



Ubuntu Community Survey – October 2011

Ubuntu Community Survey

October 2011

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Overview

This document presents data collected in a SurveyMonkey survey that went out to everyone who is currently an Ubuntu Member. The goal of the survey is to assess the quality of the Ubuntu community experience with a particular focus on motivation, pride, and leadership.

This document does not contain recommendations or next steps; it does though contain references to patterns or behavior that I have observed in the results.

The survey was created by myself, *Jono Bacon*, and reviewed by *Elizbeth Krumbach*, *Alan Pope*, and *Daniel Holbach* and released on 6th October 2011. The survey was closed on 22nd October 2011 in preparation for the Ubuntu Developer Summit so the results can be discussed there.

681 invitations were sent out, **377** people participated, and **263** completed all questions. I believe this presents enough data to be generally representative of the community experience.

I (Jono Bacon) have reviewed the survey data and formulated this report. The first 28 pages provide conclusions and evaluation of all the questions. For the open ended answers I also reviewed each responses and summarized key themes and have presented them here and **bolding out** the top three themes. I have included the full list of open ended responses in APPENDIX I.



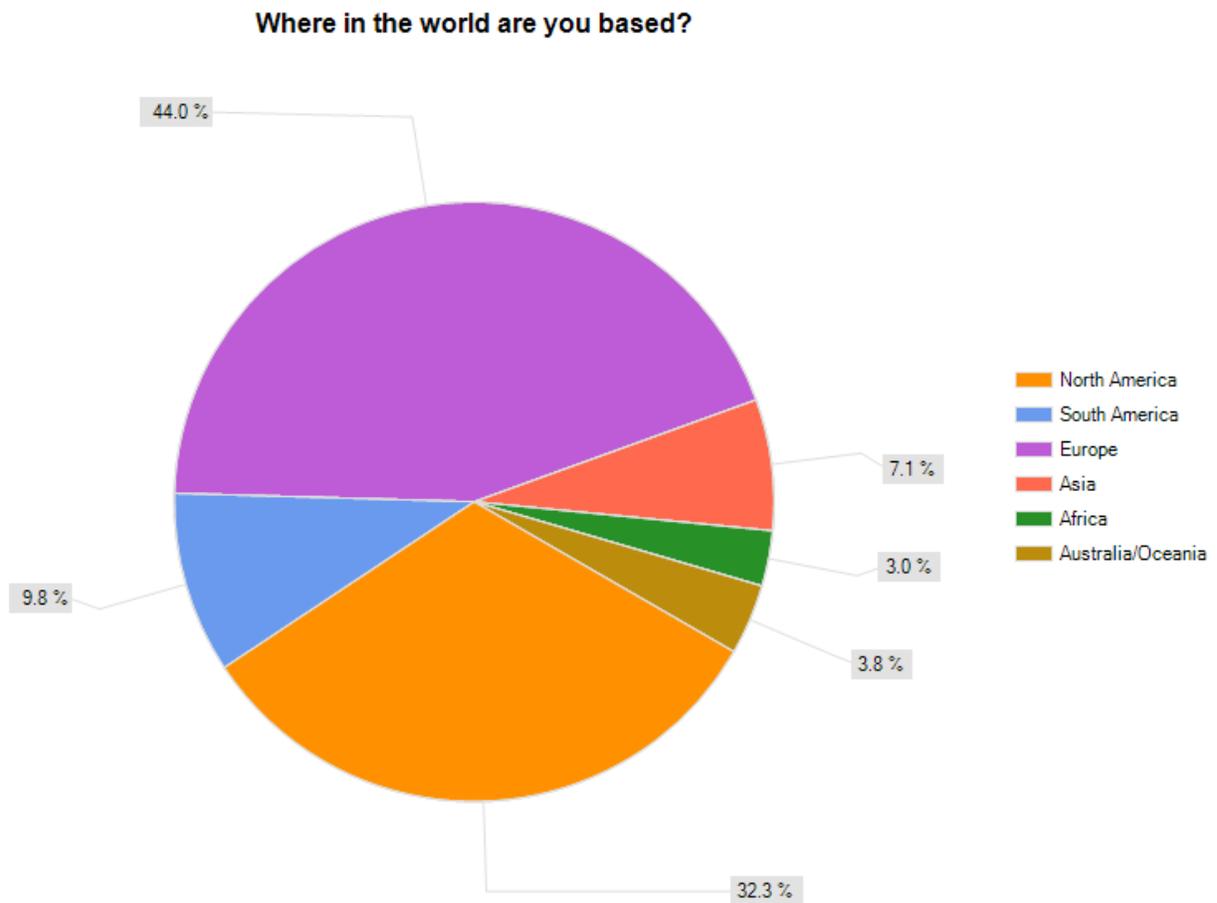
About You

Question 1: Where in the world are you based?

(368 responses)

This question seeks to determine where most of the participants are based.

The majority of participants are from Europe (44%), then North America (32%), and finally South America (10%).



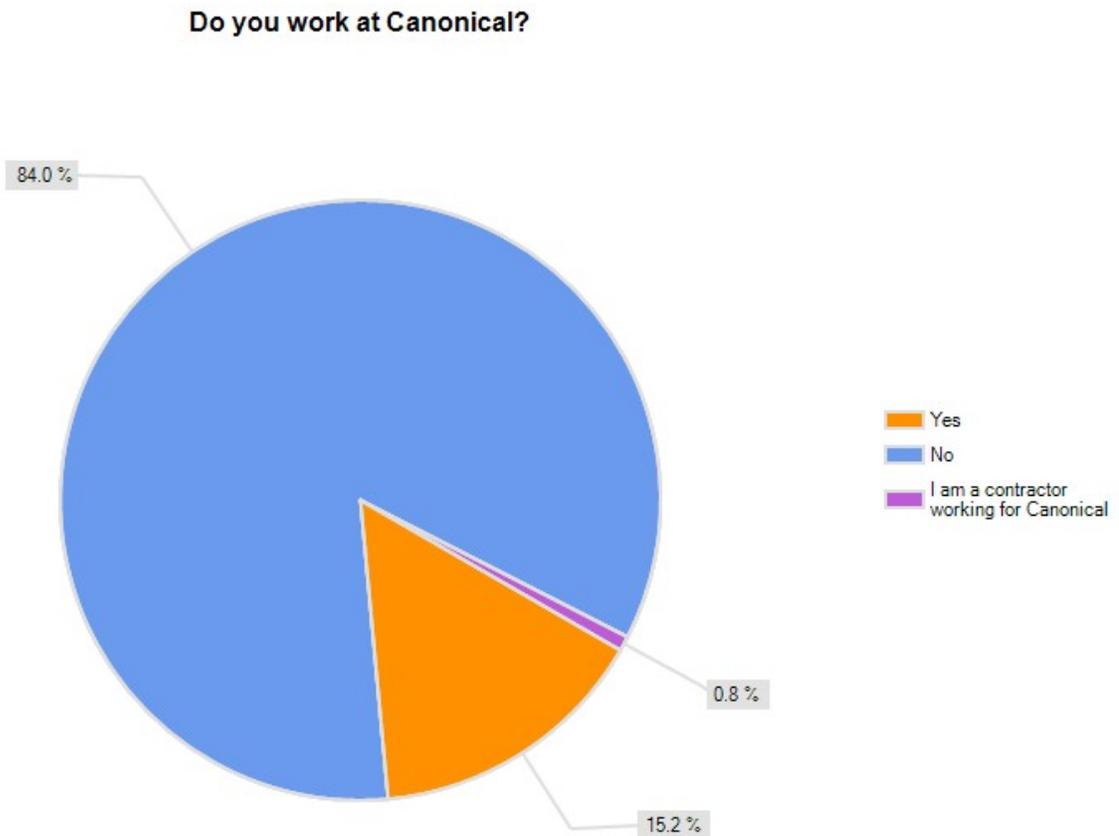


Question 2: Do you work at Canonical?

(375 responses)

This question determines the proportion of Canonical employees responding.

The vast majority of respondents are community members (**84%**), with a smaller proportion working at Canonical (**15%**).





Question 3: Which areas of Ubuntu do you participate?

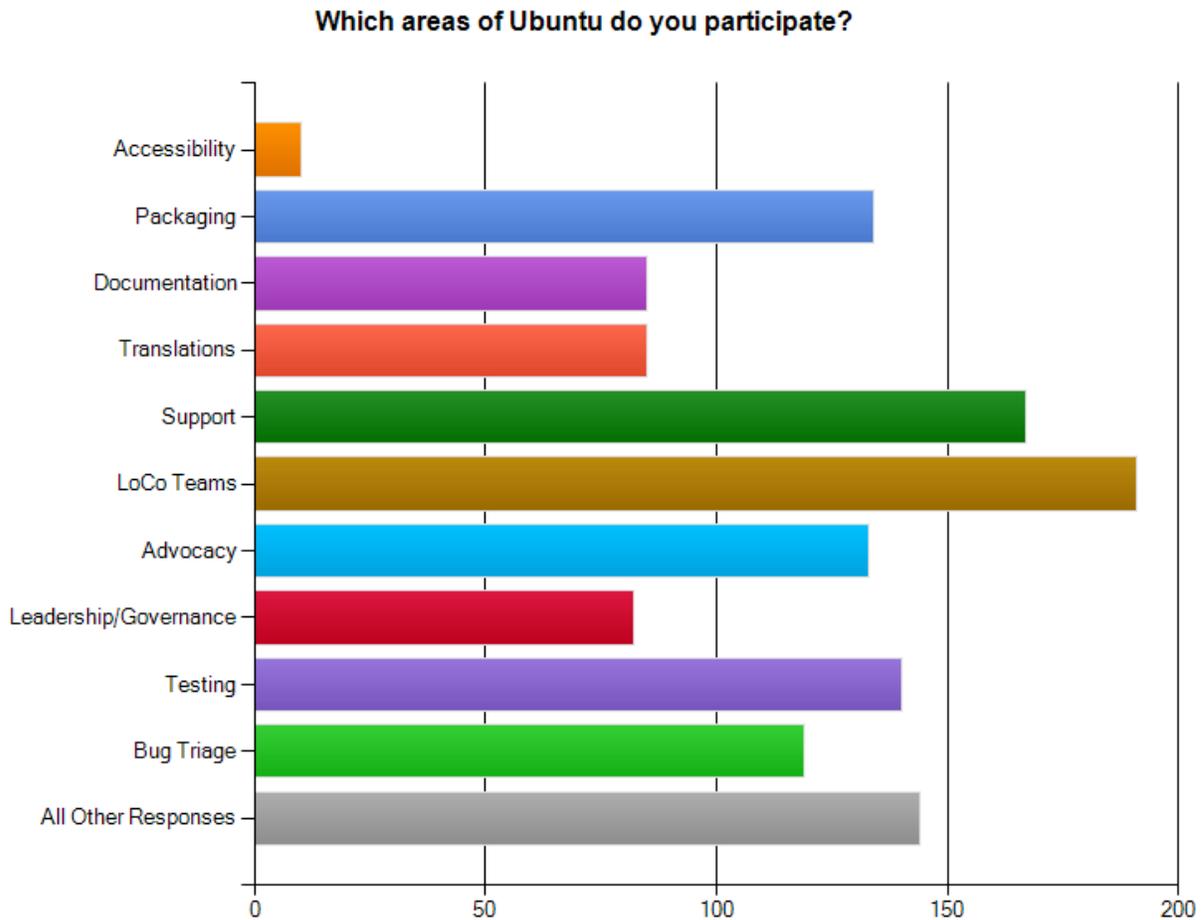
(368 responses)

This question provides an opportunity for us to get an idea of where the respondents participate. Respondents could choose more than one area.

The top five areas of participation are:

1. **LoCo Teams.**
2. **Support.**
3. **Testing.**
4. Packaging / Advocacy (same percentage)
5. Bug Triage

This shows a clear popularity in Advocacy, Quality, and Engineering.





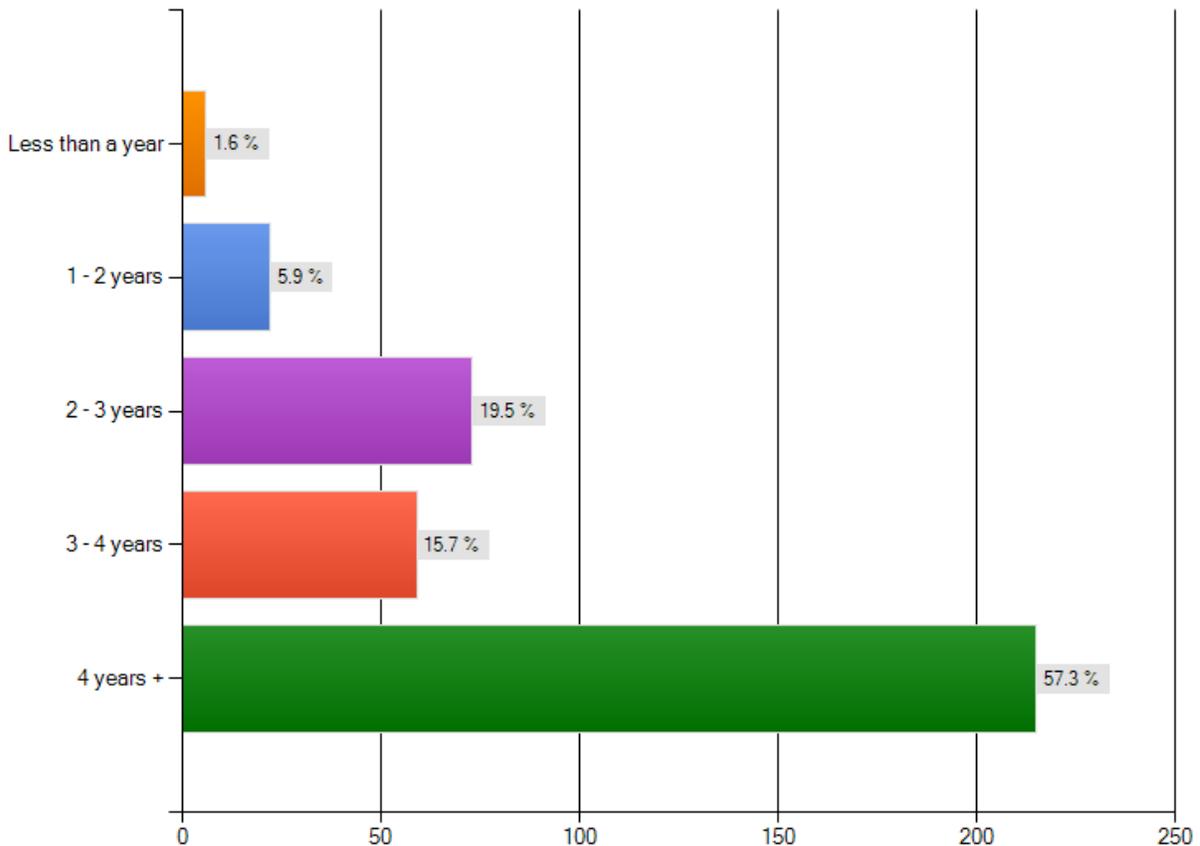
Question 4: How long have you been actively participating in the Ubuntu community?

(375 responses)

This gives us an idea of how long people have been actively participating in the Ubuntu community.

It is encouraging to see the general retention rate that we appear to have with more than half (**57%**) of the respondents contributing for over four years and **92%** of people contributing for over two years.

How long have you been actively participating in the Ubuntu community?





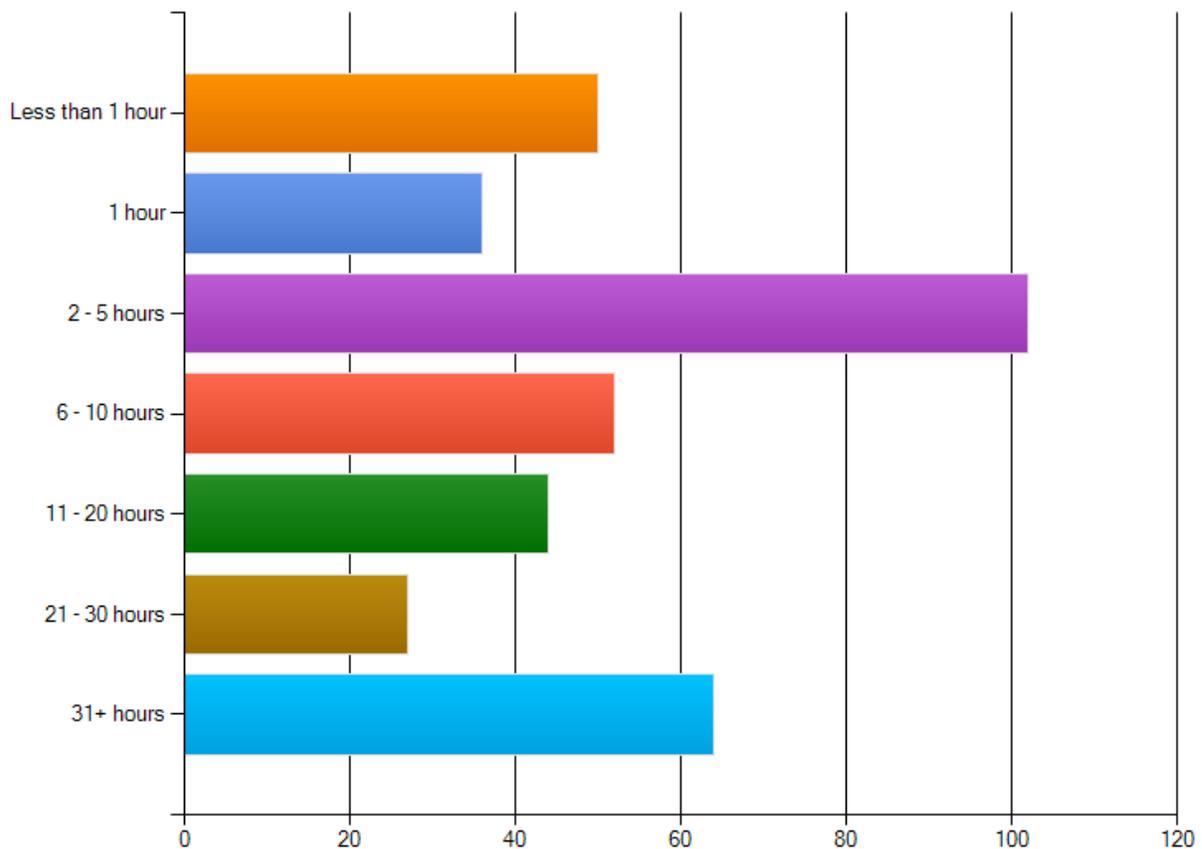
Question 5: How long do you generally contribute to Ubuntu each week?

(375 responses)

This question gives us an idea of how much our community members generally contribute to Ubuntu each week.

The results indicate a wide variety of time commitments to the project with 2 – 5 hours being the most popular (27%), followed by 17% who contribute 31+ hours a week (there was 64 respondents who selected this and it would be reasonable to assume that the 54 Canonical respondents are part of this group). In terms of pure community participation we can likely assume that the majority of participants spend between 2 – 20 hours a week contributing to Ubuntu.

How long do you generally contribute to Ubuntu each week?





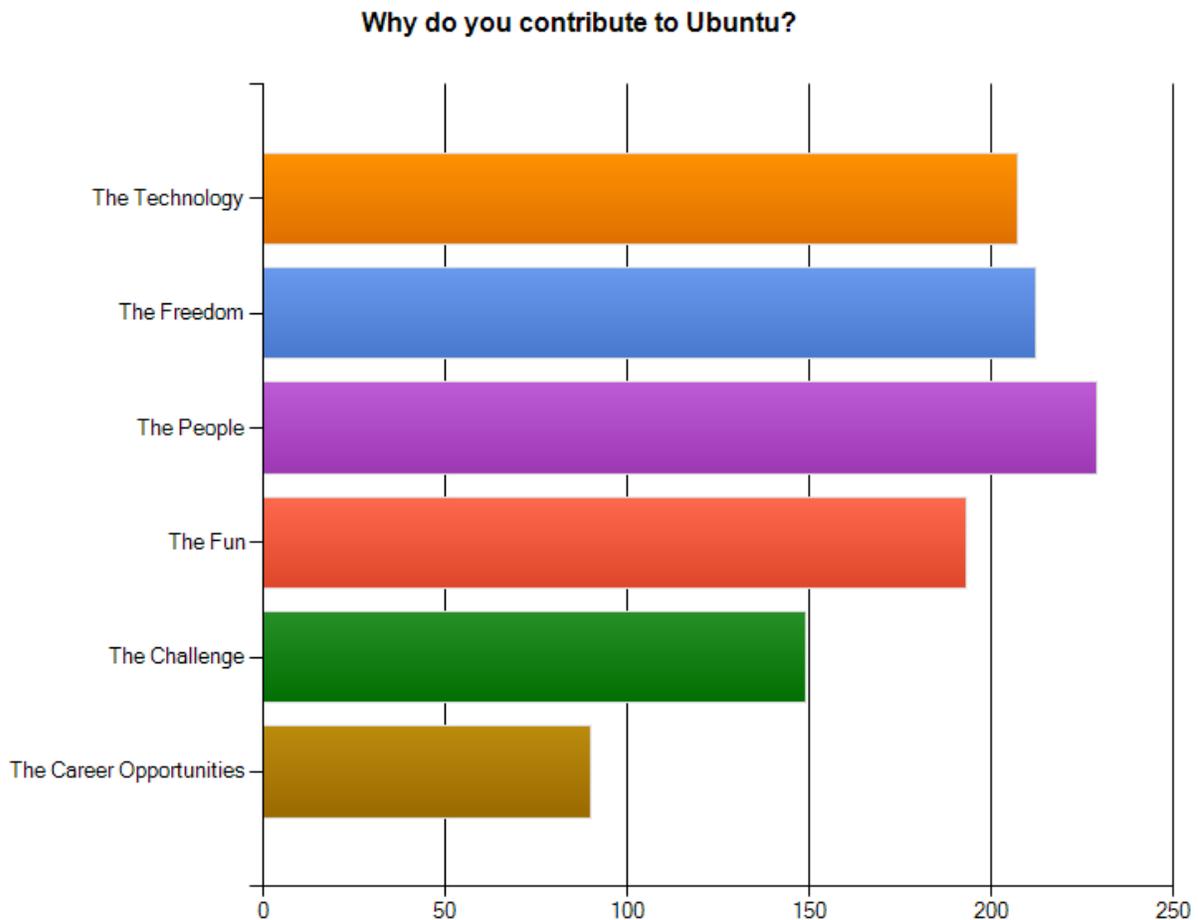
Your Motivation

Question 6: Why do you contribute to Ubuntu?

(297 responses)

This question was designed to get an idea of why people participate in Ubuntu. This question allowed multiple items to be selected.

While the majority of respondents chose *People* as the reason (**77%**), *Technology*, *Freedom*, *People*, and *Fun* all netted similar results to each other. Probably the most interesting data here is that a third of the respondents (**30%**) considered career opportunities as a reason to participate.





Question 7: Which things keep you motivated about contributing in the community?

(229 responses)

This question seeks to identify the reasons why our community feels positively motivated about contributing to the community. Upon assessing all the responses, these were the common themes in order of popularity:

- **The Community**
- **Helping others**
- **People thanking me**
- Doing Interesting and doing useful work
- Doing something good for the world
- The technology
- Furthering Free Software
- Making Ubuntu the Operating System better
- Making Ubuntu successful
- Happy users
- The challenge
- Being part of a larger project
- People using my work
- Fun
- Events
- Translations
- Codes of practice / governance
- Future job prospects

Key Takeaways

The most popular response, *The Community*, was by far the most common theme and included many components related to the general community including inspiring people, social discussion, friendliness, collaboration and more.

It is interesting to also see how popular the premise of *Helping Others* is, and much of the feedback was tightly coupled with people helping others and then being thanked for their help. The validation part of helping people is clearly an important theme and would be a good area focus.

Finally, the *ethical* nature of Ubuntu and the Free Software and Open Source methodology it embodies is deeply important to our community. This is another area we can focus improvements in.



Question 8: What do you find de-motivating about contributing in the community?

(215 responses)

This question seeks to determine which elements of the community process our community finds de-motivating and frustrating. Upon assessing all the responses, these were the common themes in order of popularity:

- **Community Bickering**
- **Bureaucracy/process issues**
- **Inter-personal issues**
- Canonical dictating direction of the project
- Bug participation issues
- Leadership
- Technology issues
- LoCo issues
- Canonical not working with the community
- Canonical communication outwards
- Not being able to help
- My work not being appreciated

Key Takeaways

It is interesting that *Community Bickering* was highlighted as the primary frustration, and it was significantly more common than the other themes. More specifically, many respondents were frustrated with those who complain about things yet contribute little or nothing. This is clearly an area where we need to improve the atmosphere of the community.

The next primary theme was a feeling that there is too much *process and bureaucracy* in Ubuntu. While this generally referred to the member/developer review processes, some also considered bottlenecks in these processes as a concern. I think it is important that we re-evaluate our governance and processes and ensure they are working in an optimal capacity. My feeling is also that much of the reason for our governance is not understood and some better communication could be useful.

Finally, *inter-personal* issues were highlighted: namely, specific disputes and conflict with other members. This is another area where I feel we can provide better support.

Finally, areas of concern were expressed over parts of Canonical not working as closely with the community as would be liked. This is something I am keen to focus on solutions for.



Question 9: What do you feel leaders could do to provide a more motivational environment for your contributions?

(178 responses)

The goal of this question is to determine what respondents feel leaders (which is a loosely defined term and includes the Community Council, Technical Board, Team Leads, and Canonical leaders) can do to provide a more motivational environment. Upon assessing all the responses, these were the common themes in order of popularity:

- **Communicate about leadership and decisions more**
- **Recognize contributions and help improve recognition**
- **Helping people to succeed**
- Listen to input from the community
- Provide motivation
- Improve Canonical/Community relations
- Improve Ubuntu processes
- Provide direction
- Identifying where people can help
- Bring in more contributors

Key Takeaways

From the responses it is clear that the community is looking for more communication about decisions and also for leaders to thank community members and recognize their contributions more. I think these are some challenges we can drive some clear improvements in.

Another common theme was a desire for leaders to listen and engage more with community members when it comes to decision-making. Much of this feedback was specifically directed at some Canonical teams.

Finally, another common component here was a desire for our leaders to provide motivation and direction for their teams, and a feeling that this is sometimes lacking. This is an area where I feel we can provide better support to our community leaders and help them achieve this sense of inspirational leadership.



Your Impact On Ubuntu

Question 10: Please answer the following questions [about your influence on the project]

(287 responses)

This question was designed to get some data on how our community feel they can influence the direction and focus of Ubuntu, and how they see the impact of their contributions.

In terms of the value of the respondents' contributions, this received positive feedback with most (45%) very satisfied that their contributions improve Ubuntu as well as many (38%) generally feeling their contributions help.

