Q1: Are you? :
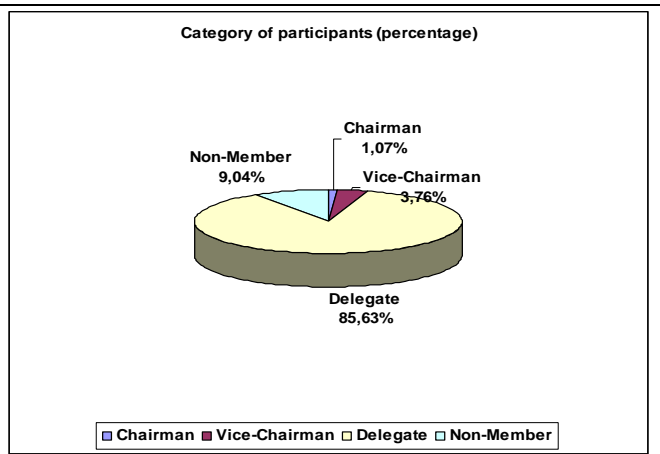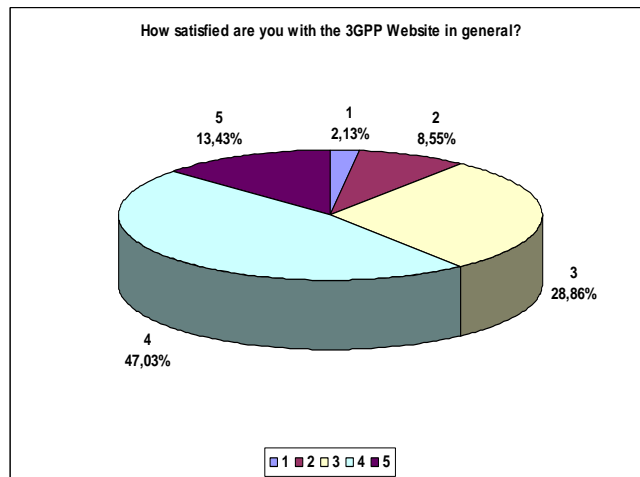
a delegate 161 (85.63 %)
a chairman 2 (1.07 %)
a vice-chairman 7 (3.76 %)
a non-member user 17 (9.04 %)

Category of participants (percentage)

Chairman
1,07%
Non-Member
9,04%
Vice-Chairman
3,76%
Delegate
85,63%

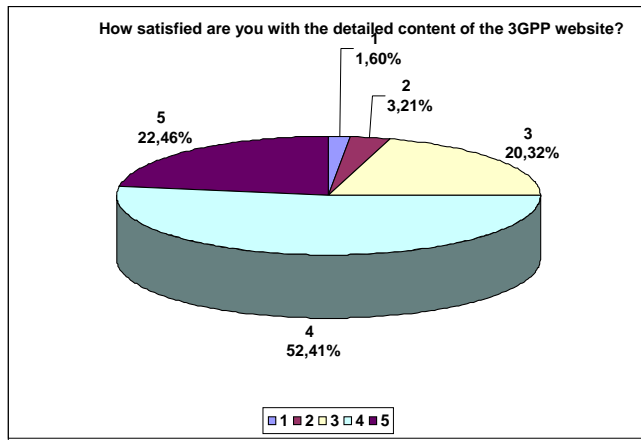☐ Chairman ■ Vice-Chairman ☐ Delegate ☐ Non-Member

Q2: How satisfied are you with the 3GPP Website in general (appearance, ease of navigation and usefulness of content)? :

5 - 25 (13.43 %)
4 - 88 (47.03 %)
3 - 54 (28.86 %)
2 - 16 (8.55 %)
1 - 4 (2.13 %)

How satisfied are you with the 3GPP Website in general?

5
13,43%
1
2,13%
2
8,55%
3
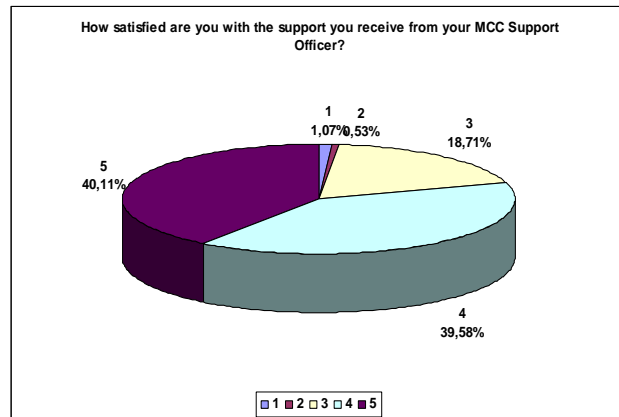28,86%
4
47,03%

