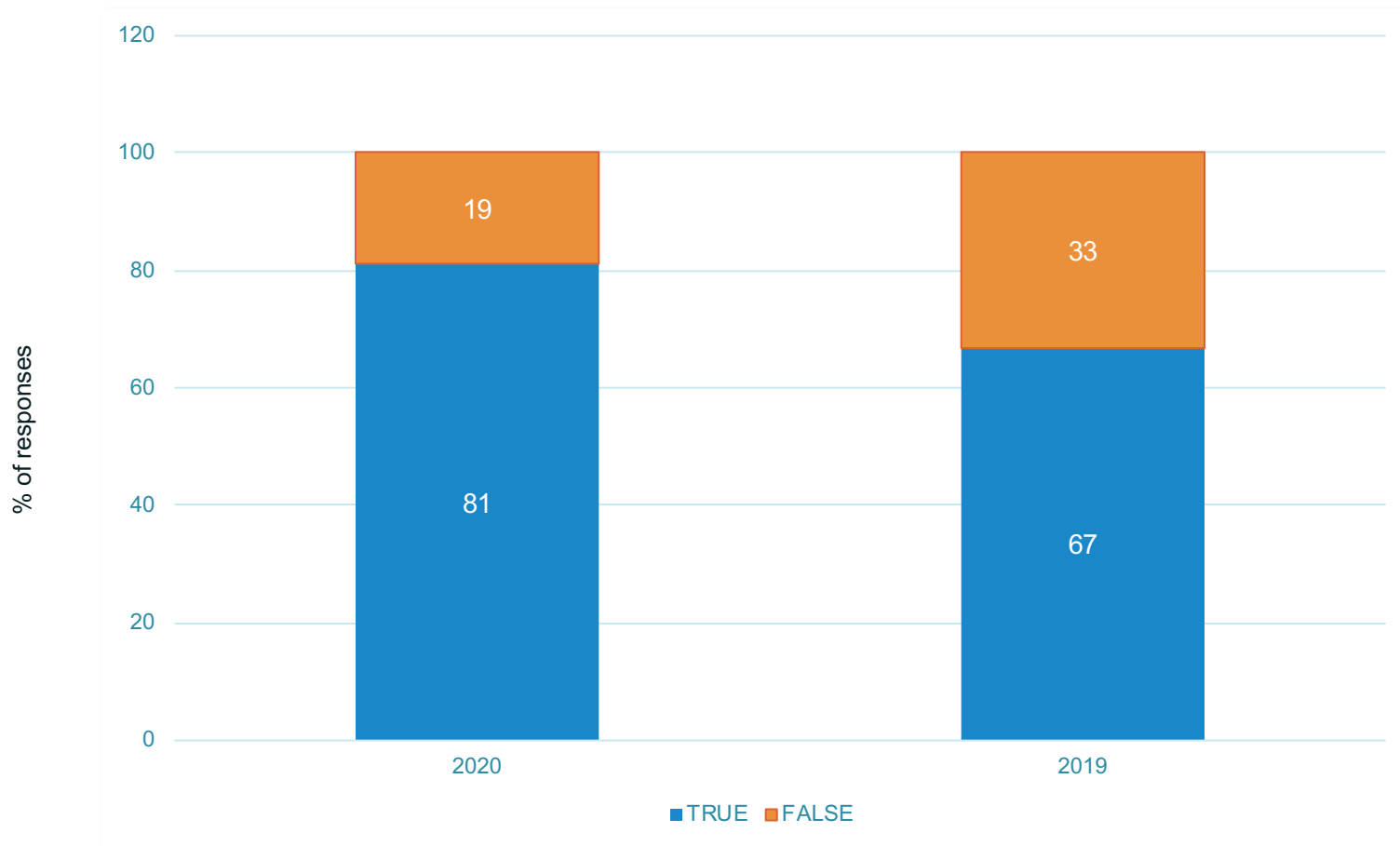


## Q34: When GDD initiates a project or activity the objectives and rationale are clearly communicated.

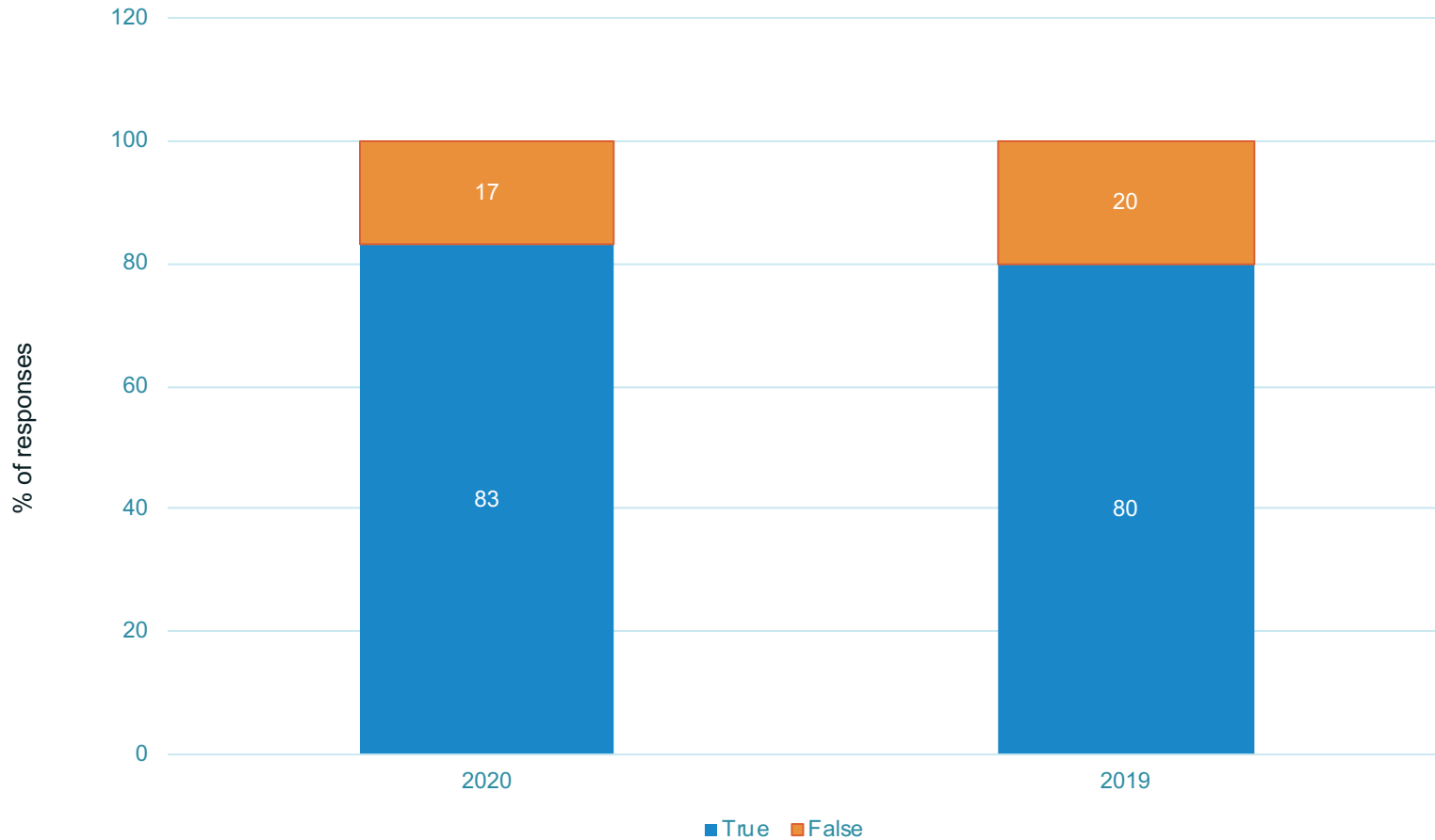


2019 CP Survey Question: GDD's mission and plans to achieve that mission are clear and effectively communicated within the industry.  
2018 CP Survey Question: GDD's mission and plans to achieve that mission are clear and effectively communicated within the industry.  
2017 CP Survey Question: ICANN 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

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- ⦿ General areas of improvement:
  - Understanding the challenges facing CPs
  - GDDs 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