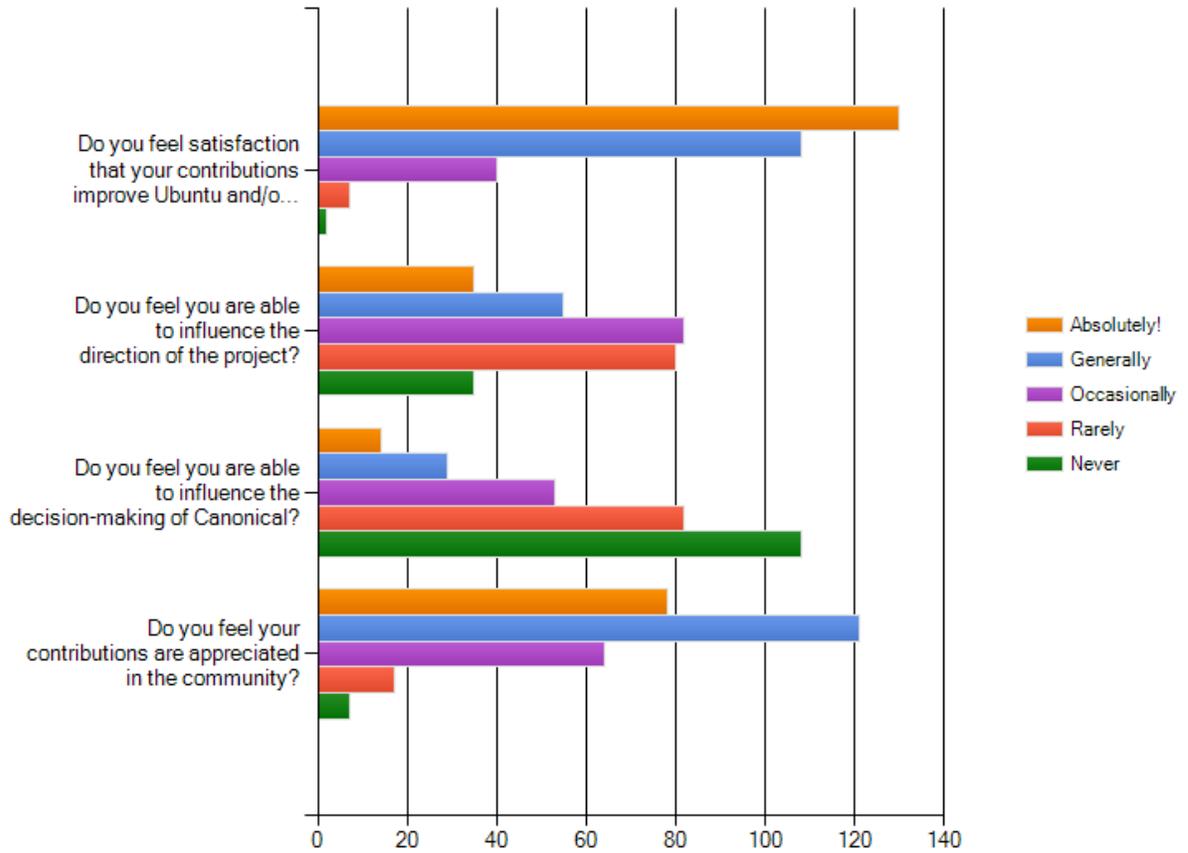
A more concerning piece of feedback is that most respondents (29%) feel that they are only *occasionally* able to influence the direction of the project, with a similar number (28%) feeling they can *rarely* influence the direction of the project. Based on much of the other feedback in the survey, a general cause for this is a feeling that Canonical is dictating some of the direction of Ubuntu (with a particular focus on Design). This is something I consider a high priority area to focus on and drive some improvements in.

Not surprisingly, most of the respondents (38%) feel they can *never* influence the direction of Canonical, with some (29%) feeling they can *rarely* influence it. I suspect that much of this is because Canonical is a private company, and similar feedback would be found for most other private companies.

In terms of whether the respondents' feel their contributions are appreciated by the community, the feedback is mostly positive with most (42%) saying they *generally* are as well as 27% saying they *absolutely* are. Other feedback in the survey suggests that appreciation, acknowledgement and thanks for contributions are important to our community, so I consider this as a positive response, but we can still drive some improvements forward.



Please answer the following questions.





Question 11: How do you feel we could improve the sense of influence and impact your contributions have on Ubuntu?

(135 responses)

The goal of this question is to determine how we can improve the feeling of influence and impact community members feel over the wider project. Given that the previous question outlined that many community members feel they don't have as much influence as they would like, this is a useful follow-on question. Upon assessing all the responses, these were the common themes in order of popularity:

- **Better align how Canonical and the community work together**
- **Better acknowledgement/recognition and rewards**
- **Listen to users**
- Better visibility on contributions
- Reach out to the community more
- Providing more information on decisions made
- Flatter governance
- Better design team collaboration with the community
- Provide more motivation
- Provide regular opportunities for feedback
- Provide more opportunities for contribution

Key Takeaways

A clear piece of feedback outlined here and in the previous question was a feeling that the community would like more input and collaboration around some of the decisions that are driven by Canonical. A particular example here was in the Design Team and how Unity was created. This clearly needs to be an area we should strive to improve.

Another common theme here and in other questions is the pleasure that acknowledgement of community contributions provides, and a desire to optimize the community for this. This in turns makes a community member's contribution feel more worthwhile and thus have more influence and impact on the project. I believe this is something we can improve.

Another common area was a general feeling of wanting to be listened to by community leaders more when it comes to where the project moves forward. While we have some resources for this such as Brainstorm, there are likely to be other areas in which we can get a better idea of community needs to guide our focus.

Finally, a desire for more motivation and highlighting areas of participation are areas I am confident we can focus positively on.



Question 12: Where do you feel Canonical works well in the community?

(175 responses)

With Canonical being such a key stakeholder in Ubuntu, this question asks what Canonical does well in terms of working with and supporting the community. Upon assessing all the responses, these were the common themes in order of popularity:

- **Infrastructure**
- **Working with the community**
- **Financial support**
- Development
- Governance / Leadership
- Marketing
- Patch piloting
- Usability

Key Takeaways

A lot of the feedback was very complimentary to the infrastructure (Launchpad, Wiki, IS facilities etc) that Canonical provides to help Ubuntu contributors to do their work.

There was also a lot of praise for how many parts of Canonical work very well with the community and many employees involve the community members and teams in their day to day work. This feedback was interesting given that in other parts of the survey Canonical has been criticized for community inclusion, but it appears this criticism is largely leveraged towards specific parts of the organization.

There was also very positive feedback about the financial support Canonical provides the community with regards to funding developers, providing Ubuntu CDs, supporting LoCo Teams and other resources.

Here and elsewhere in the survey the patch pilot programme was specifically highlighted as a successful initiative.



Question 13: How do you feel Canonical could improve how it works with the community?

(170 responses)

This question is the inverse of the previous questions and seeks to get a better idea of how Canonical could better improve how it works with the community. Upon assessing all the responses, these were the common themes in order of popularity:

- **Include the community in decision-making**
- **Better communication**
- **Work with LoCos more**
- More open design process
- More transparency
- Improve upstream relations
- Listening to the community more
- Work more openly
- Remove copyright assignment
- Don't override community rules (e.g. freezes)
- Improve recognition of contributors
- Provide more opportunities for community involvement

Key Takeaways

By far the most common request here is for Canonical to work more closely with the community when it comes to some of the decision-making elements of it's work. This feedback had a primary example of the creation of Unity and the Design Team in specific and a desire for the community have more input and opportunities for working with the design team around this work. I believe this should be an important focus for us to work on improving.

A common piece of feedback here was a desire to see Canonical improve how it communicates with the community, particularly in terms of what the different teams are working on as well as the rationale and reasoning behind much of the work going on. I believe this is a valuable piece of feedback and I would like to see how my team encourage more parts of Canonical to share this kind of work more widely with the community.

An interesting theme in the feedback here and in other questions is a real desire to see LoCo Teams better supported by Canonical. This support was articulated by some as having a community liaison on my team to help this community as well as providing motivation, mentoring and guidance to the wider community. I would like to explore how we can support these needs better.



Question 14: How proud are you of the following?

(276 responses)

One area we often don't inquire with the community around is where they feel pride in what they do. With much of the focus of this survey on motivation, pride seemed a logical area to get some solid data too.

This question seeks to get an idea of how proud the respondents are of different elements in Ubuntu.

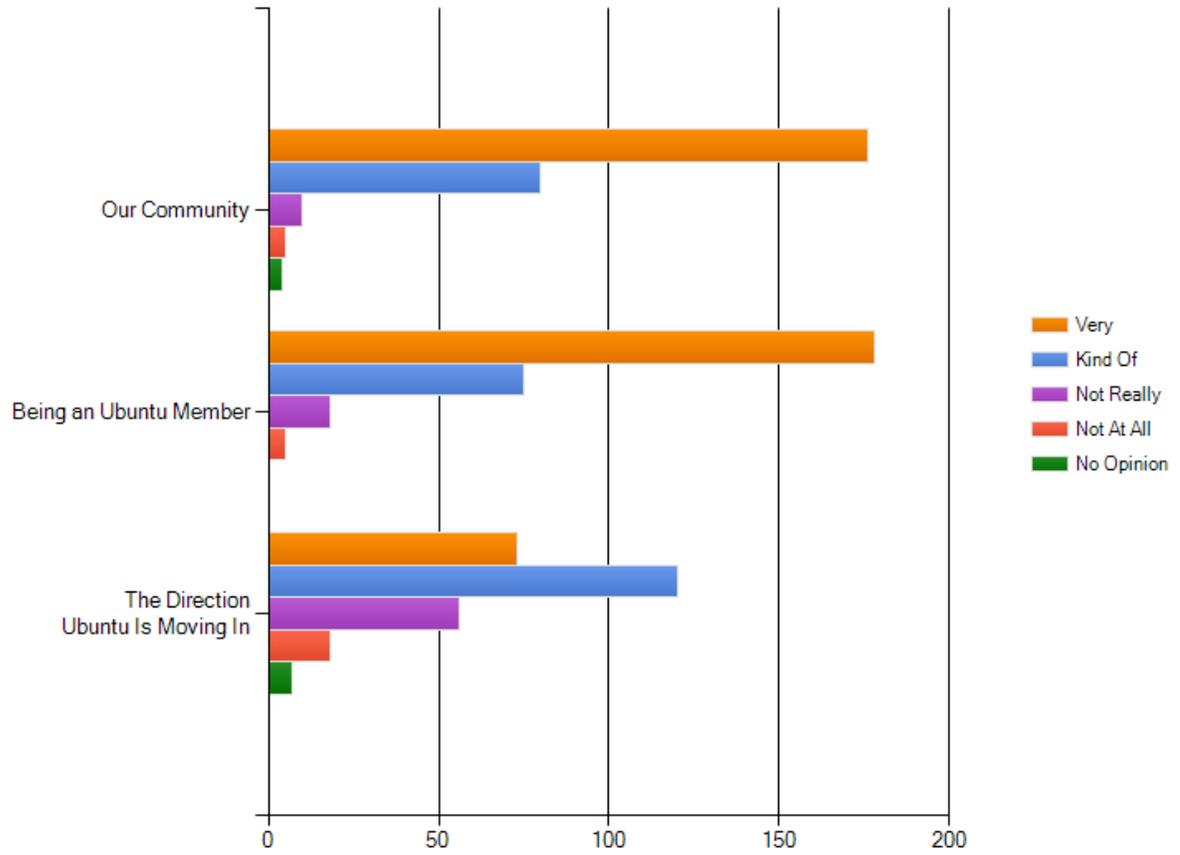
The feedback is generally very positive. In terms of the community, most respondents (**64%**) are *very* proud of the community with **29%** saying they are *kind of* proud. In terms of being an Ubuntu Member, again most respondents (**65%**) are *very* proud with **27%** being very proud.

Finally I was keen to ask about the general direction of Ubuntu. Most respondents (**44%**) are *kind of* proud with **27%** being *very* proud of the direction.

I consider this feedback generally very positive and the slightly lower pride is not particularly surprising to me given many of the recent (and controversial) changes around Unity and the increased focus on design and user experience as Ubuntu moves forward.



How proud are you of the following?





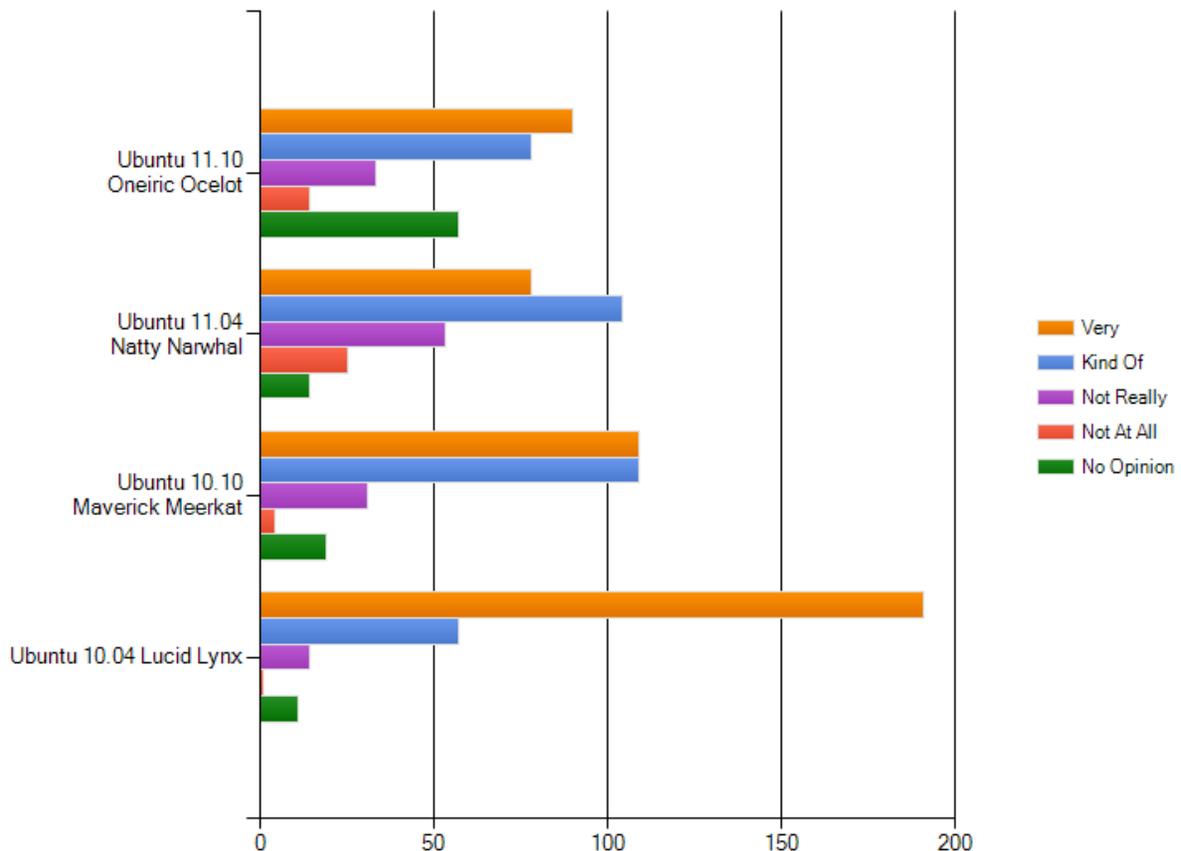
Question 15: How happy are you of the following releases?

(274 responses)

This question seeks to get an idea of how proud the respondents are of the last four releases.

This feedback is generally very positive. For 10.04 most respondents (**70%**) were *very* proud with **21%** *kind of* proud. For 10.10 (which first shipped Unity by default in the netbook remix) we have a tie of **40%** who were *very* and *kind of* proud of the release. For 11.04 (which first shipped Unity by default in the Desktop edition) most respondents (**38%**) were *kind of* proud followed by **29%** who were *very* proud. Finally, for 11.10 most respondents (**33%**) are *very* proud followed by **29%** who are *kind of* proud. I am not surprised 11.04 was a slightly lower pride rating due to the controversial move to Unity by default.

How happy are you of the following releases?





Leadership

Question 16: If you were to pick three teams you mainly participate in, how would you rate the quality of the leadership in each of the three teams?

Unfortunately for this question we don't have any usable data. I created the question to allow the respondent to pick three teams and then rate each team in terms of leadership, but unfortunately SurveyMonkey did not correlate the two sets of data and thus the data is meaningless.

My apologies for this. Fortunately, I think the other leadership questions do provide some useful insight.

Question 17: Do you see yourself as a leader in the Ubuntu community?

(256 responses)

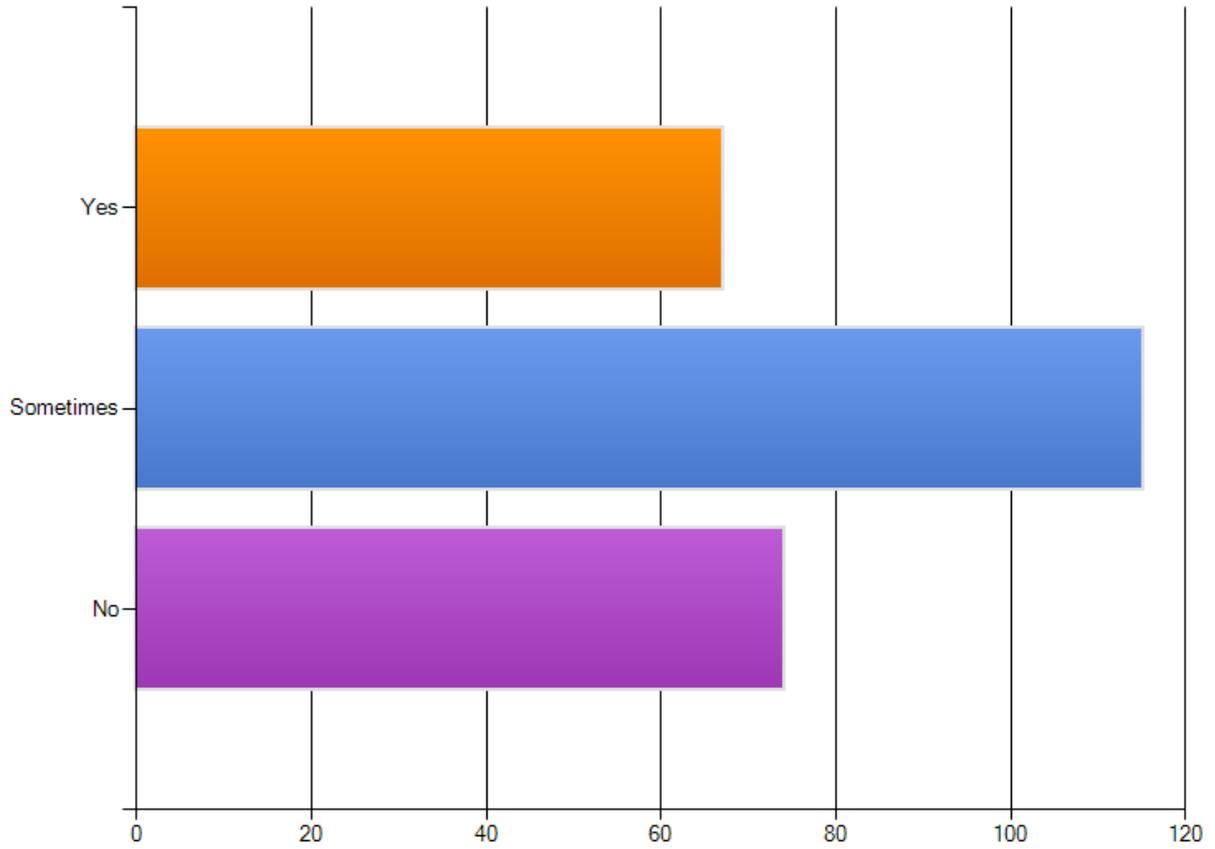
This question seeks to determine if the respondents see themselves as leaders in the Ubuntu community. This question is useful for determining the general leadership worldview that most of our community members have.

The results are more positive towards leadership than I would have imagined with most (45%) *sometimes* seeing themselves as leaders and 26% definitely seeing themselves as leaders.

This feedback suggests to me that there more of a thirst for leadership in our community than we would expect an we should optimize for that.



Do you see yourself as a leader in the Ubuntu community?



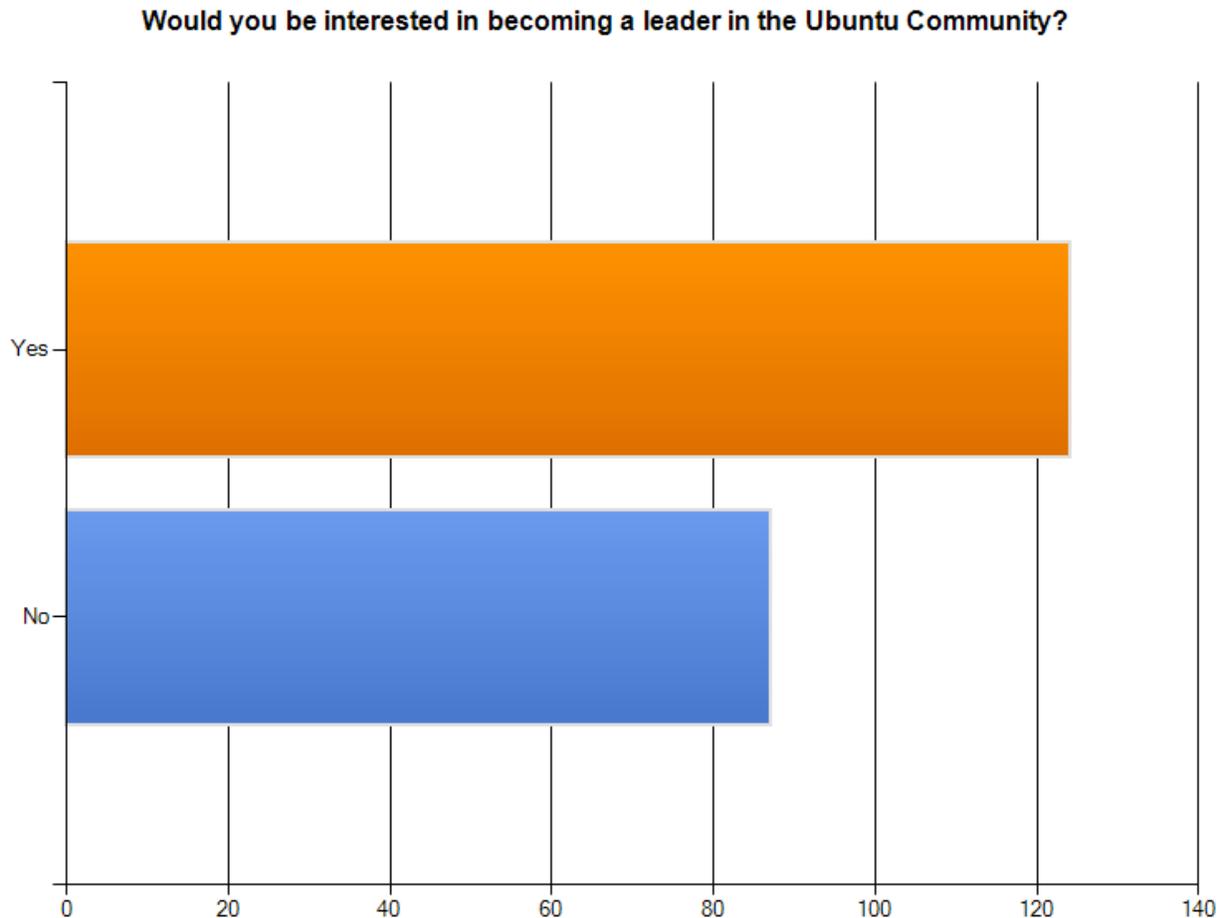


Question 18: Would you be interested in becoming a leader in the Ubuntu community?

(211 responses)

Following on from our previous question about whether people see themselves as leaders, this question determines if they would be interested in pursuing leadership opportunities in Ubuntu.

This is also more positive than I would have expected with **59%** of respondents interested in becoming a leader in the Ubuntu community. Again, this is something I think we should harness.





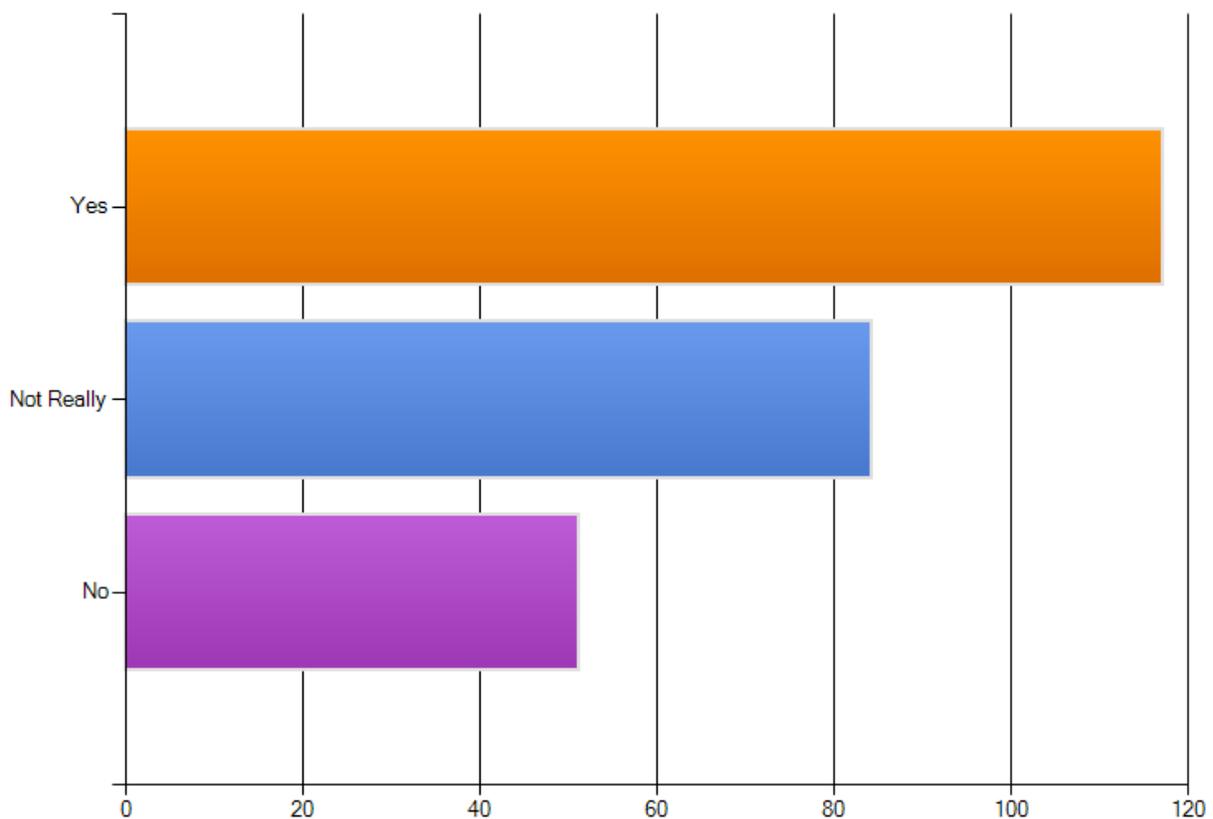
Question 19: Do you feel empowered to apply for a leadership position (e.g. Community Council) in the community?

(252 responses)

Following on from the last two questions, I wanted to inquire if the respondents felt empowered and enabled to apply for a leadership position in Ubuntu.

Most respondents (**46%**) do feel empowered and while this is a positive response, I would like to see this figure higher in the future. This is an area I would like us to focus on.

Do you feel empowered to apply for a leadership position (e.g. Community Council) in the community?