☐ 1 ■ 2 ☐ 3 ☐ 4 ■ 5

Q3: How satisfied are you with the detailed content of the 3GPP website (high level of information, email exploder list information, membership information, groups/meetings and administrative information)? :

5 - 42 (22.46 %)
4 - 98 (52.41 %)
3 - 38 (20.32 %)
2 - 6 (3.21 %)
1 - 3 (1.60 %)

How satisfied are you with the detailed content of the 3GPP website?
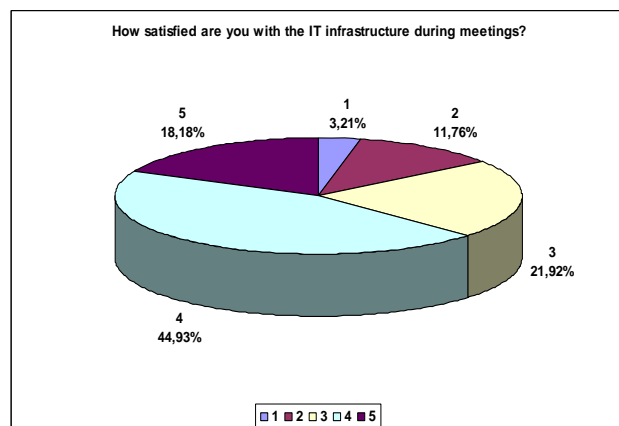
1 1,60%
2 3,21%
3 20,32%
5 22,46%
4 52,41%
□1 ■2 □3 □4 ■5

Q4: How satisfied are you with the support you receive from your "MCC Support Officer"?:

5 - 75 (40.11 %)
4 - 74 (39.58 %)
3 - 35 (18.71 %)
2 - 1 (0.53 %)
1 - 2 (1.07 %)

How satisfied are you with the support you receive from your MCC Support Officer?
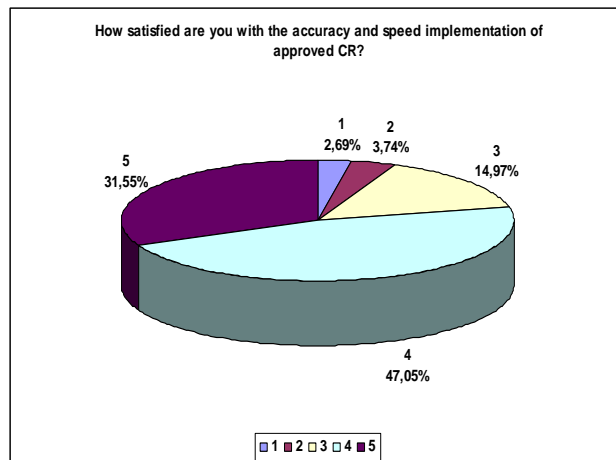
1 1,07% 2 0,53%
3 18,71%
5 40,11%
4 39,58%
□1 ■2 □3 □4 ■5

Q5: How satisfied are you with the IT infrastructure (network, file server...) during meetings? :

5 - 34 (18.18 %)
4 - 84 (44.93 %)
3 - 41 (21.92 %)
2 - 22 (11.76 %)
1 - 6 (3.21 %)

How satisfied are you with the IT infrastructure during meetings?

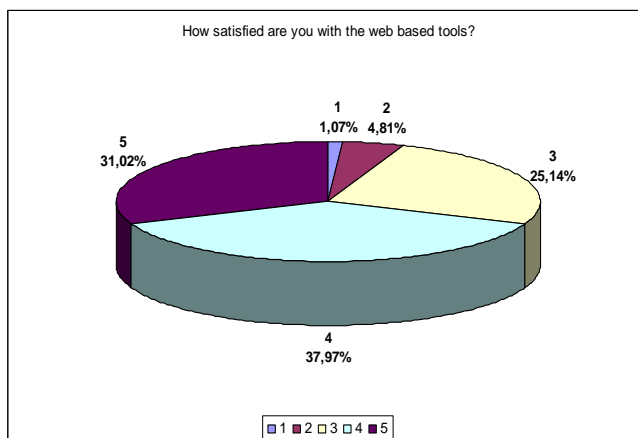5 18,18%
1 3,21%
2 11,76%
3 21,92%
4 44,93%
□1 ■2 □3 □4 ■5

Q6: How satisfied are you with the accuracy and speed implementation of approved change requests? :

5 - 59 (31.55 %)
4 - 88 (47.05 %)
3 - 28 (14.97 %)
2 - 7 (3.74 %)
1 - 5 (2.69 %)

How satisfied are you with the accuracy and speed implementation of approved CR?

