

# Communities and Contributors Survey - 2019

---



Hi Friends of Mozilla

We are working on a research project to better understand communities in Mozilla or projects run by or sponsored by Mozilla. This survey aims to understand the current status of those communities, the individuals who them up, the priorities of these individuals and how we can better serve them.

Mozilla has often in the past asked for people's time to provide feedback, and may even have asked you recently. Also, we have run research projects looking at contribution in the past without following-up or publishing results. This project is different. It's more extensive than anything we've done, it will shape Mozilla's strategy with respect to open practices, and we will be publishing the results. We hope this will encourage your participation.

We would love your feedback on the survey or project. You can read more on [discourse](#).

This survey will take 9 minutes to complete.

Any personal data you submit as part of this survey will be handled in accordance with our [Mozilla Privacy Policy](#).

[Logic](#) Show/hide trigger exists.

1. Have you contributed to a Mozilla or related project **within the past year**?

\*

- ☐ Yes, I have contributed within the past year.
- ☐ No, I have not contributed within the past year, but I have contributed to a Mozilla or related project in the past.
- ☐ No, I have never contributed to a Mozilla or related project.
- ☐ I am an employee of Mozilla.

2. Are you over 19 years old? \*

- ☐ Yes
- ☐ No

## Past Contribution

---

### Page entry logic:

This page will show when: #1 Question "Have you contributed to a Mozilla or related project **within the past year**? " is one of the following answers ("No, I have not contributed within the past year, but I have contributed to a Mozilla or related project in the past.")

### Page description:

**You indicated that you contributed to Mozilla or a related project over a year ago. Thank you for your past contributions and for participating in the survey!**

3. Which of the following Mozilla groups or related project groups did you contribute to in the past? (Select all that apply) \*

- ☐ Addons/Web Extensions
- ☐ Advocacy and policy

- ☐ Campus Clubs (previously Student Ambassadors)
- ☐ Connected devices & IoT
- ☐ Firefox
- ☐ Firefox OS (FxOS / B2G)
- ☐ Firefox Student Ambassadors
- ☐ IT/Ops
- ☐ Localization
- ☐ Marketing / Social Media
- ☐ Mozilla Clubs
- ☐ Mozilla Creative & Design
- ☐ Mozilla Developer Network (MDN)
- ☐ Mozilla Local / Regional communities (please name the groups)

\*

- ☐ Mozilla Location Service (MLS) / Stumbler
- ☐ Mozilla Science
- ☐ Mozilla support (SUMO)
- ☐ Other (please specify all that apply)

\*

- ☐ Rust
- ☐ Servo
- ☐ Technical/Developer Evangelism
- ☐ Thunderbird
- ☐ Web Compatibility
- ☐ Web Literacy
- ☐ WebVR

4. Please select all the ways in which you have contributed to Mozilla or related projects in the past (Select all that apply) \*

- ☐ Quality Assurance - Testing
- ☐ Security
- ☐ Community Building/Management
- ☐ Teaching
- ☐ Creative Design
- ☐ Attending an Event
- ☐ Writing articles
- ☐ Troubleshooting (support)
- ☐ Coding
- ☐ Bug triaging
- ☐ Localizing
- ☐ UX/UI design
- ☐ Documenting
- ☐ Diversity and Inclusion
- ☐ Social media sharing
- ☐ Event organizing
- ☐ Campaigning - Advocating
- ☐ Speaking at events
- ☐ Other (please specify)

\*

5. When was your first contribution to Mozilla or related projects? \*

- ☐ Within the past three months
- ☐ Within the past six months
- ☐ Within the past year
- ☐ Within the past five years
- ☐ Beyond five years ago

**Logic** Hidden unless: #1 Question "Have you contributed to a Mozilla or related project **within the past year**? " is one of the following answers ("No, I have not contributed within the past year, but I have contributed to a Mozilla or related project in the past.")

6. What are the reasons for the pause/stop in your contributions to Mozilla or related projects? (Select all that apply.) \*

- ☐ I didn't know where to start
- ☐ I found the contribution tools/software hard to use
- ☐ I got busy in my work
- ☐ I preferred to invest my time developing myself elsewhere
- ☐ I didn't have enough resources available (funds, computing facilities, training guides, information about ongoing projects not accessible, etc.)
- ☐ I didn't feel aligned with Mozilla's values anymore
- ☐ I didn't find the work interesting anymore
- ☐ I didn't know if my contributions were having impact
- ☐ I felt burned out
- ☐ I got busy in my personal life
- ☐ I felt taken for granted
- ☐ I didn't have enough contact with staff
- ☐ I was discouraged by negative behaviors/hostility
- ☐ I didn't know what to do
- ☐ I couldn't contribute in my language
- ☐ I didn't have enough contact with other volunteers
- ☐ I didn't agree with how things were run
- ☐ I preferred to contribute to other organization(s) (Please name the organization)
- ☐ I didn't get recognised for my contribution
- ☐ Other (please specify)