Summary

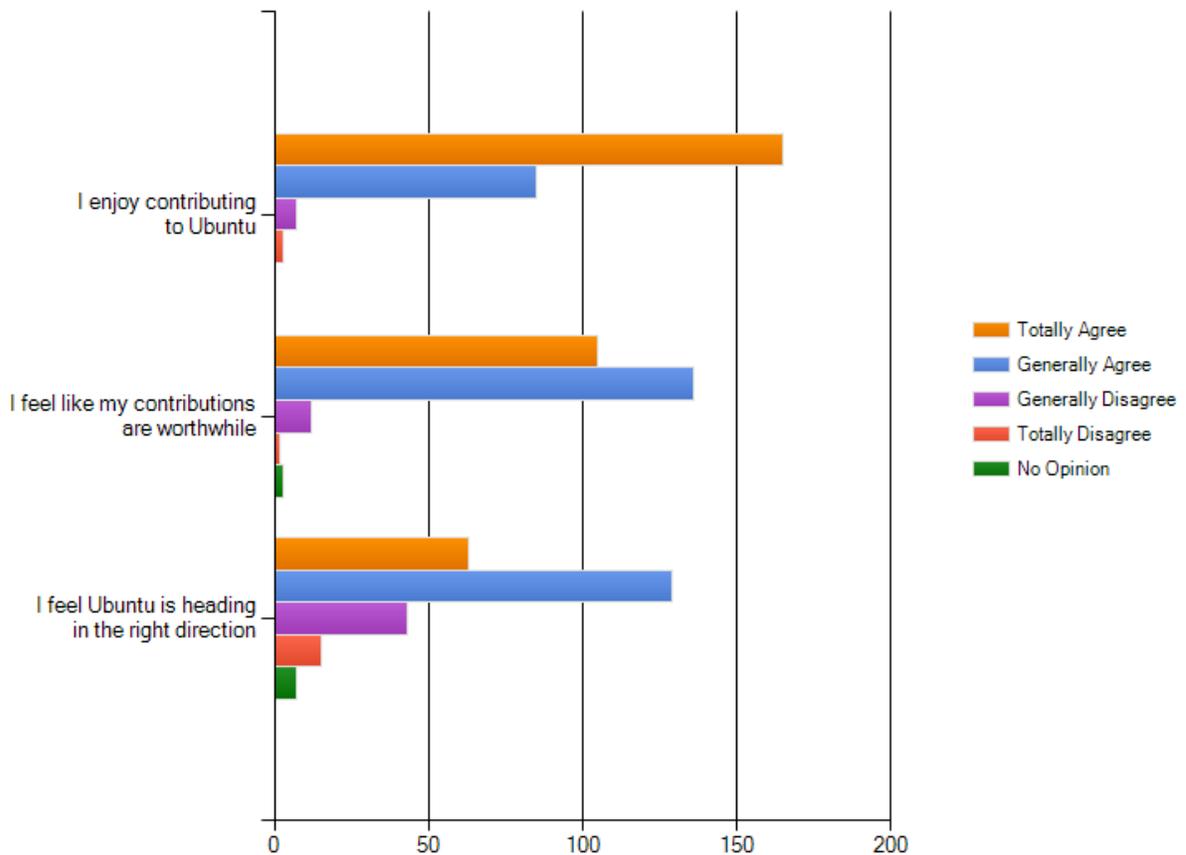
Question 20: Please rate the following with how much you agree

(260 responses)

As we wrap up the survey I wanted to get some general feedback on each of the following statements to summarize the community experience.

In terms of *enjoying contributing to Ubuntu* this garnered a positive response with **64% totally agreeing** followed by **33%** who generally agree. In terms of *feeling my contributions are worthwhile* again the response is positive with **53% generally agreeing** but then **41%** totally agreeing. Finally, in terms of *liking Ubuntu's direction* **50% generally agree** and **25% totally agree** which I consider very positive results.

Please rate the following with how much you agree.





Question 21: What works well in the community?

(116 responses)

This question seeks to get some general summarized viewpoints of what works well in the community. Upon assessing all the responses, these were the common themes in order of popularity:

- **Collaboration**
- **LoCo Teams**
- **Positive community atmosphere**
- Communication
- Forum
- Easy to join and participate
- Code Of Conduct
- Things get done
- Infrastructure
- People working together
- Governance
- Always striving to improve
- Community engagement in making Ubuntu better
- Patch piloting and sponsoring
- Diversity

Key Takeaways

A common theme in this feedback was the *people* nature of Ubuntu when it comes to the positive social environment and how people collaborate together. This is interesting given that a primary de-motivating attribute outlined in a previous question was *community bickering* which would suggest that with the *people* part of being so much fun and such a positive experience, when bickering does occur it feels particularly de-motivating.

There was also a general theme of positivity around the community functioning and getting things done when it comes to *how easy it is to participate, how the community is governed, communication*, and campaigns such as the *patch pilot programme*.

Again, we also a positive representation of *LoCo Teams* outlined here as an empowering and motivating force in Ubuntu.



Question 22: What can we improve in the community?

(120 responses)

On the flip side of the previous question, this question seeks to determine the areas in which we can improve in the community. Upon assessing all the responses, these were the common themes in order of popularity:

- **More LoCo focus**
- **Better leadership**
- **Community included in decision-making**
- Better define the vision and focus
- Improve documentation
- More motivation
- Listen to the community
- Improve communication
- Encouraging more participation
- More transparency
- Improve quality
- Make Ubuntu better of non-technical users
- Reduce bureaucracy
- Combat disruptive behavior
- Better Canonical ↔ Community interaction
- Better recognizing contributions

Key Takeaways

Again in this question we see a strong desire to see better support of *LoCo Teams* in our community (presumably with an increased commitment from Canonical based on feedback from previous questions).

We also see the views expressed from elsewhere in the survey desiring more motivation, involvement and transparency from the community's leaders.

Finally, another common theme we see here is a desire to be more involved in the general decision-making involved in Ubuntu, with a particular emphasis on some Canonical teams.

Another theme we see is a desire for reduced governance and bureaucracy and better acknowledgement of contributions.



Final Conclusions

Firstly, I want to offer sincere thanks to everyone who participated in the survey. I think the data has provided a genuinely useful and representative world view of many of the opinions, approval, and concerns of our community members. I believe this data gives us a good set of focal points to guide our work moving forward.

In terms of the good, there were some common themes here:

- Generally our community is proud of participating in the Ubuntu community, proud of their accomplishments and generally proud of the direction is heading in.
- Generally the community is proud of the previous four Ubuntu releases.
- Generally the community is happy with many of the areas in which Canonical supports Ubuntu and interacts with the community, with some exceptions.
- Generally we have a good retention and participation rate with many long-standing contributors who invest significant time each week into Ubuntu.
- Many of our community members see themselves as leaders and would like to approach leadership opportunities, and generally feel empowered to approach those opportunities.
- Generally our community enjoy their Ubuntu community experience, and particularly enjoy working with other community members on a project that helps others.

In terms of the areas of improvement there were also some common themes:

- There is a pattern of concerns in how the community is less involved in some decision-making areas with Canonical, with a common example being Unity and the Design Team.
- There is a concern with aspects of our community leadership and leadership from parts of Canonical, particularly when it comes to collaborating around decisions and moving Ubuntu forward.
- There is a pattern of de-motivation with community bickering, and a frustration with those who complain yet contribute little to Ubuntu.
- There is a pattern of those who feel unable to influence the wider direction of the project.

There are also some areas which are neither good nor bad, but the community would like to see:

- More focus and support of LoCo Teams, including support from Canonical.
- More motivational encouragement and support for participating in Ubuntu.

Based on this feedback I will be posting more about future focus on solutions. Stay tuned!



APPENDIX I: Full Open Ended Answers

Question 7: Which things keep you motivated about contributing in the community?

- The community, the events (UDS), the thought of making something good for the world (the OS).
- "Using the stuff that I contribute.
- * People thanking for what I have contributed."
- It used to be people working together and being part of distribution that was interesting and community driven.
- The vibrant community.
- The way people help each other and come together to offer encouragement and kindness even when the user seems to be clueless regarding the use of Ubuntu as an operating system
- It's beautiful to help people and be useful to this community.
- Helping new users, spread the Ubuntu philosophy ...
- No time pressure and deadlines
- The satisfaction of helping others resolve issues. The joy of hearing someone say "Thank you!". The knowledge that I was actually able to help someone else gain experience and knowledge outside of proprietary software.
- Well-defined goals and conduct keep things manageable and productive.
- Seeing it get better
- The Quest to help people.
- Working with passionate people on solutions that help others.
- Relaxed/Fun. People need to have a relaxed attitude and be fun (where possible) to be around.
- The ability to move up in the community and the spirit of the people. It seems to be for the best way for me to learn about Linux.
- The possibility of helping others; improving my English skills and improving myself with Linux using
- The feeling of successfully helping someone, also when you realize that something that you enjoy doing in your free time is making other people lives better.
- I currently contribute very little
- "1. it satisfies a geeky itch for me
- 2. i like providing a multimedia platform (i.e. ubuntu studio) for others to use and create with"
- "Scratching itches - tracking down/documenting/fixing bugs that affect me, or features I want.
- Sharing Ubuntu with local non-profits, friends and neighbors.



- Staying in touch with the frontiers of technology."
- The community itself. It is a thriving, diverse group from all walks of life and all skill levels.
- The fact I can get useful and interesting things done.
- Well, this last month I have been a little demotivated. There are not rewards or similar things you will like to receive
- The people, the closeness, the feeling of community, giving to others.
- Helping out
- With Ubuntu, I can do so many things that I would never even have imagined doing with Windows. The freedom is liberating and I enjoy introducing others to this same experience.
- The very friendly community and the feeling that my work will reach maximum people
- To keep Ubuntu and the community better. I want to see Ubuntu the most used OS in the world.
- Mostly, the community, and of course, it's nice if someone gives recognition occasionally but it's not the essence
- Producing something whizzy, the challenge and *MOST* of the people.
- Working with talented people, producing something which 'works', with a morally positive base.
- Close ones using my work. Seeing Ubuntu progress, hopefully in end-user markets as well.
- bringing free software to a broader audience
- I just can't stop. I'm on a mission.
- People that I work with. The Ubuntu community is amazing. Everybody does their best
- a diverse project with a large range to get "a" result that you were looking for. eg: ubuntu/kubuntu/xubuntu..and now lubuntu, the main, universe and multiverse repos with PPA, working with one of these platforms and the diverse subject groups allows you to find and deliver a solution to most situations.
- Most of the people.
- Seeing my work pay off and be widely used.
- Constantly evolving platform and community
- "Every day I boot up my ubuntu pc it makes me happy. Everyday I have to boot up my <insert other OS> pc, I have to wait, it makes me feel insecure and makes me sigh. The positive experiences bring me back to ubuntu all the time.
- As for the community there are wonderful people I have met in the local community, with whom I like to spend time. I have made valuable friends."
- The Ubuntu Community
- I like the idea of making a great desktop oriented gnu/linux operating system
- "Accessibility, and the possibility that we one day may have a desktop that can rival OS X in ease of use, and accessibility for people with



- disabilities. Also the knowledge that I am helping people who cannot afford expensive Windows software or expensive Mac hardware advance their opportunities for education and work."
- freedom and worldwide community knowledge sharing
- Sometimes bragging of what i've done and not caring about money, others because i like to see things working... and also because i like my mother and close people, to use ubuntu, the way it is... if i can get it better for them, then even the smallest piece of code, its way usefull
- I love helping people
- Keep the good spirit and the people
- When users are happy for the things I do. Example: packaging KDE before other distributions, no issues when you upgrade or dist-upgrade, fixing bugs etc
- The good attitude of most people. I think the CoC may actually have something to do with that.
- contribute and help people to use ubuntu in the best possible way and that to think more easy to use.
- i like to help
- To have a very usefull Free/Open OS to work daily!
- Friendliness of most of the people.
- Teaching others about computing and software freedom, empowering others to achieve more with their computers. Inspiring new computer enthusiasts.
- "* Seeing enthusiastic users
- * Accolades from users about software I work on
- * Seeing the growing usage of Ubuntu in the world"
- "- technical meritocracy
- - building something together that matters and has an impact, such as Ubuntu as a whole, and my pet projects (appopt, jockey, udisks, postgresql, etc.) in particular
- - when users/other devs say thank you in a bug report because you just made their lifes a little easier"
- Biggest motivation comes from user feedback. When users are able to use their computers in new and exciting ways and avoid problems they've had with their old systems.
- Experience for my future job
- Linux mission to include more people, open governance structure
- I'm an Ubuntu User, so making Ubuntu better for everyone makes it better for me. (that sounds really selfish now that I read it)
- Contribute to the OS I am using. I help organizing some parts of the Community (forums) more than tech support now.
- Beginners and new converts need help to adjust.
- The user feedback, knowing that Ubuntu is used "out there"
- When a real world event really comes together well the feeling of contributing to the



overall effort is amazing.

- Predominantly positive attitudes, forward focus, risk taking by stake holders.
- I find the work I do on Ubuntu is usefull. It's also interesting to participate to a large developpement process.
- Seeing that my work is appreciated and supported and that it is going to be used by the all other ubuntu users.
- People and the will to see Ubuntu installed everywhere.
- The fun improving Ubuntu, the fun in advocation - I like talks and class
- I want to learn packaging and be the MOTU
- The connections with the amazing people that I get to work with keeps me motivated. E.g. the folks that hang out on #ubuntu-testing during ISO testing are focused and driven but with a sense of fun and community.
- I would help contribute more actively in community there is a Spanish or at least the bug report, the main page of canonical or much of the content I can be seen in different languages
- The understanding that what I'm doing is useful and of value to others.
- The friendships which have developed over the years. Attending UDS last year really cemented a lot of the relationships into real friendship. What a treasure!
- Being able to influence and support the best software in the world!
- "Being valued for the work I do.
- Be a part of a great success story."
- Having an excellent operating system with choices of UI. But lately whit unity, i've been very close to switching back to debian. I've been able to manually install gnome classic back and thats the only reason i'm still using ubuntu.
- Challenges keep coming my way and I'm motivated to overcome them
- "because the importance of ubuntu gives to my contributions, I feel part of Ubuntu.
- example: conference pack"
- There is a great community atmosphere that makes it enjoyable. I am comfortable working with the community groups I interact with regularly.
- The notion of helping people who want to use Free software.
- "* Featuring Ubuntu community contributors on the Planet is awesome.
- * Mutual respect among all contributors.
- * I think the Ubuntu Sponsors/Patch Pilots program has been quite successful.
- * Ubuntu's 6-month Rapid Release cycle is good because you don't have to wait too long to see your hard work be available for millions of people to benefit from it."
- New users, and helping to help them solve problems, after they attempt to solve themselves.
- Things like bug 462059 or bug 689044, where I helped to make a package installable. It's a good feeling to help people get the software they need.
- All the people that you work with :) (e.g. If somebody tells you the stuff you did is amazing)



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- Being able to see the OS evolve and to see that I can help others users just like I was helped in my early days of Ubuntu experience.
- Not sure, probably because I'm used to it after so many years. There are still a few people who really care about derivatives and universe, so it's fun, and worth to continue with them (and for users, as derivatives give more choices to them).
- Events and meeting in real world
- The hard work I feel that canonical and the community do in every release cycle.
- The People. It just takes one conversation to keep me interested. Someone asking a small favor.
- Being in the center of things, and seeing stuff getting done
- Seeing successful outcomes/releases due to community contributions
- "friendliness
- Reward (even if indirect)"
- Good working climate, friendly people
- Success.
- detailed on my wiki.... <https://wiki.ubuntu.com/Phillw>
- The people, there are just so many cool people in the community.
- Best operating system for me
- Give people a chance to test and see bleeding edge software while maintaining a fluent transition and inclusion in debian/ubuntu repositories. So the very existence of the PPA infrastructure is the base making this possible.
- Keeping up with evolution of Ubuntu. Good even gets better every release :-)
- "Feedback/thankyou's,
- giveback - I got something for free, want to make it better
- Building something tangible/useful/helpful that I can point to and say ""i did that""
- try to make a great product
- I enjoy the challenge provided by a constantly growing community. Newbies are great to work with. I learn from them and their background, while teaching them how the Ubuntu community works.
- "Seeing progress.
- Succeeding with my own projects (primarily organizing LoCo events)"
- learning something new
- I maintain packages in debian
- Providing help in keeping ubuntuforums.org a nice place.
- Feeling myself involved, part of something bigger
- UBUNTU products and support for diffusion
- Positive feedback, camaraderie with others.
- money job
- At the moment, nothing, just nobody wants to take the charge and I don't want all this stop because I'm leaving
- I enjoy it, I enjoy the positive feedback I get, I enjoy knowing I'm making a difference.



- I also, sometimes, get to make things better for myself since I use this stuff too.
- I no longer actively contribute. It was fun and felt meaningful when I had the time.
 - helping users out and being thanked for it, working together with people that I get along with on solving problems, feeling like the time I put into my work is providing a useful service to other people.
 - Knowing that I'm changing the world.
 - Because Ubuntu is free and I would like to share it to others. I've been waiting for a distro like this which have no/less driver problems. Great usability. I decided to contribute back to the community because of what they have done are amazing.
 - I believe that the most motivating, your job is to see that many people use it. And with that contribute something to the world technological development. I am currently a council member of Ubuntu-Co and the experience of sharing alternative technologies is the best!
 - "1) The Ubuntu project gives me the opportunity to be creative, dynamic, fun in creating marketing, information, and training that focuses on new Ubuntu users
 - 2) The ability to learn from more advanced users and expand my knowledge onto others"
 - I like to help other and learn a lot in the process
 - Which things keep you motivated about contributing in the community? (provide examples if possible)
 - Every little bit of effort that I put in helps everyone.
 - When I know that translation I've made can allow a user who does not master the English language.
 - The whole team does an impressive job and also the fun the team has, impressed me to contribute. I am from Ubuntu Beginners Team.
 - Being able to help others without any interest in particular.
 - "Contributing things like code, translations, fixing bugs is challenging and exciting and is an enjoyable by itself. But the user feedback is probably most motivating. An example: One of my friends contacted me about his scanner that didn't work in Ubuntu. I figured out, that a recent upstream version of Sane already supported it, did a merge for the current development release and a backport for stable version in my PPA. It just made him happy and, well, I was happy about that too."
 - The sense of changing the world.
 - "awesome new features
 - positive feedback and pride in the community
 - seeing things get fixed
 - friendly people
 - the way it's shipping free software to real users in an accessible"
 - The community responds and gives good feedback and advice.
 - Our contribution is used / read by others throughout the world.
 - mainly retribution, community learning, work in it as retribution collaborate with the community, as a principle, apart from many other factors, such as social conduct,



- meet interesting people and have fun for a while.
- I always love documentation. As it lacked notes about few topics, I was motivated to contribute it to the community. In general, I'm motivated to contribute to great community like Ubuntu.
- "The comments of the people that start using ubuntu.
- See a bug you reported being fixed by someone in the other side of the world, who only wants the system to be better.
- The amazing opportunities of learning when things are open and free."
- Chance to give back to a community that has done so much for me personally. Recognition from the community.
- "Helping people have fun.
- Helping people with their computer needs.
- Helping to create freedom."
- "The Pics of past IRL events, the logs of Internet events,
- Python Programming, the way things are coming day to day in the Linux world, more people are jumping in and things change,
- no more a very small group of Gurus, but a growing community of people from different kinds."
- I like the free software community and the ubuntu community, so its part of my way to interact with other people that have something in common with me.
- People in ubuntu community rocks. It's great to work with them.
- None, I will stop contributing Ubuntu soon.
- Having others who will help without asking
- The potential for new people to find this great software.
- The technology, freedom, people, and the challenge.
- "* it is open for everyone who want to give good contributions, also end-users.
- * voluntary loco team members
- * non-commercial loco team
- * meritocracy loco organization
- * small scale non-commercial release-parties, with enthusiastic voluntary speakers
- * to support local people to use free software in there language and to make others enthusiastic to support this too"
- I was helped a lot by members of Ubuntuforums when I started and I enjoy helping others solve problems in Ubuntu
- User feedback "I use your package"
- None at this point.
- The people and their enthusiasm. Real people out there using Ubuntu and being excited about it and its possibilities.
- Being involved with purpose, having something to accomplish and seeing how those accomplishments impact the rest of the community. (Helping plan *Ubuntu Weeks, Working on the News Team, Finding New teams (Ubuntu Friendly) to help promote,



Setting Up New teams (Ubuntu Leadership), reviewing books and helping write books on Ubuntu, knowing that my opinion is valued and my time is appreciated. Writing about various Canonical employees and how they see the Project. Getting to know the community and Canonical by getting to know what people are doing and sharing that information with the rest of the community in a non-corporate way that the community can understand. Being asked to speak at events about aspects of Community Leadership or Ubuntu.

- The Challenge and the pleasure to meet people.
- Feeling like I am a part of something beautiful
- The community itself
- I'm a moderator on the forums, what keeps me motivated is seeing the wonder and delight at the changes that are implemented for each new release.
- "Fixing bugs
- Seeing people use my work"
- The collaborative spirit. People help and support each other.
- It's very satisfying being able to make a difference, no matter how small.
- the technology and is the os I use
- I enjoy producing things that others find useful. In a way, it 'validates' my efforts.
- I think such projects like Ubuntu make whole world better, I want to make world better and this motivates me to contribute to Ubuntu.
- I find it harder and harder to stay motivated, but what always puts me back on track is going back to the feeling I had when i found Ubuntu in 2005. Now I finally have a platform that keeps me productive and to which I can contribute to with whatever skillset I have.
- I believe that open source, particularly in the education arena, is a must. When I hear schools whining about how they cannot afford technology, or how their students lack the resources for self-learning, I go off on a rant worthy of RMS.
- Free software and make a quality GNU/Linux Distribution
- I love the open source philosophy, if everyone gives a little then everyone benefits.
- "Being able to help people with problems.
- Working together with other people, collaboration on a problem is very motivating.
- Being part of a global group, of really awesome people.
- Working on a project, with ambitious goals, that I believe in.
- The knowledge that if I don't do certain things, nobody will (this isn't good, but true).
- Working with new developers, have mountains of energy."
- Fundamentally it is important to feel your contributions are considered seriously and add value to the community. Inclusion is very important.
- "Positive feedback.
- - from developers: they merge my patches, they find it useful
- - from end users: they get a usable system,"
- Feedback from users, encouragement from other contributors.



- Ubuntu
- I'm happy to see novice users getting a fast learning curve and finding everything logical and beauty.
- "* The things we said in (6)
- * When I see the end users enjoying the product
- * When I get (at least partly) paid for my contributions :)"
- "1) Friendliness!
- 2) That I get paid for what I do.
- 3) Open source is just an excellent way of getting good quality code - nothing's stopping you - you can debug all the way down to the hardware if necessary"
- The people I have met and the belief that I am doing something that helps others.
- "Seeing people valuing my work, using it, commenting on it, and appreciating it. Unfortunately, this seems to occur exceedingly rarely. And no, those canned ""Thank you for your contribution to Ubuntu..."" responses don't cut it."
- Internationalization, keep Ubuntu available in Galician language
- The surprised look on people's faces.
- The feeling that I'm having an impact in bringing something positive to the widest possible audience.
- Knowledge that i am enabling usage of Ubuntu to my countrymen and providing the basis for it to spread in public institutions. Chat and sharing experience with other translators.
- When your work leads to a good, visible result, that is motivating. When other people appreciate your contribution, that is motivating.
- I love 'meeting' the people of Ubuntu.
- When helping the community, the results are immediately noticeable and there is a real sense that the work actually helps. There is sense that by not participating, you would be missed.
- Opportunity to meet and work with smart, caring, dedicated people who care about open source and the project. Working with organizations where I can actually see the different Ubuntu makes in lives and projects.
- Progress, success, accomplishment
- People itself is motivating, and so it is the adoptions of new technologies.
- Being friends with many who I work with.
- Meeting people talking to them and hearing about what they do, if that's on IRC or mailing lists or at face to face events it helps give people ideas and encourages me to want to contine
- Openness and Freedom
- Create a OS that works over all platform and be pretty and compatible whit all others OS
- I am a moderator on the forum - I mostly carry on so that people new to Ubuntu can find a helpful and safe home there.



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- Giving lectures, Organizing events, Testing and reporting bugs when possible, now I am trying to get back into programming into Linux since I started programming in MS
- The freedom for all, and kick microsoft's ass :P
- The amount of new community members is definitely a big plus. I love helping them out with their new Ubuntu install.
- Receiving positive feedback and making people happy. When I give support, I want to provide the most complete, correct and understandable answer possible and I'm excited when my answers help one person or more people. When I provide software (either packaging it or developing it), I'm excited when such software helps somebody. Having people who thank me for this reasons really makes my day.
- The chance of promoting digital and personal freedoms.
- "These days, not much.
- The further Ubuntu moved away from classic Linux ""a la Debian"", the less I liked it."
- Fun of interacting with user and other amazing people
- I have felt often times my input and ideas were valued, and it really motivated me to see things I've suggested actually get traction. I also really enjoy being around other community members who demonstrate altruistic motives. The ones that are involved in Ubuntu for truly selfless reasons, not selfish ones.
- Seeing software projects work out. Seeing people having their problems solved. Seeing Jono at OLF! (Damn it Jono, get your arse out to Ohio next year!)
- Community gratitude is amazing!
- A sense of purpose, interest in the project, a sense of pride in the work we do, a good community with fun people.
- Freedom. The fact that I am leaving something behind. My efforts affect many other people. Sense of belonging.
- Freedom
- The satisfaction of helping others
- "Installing Ubuntu on computers and having people respond positively. (fringe community since it's not technical 'in' the community)
- Explaining/advocating for Free Software rights.
- Educating and creating educational materials to help people learn about the technologies."
- Talk with new users and troubleshooting in forum, irc
- There have been several courses in Israeli schools that use my translation, some of them opened Graphics classes in Hebrew just because there was a good translation, really motivating...
- The friends and friendships built in the years
- Interaction with the community, wanting to make Ubuntu better.
- The stylish and fun to use distros.
- The community is awesome and it's really rewarding to see your work going into the distributions where it's going to be used by people.
- Well at the moment ive been a bit inactive since ive been busy trying to find a job but



im always excited about the technology and that will never change.

- Challenge as I have zero Linux issues
- Feeling useful. I joined the accessibility team because there is real, concrete usefulness to fixing that stuff.
- I need to help other persons, and this is great for me.
- The never ending stream of help from the community in their willingness to write articles and contribute to Full Circle. Without them FCM would never have lasted this long!
- I now mainly work for Debian, of course , users needed some work for Ubuntu
- people
- A good salary.
- Doing things with other members on real time.
- The really awesome people I get to work with, and the satisfaction of helping to produce the world's leading free software and open source operating system.
- The warm feeling inside the community
- Its openness and that anybody may contribute. Furthermore I find this a friendly community
- wide adoption by users, e.g. the huge and ever-growing user-base.
- personal challenge with my knowledges
- The possibility of brainstorming with the community members to find innovative ways of addressing problems.
- To se my name in contributions area
- "- Making a difference
- - Learning
- - Getting things done
- - Seeing a bright and exciting future, being part of it"
- The spirit of the people working as a community
- Nothing right now, lost motivation and focus to work on it more than just documentation and even thats
- The sense that I am making the world a better place.
- Enjoying what I do and the product that is created. Most of the people.

Question 8: What do you find de-motivating about contributing in the community?

- loud-mouth without any contribution
- The application/review process seems sometimes unfair for some applications because they do have sufficient contributions but sometimes for some it is not enough.
- "* Dealing with stuff that I don't like. Dealing with interpersonal issues.