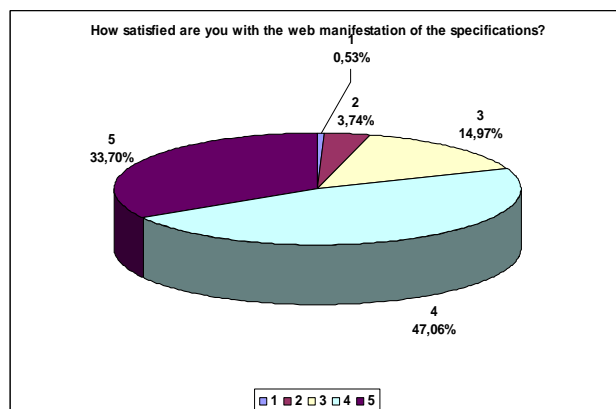1 2.69%
2 3.74%
3 14.97%
4 47.05%
5 31.55%

□1 ■2 □3 □4 ■5

Q7: How satisfied are you with the web based tools (online registrations, document number allocation, etc…)? :

5 - 58 (31.02 %)
4 - 71 (37.97 %)
3 - 47 (25.14 %)
2 - 9 (4.81 %)
1 - 2 (1.07 %)

How satisfied are you with the web based tools?

1 1.07%
2 4.81%
3 25.14%
4 37.97%
5 31.02%

□1 ■2 □3 □4 ■5

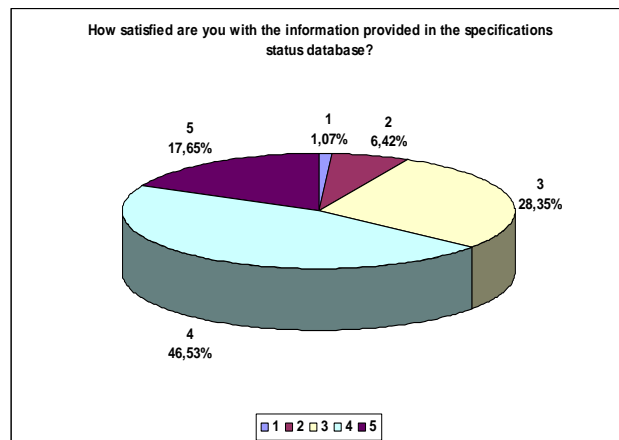**Q8: How satisfied are you with the web manifestation of the specifications? http://www.3gpp.org/Specifications :**

5 - 63 (33.70 %)
4 - 88 (47.69 %)
3 - 28 (14.97 %)
2 - 7 (3.74 %)
1 - 1 (0.53 %)

How satisfied are you with the web manifestation of the specifications?

1 0.53%
2 3.74%
3 14.97%
4 47.06%
5 33.70%

□1 ■2 □3 □4 ■5

Q9: How satisfied are you with the information provided in the specifications status database? www.3gpp.org/ftp/Information/ Databases/Spec_Status/3GPP-Spec-Status.zip :
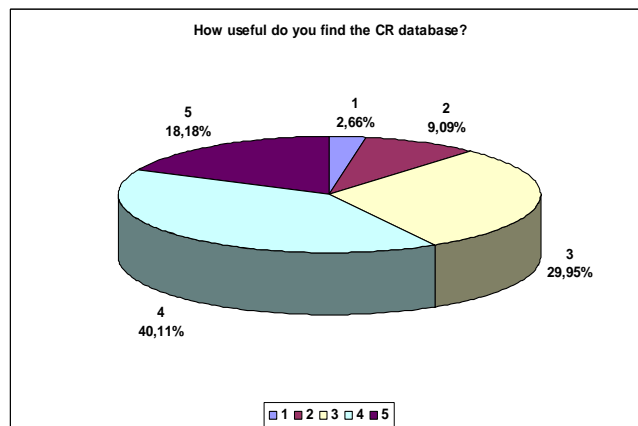
5 - 33 (17.65 %)
4 - 87 (46.53 %)
3 - 53 (28.35 %)
2 - 12 (6.42 %)
1 - 2 (1.07 %)

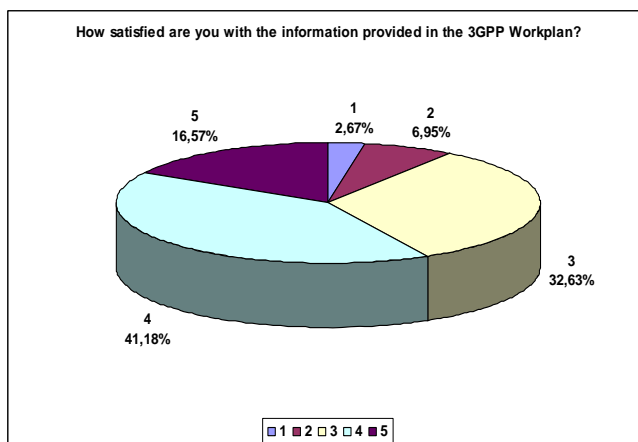**Q10: How useful do you find the CR Database? www.3gpp.org/ftp/Information/ Databases/Change_Request/CR-data.zip :**