\*

\*

7. Select up to 3 of your most important reasons for contributing to Mozilla or related projects in the past. \*

- ☐ To have fun
- ☐ To build my social network
- ☐ To get cool swag
- ☐ To build my skills
- ☐ To express my creativity
- ☐ To work on a particular technology (please specify)

\*

- ☐ To be recognised
- ☐ To belong to a community
- ☐ To make cool stuff (code, events, etc)
- ☐ To have visible impact on the world
- ☐ As part of my academic or research project
- ☐ As part of school
- ☐ As part of my job
- ☐ To build my reputation among peers
- ☐ To build my professional network
- ☐ To build my resume/CV
- ☐ To advance the mission of Mozilla
- ☐ To learn new things
- ☐ Other (please specify)

\*

8. Thinking back to when you were a contributor, which of the following statements best describes your profile(s) as a contributor? \*

- ☐ I am interested in understanding how things work
- ☐ I want to have a positive impact on the world
- ☐ I am interested in solving hard problems
- ☐ I want to contribute as part of my personal values
- ☐ I want to learn new things
- ☐ I want to develop an expertise that is recognized by others
- ☐ I am an experienced leader in the field
- ☐ I feel a responsibility to guide the community
- ☐ I enjoy being part of the community
- ☐ Other (please specify)

\*

9. How would you rate your experience as a contributor for Mozilla or related projects in the past? \*

- ☐ Extremely negative
- ☐ Negative
- ☐ Neither positive nor negative
- ☐ Positive
- ☐ Extremely positive

**Never Contributed**

---



**Page entry logic:**

This page will show when: #1 Question "Have you contributed to a Mozilla or related project **within the past year?** " is one of the following answers ("No, I have never contributed to a Mozilla or related project.")

**Page description:**

**You indicated that you have never contributed to Mozilla or related projects. Thank you for participating in the survey! We have several questions about your interest in contributing.**

10. Why did you sign up to receive communication from Mozilla or related projects? \*

11. Please select all the ways in which you might like to contribute to Mozilla or related projects in the future. (Select all that apply.) \*

- ☐ Localizing
- ☐ Teaching
- ☐ Bug triaging
- ☐ Creative Design
- ☐ UX/UI design
- ☐ Campaigning - Advocating
- ☐ Documenting
- ☐ Speaking at Events
- ☐ Writing articles
- ☐ Diversity and Inclusion
- ☐ Troubleshooting (support)
- ☐ Event organizing
- ☐ Security
- ☐ Social media sharing
- ☐ Community Building/Management
- ☐ Quality Assurance - Testing
- ☐ Coding
- ☐ Attending an Event
- ☐ Other (please specify)

\*

12. Select up to 3 barriers keeping you from contributing to Mozilla or related projects? \*

- ☐ I am busy in my personal life
- ☐ I am discouraged by negative behaviors/hostility
- ☐ I prefer to invest my time developing myself elsewhere
- ☐ I don't have enough contact with staff
- ☐ I can't contribute in my language
- ☐ I don't feel aligned with Mozilla's values
- ☐ I don't agree with how things are run
- ☐ I don't find the work interesting
- ☐ I don't feel I'll get recognised for my contribution
- ☐ I don't have enough resources available (funds, computing facilities, training guides, information about ongoing projects not accessible, etc.)
- ☐ I am busy in my work
- ☐ I find the contribution tools/software hard to use
- ☐ I prefer to contribute to other organization(s) (please name the organization(s))

\*

- ☐ I don't have enough contact with other volunteers
- ☐ I don't know what to do
- ☐ I don't know where to start
- ☐ Other (please specify)

\*

13. How likely are you to make a contribution in the future? \*

- ☐ Extremely unlikely
- ☐ Unlikely
- ☐ Neither likely nor unlikely
- ☐ Likely
- ☐ Extremely likely

### Active Contribution

---

**Page entry logic:**

This page will show when: #1 Question "Have you contributed to a Mozilla or related project **within the past year?** " is one of the following answers ("Yes, I have contributed within the past year.")

**Page description:**

**Thank you for your active participation in Mozilla or related projects! We want to know more about your current involvement.**

14. How did you first hear about contributor opportunities at Mozilla or related projects? \*

- ☐ Through a Mozilla website (do you remember which one?)