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- * Having bikeshed discussions instead of reaching a consensus.
- * Seeing no end in what needs to be done. It does not motivate me to triage bugs if thousands of bugs remain untriaged."
- Canonical moving more to a 'do it this way, ubuntu is ours, not yours' attitude. A community manager that prefaces responses with 'this is my opinion, I don't/wasn't speak(ing) for Canonical' when something controversial is said. A Community Council and manager who, as far as I can recall, has never deviated from the Canonical opinion/action even when the overwhelming majority of the community is against a decision.
- The vibrant community :)
- nothing specific to report
- Sometimes a contributor cannot help as it would like. For example in order to upload some packages you have to ask teams, etc.
- When people want to be better than others ... Forgetting all that much has been done in the name of Ubuntu.
- The difficulty of dealing with those individuals employed by Canonical. As direct employees, they often do have more power within the community than the volunteers. When they decide how something MUST be done, there is no way to change that or correct it even when wrong.
- Burn-out can occur, and often people are not able to see when they should take a break. So the real answer is, "Trolls, and those battle-weary from dealing with them."
- "sometimes the bureaucracy seems to become a overload.
- the problem with things becoming bigger (like distributions in this case) they loose alot of power and motivation for manageing things, and not doing things."
- The lack of transparency for decisions and secrecy about future plans.
- Bickering. Especially in forums and via e-mail. People do not read between te lines (e.g. 'get' the message) and focus way too much on every single word which is written and start bickering about it. Guys and gals: chill out!
- People higher up in ubuntu who do not talk to lower people
- None
- Two things mostly: the "talkers", that are people that keep talking and talking and causing trouble just to gain some exposure, but they do nothing besides wasting time of the people that are actually doing something; and the people in Ubuntu community that don't respect the fact Ubuntu is a distro for users. So they keep harassing new users and all that things that everyone knows already. Pointing them to the CoC doesn't help.
- The clear lack of separation between Ubuntu and canonical make it difficult to work with ubuntu as a community or canonical as a company.
- "1. finding someone to answer a freaking question! it was slightly difficult trying to find someone just to answer questions about changing our canonical hosted website
- 2. also finding an avenue to make my voice heard in some fundamental issues for ubuntu, this would be trying get the -lowlatency kernel into the repos"



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- "Lack of integration in the tools: loco sites not hosted by Ubuntu, not well well supported, different logins for loco site vs launchpad, etc. (last I checked....).
- Seem to be relying more on PPAs which tend to break: ensemble, cran.
- Vague notion that server team isn't as much fun as it used to be."
- The red tape. For example: There's a bug that affects me and many others that has been reported many times marked duplicate/wontfix/upstream/whatever that could probably get fixed if someone would just fix the code.
- "Well no rewards.
- The two years it was cool working on the ubuntu community. But I have lost interest, I am trying to find some new topics to contribute to continue motivate"
- Lack of appreciation. If I fix a bug for something in universe, it is rare that it gets noticed since I don't need to get things sponsored. That said, I'm not expecting accolades or anything. The enormous bug list is also demotivating.
- For quite some time, the forum community has become more and more stale, riddled with trolls, and generally a pain to manage. The forum community seems to feel persecuted by the staff, the staff is struggling to deal with the trolls, and the staff is frustrated at the lack of cooperation from Canonical with regard to the maintenance of the forum hardware and software.
- Lots of whiners(thought minority) are present in the community
- things can move frustratingly slowly. I've been trying to get Sugar integraed into Ubuntu for over 2 years now... no one gives me a reason why not, and no one gives a go ahead
- Conflict, inadequate processes and lack of professionalism at times.
- People who cannot see that their problem however annoying for them is not the most important problem in the world.
- "About my MOTU duties:
- * lack of time (not a problem of the community, but my ""problem"" in particular)
- * confusion about the archive reorganization
- * confusion about the role of canonical and the role of the community itself.
- About Loco:
- * don't have anything really demotivating here, it's just difficult to find time to take care of my stuff."
- Unability to market latest non-LTS version because of the bugs. On the other hand, I'd like for the LTS versions marketed more anyway for ordinary users.
- "Unity as an Ubuntu-specific technology
- promotion of non-free software (Skype on the ubuntu.com front page for example)"
- I don't always have the time to do what i would like (Family, Work take priority)
- "A terrible leadership team,
- a leadership team that does not listen to it's community beyond the same small inner circle that populate all the subordinate leadership team.
- rewarding people who actually make no contribution other than self promotion



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- A small circle that populate a large group of all the leadership team (small number of people sitting on many councils) who mostly appear to ignore the voice of their members and blindly agree / comply with their peer and parent leadership groups.
- terribly lack of bug management and bug resolution process - a group of blind people randomly managing bugs.....nothing ever getting fixed beyond the words ""will fix in next release""
- Unity - why do this, why dilute/divide the gnome project and other distros, open source development time is limited, so instead of working with an existing big project/team to progress gnome shell, you've made your own.....
- The amount of ""ubuntu"" tools that should not be ""ubuntu"" tools and should be ""tools"" that are fed into existing projects to improve them rather than ubuntu's own personal tools"
- Some of the people, the singular focus on the desktop and especially a desktop paradigm I don't find appealing.
- The waste of time dealing with (duplicate) incoming bug reports.
- Sometimes, community members are resistant to a change in policy. Also, there seems to be too wide a cultural separation between the different variants in the Ubuntu project. Each seems to be trying to remain separate from the Ubuntu project, likely because they feel "Ubuntu" doesn't really refer to them, but only the Gnome variant.
- "I sometimes feel as if a large part of my local community just sits and waits for things to happen. I don't know how to activate more people because somehow people think it isn't a valid community activity if it is just organised by a few friends. People also seem to think that if they don't spend a lot of time on ubuntu they don't see their activities as valid so they end up doing even less.
- In our loco distance is also a real problem. Pockets of people do things but getting together or getting other areas to participate seems very difficult."
- Trolls
- Sometimes i feel that it is hard to be included on projects
- Having to deal with people who cannot research things for themselves, and people who do not do some basic checks before filing bugs about problems they are having. Sure we all may not remember/know the obvious things to check for the problem at hand, and once people are asked, they usually remember for later, but its still frustrating.
- N/A
- Burocracy.
- Sometimes it seems planet ubuntu is no longer as technical as it used to be.
- When leaders payed work less than a contributor and they think they are better than us. It happens...it happens...
- Packaging is more complicated than it needs to be - referring to everything from actually making a package all the way to getting it through the seemingly black-hole acceptance process.



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- the lack of direct solutions for the end user
- some people
- For the moment i'm just work in my Local Community, and i thing tha's it's perfect. we are working hard, suppling support, doing seakers and other events in our Contry.
- Annoying superiority attitudes of a few of the members.
- Lack of communication from Canonical about the direction and Ubuntu (e.g.: no release candidate for Ubuntu 11.10 *still* not announced the day before release, "surprise" art or design decisions from Canonical), no follow-through on community content on CD (two years old now) or countdown timer or wallpaper contest. Extremely poor and adverserial representation in the LoCo Council.
- "* Any bureaucracy when trying to get work done
- * Poor quality due to feature creep
- * Copyright assignment keeping some people from contributing"
- "- endless circling debates on mailing lists
- - Canonical upstreams ignoring freezes, whereas everyone else in the community plays along well
- - being disregarded by other communities because Ubuntu does things differently"
- The community isn't as autonomous as it could be, some feel that the community are just puppets for Canonical, and sadly there's some truth in that. When Ubuntu was found, it was supposed to be an independent project with backing from Canonical. The reality these days is that it's a Canonical project with /some/ community involvement.
- Too busy to contribute, a lot of more important stuff to do
- some personalities left unchecked, lack of applied CoC
- The politics and processes. Often times, I feel Ubuntu is like a boys club, and if you don't have the proper geek card credentials, you aren't as welcome as someone who does - regardless of how much you contribute. Getting MOTU was far more of a pain that it should have been IMHO, and I am very experienced in the ways of Debian-foo. I couldn't imagine being a newcomer and wanting to pickup packaging.
- Egos. But that is not specific to Ubuntu.
- The ranting, complains, aggressive users (on lists and bug reports)
- It's sometimes difficult to motivate volunteers easily and making sure everything gets properly documented to meet standards is sometimes hard and time consuming.
- Hasn't happened yet. :)
- Not having a clear vision of where the development should be directed to.
- "There is no ""regeneration"" in the community leaders, which means that it could be really difficult sometimes approve some changes to the community structure.
- And then, more and more people are not contributing day after day... I don't know why, but once was difference."
- When Canonical tak decision WITHOUT asking CC: Ubuntu is made by Canonical AND Community



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- Bugs I confirm or report go unresolved
- The motivation is not to find support in my language of the people in charge of the project even though the community has crazy team that handle the Spanish language on occasions dealing with these people is not viable. It's best to go directly to the makers.
- "When Canonical breaks things with heavy-handed and poorly thought out decisions that didn't even solicit community input, especially when those things are given the ""Ubuntu"" branding. The abysmal state of Ubuntu One when it was included by default two or three releases too early is a great example.
- This is about software quality, and when I get held responsible for things that are entirely Canonical's fault it makes me feel like I volunteer for Canonical Linux and not Ubuntu Linux."
- Lately I've been noticing some friction, grumbling and negative talk between teams. What is exciting about the new Leadership initiative is that we can turn this around before it gets bad.
- Growing so much, the intimacy has disappeared... good for Ubuntu, not so good for me. ;)
- bureaucracy.
- In my area its hard to find people i can contribute with. I live in Magog, Québec.
- Sometimes, despite all the effort you put, all you get in return is bashing from the community
- Calling free software people "gnutards"
- because I feel part of a team
- There are always some people out there who behave immaturely that we have to deal with. It gets frustrating to have to handle this on a regular basis.
- "I understand the competitive nature of the PC and software industry out there today. It's pretty cut-throat, and no one is going to wait for you to improve your software/platform/project so that you can have a better shot at making a profit. It's hard to articulate, but it seems like this pressure drives the people at Canonical to work at such a pace that simply can't be matched by the community. Or, for competitive reasons, they have to shut the community out to keep an edge in the marketplace (I was told by a Canonical contract employee that a whole bunch of whiteboards and such were erased / sketches were taken down just as the community folks were arriving at the last UDS so that we wouldn't see them). I was disappointed that no one from the design group went to any of my sessions about documentation at the last UDS, even though I talked to them about my sessions, and documentation is part of the overall UX for people who use Ubuntu. All of those kinds of aspects make me feel like an unpaid contractor to a for-profit business rather than someone who is contributing to further a Free software project.
- As far as my own contributions, I also would find that I would get stuck on a technical-related problem, and not feel like I had someone to turn to for help. Like I had to do it on my own, and I just didn't have all of the know how to do it, so the



- contribution / project would get put off to the side."
- "* Secret design decisions.
- * Secret design specifications...even after the software is already public and in the Ubuntu repositories. It makes it very difficult to file bugs as it's unclear what is poor design and what is poor implementation. It's also unclear to the community whether a design specification even exists. A simple improvement would require specifications to be public at the same time as the software is pushed into the Ubuntu repositories.
- * Usability issues marked WONTFIX.
- * Feature freeze date should not equal a completely broken Unity. That's not what feature freeze means. It makes it difficult for bugs to be filed because it's very unclear what just wasn't finished yet and what was forgotten functionality.
- * Last minute SABDFL overrides (the extra System Settings launcher wasn't useful for Oneiric, the controversial (at the time at least) window button change should not have happened as late as it did for Lucid) of the community's wishes and even overriding the Release Team's desires.
- * It appears that the Design Team controls Unity's feature development and Unity's developers don't necessarily agree with design decisions but have to implement them anyway (One particular example are the close/minimize buttons for the Dash which don't match anywhere else in normal Unity, and frankly look ugly)."
- Being treated like free tech support, or an alias for google.
- People that claim Developers would not care about users (Heard that more than once, but I could not convince the people that this is not true)
- Nothing
- "* Some people of the Desktop Team, who only care about what they're paid for (i.e.gnome, and main). Their idea of handling a transition is somehow interesting (update main packages, and let universe rot because ""they don't have enough manpower""). * Technical and development choices focused on unity, and assumptions that all upstream projects can evolve at the same pace (i.e., gtk2 support in indicators will be removed in 12.04 -- as if everyone had moved to gtk3 already). * No chance to weight on development choices when you can't go to UDSs (nor can't follow it on IRC, because you're at work?). * Most of the time, the focus is on trivial things instead of more deep issues (e.g. <https://lists.ubuntu.com/archives/ubuntu-devel/2011-October/034156.html> -- come on, if universe lacks _long-term-motivated_ contributors, it's not because of the team names!) * Surveys like that one and the previous ones, which don't trigger any visible change (I don't know why I'm still replying)."
- when you have conflict in the same team (LoCo)
- Personally: my lack of free time to contribute more in launchpad.
- No end user 'community' support team, no recognition for non-developers. Official Community from Canonical is all about devs. There is no end user conference just devoted to Ubuntu. No one focused on education.



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- Significant effort can be invested in bug triage without a developer actioning the issue.
- "People being aggressive when you make a mistake
- Repetitive tasks (like NBS or FTBFS)"
- People whose only contribution is ranting and complaining
- Governance.
- the increasing use of councils instead of all the members of teams to make decisions.
- Some of the process's are not as good as they could be, although many of them are/have been reviewed and changed recently, so im happy.
- Governancy, bureaucracy, Canonical employees/teams not interested in the community
- Currently I can't name anything.
- When organising an Ubuntu event to promote a new release ... A lot of people volunteer to help but most of the time 1 man needs to do almost everything.
- "Lack of acknowledgement/thanks
- People who complain without doing something
- People who get put in places who shouldnt be there (poisoness people in leadership teams)"
- comments
- Trolls, misguided Free Software zealots, and other time wasters.
- "Lack of involvement from others.
- People who volunteer to do something, but then never get around to doing it.
- People who criticise without doing any work them selves."
- when people do things like the gcc and python transition with out a clear plan to handle all the breakage in universe.
- Spammers and forum trolls
- When you feel that you're not part of the system, that decisions were made without Community contribution. Also, when you discover that big changes and evolution in Ubuntu are made secretelty without Community involvement. This make me feeling that I'm treated like a fanboy and not like a member.
- In some cases the lack of computers with Ubuntu preinstalled i bet other devil by free software are two major difficulties for the increase of users.
- My perception is that canonical is increasingly less open with controversial contributor agreements and software like Ubuntu one that has no open server part.
- Rude or passive-aggressive behaviour, whether intentional or not.
- all religious discussions womrn men.sexism declaration talks
- People stopping their activities without trying to find a person to take the charge.
- "Canonical is increasingly using Ubuntu directly as a vehicle for commercialization rather than as a basis for other work that they do to generate revenue. The Banshee revenue 'sharing' decision is a recent example of this. It makes me feel like I'm providing unpaid labor to Canonical rather than contributing to Free Software. This



is amplified by the strong role that Canonical's design team has been given in Ubuntu by Canonical. It's something that's not open to participation from the community and makes it clearer the limits of what community contribution is acceptable.

- When I started working on Ubuntu, I thought I was working on an open source project that happened to have a lot of Canonical people working in it because they sponsored the project and decided to do that. Now I feel like I'm working on a Canonical project where they let some outside community people in for some things. It may have always been this way and it was just less obvious.
- Ironically, as Fedora and opensuse have opened themselves to the community, Ubuntu has been moved away from the community, so even though Ubuntu is still more open than those other projects, the difference is much less than it used to be.
- I have also found the copyright assignment/CLA fiasco very demotivating. The fact that Canonical would rather throw away code that others have contributed than have a project that they can't distribute as closed source, proprietary code is deeply disturbing (specific example is Aaron Seigo's contributions to dbusmenu). It reinforces the idea that this is all about Canonical corporate and not about the community or free software.
- Canonical has routinely pushed for special rights for its internal projects and developments and ignores the schedules and plans for the release that the community has agreed to (see the number of feature freeze exceptions for Unity and related packages (or the Ubuntu font) for an example)."
- "Ubuntu and Canonical's direction and focus is different from my own and growing further apart: I advocate software freedom. Ubuntu advocates closed-source software in some situations, and Canonical advocates copyright assignment policies that allow it to close source if it wants. It's hard to stay motivated in a community when you're going in opposite directions.
- Ubuntu's leadership is becoming increasingly dysfunctional as core contributors either start working for Canonical or burn out. This is exacerbated by poor communication ""from above"" and councils believing that ""Ubuntu is not a democracy"" gives them the right to ignore their constituents. Examples: IRC Council (which is coming up to the Community Council anyway, from what I hear), LoCo Council (which is run by people with poor communication skills and a fondness for a ""I'm in charge, we're doing this my way"" attitude when disagreed with).
- Increased Canonical focus on monetization of Ubuntu as a product, rather than providing commercial support for Ubuntu, and the damage this does to Linux as a platform for software freedom and to the community (just like any monetization of community effort in general). Examples: Ubuntu One (partially closed-source), Ubuntu One Music Store (uses problematic file formats), altering Banshee plugin to switch referral credit to Canonical (disregarding and harming the GNOME <-> Canonical relationship for profit), Ubuntu Software Center's paid apps section (which includes non-Free software), the fact that we are currently advertising the fact that U1 (a partially closed-source system) now runs on Windows (a closed-source *competitor to Ubuntu) as if this is a good thing *on the front page of Ubuntu.com*.



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- Speaking of ubuntu.com, the fact that Canonical repeatedly breaks its web properties and then never bothers fixing them. Last time ubuntu.com underwent a redesign, half of its pages got moved around and apparently nobody got around to using mod_rewrite to fix it. wiki.ubuntu.com's revision history is near useless because the new (horrible) default theme breaks highlighting on page diffs. Launchpad is one UI failure after another. It's a lot of small things, and it adds up to looking like Canonical not caring about community needs.
- Technical issues with Ubuntu: packages being maintained by coredev or MOTU collectively means that bugs in (especially) universe packages often go uncorrected, Ubuntu's six-month release cycle leaves half-baked features (pulseaudio in hardy, plymouth in lucid, Unity in natty) in stable releases so that I can't advocate using newly-released Ubuntu versions until a month or three after they're released. Ubuntu's backsliding on the SRU policy to introduce new major versions of software because of broken upstream policies (Mozilla), even though doing so causes bugs and incompatibilities.
- Consistent failure of Ubuntu to contribute to upstreams which leaves the distro disliked by a significant number of non-Ubuntu projects, many of which I work with in other capacities on a day to day basis."
- I lost motivation when it became all about being a superstar. It's a poisonous thing. Right now, the community is septicaemic.
- It will de-motivate me when the work that I have done are not valued or appreciated. I feel like I just wasting my time to do it.
- Currently I find nothing discouraging. The forms of contribution seems qe working properly and the work of local communities is a major contribution to be linked to encourage more people to contribute!
- "1) Confusing and contradicting information
- 2) Lack of organizational structure
- 3) Obstacles (created) to impede new users from entering
- 4) Does not appear that the community at large is on board with the goal/vision of getting Ubuntu into the mainstream
- 5) Canonical/Ubuntu doesn't have a strong marketing branch to help support LoCo teams efforts in marketing at the street level"
- the way sometimes people who don't speak English fell as outcast because all the main resources are in English, in the southamerica happens a lot!!!
- is difficult to do things, though many agree, but do not fulfill their duty. in Venezuela is not easy because we have no resources for the dissemination of Ubuntu and Free Software., and ubuntu-ve represent greater community support and most active in spreading throughout the country, we are committed to our people and not have major financial, physical or others, POP material (papers), travel, conference room rental, food and even water for attendees, it is difficult to get sponsors, and all expenses out of ourselves, hotels , tickets, meals, equipment rental and video Beams, etc. etc.. not to mention the time that all apply, organize and promote public events,



is hard work, and few of us that we keep performing it. but still, we ubuntu-ve, the community leader in Venezuela and an example for other communities

- "- Last 12 months+ of the Australian LoCo.
- - Lack of appreciation and understanding of Ubuntu benefits in the workplace.. compared to Redhat/CentOS, which is much better regarded."
- I do not see anything de-motivating. But If we have more transparency in Ubuntu membership process and also, tighten the post membership side, it will be really great. Keeping track of Ubuntu members and their activities should be there.
- Nothing, at the moment.
- "Sometimes, I experience the well-known ""perceived bureaucracy problem"". Bugs with patches stay unnoticed by sponsors for _months_.
- A recent example might be this package, which was reviewed too late to enter the latest release:
- <https://bugs.launchpad.net/ubuntu/+bug/815283>"
- Pointless factionalism.
- "severely decreasing stability and quality in some aspects of recent releases, especially on the desktop: i suffer more crashes than I remember seeing in Warty
- a minority of community participants behaving like dicks
- the way design work in done behind closed doors and handed down to the community
- a sense that in making a desktop OS Ubuntu is fighting the last war, and will not be able to transition to tablets etc"
- "1. Our contribution is not appreciated;
- 2. Some people are only taking but not giving back; and
- 3. Some people only into the community for a while then go missing or no more no more active."
- nothing special.
- None.
- "Some things are kept privative.
- I don't really agree that the system has to be everywhere. I just install it to people that request it and are convinced of the change. Making things easier to everyone and take it everywhere in order to be profitable will always crash with freedom. On the other side, I understand that it might be required to pay the salary of all the people that supports the base system. Still, it's a little uncomfortable when you have to make compromises. I just hope that in the end this will result in freedom for everyone that wants it."
- I quickly leave communities where I see petty squabbles. Ubuntu California had problems for a while that took a very long time to clear up.
- People who are negative
- We need more promotion and publicity for the community side of Ubuntu, show people that Linux related careers and jobs exist.
- i think our loco isn't active enough and its de-motivating because we can't help or get



help if needed

- Canonical should clarify governance issues, and should improve communication and collaboration with the community.
- "The way Canonical have choose to manage Ubuntu in the last 2 years, trying to badly copying from Mac OS and other successful user interfaces.
- The fact that Canonical and Ubuntu doesn't sent their changes upstream to Debian and the upstream projects.
- The key choices for the latest Ubuntu releases, in particularly Unity, chosing to have a parallel project with a very similar UI of Gnome3, contributing to destroy the desktop user interface so needed by modern computers with large screens and wide resolutions. Those new UI seem to have been thought only for netbook and tablets."
- Lack of leadership
- It's difficult when people say they would like to contribute and give ideas about how they want to participate, but don't show up to events. This happens a bit at IRC LoCo meetings, as well as planned events. Also, trolls online can be tiresome in the IRC namespace.
- The technology and the people. Seems there is a lack of respect for the seasoned veterans. I was driven away for numerous reasons, one being that it seemed myself or my contributions didn't matter.
- movements to organize the loco more commercial and/or democratic and/or with complex rules
- The 10.10 installer (ubiquity) had a problem that I considered major. It frequently "ate" Windows installations when trying to install side by side. Although the problem was fixed, it took a long time and many people were affected because of this. It took months for the developers to agree that there was in fact a problem! This was somewhat disconcerting to me.
- Swearing, abusive, non-technical attacks on mailing list. Mostly when there is conflict of interest. Debian-devel and debian-legal have plenty examples. In ubuntu - infamous "bugs" bring window controls on the right, bring tooltips back etc
- lack of feedback... especially when no one acknowledges an absence.
- Too much responsibilities and folks expecting somebody else to do it first.
- Having to argue with various leaders about how I feel about something. Being told how I should feel about a situation. Feeling like the Canonical Community Team is about fostering the developer community and if you don't fall into (Upstream, Translations, Cloud, Packaging, QA then there is no one leading the effort that you can turn to for motivation).
- Lack of expressed appreciation from above for the time I have put in...there was a time when my activity was 3-4 times what it is now.
- There's a quite shared feeling community is not taken into account when decisions have to be made, and sometimes there isn't a way to communicate ideas to the leaders.
- I find the the negativity to changes in the user interface getting tiring



- "Huge amount of ignorance on bug reports
- Tensions between Ubuntu & Debian and the Community & Canonical.
- Subversion of processes for pet projects"
- The derelict state in which the GNOME fallback session is; it makes GNOME largely unusable on hardware not supported by GNOME 3. Also, Canonical's decision to use Ubuntu as a platform for what would best be left to academic research, namely developing a new UI called Unity, has severely diminished my motivation to remain involved.
- no money to promote events, fedora comunity send small amount to the embasadors and they promote with flyers and banners and we don't
- Many bug reports go unresolved for release after release, without even a comment from a maintainer/developer.
- Lack of involvement in a local level. As the LoCo contact I feel a lot of people expect things to happen, but do not contribute with the tedious tasks. At some point I did not have time myself to do everything and now the activity levels is low. Hoping to work it out for the 12.04 cycle, though.
- My job doesn't encourage participation, and as I become older, I find my energy for activities outside of work to be waning.
- When it seems like developers don't listen to the community. This seems to be happening more and more. For instance the change in interface lately. As a forum moderator I've seen many many people decide to quit using Ubuntu because of the change to the unity interface.
- "As a community member, Ubuntu is one of my hobbies. But I spend too much time on it, so I occasionally burn out.
- The sheer amount of work to be done.
- How thankless some of the work is (i.e. a tricky transition that I spend days on, involving packages that probably aren't used much).
- Weekends when IRC is dead, because all the Canonical employees are at home, and there's not that many community members filling the gap."
- Exclusion is a very strong negative motivation. This usually occurs by poor communication.
- "Ignored bug reports.
- Level 2: Ignored bug reports, with my patches.
- I'm trying to help you make your product better, and you don't even listen? Meh."
- "Bickering
- Entitlement - People monopolize boards and governance bodies
- People volunteering countless hours thinking that going to UDS is a reward"
- You know, it's linux, you'll probably need the terminal, it's for geeks / coders, etc. And these kind of Lies. My intention is telling people it's easy, like Mac, but free.
- "* Some packages are adopted too early in Ubuntu. E.g. Upstart, KMS, Unity, software-center, empathy... Then users are having many problems with them, and that finally becomes a burden to us that try to troubleshoot their problems.



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- * Bad community members that demand everything without offering anything. Or, that criticize packages and development decisions without even understanding the reasons behind them."
- "1) Unnecessary and increasing bureaucracy.
- 2) That most bugs reported come in *after* the system is so frozen that they can't be fixed. (This is especially true for the kernel!)"
- NA
- "Seeing things that the community in general seems to take issue with, be forced through anyway by fiat. Lots of stuff from the Dx team are getting into the distro this way for example. The button position, those annoying scrollbars, unity, etc. Or seeing important features removed or changed out for seemingly no good reason. E.g. dropping screensavers, dropping classic 2d desktop, etc.
- Many community members are old school types who have (by definition) to love the way things are. Change is fine (gotta have change for growth), but being forced to change with no say in the matter (or to have your say just brushed aside and ignored), is extraordinarily de-motivating for them.
- I think everyone recognizes that Ubuntu is Mark's baby and it's his money, and he should be able to do what he wants with it, even if the community is against it. From the start it's been clear Ubuntu is not a democracy. That's fine and at the end of the day I think everyone's ok with that. But the consequence is that people also recognize that as community contributors, while they don't control the purse strings they do control their own time. They don't want to feel like they're being thought of merely as ""free labor"". When people see they don't have an actual vote in matters that are important to them, they'll vote with their feet. And, it seems, they're doing exactly that.
- And the exodus of these people is what I feel is the most de-motivating to me.
- When we lose a community contributor, we not only lose their tangible labor (which can be replaced by adding paid staff), but we also lose them as an advocate. That person probably maintains computers for a handful of friends and family, probably makes computer recommendations to a few dozen other people, and will affect decisions by many more in the community such as in the forums. Losing one community contributor can thus result in cleaving off a large chunk of the Ubuntu userbase in a ripple effect. We also lose their experience and know-how.
- But most importantly, I think community members bring perspective and alternative viewpoints. They provide a source of unbiased feedback, that could help us make better decisions, more effective designs, and a more widely suitable product.
- As a Canonical employee, I tend to often agree a lot with community members and how they feel about things. But I don't feel like I can say anything in support of their concerns, because it would be a career limiting move to be in dissent with what the design/dx teams want to do. So I end up saying nothing and just focusing on my work. (That's kind of a downer too.) I imagine others I work with are in a similar boat. The net effect is that important feedback never makes it up the chain, and



decisions get firmed up on insufficient data, and management ends up getting blindsided by widespread complaints when the thing becomes public; they stick to their guns (since it's hard to change at that point), resulting in more community strife, which further lessens internal feedback, and the problem just snowballs."