5 - 34 (18.18 %)
4 - 75 (40.11 %)
3 - 56 (29.95 %)
2 - 17 (9.09 %)
1 - 5 (2.66 %)

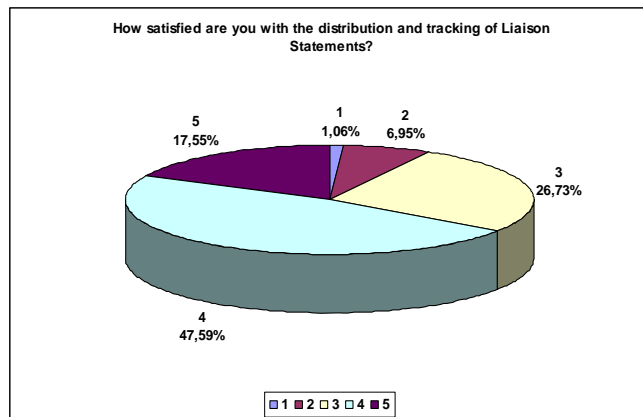**Q11: How satisfied are you with the information provided in the 3GPP Workplan? www.3gpp.org/Work-Plan :**

5 - 31 (16.57 %)
4 - 77 (41.18 %)
3 - 61 (32.63 %)
2 - 13 (6.95 %)
1 - 5 (2.67 %)

Q12: How satisfied are you with the distribution and tracking of Liaisons Statements? http://www.3gpp.org/liaisons :

5 - 33 (17.55 %)
4 - 89 (47.59 %)
3 - 50 (26.73 %)
2 - 13 (6.95 %)
1 - 2 (1.06 %)

The satisfaction rankings achieved in the 2008 were reasonably high, but considerably lower than those returned in the 2006 survey.

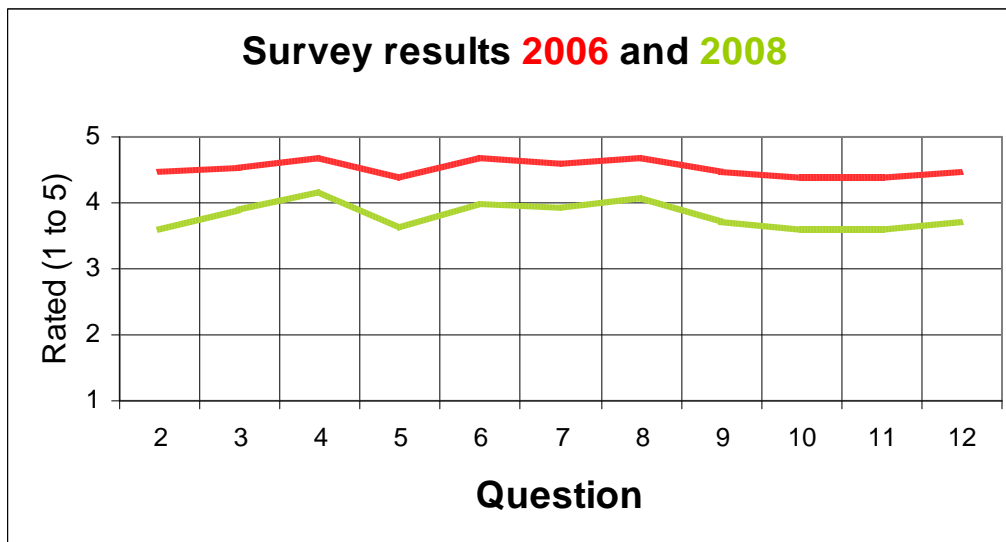| Question	2	3	4	5	6	7	8	9	10	11	12	Average
	Website in general	Website detailed content	Support from SO	IT Infrastructure	CR Implementation	Web based tools	Specifications on web	Spec. status Database	CR Database	Work Plan	LS	
2008	3,61	3,91	4,17	3,63	4,01	3,93	4,10	3,73	3,62	3,62	3,74	3,82
2006	4,5	4,54	4,7	4,4	4,7	4,6	4,7	4,5	4,4	4,4	4,5	4.54[*]

Fig. 1:   Comparison of survey results in 2006 and 2008