- "Sometimes is very hard to keep translations synced with upstream.
- Ubuntu is not properly recognizing that is based in GNOME and Linux."
- MOTU team disbanded. IRC channels silent. Mailing list silent. MOTUs not listened to. MOTUs can't agree on anything.
- Bitching. Back stabbing.
- Excessive governance. Arguments. Reluctance to shed the past in order to move forward.
- Lack of transparency without discussion and feedback from community by Canonical (buttons on the left, unity by default, Ubuntu font). Low influence of Community Council.
- "Effort that goes to waste. (I try to prevent that)
- People who put negative energy in things they don't like.
- People who like to argue."
- I was formerly part of one of the irc based support groups. The small minded bureaucracy and some of the in-fighting was quite de-motivating,
- When I was first starting, it seemed (or at least I assumed) that only programmers could really help out. And, while that is not necessarily the case, the community does still seem to focus on developers (which is most likely just due to the fact that most Linux users are "tech geeks"). Currently, I have been unable to contribute due to time.
- Lack of communication, support and documentation when major changes do need to be made (Unity continues to be an advocacy disaster for teams I work with). Lack of a clear process and general feeling that you need to "know someone in charge" to get some things done (UDS blueprints for communities fall into this category). There have also been commitments by Canonical to the community that have not been followed through with (IS has gotten better at responding for hosted things! Thank you!) but Canonical took over the Free Culture Showcase and it was poorly managed and disappeared, the countdown banner contest for this release was not handled well, server problems (including data loss) with the loco directory have made my LoCo team unwilling to rely upon it. As a leader in the community these things demotivate me, and yet I'm still expected to help others come to terms with them.
- Stagnation, not achieving goals, poor quality
- Sometimes you put efforts on an activity and people does not respond as one might expect. For instance, last UDG did not take place because there were only two of us, and the responsible for the venue did not appear.
- "Bad handling of community-Canonical issues. See: the what counts as upstream vs ubuntu-specific contributions in Ubuntu Membership review meetings. The Canonical employees (not necessarily the community-team members) were disrespectful of the



concerns of the (very active and important) community members. Some members chose to quit their leadership roles because of that.

- When the people who know how things work the best feel they are being ignored/not told what is going on/disrespected then you have a very poisonous situation.
- Also, the trajectory of the real Ubuntu leaders (Mark/Canonical employees) towards less openness in process. There have been major mistakes made: Ubuntu One server code, Unity's development, Launchpad (until recently)."
- Managers not listening to the feedback, and dismissing people when they take the time to talk to them. It's frustrating when they keep asking the same people to do stuff and those people actually aren't the appropriate people. It's also demotivating when people say they are going to do things and don't yet we still keep asking them to do things that are important and need to be done fast. I'm not saying tell them to stop taking part, but when you keep giving them tasks and they end up uncompleted it's frustrating and annoying.
- None
- New changes some time are not consulted with the community
- Trolls
- Sometimes people in the community do not support LoCo Team projects as much as we want to
- few people
- I don't like people coming to Ubuntu just to bash it. This rarely happens, people are normally really open to and willing to give Ubuntu a shot.
- Well, there's nothing that de-motivates me while contributing. When members disagree on something, they discuss and find a solution; when I want to share my ideas, they are not ignored; when I need help, I'm given help -- so really, I can't find anything de-motivating.
- Our tools and processes suck. Fighting autoconf and packaging and the coping with the many choices that are a result of community and volunteer driver project where there is no clear focus.
- We -- Canonical -- do not do a very good job on explaining the directions for Ubuntu; as a result, much of the complains I hear follow the "why should I bother" line.
- "See above.
- I feel Ubuntu is now too focused on trying to out-Apple Apple. I think this is a failing strategy, and it bores me. I also think that one of the real strengths of Linux is the command line, and that relegating it to insignificance is a disservice to young users who should be learning its power and being exposed to scripting as a bridge to learning to code.
- From 2007 I wrote a re-spin of Ubuntu using Bash and the command line. (INX's Not X - <http://inx.maincontent.net>)
- This was intended as a fun educational ""toy"" for those who wanted to learn about the CLI etc.



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- Unfortunately from Ubuntu 10.04 on, a lot of that became simply too hard to maintain because a number of apps that depended on the frame buffer ceased to work as needed - I basically threw my hands up and stopped."
- "Its a big and very interesting community
- you can learn not just about ubuntu also about other cultures and ways of see the world"
- People who bitch at us when we are trying to do our best and also say we don't give anything back.
- "This is not pointed at anyone in particular, but I have always been the type of person that sees a need and tries to address it. Sometimes, I take a lot of time to bring up ideas, and am asked for input. I really get De-motivated when I am quickly dismissed after sharing an idea/ or ideas, and not given feedback why it wasn't what the the person was looking for.
- It sometimes seems as though, if it isn't his/her idea, they'll never go along with it.
- I can give examples of exactly what I mean, but would prefer to do it in private."
- The combatitive nature of bug reports.
- Ignorance, not listening, misrepresenting the present situation, fights.
- Things that cannot/won't be fixed. People's opinions being shut down.
- Impression that power user are not taken into accounts.
- arrogant users
- "Jono is a nice guy, but not as good as Mako at understanding community needs and understanding why the community reads participation as a form of trust and secretes as a form of mistrust. I'm afraid to say that Jono doesn't seem to be very effective at pushing back against some of Canonical's internal politics when they effect the community.
- Having computers of people I know and helped to Ubuntu, break because of upgrades. Recent releases have been unstable and abnormally problematic on older hardware causing very negative feelings as trust breaks down."
- In Israel contributing is weird, most people are greedy and they think I'm a sucker due to my way of giving
- Sometimes it feels like you have no decisions in the outcome of the overall operating system, sometimes it feels like there is not so much of communications between Canonical and the community
- Being discriminated against for working for Canonical, I contributed just as much before I was employed here and was employed based on my contributions. High barrier of entry to MOTU/Core-developer. It's less hassle to just make changes in Debian and have them propagate but that is not feasible with a lot of things which cannot be done in Debian but we do in Ubuntu.
- I burned out of contributing to my LoCo a few years ago. I do not contribute much anymore.
- Mono and other incursion from the Microsoft world.
- Well at the moment there is a lack of information about where the project is going. I



know where its going myself since I was working at canonical over 6 months ending around 1 month ago but on the ground a constant problem im hearing from people is that canonical's work is starting to be a lot more closed off from the community and it is very very true.

- People whom are not willing to help find their own solutions given a little direction. People literally want solutions giving to them rather than them using their initiative
- Autocratic attitude of some of the team's members.
- Make-busy work. Read cjwatson's triaging rants on his blog from 2009. Nobody feels valued when they're told "this is easy, go do it" then get scolded because it's not actually newbie stuff and of course they did it wrong because they were set up to fail (like by triaging a bunch of bugs as dups that aren't). And nobody feels valued when their bug reports are closed just because nobody got around to fixing it yet. I wouldn't be surprised if the only testers who aren't demotivated are either also developers or have a developer's ear.
- Sometimes de-motivated by many of the FCM readers not contributing to the magazine yet always asking why we don't write about X or Y.
- "Ubuntu seems not believe developers at all.
- When frozen, some work is need ,such as sync from Debian.
- As a develop I will balance it. But now, I have to give up due to the so many progress to do, waiting from team and teams."
- trolls, people fighting against everything for no reason.
- Dealing with egos and difficult people
- Really, I don't find anything to be de-motivating. I contribute the amount and in the manner I contribute because I'm a dedicated employee that strives to make Ubuntu the best distro available. If I worked at Microsoft on Windows, I'd do exactly the same thing.
- The people who say that will do something, and later do nothing
- Not to much, really.
- Support/Communication from Canonical to the LoCos
- People who complain about certain things, but do not help a hand by themselves to improve it.
- lack of focus on fixing bugs, e.g. hugely buggy Unity being pushed instead of just fixing Gnome 3
- stagnant issues not solved
- The hijacking of the Ubuntu name and spirit by LoCo managers who are not accountable to the Ubuntu Code of Conduct.
- The loneliness of the work
- "- Lack of visibility in decision making
- - Lack of the possibility to influence the course of Ubuntu
- - Lack of goals I'm passionate about"
- Some decisions made by canonical.....
- IT's been 4 years of work, there's no real new blood in Kubuntu documentation and it



has always been a struggle

- Community squabbles.
- Some of the people in the leadership positions (in the community) are not very motivating. A lack of support from IS when it comes to issues with web development.

Question 9: What do you feel leaders in Ubuntu could do to help provide a more motivational environment for your contributions?

- not sure
- Search more and more new contributors ... besides making everyone can help and be helped.
- Find a way to convince Canonical that even if employed by this company, they are not higher in the volunteer community than anyone else who has not earned the respect of the community.
- Pay very close attention to community volunteers and manage their stress levels a bit with a push outside to the Big Blue Room for a while. And massage therapy.
- Incorporate more input from the wider community.
- try to connect LoCo's to other Ubuntu global communities.
- Well. Actually I think Canonical is going in the right direction with its team leaders
- I believe there's a feeling that Ubuntu leaders are untouchable. So users might feel that if leaders do something wrong (as everyone makes mistakes) no one will be there to make them justice. Maybe spreading the idea that being a leader is not being better than the others, but only having other skills, would make people feel equal and want to get together to help.
- Draw a more clear line in the sand between canonical and ubuntu
- recognition
- "1. provide better access to key people within ubuntu so that i can better direct ubuntu studio
- 2. provide a developer to assist ubuntu studio"
- Nicely integrated hosting/site support for locos.
- Not sure
- Within the forum community, there is an overabundance of negativity. The forum needs to be injected with a lot of positive energy. Good projects for the forum community to sink their teeth into, positive energy that will help members think and talk about Ubuntu in positive ways. The current environment favors negativity due to a largely laissez faire attitude by the forum council, the community council, and Canonical.
- Nothing. No one can force to fix a small broken part of community.
- There are areas of Ubuntu where the distro could clearly be a leader in certain market areas, especially education, but it seems like either the people chosen to lead that area don't care, don't know what they are doing, or its simply such a difficult



market to penetrate. I've worked with several private schools running LTSP Ubuntu and they are happy campers, but there are many many pro-windows (mostly anti open office) people in the education camps. Its difficult to know how to win those people over, but a presentation comparing moving from MS win and MS Office is absolutely essential as people have been braimwashed into thinking because office is free it must be a worse product.

- Be more visible.
- Further encourage tallented people to contribute. To encourage non-technical people to contribute in other areas, so they feel invested.
- communication is the key, in my opinion, I thing that's a field in which we will always have to improve, both for leaders and for single developer as well.
- Improving the commercial ecosystem around Ubuntu, the part that does not directly involve Canonical. I'm a bit dismotivated by how poorly eg. Ubuntu Marketplace has been run and nowadays practically even hidden from the sight.
- broader sharing of unity technology with other distros
- I don't know. sorry.
- %90 - step down.
- No idea.
- Try to develop more of a culture of experimentation. Rather than being scared/resistant to trying new things, we should encourage a "Try it and see" mindset
- nothing comes to mind
- Help to new people who wants to collaborate
- Not applicable for me, I feel that I am already motivated enough.
- meetup , awareness , community builder programme
- I dont follow leaders anymore... read some guidelines but that. I seem to have problems regarding leadership.
- I would like to see cool things done on the technology side of ubuntu more on the planets by developers and such. The nitty gritty is always interesting.
- They always say you're doing a great work, you are an essential part of the project, without you things can go worst, make contributors responsible for the work that are doing
- Find more people to help jdstrand and have more transparency and accountability about processes.
- have more participation at events, give talks in schools so kids can learn at a younger age, which is to use GNU / linux
- Personal Meetings to know the work of other leader. in my case i have't too much time to read every work of every Ubuntu Member or Ubuntu LoCo Team
- Unfortunately, the attitudes of a very few couple of the leaders could be better. Sometimes they sound condescending when talking to "regular/non-leader" members.
- "* Try to keep processes at a bare minimum



- * Stronger gating of features to improve quality"
- Now that debhelper 7 exists and has made the actual task of packaging much easier for simpler apps, I would like to see the powers that be not only improve documentation like they are working on, but perhaps provide (gasp!) GUI tools for app developers to package their wares with.
- Sometimes I find it difficult to be heard, especially when the need is quite important.
- Contribute occasionally to ubuntu forums and especially developers/leaders visiting the ubuntu +1 testing forum.
- Dropping by a team (loco) meeting, shooting an email to the mailing list, tweeting @ a team. Just the small things.
- A clear direction, maintained tools, not unfinished initiative, or unfinished projects.
- Encourage working on some issues, giving more responsibilities to people who demonstrated to deserve them.
- Maybe being more open to the changes and to the future.
- Nothing to say about that
- Until now the leaders in Ubuntu always provide motivating to all member to contribute
- I think top is best to have straight answers, clear, in different languages that the team responsible for the insane have no preference, do not have discrimination, who constantly encouraged to participate to work.
- Put Mark in his place and make it clear that we actually care about the Merit of Meritocracy.
- I think everyone needs to stop and think every once in awhile, and reflect on what we are working for. If we keep working towards our ideals, and dialogue enough with others to think together towards those ideals, we will get there, we will succeed.
- present achievements of work that the ubuntu community has done to upstream projects better, both internally and externally.
- i think the usual Ubuntu party, and other reunions are great, but it would be nice to have a coverage of those event online for people like me who cant participate because of the distance.
- No idea, seriously. What I feel like is that some people need hardware to work on and not everybody can afford to buy it
- "I think it would be helpful to have a paid documentation person at Canonical to facilitate some of the infrastructure that is needed, and to facilitate learning within the group. They don't have to do all of the writing itself, but just help with infrastructure and all of that kind of stuff so that people who want to write docs and write them.
- Red Hat has over 60 paid, full-time documentation staff, and some of those docs people contribute to Fedora docs through both infrastructure work, some coaching and some docs-writing work. Some help from within Canonical in this regard would be helpful.
- I'm not even considering myself for such a role. I just think it would be very helpful to



the team, to the project, and to Canonical."

- I have being accepted as an Ubuntu Member and Forum Staff recently. I think that is enough motivation.
- "* Community managers could try to listen to the community, follow by themselves what happens, etc. Right now it looks like they're more busy writing blog posts, tweets, etc. to show that everything is awesome.
- * SABDFL isn't present _at all_ (outside of dx and unity bug reports... and TB meetings). This is sad. Ubuntu is main+restricted+universe+multiverse, and he's only visibly caring for a handful of packages in main. If he only care about that, he should probably use another acronym to reflect that.
- I don't recall anyone of them asking derivatives' teams to know if everything was fine, what they think could be improved in inter teams collaboration..."
- Ubuntu leaders do a good job of responding to events but those not working for Canonical are out of the loop in many areas and have official communication channel with Canonical. SABDFL has been long absent in directly trying to help focus the community. There is no focused, centralized marketing/advocacy message.
- Would like them to blog more about their experiences so that we get a better insight as to how do we become future Ubuntu Leaders
- Do what it takes to make successful releases
- I think we are on good tracks here. Encouraging communication outside of Ubuntu (Debian, Upstream in general) is something that still though needs some pushing at times
- revert back to members of teams.
- Be more involved and worried about the application/review process of applicant developers/community members.
- Provide some motivation. I'm going to pick on Jono here as he is the Community Manager. We hear a few posts around a release about how great the current work is and what is desired from the next. Then he largely goes dark except for posts about his music or friends/family.
- A significant part of the contributors are still highly technical people so perhaps helping them with their stereotypical weakness might be helpful. For example, marketing the contributions of developers might help make them feel better about their work seeing it used by many people. It might just be a simple matter of showing them how much their work is being used, it might not even be necessary to do any additional promotion.
- Work with the community more, i feel in the last couple of releases they have become more distant and such.
- Involve Canonical employees in the community work more
- Currently I can't name anything.
- Unity is unique, it needs to be slick, fast, stable, beautiful, ... Then Ubuntu will be even more popular with Linux and non-tech users ... This will make it easier for me to promote or contribute to Ubuntu



- "Make better decisions about who they put into delegated positions.
- Im honestly not sure of more than this right now - things need to be done, but what is the best caourse of action escapes me atm."
- A sane, flat organization where leadership and casual contributions communicate easily.
- "Duno. ... more personal involvement maybe. (But I know we all have limited time...)
- Understanding of the fact that other people are also volunteers - so tasks shouldn't be dumped on other people without due cause."
- do major lib/package update in tandum with debian instead of always having to be ahead of them
- Things are working rather well from my point of view.
- In this situation very little things. Leaders should be made aware about what's happening in Ubuntu. IE: LoCo Leaders normally known infos from Planet or public lists and are not able to deal with trolling and attacks from people outside and inside the community.
- Facilitate access to notebook and tablet with Ubuntu in my case and training trainers
- Be truely open and resist open-core ideology
- Give me a full time job making podcasts for Ubuntu. :)
- i never saw a leader if you forget sabdfl
- "I don't understand the question.
- But leaders have to be more than one, have to communicate, have to form new leaders
- A time machine could help too."
- "Leaders in Ubuntu can't do anything to fix the fundamental problems. I think Ubuntu leaders need to be vigilant and call people on things when they are out of line (specific example from the natty cycle was a feature freeze exception where the Canonical developer said we had to approve it ""because Mark wants it""). It was made clear to him that only the SABDFL gets to play the SABDFL card.
- Fundamentally the problems that are demotivating the communtiy are in Canonical and they have to fix them if they want non-Canonical people to feel engaged."
- "Communicate and listen, and stop barging into situations that you don't understand and enforcing policy changes without taking into consideration the nuances of the situation.
- Listen to and address concerns from Ubuntu contributors, rather than taking what they're concerned about, changing it into a different concern that you're able to handle, adding buzzwords and bullet points, and releasing solutions that don't address the problem.
- Talk to non-leadership people rather than just having private discussions over the phone with ""core stakeholders"", because the opinions of non-loud contributors are important too.
- Recognize when your team members are burned out and have a plan for dealing with that instead of brushing it under the table and further compounding problems by



ignoring it.

- Don't be afraid to delegate: someone below you screwing up occasionally is a lot better than nothing getting done because you're stuck unable to get quorum or make decisions because of intra-council drama.
- Ubuntu is not a democracy, but that doesn't mean you can fail to talk to your team members and the wider community about decisions you're making, give the illusion of considering situations while privately promising to rubberstamp a decision you've already made that goes against community consensus, and generally be dictatorial and rude when people disagree with you. The contributions of your contributors are probably greater than those of your council when it's all summed up, stop treating them like you're more important than them.
- Communicate and listen."
- Genuine participation not bureaucracy.
- Leader can help motivate us by acknowledging what we have done. Perhaps, giving advice to us to get better in contributing. Leader should provide directions to where are we going where we can follow and improve more on what we are doing.
- I personally think that projects like the "beginners" is very important and workshops like the ubuntu user's Day are a very good incentive. Personally I help with classroom in Spanish and we plan to initiate a cycle of small talk to be encouraging new people. Of course, all these initiatives overseen by the leaders of ubuntu
- The leadership team needs to all be moving in the same direction towards a common goal. Currently it appears that the leadership is 'silo-ing' and thus it doesn't appear that they are communicating and working together towards the same goal/vision.
- yes, but always there's room to improve
- "I have many ideas and opinions, write a Bible (joke)
- one of the things I think should be done is to create documents or creating tutorials for the LoCo Team's. and LoCo Contact, ubuntu members; example, I have an idea and want to publish in Canonical or representative can listen to and put in discussions, how do I?--- few know, even I have doubts ..
- How do you pack?, - There is much information (in English) and is very old, or different, are questions to read and try to run, but is actually very easy, but difficult for beginners, to know what information is common better validity. if you read information from 4 years ago.
- ... I think that should be given the opportunity to learn about Ubuntu Members to obtain certifications and being able to give authority to certain levels of certification, such as courses, tutorials, e-learning and so on. in my country many people and institutions want to certify their employees or individuals seeking a certification, in my country, an important examination certificate to obtain employment or demonstrate your experience in any specific theme or point, I think if we create any style or in certificación LoCo Teams that can dictate courses (example: Programming, support, Development, etc.) and have an endorsement by the local community, is prestigious, and can attract, the more people to Ubuntu, i have meny



ideas more, but it is enough today"

- Unsure.
- The environment is already great as I mentioned before. :)
- I think the environment is very motivational, at least for me.
- Ubuntu is already doing a lot to motivate contributors - people are often featured in Ubuntu development update articles and honored in many other ways. There are workflow procedures for new contributions (patch pilots, etc.), so I think Ubuntu is already doing its best to be contributor-friendly.
- Celebrate those who dive in and make a difference.
- "put real effort in to improving stability
- crack down on antisocial behaviour on the rare cases it happens
- try to make unity a real open project, not a corporate project that happens to get released"
- "1. Appreciate the community contributions such as recognition of their (official as well as non-official) LoCo team although their contribution is small;
- 2. Provide official support / guidance to LoCo team and their activities;"
- I really do not know, maybe more support to the LoCo teams with the shipping of CDs and promotional material for various events in which they participate.
- Matthew East is doing a fabulous job as a leader for Documentation team. Please find similar great leaders in other teams as well, if there's no one yet.
- "Public recognition of contributions is great. When Daniel Holbach writes about the new contributors, I bet they fill motivated.
- But small details are also important. I really thing that no bug should be left without thanking the ones involved in reporting, debugging, triaging, fixing and releasing it. The same for answers and ideas."
- I get a thrill from being recognized for good work I do.
- wider range of areas in which to contribute and receive recognition
- "More comunication, less distance from top-to-bottom of community.
- This is important:
- Since Non-Geek people are coming to Ubuntu its really hard to get them in touch since they dont use Mailing-Lists, IRC, Wikis,
- so News, Updates, and other communication need to be present on Social Networks too (Google Plus, Twitter, Facebook, etc),
- random example, last Tweet of sabdf1 is ""Ubuntu 10.10 are coming"" (!), he dont even have Google Plus, people like to follow, see photos, the ""MakingOf..."" , the same for other Leaders of Ubuntu.
- Not only Coders, say to Designers, Artist, WebDevelopers to comunicate on Social Networks their tasks on Ubuntu.
- Make Womans of Ubuntu visible too, so girls world wide want to join in.
- Not so important:
- Showcase on the Web some Professional and *Specialized* Freesoftware Software that people dont even know exist on Linux,



- I.E.: FreeCAD, Blender, Gimp, Inkscape, RawTherapee, OpenShot, and such
- a Big Stop its Specialized software that people think dont exist on Linux, Libre or Free or for-Pay.
- Make visible that Ubuntu, the Community Proyect, is and will be separated from Canonical, the Corp. but we are pushing in the same direction."
- i don't know, but if i will have an idea you will be the first to know
- Drastically changing the direction taken.
- Keep community posted on how to help.
- Good question, I'm not sure.
- Say thank you and pass it around. Actually care for the people in the community and not act like they care because they are in a leadership position.
- keep the loco organisation easy and simple, based on CoC, meritocracy and open for everyone to contribute
- Make the bug notification process easier.
- Overlay toolbars went down well with community, tty colour scheme didn't. Less of latter more of former comunocation and timing.
- "provide feedback and inquire with absent members giving them compassion and understanding while encouraging how they have
- positively impacted the community."
- Listen more, block out time to think about issues, bring it up with others to find solutions.
- If you mean Leaders as in formal leadership such as CC, TB, IRCC, FC, LC etc then I think if you are a LoCo leader and you are elected to the LC then you hand over your LoCo to another leader (who by the way you should be mentoring), If you are on the LC and get elected to the CC then you give up the LC etc. I think it's a conflict of interest to gather up leadership positions. The set up for burnout and frustration increases with each position of leadership a person takes on. I think the minute you take on a leadership role you are constantly looking to mentor someone to take your place. Leaders should be seeking leadership development, know themselves, know their weaknesses and seek to improve them constantly and as a community would should be developing the resources to help our leader be great leaders. Leaders on the regional boards should encourage those seeking Ubuntu Membership to do one thing well and not try to tackle the whole community. Leaders should be finding ways to acknowledge and help write "motivational paychecks" that don't bounce. IE make sure that if someone volunteers for years in the community they know how to include those skills on their CV/resume. Developers can point to their code but there is nothing concrete that non-developers can point to. Value all contributions. Leaders need some type of support group, and need to feel like they have a purpose and responsibility. There is a fine line between entitlement and acknowledgement but finding ways to acknowledge contributions without breeding a sense of entitlement or burnout.
- Graciously acknowledge input and efforts. Don't allow anyone to feel ignored or put



down.

- Listen the community more.
- I like to see leadership take an active roll in communicating with the forums on a more timely basis.
- Stop reinventing the wheel and learn to work with upstream GNOME. Stop making coulisse decisions about drastic changes such as switching the default desktop to Unity.
- This one is hard to answer to. In general maybe allow the community to contribute without so much hassle (SpreadUbuntu is a good example of a project with a good track record that took so much time to get general recognition).
- I have fantasies about becoming a serious contributor, but lack the basics. I think that it's CRITICAL for LoCo's to remember ALL their audience and that new people who come in from services like America Online, do not understand "geek-speak". Giving them an answer that makes them feel like an idiot is not the right approach. It's hard to answer the same beginner question a billion times, but if you want to grow the community, it's the cost of doing business.
- Writing more clear documentation for new contributors.
- Listen to the people. The people helped build the operating system but the can also kill it but leaving due to unhappiness.
- Having more life in MOTU would certainly help, but that's not something the leaders in Ubuntu could provide.
- My impression is for the last two release cycles there has been a lot of pressure to get a competitive product out the door and there has not been enough time to care for the community. The areas I participate in are either completely broke or do not work well with most of the effort being performed by Canonical or contractors hired by Canonical. IMO the entire business model as it relates to community needs to be evaluated.
- Make sure there is enough people to take care of bugs.
- "Set realistic expectations about work that is expected
- Set term limits on boards
- Only one board at a time"
- I think everything's fine. My "boss" is kind and makes a great job and he's an example for us, an unsatiabale worker. That's the motivation I need from him.
- "* Have x11vnc, socat and screen preinstalled, plus a small helper dialog to initiate reverse connections with them. They are perfect for supporting people behing NAT by just telling them to flil the technician IP.
- * Provide a framework for customizations, maybe coupled with PPAs where developers could drop packages, themes and settings. One implementation could be to have a ""search/add PPA"" function in software-center, where one could e.g. easily add the ""Greek schools PPA"" and install the whole ""gymnasium"" package.
- * Don't adopt immature packages too early.
- * Try to be as close to Debian as possible.



- * Split the #ubuntu IRC channel into more channels, it's chaotic in there."
- Work on unify packaging so you don't have to learn new skills when you need to enter a new package. (E g: some use quilt, some use merge-mode branches, some use cdb, some use 3.0 source format, etc)
- I am not sure... for myself I do not need external motivation though it is nice.
- "The general problem is that too much serious change is being done from ""on high"", with seemingly little or no transparency to the community (Canonical-only pre-UDS design presentations, private Google docs, private PPAs, etc.), and it feels like the community preference is entirely excluded from the decision making process.
- I'll try to give some specific, tangible suggestions:
- * Whenever radical new design changes are done, always include an easily accessed feature to allow people to return things to the previous design. Include some mechanism for tracking this, and if it appears a lot of people are switching the new thing off, be open to restoring the old way or at least continuing to support it as a valid alternative.
- * Allow the community to decide some matters. Arrange votes or whatever. And then stand behind those decisions and support them officially. Doing this will help a _lot_ in making people feel they have a way to be heard. Things like deciding whether application A or B is included on the default. Or deciding on what background image is the default. Or the release codename. Or which of several design options to choose (or stay with the old.) Stuff that's important to users, but not necessarily critical from a business standpoint.
- * I think the 'Community Manager' role needs to be split in two, because it (often) involves two conflicting agendas. First is 'Community Liaison', which means communicating Canonical's plans, needs, and interests to the community. The second is 'Community Ombudsman', which means the inverse - communicating the community's needs, concerns, and complaints back to Canonical. It may seem logical to lump them together into one role as is currently done, but they're actually distinct - one is an advocates for Canonical, the other advocates for the community. I have to imagine you've felt the conflict of interest in trying to handle both: pressure to toe the company line, followed by feelings on the community side that you've ""sold out"" or otherwise neglecting their needs? Also consider making the ombudsman a paid but elective position by the community, as that would help eliminate the ""toe company line"" issue."
- It's not about leaders. We don't need leaders.
- Eliminate obstacles and barriers to contribution. Broaden the definition of community. Provide resources that amplify local efforts.
- Increase transparency of important decisions. Revive Ubuntu hall of fame. Add some small rewards for most enthusiastic Ubuntu contributors like Ubuntu t-shirt one per year or increased storage in Ubuntu One.
- I don't know.



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- Better communication.
- Keep the process simple and encourage more team projects instead of individual work. Having non-time consuming ways of helping (other than using alpha/beta software and reporting occasional bugs) would be great.
- I understand that big decisions need to be made sometimes, but frequently FUD gets spread unchecked for a very long time because there doesn't feel like there is any kind of damage control plan. The Unity example is recent one - wiki pages were slow to be updated, much of the documentation produced was spread on sites like askubuntu.com rather than official venues so people who don't "know" where to get the documentation couldn't find it. There was very little official communication properly explaining why the change was made, so the comments I get from people are all "Gnome Classic was fine, I loved it, why did Ubuntu have to RUIN my desktop?" Rather than "Oh, I see, Gnome Classic is going away and the new version of Gnome is not good, so this is the alternative that Ubuntu is providing."
- Set and meet expectations, meet commitments, act with authenticity and integrity
- It's been more and more difficult as Ubuntu is not a novelty now.
- Make sure, and work hard to ensure, that the culture at Canonical is as open to and respecting of the wider community as possible. I know many in Canonical are open and respectful, but there have been enough comments made from leaders in Canonical to make the assertion that something should be fixed.
- I'm an ubuntu leader already, what I think would be beneficial would be to get questions answered in a timely manner from canonical or when make suggestions that they take them on board. some do and it's great, but the lack sometimes of information not coming back for weeks is too little too late
- More free stuff!
- An easy way to create personalized isos, like susestudio.com
- Look at what people are saying on the forums - it's fairly obvious that the forum is the red haired step kid in the corner.
- I believe a great job is being done
- use more the social networks
- I am perfectly fine with what the leaders in Ubuntu currently do.
- Not sure they can. Focus and convincing that there is indeed a chance for this succeeding. Sharpness to figure out which of our tools and processes are not going to cut it and the boldness to ditch them all without upsetting those who think they are all well.
- Engage the community early on the middle and long term projects; I understand that there some .times we can be bound by NDAs, or on something that is mostly internal; but there are many others that should be discussed -- for example, the potential issues on UEFI secure boot
- I think I covered that above.
- more easy to digest manuals for beginners: people who want to help beyond the translations



- "There are tons of people that are trying to get involved with the project, it seems. I think part of the problem, is as the project is growing and evolving we aren't setting any real achievable goals or targets for new people that become involved.
- So we kind of shoot from the hip, when asking the newer folks to help out.
- I think we need to try and have a discussion on tangible ways we can achieve Marks 20,000,000 goal.
- It also seems that people are actively searching for ways to contribute, and we should have our eyes and ears open, and take some time out of our days to encourage them. In the long run, everyone will benefit.
- This is another topic that I would rather expand upon in person."
- I don't have many comments on this; I think you're doing a fine job.
- Regarding Unity, IMHO the relationship between the community contributors and Canonical's developers is perfect. Nothing wrong!
- Make clear their place in the bigger picture of the Ubuntu project. Define the responsibilities of the community, of the different community members, so everyone knows where they stand.
- Provide proper mentors.
- Be more open to power user, as they participate and could help users.
- Prize/gift or honor board (member of the month)
- Be honest, work within the community, talk about problems and invite community participation in trying to find solutions. Even this survey is a many to one example of the community not being involved in a discussion.
- It should give advices, tips & tricks and news in community webpages around the globe.
- More advocacy and invest more money in advertising to the private market...
- Less discussion on problem areas which will never be reconciled (such as the Ubuntu vs Canonical divide) and perpetuate negativity which demotivates everyone and more discussion on other things.
- Remove Mono, restore GIMP to the base distro and CD.
- Well to be honest its more at canonical's end going by my statement above.
- There are no leaders to my knowledge, only community so I cannot answer this.
Poorly worded question
- Clearer paths to real useful activities. Be honest about skill requirements and help people gain more useful skills.
- Publish Full Circle in dead tree format. But another alternative would be to provide issue(s) of FCM either as standard on the CD or maybe even by default in Ubuntu One.
- Believe developers Please!!!
- Clearly define who/what they mean when they speak about "The Community". Be honest about how much input they really want from "The Community". "The Community" has no say in where UDS is held. They have no real say in the look and feel of the distro. Be honest, you want "The Community" to provide free testing, to



- give you a position of power within the "Linux" community.
- Keeping in contact, present, and doing things.
- The people with a leader role that I know are doing a great job.
- focus on quality again
- better communication about decisions and plans, especially longterms
- provide better oversight on the way the LoCo are managed and the brand of Ubuntu is used.
- Leaders must be or at least must try to be closer and recognize the work
- What the previous answers say :)
- Listen to the community and provide a more obvious way of the goals Ubuntu is heading for
- change the release cycle, build more time in for work
- Offer more 'props' for good work, especially in areas like web development and such that happen in the background.

Question 11: How do you feel we could improve the sense of influence and impact your contributions have on Ubuntu?

- "Show some support for the community. At least act like you care and are involved. The leaders must participate in events. I don't know how many times I've seen things like the GBJ advertised but the leaders of the community say 'I couldn't make this planned event' while expecting others with the same busy lives to do so. Answer concerns directly. When a new concern is raised the proper answer is not 'It has always been that way and no one previously complained'. The proper response is 'No one else has complained, deal with it'.
- Allow non-approved teams to receive a pack of CDs from each release. Even a smaller set would be nice for advocacy reasons. As it stands now, unapproved teams are more or less told, do it all on your dime for us."
- Just provide a feedback loop, the sense of influence and impact might be absolutely awesome but without this loop there is no real way of knowing. I often feel I'm throwing contributions over a wall with good intentions and hoping for the best.
- Listening to the official members of the communities of each country! Like this initiative...
- Canonical as a profit-making corporation makes decisions that impact the community without the influence of the volunteer community. By going back to the roots of this great company, when the volunteers drove decisions more than the corporate decisions did, the community would again have a voice. Separation of Corporation profit making and volunteer community is a fine line. Canonical has crossed that line



many times and has not shown the community their efforts will make a difference in the future of Ubuntu.

- PS3/XBox style trophies. Or "campaign ribbons." Wait ... I was joking, but holy crap, that may actually not be a bad idea.
- Give people more recognition for their work. Rewards. Maybe even a certification or a thank you card from Mark.
- I have no opinion about this issue. Feel little confused.
- I feel that there's this idea that people that are listed as "top contributors", "top translators" or whatever are considered way above average, so people feel discouraged to do something as it seems they won't make a difference. So a way to improve this is making it possible for users to see that what they've done is noticeable. An example of that is doing translations on launchpad. Even if I translate a single string, my name will be in the list of people that contributed with translating that package. This surely made me want to help more, because even the tiniest contribution is noticeable. Another good example is how the QA team the contributors in their "call for tests". They add all nicks of all people that helped doing any testing, and send an email with that to the QA mailing list, thanking all of them. I find that encouraging as well.
- By more clearly drawing the line between canonical and ubuntu.
- "i feel like a faceless cog on a part of the machine that most do not really know about or care about. if xubuntu and kubuntu are children of ubuntu then i feel like ubuntu studio is the retarded, bastard child.
- i think feedback would be helpful (both positive _and_ negative), inclusion on some settings perhaps, core-dev or audio developer support, possible design support"
- Giving more info. The debacle of switching which side the window controls were on would have been less of an issue if the leaders had just come out and said that Ubuntu was going to have a desktop environment that required it instead of a general "We have plans" with no further info.
- Maybe someone recognizing the contributions of others. This might be on a list somewhere, but I don't know where it is anymore (istr some sort of top contributors list).
- More interaction between Canonical and the forum community.
- This one I wouldn't know how to answer
- UDS actually mattering, and not heading towards being a puppet show. That is, Canonical doing it's own thing outside of UDS agreements. :)
- Try and remember the world is not just about the shiny clicky bits.



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- Reignite the papercuts idea for wider scope of issues besides software bugs. There are papercuts elsewhere as well, that affect eg. loco teams, non-English users, commercial partners et cetera.
- Taking into account the limits set by Canonical's policies an direction, a fairly good job is being done already. I'm not sure I can suggest a lot of major improvements.
- much better communication of road maps and plans, stop direction at UDS, UDS should be a tool to discuss direction, not actually decide and rubber stamp it. Have more survey/data collection, talk to / setup projects on the many mailing lists and irc channels to gather data/perspectives for long term projects and take them on board.
- Maybe attempt to increase the communication of ideas between different Councils and governance boards, to share and generate new ideas.
- I don't know.
- recognition & rewards
- I just have to contribute more, in a more solid manner, so i can get the right to be heard...
- More transparency with Canonical decisions
- Making survey for some decisions? It's so simple...Ask to users. "Hey users, do you want the program X or Y?", "Which is better for you?" Not for all decisions, just for tell to users we care of what they think.
- improve the message to the end user, from schools, to learn to use it early.
- "There's a *LOT* that can be improved.
- Firstly, why have closed sprints for Ubuntu related projects? It doesn't have to be on the scale of UDS, but it should at least be public and if people want to get there on their own they should be allowed to attend.
- It sucks that by the time it gets to UDS, there are a lot of sessions where it is said ""Oh, but this has already been decided at this sprint or internally in Canonical"" or whatever. This basically restricts community involvement on a large scale, and is highly demotivating."
- Specify LoCo mission to reach out to Linux User Groups more
- Forums are a special place within the Ubuntu Community. Some very good suggestions are made there, but forums are not traditional channels where suggestions or improvements are pushed.
- Some decisions taken by the design team should be quickly and openly reviewed when they don't seem to be appreciated by the community to make them more widely accepted



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- keep give motivation to contribute
- I think I can do with small ideas, but with hard work, because it is not to be in great works and what I believe, remains active a small community with many jobs, but that everyone can participate.
- Listen to users. Make it more clear how many users contributions are affecting, in general. My packages have millions of users. Yet I get tossed aside since and have to actively fight in order to prevent Canonical from actively breaking them. Thinner-skinned contributors would have given up long ago.
- I think we all need to spend a little less time talking, and a bit more time listening. It's a human impulse to offer solutions when presented with a problem, but it is a lot more useful to ask questions instead, and just listen for awhile. Thinking together is always better than popping out instant answers.
- no idea
- "I don't think I do this for a sense of influence or impact on Ubuntu. I think I've been offered an opportunity to do so, but felt a bit like I was pushing things on my own, and didn't have all of the chops required by the work.
- With regards to documentation, I think the group would benefit more greatly through an organized docs hackfest than by going to UDS."
- My contributions are mostly support in the forums, so I don't think they necessarily must influence the project, but would be nice if the decision making consider user input more often.
- "Maybe clarify the meaning of Ubuntu? It's unclear because it can represent the project as a whole, but also only the gnome/unity desktop part. And to users, and the outside world, when you speak about Ubuntu, it doesn't mean the project, but ubuntu-11.04-desktop-i386.iso (the main desktop part). You can speak of Kubuntu, Lubuntu, Xubuntu, Edubuntu, but that's a distinct term, there's no project unity ;-)
under the same banner.
- TBH, I don't have any influence on Ubuntu (only on Xubuntu...)
- And as I wrote previously, when you can't follow UDS sessions, and you don't work on a mainstream part of the archive, you have absolutely zero impact on the decisions and directions of the project (you actually discover them when they're already implemented, when you read the packages' changelogs on the \$release-changes mailing lists, this is kind of fun, or not)."
- There needs to be a direct channel of communication between the community and Canonical. The community doesn't need to know everything on the business side but overall themes and a roadmap would helpful. It's needs to be clearer how to participate; much more than 'go read the wiki' or 'hang out in IRC'. Community needs to be managed like a business department and community needs to be more than



just the developer community. There are now 5 people on the official Community Team and they are all focused on developers. So you've now got a great developer community but Ubuntu cannot grow if only developers are using it.

- Give more feedback, to avoid the sensation of working for nothing
- "Hire me ;)
- More seriously, time is the limiting factor, and having to worry about a fair amount of non-digital-world troubles is hindering a fair amount of ideas for improvements"
- Inform about what areas of Canonical can be influenced.
- Dont really have a view on this.
- Involve Canonical employees in the community work more
- By sending more free stuff to promote Ubuntu at loco events. :-)
- The Community Council should be made more professional, maybe even paid work funded by Canonical. They could then devote more time for working with the "lesser councils" they have delegated power to.
- Duno...
- Many good suggestions are made through launchpad bug report system, unfortunately very few of them are considered as they should.
- I don't think everybody can have improved influence and impact on Ubuntu. It's important for the project to have some sense of focus and for the good ideas to win. I do believe I have occasional good ideas that are not given sufficient weight, but I realize that's going to be true from the perspective of any individual.
- Improving my skills and capabilities and tools that facilitinn diffusion system.
- From a personal perspective, I'm not sure. In the wider sense, by encouraging more non-Canonical employees on the various boards.
- Canonical is pushing through some plans like the contributor licenses regardless of the huge community backlash. If the community neither wants or needs it, please don't do it.
- Easy, just ask sometimes what we need and make it appen.
- not my issue
- Quit treating Ubuntu itself as a private Canonical plaything and let community processes work. The more things are subjected to private Canonical decisions or Canonical veto, then less it feels like I can have influence/impact.
- By not completely ignoring community input and then telling people who complain that they should submit code, when 1) doing so would require signing a copyright



assignment agreement that is untenable, 2) most Ubuntu Members are not coders.

- By listening. Actually listening to the whole entire problem. Not looking for tiny portions that can be fixed with the least effort possible. Currently the only thing being done is treating symptoms. The cause needs to be accepted, not rephrased until it means something different.
- "More direct support of the local communities from the global Ubuntu community.
- EG. More marketing/advertising of Ubuntu - increasing the brand awareness would help LoCo's with being able to 'sell' Ubuntu and get on with providing direct support/education/information."
- I need someone to teach me how to be more active in contributing to Ubuntu. A mentor.
- I think we need more outreach. At least in Latin American projects Ubuntu and free software or open source are rather unknown in many parts of the continent.
- "* creation of events where we can share with members of other countries.
- * Publish data and contributions of members in any media, (it is good that many read the WEB Canonical or Ubuntu and see your name);-):-P:-D
- * Receive mailing lists LoCo Teams developments, meetings, calls for participation, acknowledgments, (sometimes we feel alone, and there is a picture of someone (boss) is watching us, (no one see if I do well))
- * Congratulations on mailing lists from Ubuntu and Canonical new Ubuntu Members, and LoCo CONTACTS. (this pride and attract more people)
- *Ubuntu Members receive as guests or people other locations recognized name in our Loco Teams"
- yes, for example the new developer site is a way new people could make an impact, maybe a develop ubuntu section could be a good way to get in with all the proper info to go from beginner to Motu
- The only thing that recognizes the contributions is karma. But I am an IRC contributor and LoCo based Ubuntu advocate. So, My contributions are not known sometimes. Just a thought from my side. But I also know that there can be nothing done with Karma. Karma is great.
- Maybe naming the people that contribute the most in certain areas.
- I don't think, I need improvements over my sense of influence and impact, because I already have a sense of influence, impact and responsibility about my contributions.
- "1. Listen to the community by majority;
- 2. Provide survey (something like this) to all (whoever reachable) community



members on any decision to be made;"

- I think I still have some time longer to say this, because I have only one month officially a member of the community.
- I must spend more time with the community!
- These questions don't really work. While I can see where I have influence and I can see how the community views me and I know that most of the time it's appreciated.
- "NO--->Software XYZ by Canonical LTD. YES--->Software XYZ by XYZ-Team for Canonical LTD"
- Don't know. but my contributions maybe not wrong.
- You can't, given the current governance structure and workflows.
- "The help wanted blog could mention those who are already working and what they did.
- Members could maybe get the right to vote on certain decisions."
- Good question. I don't feel like I'm a ton of help. Perhaps featuring some events LoCos may do, to get the word out about activities people are doing.
- Gratitude goes a long way. Don't push people away even if it is unintentional. Just because the person doesn't work on the core Ubuntu desktop, don't treat them like a 2nd class citizen.
- Twice canonical employees deployed identical fix, by doing debdiff from scratch, even tough i had submitted merge proposals and they were pending review, only to be rejected with "xyz seems to have deployed it without checking branch merge proposals, sorry. Regards, patch-pilot"
- Less layers of insulation
- feedback and more interaction.
- At this point, I'm no longer sure that you can do anything about it anymore. Ubuntu has diverted quite far away from some of the initial expectations it had set in terms of being a pleasant "just work" distribution with a mission to bring software to often neglected countries and languages. Too much of what happens at Ubuntu these days involves reinventing the wheel and using the user community as guinea pigs to test that new wheel. Ubuntu has also become too corporate-driven and too industry-driven. Since around Karmic, even as a mere user, I've spent more time working my way around bugs and regressions than actually using Ubuntu. Most of these issues, as it often turned out, were the result of hard-headed decisions by Canonical to deviate from upstream authors' choices or to impose half-baked new technologies upon the users. As a result of all this, I've recently reached the conclusion that my time near a computer might be better spent using perhaps non-free but rock-solid



and predictable software than getting anywhere near a computer running any damn free software distribution with its constantly moving targets and its neverending regressions. This, said by someone who was an early free software advocate, contributor and user already in the early 1990's. You might wanna ponder why such a person would feel so disgusted by recent directions in Ubuntu as to nearly completely avoid computers, unless they run some perhaps no-free but at least predictable and usable software.

- Prioritize the infrastructure that allows my main contributions...the forums have been waiting for well over a year for help so that the theme can be brought up to date. Several Forum Council members resigned with sadness, feeling as though there was no way to get the blockers (controlled by Canonical server admins, etc.) fixed making the forums less and less valuable and appreciated daily.
- I'm pretty happy with most things the way they are at the moment.
- #10 needs a comment box or at least a N/A column. (I haven't tried to influence direction or decision making. And my "contributions" consist primarily of advocating the use of Ubuntu to the unwashed masses, as well as answering beginner questions occasionally. And, on rare occasion, rallying the troops / herding the cats for local tabling.) I don't know how to answer #11.
- By giving us more real influence in the community process and decision making. Sometimes I feel our community organization is more like a burocratic system that does not let everyone that could contribute do so, because it does not have a low enough entry-point level.
- Listen to the users!
- I mostly feel like I don't do enough. That's my fault (for either not working enough, or thinking that I should work more)
- "- Setting clear expectations on how folks can contribute. - Break down the walls between Canonical and the community. - Support the community by following thru on commitments and promises.
- Provide leadership and direction to effort.
- Sometimes it is about growing and nurturing, offering opportunities."
- I believe Canonical should take into account more input from the community when making decisions.
- "In general, I don't mind that I can't influence the Ubuntu/Canonical directions much, as long as those directions are public and that they make sense and that the end result has good quality.
- One thing that does feel too isolated though is the UI design team. It'd be nice if they had a blog where they'd state their directions before implementing them, and get



more feedback from the users. A quick example, it made no sense to have the window buttons to the left in 10.04, because the reason for the move, Unity, came much later. It caused problems to many schools here."

- Canonical employees are treated like paid mercenaries by the community, and are treated poorly in everything from membership boards to UDS
- In my (our, Lubuntu) case, reflecting the efforts of the community at the Ubuntu main portals, as a family member we are right now. Getting it viewable.
- Even if it just happens occasionally, whenever your desicion/contribution is getting "run over" by someone with higher powers than yourself, is always frustrating.
- "Switch the focus from CD to DVD (or to the 3.x gig USB image) as the official image.
- Each release it seems something has to get dropped from the CD for space reasons. This sends a message that whatever is dropped is something we don't care about officially. Community people who work on those items feel like their influence is reduced, and their impact is limited.
- By shifting our official focus to the DVD we send the opposite message - that we officially care about a lot more stuff. People feel like there is more ""room"" for contributions to a range of items.
- It also opens the possibility of including alternatives, so if Canonical wants to push option A, but most of the community seems to prefer B, we can include both and communicate the message that while Canonical may have its own preference it still cares about what the community wants.
- The CD image could still be kept; it's still valuable for a variety of reasons. But limit it as a ""Minimal Installation"" disk. Take off LibreOffice, games, etc. and just focus it on the fundamental platform bits - kernel, X, gnome, firefox, etc."
- Unsure... as more recognition is developed there is also a risk that those not earning recognition will become discouraged because they did not achieve that. Any system of doing this must be carefully thought out and balanced.
- Canonical should get more feedback from the community opinions.
- It's been made clear to me that Canonical feels the need to make some decisions without discussion in the community to satisfy the vision of the project and needs of customers. There have also been instances where things were discussed in the open at UDS and then silently reversed by a Canonical employee afterwards. As long as this remains true I don't see how the community can have influence in the direction of the project. However, if Canonical truly is taking community input into consideration communicating this would be nice (they probably are, but it often doesn't feel like it).
- Increase the influence of Community council. Hold a referendum on some important



decisions (Ubuntu members can vote).

- My contributions are in the local community, so I almost never have to deal with Canonical, nor have my contributions as such impact on Ubuntu.
- Perhaps highlight individuals efforts on a regular basis in a public forum?
- "Publicize more work that has been done by non-programmers. Every article I see online is about this new program, what versions are in the next release, and so on. Rarely is there anything about doc team progress, how many bug reports are being handled, and things of that nature.
- There also is a sense that what we are doing is simply replicating what has been done before since there is so much fragmentation and overlap. Answering questions on the forums, on Answers, or on IRC does not give the sense that you're doing anything unique or truly helpful, especially when the same questions are asked over and over and the answers don't seem to change that."
- "Technically, I think that I could influence everything in Ubuntu (except Canonical decisions, see below). However I've answered ""Generally"" to the questions because currently I do not have the skills nor the time to influence all kinds of decisions. But I think this is right. As Mark says sometimes, Ubuntu's community is a meritocracy and I perfectly agree. If I haven't done enough contributions in an area, it's OK if I cannot fully influence decisions in that area. However I know for sure that when putting enough strengths in an area, I'm fully able to influence all decisions, and this is what matters for me.
- About Canonical, I do not think I need to be able to influence the decision making of Canonical. Canonical is a company and as such it has its own interests and this is perfectly right, in my opinion. The important thing is that Canonical always offers an alternative. A clear example is Unity: I do not like it, but I do love Gnome Shell. The great thing is that while Canonical invests many resources on Unity, I'm still able to use Gnome Shell without any problem. This is something that most companies do not do.
- Ubuntu is not Canonical. In my vision, Canonical just sponsors Ubuntu, so it's perfectly OK for me if I cannot fully influence your decisions. What matters to me is that my ideas are never ignored."
- I need more communication, basically through the blog/planet. That requires some time that I prefer to spend doing organisational work or KDE translations.
- I feel the community actually does respect the work I do, I often get mails from people I do not know asking for help where they've tried to get the answers and failed so I find them for them. where I find the issue is again the lack of feedback being taken seriously or at all by people. I know some higher up canonical folks are great and I often go to them first to find out information and bounce ideas off them first as it's easier in the long run as they're more approachable.



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- With events in our country may be
- Create the Ubuntu Bridge ;o)
- Take some notice of the massive contribution the forum has made to Ubuntu's success. IT's not hard to see the last time sabdf1 visited. 30 months ago.
- This one I dont know
- See my previous remarks.
- at the credits
- There is no need to.
- It's a bit late for that, I fear
- I do think that my contributions give me a sense that I'm able to influence some facets of Ubuntu. I'm not sure how this could be improved, as it seems everyone has different motivating factors. I enjoy when we are able to meetup with others we have been collaborating with, and they say good things about what we've done. I would love to think about this a little longer in order to try and help come up with a solution.
- This survey is a start :)
- OMG! Ubuntu posts are enoght IMHO :)
- "Communication, communication, communication. Not just announcing stuff, but interactive communication, also official, in which you refer to contributions and suggestions. Give credit where credit is due.
- Though I have to say that Ayatana's mailing list and bug trackers are working pretty well here already."
- Some things just aren't very developer-friendly and just take time. Launchpad, for instance, is a barrier rather than a collaboration platform. Better software/download statistics would be nice as well, if at all possible.
- Try to have more community people involved in key decisions regarding the direction of the distribution. But that probably needs to have a better coverage of what are the plans of Canonical and the direction they are envisioning for Ubuntu
- More surveys :)
- Can't make everyone happy. Try to understand everyone's point.
- Our contributions should be better organised, certain parts of the community are shockingly neglected. Education (both internal and external) is a lash-up of irc sessions that never get translated into workable materials and a complete lack of organisation breeds a lack of opportunity to effectively contribute.



- Loco teams summit
- "Well for the contributions appreciation id love if at the end of each cycle there was a list of people who made an impact put on planet like a thanks for making all this happen kind of thing.
- Other than that id say most of the managers are open to talking with about improving Ubuntu as long as you are not spamming them about it or the its not a bug is a feature problem that users complain about a lot."
- I have thought about it for a long time but have not come up with anything to put here so I am skipping the question, my apologies.
- More emphasis on the Freedom and be more receptive to it.
- I don't know
- Instead of showing up to UDS with many decisions having been made behind closed doors and just the details to work out, include brainstorming for day 1 of UDS. The schedule doesn't need to be filled with sessions from the start.
- By using the FCM readership to ask what they'd like to see in future *buntu's.
- Believe me please.
- A lot of human contact between projects.
- I believe my contributions have a good impact, so sincerly I don't know what to suggest here!
- I'm not really working on Ubuntu itself, more for the community
- participate more in the _development_ of upstream projects, fix the CLA and talk about how it is fixed, abandon Ubuntu-only projects and focus on creating a strong and well-polished Linux distro again.
- Launchpad and the Karma system are great. I don't need any improvement in that respect.
- Make the decision making process more public and (honestly) open to input.
- I don't feel that with what I do I am able to assist in influencing the direction of Ubuntu.

Question 12: Where do you feel Canonical works well with the community?

- The teams that I am involved in (e.g. the Mozilla team) work well with the community (at least with me).
- Not many places today to be honest. There is a lot of lip service to the importance of



community but no real actions.

- I really don't know.
- not been around long enough to comment about this
- In search of new partners and collaborators
- Release team management is fantastic. Installer and image formatting/creation is great.
- Development.
- Getting tech support done and Helping people install Ubuntu.
- Marketing!
- The patch pilot program is a good example.
- see above
- i don't know where canonical actually interfaces with the community other than mark and jono. jono does an alright job i suppose. although it seems more reactionary or informative than soliciting.
- Great support via finances, infrastructure, vision.
- Many avenues of support.
- UDS Sponsorship Opportunities
- Patch piloting and sponsoring.
- Canonical seems to be doing extremely well with responding to usability needs within the Ubuntu operating system itself.
- in terms of lining out procedures for getting involved they do well, their strategic role in keeping the momentum going is also important. Management for the most part is great except certain areas feel neglected or secretive
- Governance & delegation
- It actually does support a lot of derivated work at its own expense "for the greater good".
- General programming efforts, accepting bzd merges and team members.
- Huge improvements in work with Debian.
- "community members on technical board.
- Support of community events such as oggcamp."
- I don't know any more.



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- The different teams within Canonical have a good reputation for listening to community needs and adapting its products with community issues in mind
- Sponsoring, giving infrastructure to the community and key members
- Community governance, technical discussion.
- governance
- Sponsorship
- I like how it creates a central entity for bringing linux users together
- Ubuntu Server.
- Canonical work well in the community, they are just to pay more attention on what the users want in Ubuntu.
- in the promotion, participation in events and giving talks open to the community
- is doing a good job
- It used to be ok, but I'm not sure right now. It grew so fast and too big. It feels like if you contribute, you're giving free work to a company.
- In the LoCo teams, the possibility to know the people and the projects of canonical for Ubuntu in the UDS
- Development and programming teams of Canonical work with Ubuntu community. While the design teams do not.
- Canonical does things that can't be done by the community (sponsorship, brand and art design).
- We are getting better at working with upstreams where goals align. The platform team works very well with the community overall.
- "- lots of development/packaging in the platform team, providing the bulk of Ubuntu main, while leaving enough room for contributors
- - providing all the machinery (DC, archive, Launchpad), processes (bearing the brunt of release management/engineering, SRUs, etc.), and financing (conferences, sprints, marketing, CDs, etc.)"
- UDS for those that can attend. IRC weeks. Many Debian community interactions.
- Offering all the online resources (site, wiki, LP, forums, news..)
- The individuals interactions in the different teams usually work great
- By providing wonderful resources for events (conference packs, etc) and the structure for community projects to find assistance when required.
- Sponsorship for UDS



- Response to bugs, release excitement, UDS!
- Mostly yes.
- Nowhere ...
- Yup, especially give us an Ubuntu CD
- I do not understand the question
- Sponsorship to UDS seems reasonable. Most of the developers do the right open source thing and upstream patches/bugs/etc.
- I love the resources Canonical provides to the community.
- Community council
- By providing a good OS.
- when they listen to the community's need. but when they do stuff like unity, and they ignore the fact that there are people who dont like it, well lets say that i dont think its a recepe for success.
- Support
- "- Canonical provides a lot of equipments, tools and infrastructures to the community. This is a really appreciated. - Canonical is partner with a lot of upstream projects, most of the time it provides financial support to these projects. Good examples are : linaro, kde, gnome etc... - The membership process is a great thing, it keeps people motivated to work even better on ubuntu. - Activities related to the community (like UDW, UDS) are really well organized and exciting. This is great to plan activities like these ones. - Canonical take in consideration complaints from the community."
- Canonical always send us (chilean team) conference pack, CDs and all that we need for our events
- From my perspective, support of the Ubuntu women's project, and support of women within Ubuntu in particular has been very good. I think Daniel Holbach and David Planella do a good job with the developer and translation communities, too.
- Official support, with cd's and stickers.
- The forums
- "As a whole entity, no. But there are many employees that work very well with the community (for example, if they weren't active, universe would be in a much more sorry state than now). And there are the others, which don't feel that they should do more than their job assignment (I know you can't blame them, but each time you have to interact with them and it's so painful, well, you blame them anyway)."
- Good relations with the developers but then that's where all the focus seems to be.



No recognition for documentation or education.

- Canonical takes into account what the community thinks before taking any decision which affects the future of Ubuntu. Community members are asked if they have any objections and are well informed of any repercussions the decision might have on the way things work in the Community.
- UDS is an extremely useful thing (even though I never have been to one - please provide video streams!), both for getting ideas around, things done in an efficient way, and especially, people motivated through personal meetings
- I have no real views, I see very little
- Some individuals occasionally work well with the community, allowing the communication to go both ways, up and down
- On IRC and with things like the software center.
- I experienced interactions with and support of Canonical employees in only positive ways.
- There is a lot going on in all possible communications channels: IRC, forum, wiki, at home with Jono online video's, community level, ...
- Employing developers, and the design team.
- The don't. Ubuntu is becoming a commercial product and it seems to be demotivating a lot of people
- "Providing infrastructure.
- Providing CD's"
- Launchpad, forum
- Many things may be improved. LoCos not speaking english are let alone with the communication activities.
- In my case I spend my time UBUNTU diffusion of low-profile users, not seen in a canonical travajo, perhaps in professional users would be more evident.
- Jono rocks ;-)
- In areas where it's necessary to work together and work publicly it's going OK: development, QA and the like.
- Good support for LoCos and members, employing developers from the community on key projects.
- Canonical started out with a complete integration of the community into the project and without a single component of closed source software. There's still a log of that remaining but please don't destroy it any further.



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- On every Ubuntu development parts
- i dont care i need ubuntu for my work not for canonical
- The Canonical developers that are in the distro team (whatever it's called now) are generally experienced free software people when engage very well with non-Canonical developers. At the working level from withing the distro team there are virtually never issues that are attributable to Canonica/non-Canonical.
- Where do you feel Canonical works well with the community?
- It doesn't.
- "Canonical is good at providing the technical backbone - IE, programmers, developers, packagers, testers etc.
- They are good at the technical/software end"
- Primarily with the handling of official material. Unfortunately, Canonical has not seen in other ways to support local communities, which from my point of view are a fundamental pillar for the current positioning of ubuntu.
- I feel Canonical works well with the community by caring on what we are doing.
- I think canonical is great, and way it send free stuff to LoCos is great for us to made us feel part of something bigger than our loco team.
- Thought Launchpad..
- If is it real, it will be perfect!
- The support from canonical is really awesome. I also like the move of stopping shipit as it really is easy to download from Internet.
- I feel that without them, we wouldn't be able to be helping others. Canonical is everything for Ubuntu, and its community,
- Previous "Ship It" service able to help and support the LoCo team where it is considered as "official" support by members and public;
- Yes.
- UDS is terrific.
- I think pretty well supported in what they can, not easy to maintain a free software project so big.
- launchpad. I think, Canonical employees are very active to collaborate with the community.
- Generally, personally feel that Canonical itself works well with the community. Most teams I interact are awesome.



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- Friendly, makes get-things-done, LoCos
- Nowhere
- Bug fixing.
- I don't know how often I see "Canonical" in the community, other than bugs/triage/fixing. I see some tweets and online presence from Jono or Castro Joe, which is neat to see.
- I don't think it does anymore. I loved how they worked with the community so much up until a year or so ago. Sure they offer the summit but that is more of a social gathering for friends now.
- Kubuntu
- Supporting LoCo Team with things like CD's, banners and tablecloths and other promotional materials
- They've made some great operating systems and the documentation is really quite good.
- openness
- not sure.
- It doesn't.
- Generally Canonical works well with the community
- Sharing huge tasks which would involve a lot of time to complete in time
- Love the CD's. They've been a very professional-looking way to reach people. Having slick packaging makes people more willing to swim in uncharted waters.
- UDS is an awesome event in that regard.
- In the final analysis Ubuntu is a good to great product. My impression is in key areas the community receives strong support with supporting infrastructure like Launchpad. Other areas get what they get and in some cases this is not much. Consider how long the Ubuntu wiki struggled to serve community members. Although much better today the wiki still errors out under heavy use. Although I'm sure the community lead is busy, how often does this person check in with "all" areas of the community?
- "The early days were great. I've always thought of Canonical as being the Linux company that best understood communities and how to use and interact with hem.
- LoCo teams were a fantastic way to build local communities, and Canonical has supported them well. The advocacy side generally seems well handled.
- Patch Pilots are a good program, that is helping community contributions to be



landed."

- in the technology environment
- Canonical's contribution to the community is greatly appreciated
- Canonical works well with the community in promoting Ubuntu to individuals and in the LoCo program.
- Infrastructure for the project.
- UDS rocks!
- I really can't answer this.
- I don't know enough about Canonical to properly answer this question. Of course I appreciate the resources Canonical puts for Ubuntu development. I like Mark's blog; it inspires confidence. I like the part that I visit #ubuntu-devel and I don't know which persons there work for Canonical and which are Ubuntu community members. :)
- Canonical owns the Ubuntu Forums, which is definitely a great help to the community. Launchpad is a great place for new users to learn about and start into software development.
- All contributions that go both to Ubuntu, Debian and upstream!
- The majority of the development teams are very open and transparent about what they do and how they do it.
- Yes. I don't think in them as a separate team.
- Patch Pilots and the old papercuts project
- Development
- The improvements with IS responsiveness have been vital to my work with teams that are hosted. Support with CDs and banners for approved LoCo teams is great. Daniel Holbach's easily accessible and promoted development reports are amazing and inspiring. Jorge Castro's tireless work with Unity in the Natty cycle was equally so. When it comes to attracting and training new development talent I think Canonical does a great job.
- Launchpad is a really good central point.
- holding open meetings, sharing technical information
- Launchpad team and translations team (David Planella) work rather well.
- I think Canonical does a wonderful job in setting up an infrastructure to facilitate the community in their work. Launchpad, the LoCo directory, the styling guidelines etc.
- Canonical does a great job with branding, design, organizing summits, and sponsoring community leaders where appropriate.



- "KDE.
- Platform."
- They are very open to code contributions and anybody can get fixes incorporated into updates.
- As an ordinary Ubuntu user Canonical itself rarely actually comes across my radar.
- Ubuntu/Unity development
- In preparing CD and promotional packages.
- It works well in the USA as most of the canonical staff attend and speak at loco team events, the same cannot be said about EU, except for the likes of Dholbach or dpm they blog and let people know they are doing things and taking part. Canonical is based in the UK, yet it's rare you see canonical employees attending events, recently there was an event and it was a great turn out, but it was Snr management, not as many of the developers who are in the office also. which is disappointing to see they don't feel part of the community.
- I do feel that community has a voice, and that Canonical truly does value the community. As people become more involved, I think they will learn more, and understand that Canonical does care about the community.
- Develop
- "On a personal, one-to-one basis.
-
- Since you didn't ask the opposite question:
- It fails in its PR/Canonical-as-a-company communication to the community."
- I have no idea.....
- When they listen
- in the events, give a nice material
- Launchpad is a good contribution, and the IRC channels and mailing lists are useful.
- biased, will not answer.
- advocacy and marketing.
- LoCo teams, translation
- Supporting LoCo teams, accepting community members in some governance structures (council), etc.
- Support given by Canonical to the LoCo teams, merchandising for the conferences, and help on that front is absolutely great. Also for providing computer



infrastructures for the LoCo.

- The relationship between Canonical's developer and community contributors are perfect. They are available and very very kind.
- Ayatana, though the long-term strategy is not clear and people have no idea where Canonical wants to go. This is partially understandable, but people want to know what they can expect from the future, especially when they've invested a lot in the project personally.
- In launchpad, great work !
- UDS is a majorly positive thing for the community, especially with the sponsorship.
- Directing it.
- Debian, Packaging, LoCo Teams, IRC
- The transparency of the project / decision process
- Open events.
- Packaging, and documentation
- Pulling the git trees pretty well
- I think Canonical works well on the packaging and development side of things
- The distinction between Canonical and Ubuntu is not so clear, so it's a hard question to answer.
- Don't know
- With support forums and such-like.
- cat-herding
- co-work with Debian? such as multiarch.
- With developers.
- supporting prolific developers sets a good example for non-paid contributors.
- Launchpad. no questions asked
- Providing support to LoCo teams, visibility of Ubuntu, funding and pushing major changes.
- Not as well as it should, lots of decisions made and then communicated
- Yes



Question 13: How do you feel Canonical could improve how it works with the community?

- Some projects seems to be developed in the dark and then presented to the users and developers. Projects could be introduces on the ubuntu-devel mailing list so that the developer can get involved in an early stage.
- See the answer to 11. Also allow contributors to retain their rights. We are not asking for a paycheck, just recognition.
- Sorry, I really don't know either.
- perhaps some form of direct communication/representation in a specific setting?
- communication++
- Listening more and more to the community, the voice of users of Ubuntu
- See question #11
- End users.
- Get community's opinion on issues before they are acted upon. give community for warning of decisions made.
- Just keep up the good work
- see above
- involve the community in more decision in the direction of ubuntu, far too often it seems to come as a surprise during uds that mark drops a bomb about ubuntu's new direction
- Figure out how to avoid problems like those faced by Unity early on - perceived lack of early/effective engagement with related projects and users.
- Taking suggestions from the community, rather than just the limited usability tests.
- Canonical should consider Latin America for UDS events, sponsorship events Loco Team will like to do, but some times money is a great trouble. Spanish community is not taken to serious by Canonical.
- Live Webcam for all sessions in case you cannot attend UDS
- Probably attitude, but this is difficult. Everyone I work with is always very helpful, but there seems to be a perception (perhaps wrong) from people outside the community that Canonical just does what it wants. Of course, there is a huge amount of work and too few developers to really get to it all.
- Acknowledge concerns more quickly. Perhaps there needs to be a community liaison



group which can help the community communicate more positively with Canonical. Current communication feels like top down only. Perhaps this is mostly as a result of my almost exclusive involvement in the forum community.

- They generally tend to feel kind of invisible... it would be nicer to know who works for canonical and what they do if possible... sensitive question perhaps, but I know many folks feel the same
- provide more targets of opportunity for ubuntu community contributors to get involved in achieving Canonical technical objectives.
- Communication of why we are doing what we are doing and why it is not a bad thing.
- We need to make sure that Canonical-driven teams (like, say, the DX team) cannot override community-driven teams (like the release team). Specific example above would obviously be their blatant disregard for release and freeze schedules, but that's just one example of where non-Canonical governance seems to sometimes lose out to Canonical-owned teams.
- Discussions in the public - it feels like Canonical has been moving towards internal discussion, not away from those.
- Drop the copyright assignments contracts.
- "listen to what the community wants, rather than tell it what it wants
- listen to the community in general
- stop the focus on marketing and ""bigging it's self up"" acknowledge issues.
- Maybe participate in the community rather than move and distance it's self further away.
- Look at a new leadership team and structure, what/who we have does not work."
- Canonical could make more efforts to package software where they are upstream in Debian. Or at least take into account Debian from the start to make it easy to get those software into Debian.
- Possibly, Canonical could be more visible in the community, so people can see exactly what the individuals within Canonical are up to day-to-day
- I believe Canonical engineers should be allowed to work as either upstreams or more active contributors to projects that they care about, which are not Canonical initiated projects, that will help improve the Ubuntu flavours, and be able to do so in their work time.
- keep up the good job !
- No idea at the moment
- More transparency.



- Working closely to LoCos
- Read forums, read blog, read what users say about Canonical work and Ubuntu. Maybe, hire some developers (contributors) that work close to the community instead hire people "outside". Find ways to keep contributors enthusiastic instead lose them.
- contributing ideas and have the support to give talks in schools or creating public events.
- More personal integrations
- "Communication, communication, communication!"
- And letting other community do a few of the tasks."
- Canonical doesn't reveal its goals for each release until the last possible moment and this causes a detachment between what the community might be working for and what Canonical decides.
- "Design is the biggest issue. I don't believe that design itself has to be opened more, but the work-product of design should be opened so community contributors can follow it better.
- Desktop experience could be more public. They tend to be separated due to their rapid development pace."
- "- Go back to respecting existing Ubuntu processes such as freezes (some internal upstreams have a de-facto blanket exception to change and break everything up to the last minute. This not only causes a lot of grief in the community because of having two different standards, but also a lot of unnecessary firefighting for the platform and release teams.
- - Better understand the separation of Ubuntu the distro, and upstream projects which go into Ubuntu, in relation to applying for member/MOTU/core dev status."
- The community manager should be more willing to engage with the the community. Problems are often just glossed over and effectively ignored. The Canonical community team seems to be little more than a marketing team for Canonical's services. I think changing the focus of the Canonical community team to actually focus more on community would be a great improvement.
- increase interaction and inclusion of LoCos and user groups. There are many different communities, not just one. Trying to believe there is only one dilutes the message.
- More dedicated people to maintain all the online resources.
- Canonical could be better at respecting the community processes (i.e freezes), also better at explaining why choices are made and replying to the feedback coming on



the lists and bug reports (especially in the dx, design cases)

- Upstream relationships seem to be strained more often than not, that is somewhat troubling.
- I think that some more openness in decision-taking could improve the relationship between Canonical and the Community.
- "Opening the door to the community..."
- Personally, I'm a webdesigner of ubuntu-it, I remember that at launch of 10.10 I sent an email to the website canonical team to get info about the ubuntu.com ""realase-day"" page.. The answer was: ""Hey, sorry but we cannot provide you this info because we want surprise people the day of release"". I replied: SURPRISE??? Hey man, I don't wanna be surprised, I'm just looking for a page to set the day of release as I'm not a professional webdesigner (of course, it's an hobby for me). No answer to the second message. Please, tell me if this way to operate and communicate with community is correct. Really, tell me!"
- As I said before, the best way is communicating with all members directly and in their language, there is no communication preferences, so everyone can go to the canonical charge of that active managers can maintain the community directly and not leave a single person in charge of it.
- Get Mark out of the governance process, and make it clear decisions are to be made based on merit and usefulness. As it stands today Mark could impose some ridiculous regression in user experience and we have no way to stop him. This isn't theoretical, it's already happened several times.
- When changes need to be made, it seems that Canonical isn't listening. The design group seems particularly distant from the community. This can lead to disaster -- look at the Gnome community *right now.* Dialogue is key!
- By listening more from the community voices for a better OS.
- Maybe a website where canonical could propose new feature and where the community could vote and make suggestions.
- Decision making
- "- Sometimes decisions made by canonical are not correctly explained to the community, it can be a little confusing (a lot of trolls and complaints can be avoided in this way). - Canonical sponsors every distributions related to ubuntu: like kubuntu, lubuntu, xubuntu, edubuntu.
- These distribution need more developer hired to work on them.
- A good example is Kubuntu, Jonathan Riddell does an excellent job, however he is the only one working full time on kubuntu...



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- - Promote other distributions... talk more about xubuntu and kubuntu for example... ubuntu itself is great but not the center of the world. - Promote other desktop environments, like : XFCE, KDE."
- taking really considering the opinion of the community on the decisions about to software included ubuntu
- Provide more active support in tasks that end up being long-term because the group managing a particular area does not have the resources or domain knowledge to solve particular problems. A great example includes getting different areas of the community to use the latest color schemes and logos/branding.
- I like how the Fedora project involves key people from Red Hat within Fedora teams. Look at how people like Karsten Wade, Paul Frields, and Mairin Duffy coordinate and facilitate things, but also participate in the project work. They also have a good "Open Source Way," document that talks about how they engage with a community.
- The Design Team needs to be more open. If the design process is inherently more closed, then the Design Team needs to make at least the decision more public to the "power" users (the ones that don't actually do much for Ubuntu development): which means more blog posts to the Planet.
- Working with the Kubuntu community could be improved, e.g. paying a second full time dev (maybe Harald?)
- Would be nice if the decision making consider user input more often.
- More people from the first category defined above (<https://lists.ubuntu.com/archives/ubuntu-devel/2011-September/034065.html>) is a good example, and in this thread, you can find replies illustrating the bad examples :).
- They need an end-user focused event and team. They need to make who to contact in the company more public. Right now, if someone asks me "Who can I talk to about about deploying Ubuntu in my organization?" we can only send them to some faceless web page and tell them to email "business@canonical.com". If canonical wants to be part of the community, its employees need to interact with it and be as visible as the Ubuntu community leaders are. Why don't more Canonical employees become Ubuntu members? It seems they only apply when they are told to by a manager b/c they need upload rights or something.
- There are some difficult topics hanging around where the decision process done by canonical wasn't really transparent or even not that well known before it hit the public. This is something that gets a fair amount of people (debateable whether rightfully or not, I tend towards the former) wound up
- Tell us more about what is going on
- Involve Canonical employees in the community work more, including the work at



grassroots, make them use more of their time with the community, focus on getting the communication work - upwards too (not only top to bottom)

- They should be more open and less restrictive, many people are unhappy with the way that canonical makes some of the decisions.
- Keep up the good work :-)
- Communication is often late and scarce until the community protests.
- no comment
- Decision-making and giving info/feedback early enough in the process.
- Even more activity in launchpad bug reporting system.
- We should have some private lists for identified leaders where, also signing non-disclosure agreement, LOCOs and Project leaders can ask hot questions and clarifications to deal with problems. Information is the key word IMHO
- A major problem i constantly ask me is like finding computers with Ubuntu preinstalled, providing information i agreements that make possible the purchase of equipment to expand the volume of Ubuntu users, perhaps people like me could liaising with buyers.
- "Local Ubuntu groups could use resources like banners for conference booths and schwag to give away. Perhaps not entirely related to the question: It needs to be easier for users to be able to report bugs. The current tools go a long ways, but are difficult to find and use the first time."
- Be more public, inform better, invite more, celebrate more.
- Discuss changes more transparently with the community before they land in repositories.
- Don't write closed source or open core software at all
- Work more with locos, lot of them are doing an astonishing job in advocacy and support without any help or thanks
- stop pretending
- "The other parts of Canonical that are trying to feed into or draw from Ubuntu need to have an understanding of how development in Ubuntu works and how to engage with the Ubuntu community (Canonical and non-Canonical) in a way that's respectful of the project, it's goals, and it's participants. If Canonical wants to have Ubuntu be a distribution with a strong development team that has people from a wide mix of backgrounds then it needs to treat it as a project it has stewardship over and will greatly influence due to the resources it invests in it, but not like it's own, private pet rock to do with as it pleases."



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- "* LoCo Teams motivation to those we represent who we really are in every place and we are the face of ubuntu and canonical to end users.
- * We need an official and updated documentation, which can then translate and put on our website.
- * We need resources to improve Ubuntu, we know that the information is online, but is widely dispersed, many want to be part, but not have a place to be, projects and communities are there, and somehow can find, but if for example, placed a video tutorial with links, and documentation as done (something) example in unity, or any application where it leaves a bit of code and examples that anyone can see and test canonical or ubuntu.com on our PCs, and say ""ahhh I get it .. easy .."" and from there to light the flame of wanting to learn and provide the links where this so that code developed, application, etc, the details of the language used, involved etc etc. .. so not only could be understood better, it attracts more people to projects can look in one place you really need, be updated and encouraged to participate as a programmer and developer, designer, etc. in Ubuntu.
- clear, sure, I understand that this is already muchode Internet and each project team, but veecs is hard to find, example I have an idea of putting in an option menu GRUB2 more, to recover grub. in the live-cd. take weeks looking where to place it, and if I have questions Nose placed it where it should be.
- A friend of mine asked me .. ""Emerling, if I created an application and want Ubuntu to look and maybe put it in a version where I go, where I put my application and can perhaps be part of Ubuntu? .."" ..
- sure, I understand that much of this is already on the Internet and each project team, but sometimes it's hard to find, example I have an idea of putting in an option menu GRUB2 more, to recover grub. in the live-cd. take weeks looking where to place it, and I have questions if not placed where it should be.
- A friend of mine asked me .. ""Emerling, if I created an application and want Ubuntu to look and maybe put it in a version where I go, where I put my application and can perhaps be part of Ubuntu? .."" .. My answer was to make her and placed in your launhcpad, wiki, etc. and accept that if he would take into account Canonical. (but I said with doubts).
- * Canonical if we centralize the information for planning, developing and designing for Ubuntu, that is reliable, updated. etc, you will have greater community involvement. if very difficult to achieve this, as only bsuquen entocnes links and sugieranlos, and so the user who wants to help, may have
- * canonical teach us to work for you :-)"
- Trying. Listening and engaging with people on the people's terms. Fixing the contributor agreement.



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- Canonical needs to improve on branding, marketing, selling especially to the general masses.
- Personally I think they should better promote job vacancies are taken into canonical, so that the first beneficiaries are members of local communities should additionally be finding ways to promote activities among local communities, this in order to promote internal projects motivate and improve contributions.
- I feel like Canonical can improve how it works with the community by their concerns about the community. I feel like I'm valued by Canonical. or else, I'm useless.
- I think that is Ok, the community needs to improve.
- Unsure.
- Asking more the local leaders
- Most of the newbies are not aware about what canonical is doing on the backstage. Show what you do to the community and that will impress a lot of people :)
- Giving jobs to the best contributors.
- Provide official support to LoCo teams such as official support letter on LoCo activities, etc.
- I think pretty well supported in what they can, not easy to maintain a free software project so big.
- You could improve the performance of launchpad website. At times it sucks.
- However, I feel like Canonical could be at more community events, or sponsor community events. There needs to be some formal application process and budget (I don't know if there is one or not mind you). LoCo teams need more guidance on how they can generate funds and support events etc to motivate their teams. I think there should be someone to fill in the gaps between marketing and the community team. I think a better job of communicating those non NDA strategic goals to the community in a way that the community can support and get excited about would be great. An example of Canonical not working well with the community is when we tried to get help with the new fridge - over 3 years of discussion and having those who tried
- "More dynamic VERTICAL communication. Make a Best-Rated Apps on community PPAs and VCS into the Ubuntu Repos (not directly related to community but motivates people!)"
- Completely changing their approach to the community and LoCo Teams, giving support to them, and listening to them.
- Feature planning and coordination.
- Perhaps more public visibility, which may be in place, but I may be just missing it.



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- Clean up the summit. No reason the same topic needs to be covered every summit. That topic then has a bunch of tasks to be done and they never get done, they just get passed over to the next summit. This is especially true for the community tracks. Make the LoCo teams matter again, and matter more than just a local source for free CDs. It was awesome when Jono, Daniel, and Jorge were really connected to the community aspect back in the day and not just a group of people pushing for Unity this and Unity that.
- Haha dunno.
- Not sure
- "* openness * improve usability of launchpad"
- more communication. more compromise. Not a fan of Unity and its direction.
- Learn how to get Ubuntu patches accepted upstream, rather than completely fork and reinvent the wheel just because Canonical failed at reaching an understanding with upstream.
- Canonical could be a little more open in communicating with the community, what's going on, maybe blowing their own horn a bit more. Most information about Canonical comes from news web sites, and not from them directly.
- Let the community be an important driver for Ubuntu development
- "Tiered" communities, so that there's a logical progression from newbie to MOTU and beyond. The whole "sit in an IRC channel and pick it up" doesn't work for me, and I imagine it's not great for others. An officially endorsed bibliography that progresses from mindlessly simple to mind-blowingly complex, might be useful. Then again, who has the time to read everything these days?
- Copyright assignment is really poorly perceived. Please kill this.
- "Level the playing field and decide what will be supported and what will not. For the areas where community participation is desired lay out how business will be conducted and the manner in which tasks will be completed. Important effort needs to be scheduled and monitored for quality. Risk should be identified with mitigation's put in place. Processes should not favor certain members and exclude others. For example an open IRC favors those who are available at certain hours of the day and encourages back door negotiations of subjects which should be discussed on a list. For holding meetings, the IRC is an excellent tool. The community must treat members with equality regardless of culture, gender, and social status. Desired processes must support this."
- "Canonical employees sometimes forget that there is more to Ubuntu than Canonical.
- The recent developer membership board kerfuffle could probably have been avoided



if it hadn't appeared to the community that canonical management was irritated with the way the community was managing itself.

- Unity needs to start approaching stability at feature freeze time, rather than having it still be a wild roller-coaster, a week before release. This is a matter of how Canonical manages its own staffing and release schedules. I think Unity should be treated as any other upstream project, with a release cycle roughly in line with Gnome's.
- Canonical's upstream relations seem a little strained these days (Gnome in general, and the banshee incident are on many people's minds) which doesn't help the Ubuntu community.
- Have more community members at UDS (this could mean growing the community)
- Don't hire the entire community, there's almost no one left."
- hire kde developers to work in KDE, not only gnome and send a little money to loco teams to promote events
- Canonical does not seem to take community input to heart on major design decisions. There was major community opposition to Unity, even greater opposition to the 75/25% proceed split with Gnome on Banshee/Amazon MP3 sales. Despite community complaints, these decisions moved forward.
- Having a defined agenda for commercial and community purposes. Just distance them from each other. it won't hurt if you are clear and honest about it. Believe me, I do it at work with Varnish Software and the Varnish Cache community. It works very well!
- More collaboration with upstreams, like GNOME. Stop reinventing the wheel, like with Unity or Lightdm.
- Provide more ways for developers to interact with users. encourage the developers to join the forums and irc.
- Sorry, I don't know enough about Canonical to properly answer this question.
- As mentioned earlier, I think Canonical could take into account more input from the community when making decisions. Other than that, I'm perfectly happy with Canonical's involvement with the community.
- Transparency. Letting go of decision power. See the true cost of upsetting the community (e g the Ubuntu One labeling decision). And how come that Canonical's design team always gets the final say about Ubuntu's design? That mostly leads to derivatives like Linux Mint being successful - instead of collaborating about the design and getting a better end product!
- The teams that don't have public meetings need to.



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- They're giving a lot of "gifts" (space, mail redirection, Launchpad capabilities, etc). I think it's enough.
- "Allow the community to have more say in the decision making process, and stand by their decisions even if Canonical would prefer doing something different. Revisit decisions that have been made but generated a lot of dissent in the community. Look for if better compromise positions could be made. Be more inclusive in the diversity of ideas and preferences. Canonical can lead the way to new ideas, but should be respectful of those who dislike change and wish for more conservative approaches. Be more incremental in introducing major changes, particularly for UI design. Make things more opt-in, and be more attentive to addressing all concerns and feedback before setting them as the default. And when making something the default always include an opt-out for the hard core conservatives."
- Overall design direction, many people didnt like the switch in interface.
- Improvements with communication, making it more clear where and when community participation is welcome, making sure documentation is clear for how to make a difference (dholbach does great with starting on devel, but this could be expanded).
- Canonical should get feedback in which things will implement in the next release and make the community more participant in this topic.
- supporting open governance, clarifying who holds authority over what, distinguishing clearly between Ubuntu and Canonical projects
- Improve transparency in some of the decisions. Treat suggestions from employees and community equally.
- From my perspective there is no need to improve. Continue facilitating community contributions in those areas that are profitable for the Ubuntu ecosystem.
- transparency in decisions. It's not *that* bad, but there's still room for improvement.
- Provide greater transparency on the decisions and thought processes so that community members don't default to "conspiracy theory" thinking. Provide more face-to-face interaction with community members. Have all Canonical employees join an Ubuntu community in their town/city and attend events.
- "Stop tossing stuff over the wall in the last 3 weeks of a release cycle. Move the Design process off by a couple of months and stick to it."
- Depends on if you're thinking about general users or contributors. For users, the best thing is to give them more sense of having a voice. Having a poll every release asking which things should be prioritized for the next release would be great since it gives users the chance to shape the future of the software. For contributors, it'd be great if Canonical provided more direction. Right now, most work is very chaotic, people do whatever they think is right, and a lot of things are left ignored. Instead, if Canonical



listened to the community, decided on a plan, created teams to complete goals, and recruited contributors to work on those goals, that would be better. That way there is more unification of goals and tasks can be more cleanly spread out so everything is covered and everyone can be working on something unique. This is already happening to a certain extent, but Canonical should be more hands-on. Right now ideas are discussed at meetings, teams are formed, but then the teams lose structure and it becomes difficult to spread tasks across a large number of contributors and to focus efforts.

- Perhaps become a little more visible.
- Could (but not need to, IMO) prioritizing the tasks that are more important for some sets of people (example: Git support for Launchpad)
- I think important decisions could be basically taken by the community instead of Canonical. I'm afraid the perception of Canonical in the community is really low at the time.
- improve communication, look at how mozilla does it, clear and simple, yes they have more managers, but spread out amongst lots of areas so it doesn't fall to one team.
- "Another tough question, there are only a few times that I can look back and say that decisions that Canonical chose to make (without consulting community) weren't wise. It's hard though, because sometimes ""a"" direction is better than no direction. I guess possibly more transparency, when there are major changes, that are being discussed, and or requests for feedback.
- This survey sent out to all Ubuntu Members for example was a great outreach to the community, in my opinion."
- Incentives
- Make communication to the community more personal, not distant. There have been situations where "Canonical" has announced something and it is the first time the community has heard of it. If instead there was a dual announcement that included a personal message from *somebody* within Canonical to the community that would greatly help. Faceless communication kills community.
- We know that Canonical is behind Ubuntu but what it does has nothing to do really with the community I guess....
- Listen more
- conferences when the people need
- "I'm a bit out of touch these days. I'm rather disappointed with recent versions of Ubuntu, frankly. My next install will probably be Debian, which is what I started with almost a decade ago. Ubuntu used to be Debian done better than Debian. It hasn't been that for a while..."



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- biased, will not answer.
- Less NIH more collaboration. Hard to align with the idea of dropping nonfunctional crap though when others think it is functional :)
- On several occasions decisions could have been better communicated. Can't think of much more now, I haven't really been active anymore this last year (I've refocused my attention on upstream development and maintaining a few packages in Debian).
- Sometimes it feels there is a lack of communication between Canonical and the community. Maybe have a better channel, or more official statement shared maybe in advance with the community could help the feeling of participation of the community.
- Design decisions are too private.
- Make of every team someone responsible for managing contributions. This is already happening partially, but since no one bears responsibility, works is forgotten. If there is a face that is visible in the community, people will know their contributions will be considered seriously and they have someone to talk to.
- I don't know
- Mandating that new decisions forced upon Ubuntu such as button placement can be easily reverted before introducing them. Less reliance on blueprints which end up equating to employees shoving things in at the last minute to meet them and breaking large amounts of the distro. In the first place, this question is expressing that there is a divide between Canonical and the community, perpetuating the Us vs. Them mentality. Everyone touching Ubuntu is "Us", we should emphasize that more from both sides of the coin.
- Directing it less.
- See the community as equal partners in a greater project than either Canonical or the Community can run. There is a fish that once evolved to have very small males, these fish proved valuable but evolution continued and the little males were eventually subsumed into the larger female fish from birth. While technically the fish is two creatures, more realistically the male is reduced to a simple organ of the female.
- Lower level of user/member summit, only with selected few or, stop by loco teams randomly to get the pulse of the troops :-)
- More developers, more community team employees to manage community resources.
- Involvement in decision
- "The governance structure, while very sophisticated, has become a barrier to entry. It's too complicated and ever-changing. This killed the spontaneity that was the hallmark of the Ubuntu community in its early days. There's also the matter of



transparency and how much the community can influence the vision and direction of the project, but being a Canonical employee, I am not really objective in this regard."

- Canonical should contribute translations and improvements back to the original projects
- Well transparency and not being too quiet
- Not everyone can travel to the conferences, due to time, money or other constraints. Please be more open to working online.
- Don't know
- By putting more support into Kubuntu as it seems to be the under-dog.
- transparency, but the real kind. Not just "here are the results" but "here's the process, please join in."
- improve the co-work with Debian Gnome team
- More outreach to the users and user groups. Have a Community Summit once.
- working on upstream bug fixing will generate a stronger and larger community that interacts well with Ubuntu.
- Communication of decisions and the reasons for them (so the decision can be better understood)
- As stated, by providing more active oversight on the correct application and use of the Ubuntu brand in local community
- Transparency, genuine interest in input from the community.
- Strategic decisions - Well know example: Unity instead of Gnome3
- have leadership more visible, seems like most community work has been done on development workflows and porcess and little on building community. Community leaders seem more distant
- More community involvement in decisions.

Question 21: What works well in the community?

- The CoC works well.
- As a whole, nothing.
- The search for improvements...



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- Allowing the community a voice in the direction of the Ubuntu operating system. If all decisions are made by Canonical and pushed/forced at the community, feeling of inability to influence the direction will continue.
- Quantity
- What works well is commutation. Having everyone know what they are doing and how they can help
- Everything, except Unity's shell
- i don't really know because i deal with such a small portion of the community as it applies to ubuntu studio
- Attitude, rooted in the Code of Conduct.
- From my somewhat limited experience with them, it seems like Launchpad provides an amazingly good platform for creating, supporting, and fixing Ubuntu software.
- Patch piloting and sponsoring
- People working together, sharing ideas, evolving. A person one might be supporting today might be a supporter in 12 months time.... its nice to see that
- Loco teams.
- Friendliness (CoC), appreciating work of others.
- the fact that there is a community of all ages/gender/ability it's a big big community, the fact that it exists clearly shows there is some form of passion there.
- I would consider the Code of Conduct a massive success, it's almost always self-enforced and well respected in the community
- Communications are really well setup for distributed and virtual connections.
- Support, LoCos
- collaboration
- The people, and how people gets involved... and how easy is for them to integrate in a nearly virtual world
- LoCos
- integration of new people to use ubuntu without prior knowledge.
- the foruns
- Exceptional development processes. An ability for people with all backgrounds to contribute and be recognized for such.
- packagesets and the much easier and practical recruiting of new members for them have been a huge success. In general, we are reasonably good in maintaining and



adapting our processes when needed.

- governance structures
- It grows up every release.
- Public meetings on IRC make every project accessible.
- Well I really think that keeping active the team is crazy what should be done in canonical, look how these assets are crazy team
- I always have a sense that there's "someone" to find and talk to to make things right, and that I can do this reasonably well if I try.
- The people we have drawn together are excellent!
- Every one that wants to can participate!
- When we all agree on what direction we should go.
- CoC is really helpful when it comes to community
- the community, I mean LoCos
- Forum
- collaboration and team work
- "Which Community?"
- Fanboys? Esoteric Women? Male Females?
- Only the loudest people are noticed. But mostly those people are crying because this and that is wrong , because I'm a woman, I'm not a developer, I can't anything then whining"
- IRC team meetings, technical and other leadership boards
- In one word : Meritocracy
- Communication
- When the team members have discussions and make decisions.
- Communication and sharing of information.
- IMHO not to much
- The spirit, the cohesion and the feeling is good. The code of conduct is a great tool to get a peaceful community.
- Support in general
- Lokoteam is the hallmark that distinguishes the rest of Ubuntu distributions i the concept of ease of use.



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- Communication is generally pretty good.
- We have a great community, it's just my feeling that the corporate part is compromising it's ideals.
- The independence of decisions of each groups
- This is a very difficult time for the development community (where I primarily participate). There are very few new people getting involved and a lot of people have left. Fortunately there are enough people who have been around awhile who know what needs to be done and how to get it done that we manage.
- community council, translations, bug reports, innovations, Art and design.
- "The software - its robust and user friendly
- Ask Ubuntu - effective and efficient"
- People Just Doing It. When they're allowed.
- Community need mentor to help to show them the right direction. Otherwise, they have no idea on what to do, where to go, what else should they do. Mentor should be the person who have been there or person who are very clear of our goal.
- Personally I think the best is the way in which people can contribute to Ubuntu, the second is the operation of local communities and their role in helping to link new nipples to the world of ubuntu
- it depends for example the spanish translation team is not a nice place, is a small team and very hard to get in, the leadership is not good there, but teams as the beginners team is like a family! the most awesome place on this community
- LoCo's
- the way of launchpad works, all workflow
- All the parts are doing their work perfect. I can't give importance to just a certain part as the community will fall even if one team fails. We all are united and we are doing awesome :)
- The effort that each people gives to improve everything.
- The freedom to participate in any process.
- the union of the local group seems very good
- "The transparency and active participation in communication channels like launchpad, irc & forums. In addition, the popularity of the user community. These days the word ""Ubuntu"" is a synonym for ""Linux"". I'm proud of it."
- Collaboration
- Growing, friendliness, support



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- Nothing, is a false sense of community, in reality only a bunch of people makes the decisions without interacting at all with the community.
- I love the real-time IRC communications!
- communication of opinions, support, and packaging for non-core applications.
- Ppa
- not much at this time
- In general the quality of Ubuntu is very good and the product is shipped with a manage-able number of defects. The method in which defects are reported and managed generally work well.
- The amount of documentation available to the community is wonderful.
- Communication
- Asked and answered... I thought.
- support is good
- The flows of ideas and debates.
- Can't really tell. Usually, feels like anything can be achieved, only the way to this is not well documented.
- Advocacy, support, too many things work well to name them all.
- Allowing people to freely share their opinions.
- "When community contributors do good work, Canonical typically hires them, unless they're hard to work with or too stubborn and iconoclastic. I wonder if this aspect results in distillation of the community down to just people who are stubborn, hard to work with iconoclasts. But anyway.
-
- At least, the Ubuntu community tends to be pleasant and friendly, which is a welcome change from so many upstream communities that are rude and hostile."
- We're having more and more users every day. The general perception of Ubuntu among users is good.
- The collaboration - teams work well with each other and there is hardly ever an issue.
- Communication. It's fast and we're well organized.
- "New user advocacy
- UDS"
- Small teams that have strong, example-driven leadership who work hard on the goals



of the project along with everyone else and empower people on the team to move up

- Enthusiasm, intelligence and communication, social skills.
- The inclusiveness and the respectful nature. The feeling of fun and doing something worthwhile.
- Everything is very accessible and anyone can jump in at any time.
- Delegation.
- I work mainly in the Ubuntu Forums and this is an area that for the most part works well.
- People are smart, friendly and helpful
- Iron sharpens iron, I think that the selfless leaders do genuinely care about our community members, and do their best try and motivate and recognize other peoples contributions.
- online meetings, being public about what's happening.
- Things are generally getting done.
- CC
- again, personal communication
- i think tht everything, the ubuntu project need more participation at important events
- The freedom to share and the freely and openly shared resources
- In our forum there is very good behavior to new members. There is a lot of people willing to help and fix problems that new users encounter.
- The LoCo teams and the governance bodies
- Ayatana is an example of good community-Canonical interaction, especially thanks to mpt, though it is mostly tiny stuff that is debated. The larger stuff is already decided and cannot be changed, or is unclear.
- Participation, clear plans of action and a feeling of camaraderie.
- The forums (ubuntuforums.org) are worthwhile. The atmosphere enthusiasm to learn and help others is good.
- There's a lot of energy about.
- Communication
- askubuntu



- The more technical side of things
- I'm not involved that much so I can't tell
- Launchpad
- LoCo team is the best organized
- advocacy
- User input via things like FCM, but mainly Ubuntu Forums.
- Packaging is well handled.
- Launchpad
- Respecting each other and other communities, relentlessly achieving our goals, helping new people start using Ubuntu, advocacy.

Question 22: How can we improve our community?

- Put people in charge that care, and will argue the community perspective of decisions publicly and privately which Canonical makes behind closed doors.
- Listening always the biggest part of the community: users and people who deal with them
- Allow the community to have a voice in the direction Ubuntu moves. When community leaders are informed of major changes when they take place, vs being told or even asked for opinions before the change, it changes the perception with that community.
- Quality
- Not rely so heavily on IRC. Allow people who are not so tech savvy to get involved
- Again? Just keep up the good work you're doing.
- i don't really know because i deal with such a small portion of the community as it applies to ubuntu studio
- Better loco leadership, less focused on those who have time to put up sites or put on an occasional party, and more around those who can catalyze contributory events, like bug triage, advocacy etc.
- Remember that different people have different ideas about what "community" means. While Launchpad is good and works for some people, for others a forum or IRC is preferable. Don't neglect these very useful and popular venues.
- Recognition



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- Define the key areas Ubuntu is committed to. Make that really crystal clear, and let people help build in those areas mostly at their own pace, but with guidance when needed... the bazaar model obviously works... we shouldn't abandon it... but we need to tighten the surroundings a bit... trim the fat so to speak
- Active effort to be more open, and document targets of opportunity better.
- Better communication of the vision.
- Continue to decrease the barriers of entry towards Debian. People investing in universe repository are rare and on the other hand many of the universe efforts would be better spent merging from Debian and improving the package there.
- "stop trying to be so ""friendly"" and actually treat it as a community, if people are disruptive, problems, or actually ""useless"" tell them The leadership councils need to start putting people in place who can do the job rather than pat their peers on the back.
-
- Stop rewarding people who are best at self promotion ""I gave 300 CD's to my local school...."" so ?? so what ? who cares, what does that achieve beyond a line on your wiki page ?? add VALUE ""I looked at European school trends with my peers A, B and C. We saw potential for Y - so we started a project to deliver Y, we've got a 6 month road map for delivery and an 18 month road map to get the project into %15 of our target school, we will involve canonical at the 12 month period to see if they wish to back our upcoming meeting with the \$group about pushing this into pilot schools. People do things they can dump on their wiki page ""I organised a loco install fest....."" %99 of the people who turned up to that already use ubuntu, know how to install it and are your mates..... rather than how about I've contacted my local council with a plan to put Ubuntu in libraries, I've got a meeting setup to find out if this is even a possibility and gather requirements, from there I'll be setting up a project / asking for help - email me if you're interested"" - no it's just short sharp crap that gets people lines on their wiki's so they can apply for leadership positions. Reward and empower people who LEAD and do things well so they can show others how to do it, rather than people who do ""stuff""
- Different parts of the community don't communicate as well as they could, each part tends to operate as a separate entity and only communicate when necessary or with (dry) team reports
- I wish I could figure out how to make more face to face activities in different areas work better for our LoCo.
- keep up the good job and move forward !
- "That each LoCo Team to have its processes clearly written, and mitigate the bureaucracy... sometimes that affects people negatively. Also, there should be at least



some effort to integrate non english speaking people into the contribution process"

- There are many, many Linux users which feel that Ubuntu is headed in the wrong direction in a number of respects, especially with respect to Unity. I'm actually not involved in that debate, and don't have a strong opinion about it - but from the outside it sure looks like Ubuntu is losing the confidence of many in the Linux community... and if it loses that, then it will not be as widely recommended in the tech circles and beyond to new users.
- conducting promotional events in the local community and to increase awareness by educating even more in schools.
- The community should be more involved in development of large features by Canonical. However, I feel this is gated on Canonical providing more information about the features up front.
- Canonical acknowledgement of and interaction with community. LoCo efforts toward user groups.
- Concentrate on developing countries.
- Ditch the Unity crap, get back to a sensible GNOME desktop instead!
- The marketing. The community should use better tools to organize and introduce itself, than wikis and IRC.
- The best way is to look for each team to be active as actively as possible if it's the smaller the project and to work to submit any material to different languages
- I think the community is great. The reason the community is unhappy is because they should be. Canonical's been ducking the community, keeping things secret that don't need to be, and imposing bad decisions upon us.
- I feel a bit of a rush all the time, a sense that there is barely time to do everything which needs doing. Thus urgent gets done, and important sometimes, even often, delayed and delayed again. We need to focus on quality, and excellent user experience. Not new features!
- try to put people with the same ideas together.
- No idea. Some people do not abide CoC but there is not much you can do about it else than banning them from IRC channels etc.
- "LoCo team are very important.
- with LoCo activity we have real meeting and it makes mailling list more ""live"" later with projects and activity."
- allowing the community to have real participation in decision-making of included software



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- Create a forum for feedback and communication between users and developers.
- Quality of Universe
- "Stop that community thing. Be serious.
- Canonical wants to make business, so let's do business with people who are interested in doing business."
- There needs to be a more focused effort in advocacy and a better channel of communication from Canonical. Top level leadership seems very lacking; no direction/goals. "SABDFL, where have you gone?" Maybe it's time for an elected Project Lead instead a DFL? Steve Jobs shows how important that top level leadership is to a company, to a movement. . . People will follow leaders.
- If there are poisonous people, it should be more timely tried to either get through to them with respect to their attitude, or remove them. The CoC is something that should be kept respected, otherwise it might have serious impact on the community
- Roll back the creep of councils making these decisions and pass it back to the team members.
- Even more openness.
- To start with have the "Community Manger" become engaged with the "Community" and not just Canonical employee's
- As I said before, we need to improve the communication and the leaders awareness.
- Giving more consideration to user feedback, proposals.
- To the extent that those responsible teach more knowledge i can improve their trabajo.Tambien help hacienos to reinforce the concept of world community would be important to get the presence of some responsible for UBUNTU at a party or organize meetings or other LOCO intercanvios could be interesting .
- It's a bit difficult for me to define "Ubuntu community" even though I participate in various aspects of it.
- Strive for greater inclusion and inclusive behaviour.
- Be more open to community input into the core distribution and do no evil (Free Software is a moral imperative, please don't dilute it)
- There isn't one community, I feel like sometimes communities (dev, support, design, locos, ...) are really different and don't work together.
- The community won't improve substantially until the community feels like it's a driving force behind how the project is working and not just extra arms and legs that are often taken for granted. More than a few people have figured out that if Canonical's goal is 200 million users, pretty much every existing user of Ubuntu is not



going to be in the target market.

- "escuchando al usuario final, difundiendo el soporte técnico, enviando no solo cds, de ubuntu kubuntu and ubuntuserver, enviar tambien xubuntu edubuntu studio ubuntu. and all oficiales versions; direct contact with the contacts LoCo listen, ask, answer and suggest. .
- if a group of people come together and form a LoCo team, and are represented by a contact Loco and all problems facing their solutions and strategies for each project, because Canonical (being the chief), does not speak things of mutual interest and collaborates with those who represents them in other places?"
- "More accessible venues for non-technical contributors to participate.
- More education/awareness/information marketing campaigns.
- Stronger support from the Global community to help facilitate LoCos to do their job better."
- By allowing Just Doing It more.
- We can improve our community by helping newbies to become more active and motivated to contribute to the community. Some people who have been long trying to contribute to community couldn't go any further without at least direct coach or guides from experienced member.
- I now believe that the community works very efficiently, given that most of the work handled by contributions. I think you have to keep the work being done but to improve the integration between local communities.
- been careful with the new ones, and let them in, instead of reject them, teach them. we are the community of the linux for human beings, so we have to be that.
- In Australia there is plenty of ground level support. Somehow need more representation at the higher levels so that the community of users can see the bigger picture.
- I Just saw a proposal of new releases each month. I think that will be a better way as we can get more community help with that.
- Just by motivating more people to help.
- To have more direct contact with LoCo teams and more open communications (via survey, etc)
- Remind folk of the mission and uniqueness of the Ubuntu approach.
- Encouraging more people to participate.
- Bring in more technical leadership into the community.
- Refine policies and standards



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- Communication, let the user choose things easily
- Completely rethinking the governance structure.
- Perhaps more incentive for LoCos to become "Official" would be neat!
- bring back the community leaders from 2 or 3 years ago. they had a lot of respect and they worked hard. jono preaches about burnout as does the community, but nothing is done within the community to help combat it.
- Debian ppa
- FEEDBACK... SUPPORT (personal not technical)
- "It is my impression Canonical can not do everything and some strong reflection on what makes sense is in order. When this is agreed, make it known in order to set expectations. For those areas which will be supported plans should be developed which defined the goals and objectives and this should be communicated to set expectations. Finally, follow through and honor commitments or make it clear what can be done.
- The community leader should be able to report on the entire community and report what they are doing and how well they are doing (goals & objectives & tasks). I see titles of ""Project Manager"" and the occasional use of project management nouns and verbs but I see little evidence it is really being used or understood. The release schedule may be the best example. Thank you for reaching out. :)"
- For me personally, I'd like to see someone generally available to answer questions about development during the pre-release stages.
- Getting more people involved by making clear their contribution is valuable
- Asked and answered... I thought.
- We need to grow MOTU, badly.
- to many time in support and bug and not much time in developing
- "Clearer rules and an even higher roof for criticism.
- Cooperate more with other FLOSS communities (we were better at it before, really)"
- Better documentation of processes and tasks to begin with as a newbie. The wiki is a mess.
- "* Allow the loco teams to use the central wiki, and if possible allow for article translations with the same URL.
- * Split the #ubuntu irc channel into smaller ones. Now it's chaotic in there, most people that visit it don't get help because it's too crowded."
- By listening to the people.



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- "Make more use of it. Use it or lose it. By using it I mean give them decisions to be made, projects to own, etc. And look at what they produce on their own and incorporate it into Ubuntu (even if Canonical doesn't necessarily think it's important themselves)."
- We should keep the routine work (just follow rules to conform to this and that) to a minimum, with the help of advanced tools. E g a tool that would take a patch/debdiff/etc and turn it into Ubuntu's favorite way of patch (debdiff, or maybe merge proposal, DEP-3 headers added, and all that), and auto-check it when it's being attached, so that it applies and give friendly error messages if it does not.
- I think more advocacy would help the community. More people getting involved in Ubuntu means more people helping the community down the road.
- I think it's fine, seriously! :)
- Get new blood on the boards. Its the same old people who are on every governance board. Limit participation to one governance board at a time.
- I really like the direction the new leadership team is going to provide a document to leaders within the community to help them work better. I would also really like to see work put toward more "quickstart" guides for teams so it's easier to get involved and know you're doing the right thing (I think we lose contributors because they don't know where to start, or if they're doing good/right work once they do start)
- shorter survey
- Find a way to make people drop their responsibilities before they become too much to carry.
- Redefine what community means so that it means all users and contributors to Ubuntu. Create venues/opportunities to bring together this expanded group. Drop the term LoCo, and lose the geographical (national/state) level divisions. Catalyze the creation of Ubuntu communities at the local (city/town) level.
- Do a lot of house cleaning. Focus efforts, combine projects that are essentially doing the same things (ideally one source of support, not 3+), clean up the documentation (some wiki pages get a lot of attention, others don't, and there is a lot of overlap; go through all of them and clean it up), speed up launchpad (currently painful to work with), make the experience more unified (all of the relevant sites have similar UIs and function similarly), and give equal media attention to the various teams through an official blog or something along those lines that everyone can and should want to read, not just members getting a newsletter or the like.
- Unsubscribe trolls from ubuntu-users faster.
- Perhaps a little less heavy-handed moderation in the Ubuntu Forums!
- Providing more tools and better policies/documentation



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- I just then we might need to re-energize one another, as leaders, we really need be encouraging. We need to try and lead by example, and give credit where credit is due. We also need try and narrow down our broad targets, and figure out smarter ways to reach our goals. We need to encourage the newcomers, as well as value or existing contributors. Unfortunately, I am not coming up with any great ideas on achieving this at the moment. Other than trying be there for one another, and give a helping hand when possible.
- opening up communication and keeping it visible. at present even finding some of the teams on irc is impossible finding their contact details and public email is also not easy to see and should be
- By growing up, both in size and coming of age.
- Giving more to the Loco teams an support at less an event in the year for Latinametican locos
- Make them feel empowered, many don't.
- More participation at important events
- Just continue to remember that the community really is everything!
- Being genuine and open.
- scale -- we have grown a lot, and we do not scale anymore. At the same time, we cannot get stratified too much.
- You could support us with more technical support in hardware.
- Better communication with Canonical, better understanding of what is the direction that Canonical is taking
- Honesty. Make very clear what role Canonical sees for the community, what areas of Ubuntu the community has power over. Position the Technical Board more clearly as a community-based organ that is important for Ubuntu, make clear it has real decision power, but not over everything. Clarity, clarity, clarity.
- "Please don't cover up issues, white wash problems, take vital functions of direction inside the company. Get every single Canonical employee to spend a portion of their time in Advocacy within the community. Not programming or writing docs, not leadership, but on the ground installing Ubuntu for people and trying to help in the real world."
- Reaffirm a commitment to both quality and freedom. Be aware that Embrace, Extend, Extiguish can be done even to Ubuntu/Canonical Focusing on the good things is important but the problems cannot be ignored or swept under the rug without getting worse.
- A lot of that energy is one-way -- I always see lots of community leaders with positive



attitudes and whatnot. But it's rare to see that in the opposite direction, for some reason.

- Promoting / helping loco teams
- More community team employees managing community resources.
- Transparency and communication
- Improve launchpad and include social features in it h
- Not sure
- Believe the developers, especially the suggestion on its packages from DD and DM
- Teach them to code? The developer chunk of the community is too small.
- It's a small niggle, but have Ubuntu Forums update it's look to become part of the new Ubuntu 'theme'. Also give more support to Kubuntu Forums and Kubuntu help in general.
- Participate more in upstream development.
- Holding anyone operating under the brand of Ubuntu to the CoC standards
- Keep the Ubuntu Spirit
- Clearer goals to achieve.
- "See above:
- Listen to the and try to be more open at all"