- ☐ Through advertisement
- ☐ Through an event
- ☐ Through media or articles
- ☐ I don't remember
- ☐ Through another organization or community
- ☐ Through someone else already contributing to Mozilla
- ☐ Other (please specify)

15. Which of the following Mozilla groups or related project groups did you contribute to in the past year? (Select all that apply.) \*

- ☐ Addons/Web Extensions
- ☐ Advocacy and policy
- ☐ Campus Clubs (previously Student Ambassadors)
- ☐ Connected devices & IoT
- ☐ Firefox
- ☐ Firefox OS (FxOS / B2G)
- ☐ Firefox Student Ambassadors
- ☐ IT/Ops
- ☐ Localization
- ☐ Marketing / Social Media
- ☐ Mozilla Clubs

- ☐ Mozilla Creative & Design
- ☐ Mozilla Developer Network (MDN)
- ☐ Mozilla Local/Regional communities (please name the groups)

\*

- ☐ Mozilla Location Service (MLS) / Stumbler
- ☐ Mozilla Science
- ☐ Mozilla support (SUMO)
- ☐ Rust
- ☐ Servo
- ☐ Technical/Developer Evangelism
- ☐ Thunderbird
- ☐ Web Compatibility
- ☐ Web Literacy
- ☐ WebVR
- ☐ Other (please specify all that apply)

\*

16. Please select all the ways in which you have contributed to Mozilla or related projects in the past year (Select all that apply.) \*

- ☐ Troubleshooting (support)
- ☐ Localizing
- ☐ Quality Assurance - Testing
- ☐ Bug triaging
- ☐ Teaching
- ☐ Speaking at events
- ☐ Documenting
- ☐ Community Building/Management
- ☐ Writing articles
- ☐ Diversity and Inclusion
- ☐ UX/UI design
- ☐ Attending an Event
- ☐ Social media sharing
- ☐ Coding
- ☐ Campaigning - Advocating
- ☐ Security
- ☐ Event organizing
- ☐ Creative Design
- ☐ Other (please specify)

\*

17. When was your first contribution to Mozilla or related projects? \*

- ☐ Within the past three months
- ☐ Within the past six months
- ☐ Within the past year
- ☐ Within the past five years
- ☐ Beyond five years ago

### Active Contribution

---

#### Page entry logic:

This page will show when: #1 Question "Have you contributed to a Mozilla or related project **within the past year?** " is one of the following answers ("Yes, I have contributed within the past year.")

#### Page description:

**Thank you for your active participation in Mozilla or related projects! We want to know more about your current involvement.**

18. Thinking back over the past year, how often would you say you contributed to Mozilla or related projects, on average? \*

- ☐ Once or several times a day
- ☐ Once or several times a week
- ☐ Once or several times a month
- ☐ Once or several times within the past 6 months
- ☐ Once within the past year



19. Which of the following tools do you use in your contributions to Mozilla or related projects? (Select all that apply.) \*

☐ Wiki.mozilla.org

☐ IRC

☐ Slack

☐ Bugzilla

☐ Emailing lists

☐ Telegram

☐ GitHub

☐ Discourse

☐ Google Docs

☐ Etherpad

☐ Other (please specify)

\*

20. Select up to 3 of your most important reasons for contributing to Mozilla or related projects. \*

- ☐ To get cool swag
- ☐ To have visible impact on the world
- ☐ To build my reputation among peers
- ☐ As part of my academic or research project
- ☐ To belong to a community
- ☐ To build my social network
- ☐ To learn new things
- ☐ To build my professional network
- ☐ To have fun
- ☐ To build my skills
- ☐ To express my creativity
- ☐ As part of my job
- ☐ As part of school
- ☐ To make cool stuff (code, events, etc)
- ☐ To build my resume/CV
- ☐ To work on a particular technology (please specify)

\*

- ☐ To advance the mission of Mozilla
- ☐ To be recognised
- ☐ Other (please specify)

\*

21. Which of the following statements best describes your profile(s) as a contributor? \*

- ☐ I feel a responsibility to guide the community
- ☐ I want to have a positive impact on the world
- ☐ I am interested in solving hard problems
- ☐ I want to develop an expertise that is recognized by others
- ☐ I enjoy being part of the community
- ☐ I want to contribute as part of my personal values
- ☐ I am interested in understanding how things work
- ☐ I am an experienced leader in the field
- ☐ I want to learn new things
- ☐ Other (please specify)

\*

22. How would you rate your experience as a contributor for Mozilla or related projects? \*

- ☐ Extremely negative
- ☐ Negative
- ☐ Neither positive nor negative
- ☐ Positive
- ☐ Extremely positive

**Optional Network Data**

---

**Page entry logic:**

This page will show when: (#1 Question "Have you contributed to a Mozilla or related project **within the past year?** " is one of the following answers ("Yes, I have contributed within the past year.", "No, I have not contributed within the past year, but I have contributed to a Mozilla or related project in the past.") AND #2 Question "Are you over 19 years old? " is one of the following answers ("Yes"))

**Page description:**

**Part of this project is for us to learn more about the connections that exist in the community and the groups people are close to or involved with. The best way for us to do that is to ask you about your connections and network.**

**All questions on this page are optional.**

23. Please indicate your employment or educational status and institution.

☐ Student (write in name of institution)

☐ Work full-time (write in name of institution)

☐ Unemployed

☐ Other (write in name of institution)

☐ Work part-time (write in name of institution)

## 24. Have you contributed to any other Open Source projects?

- ☐ I am a current contributor to other Open Source projects (please list the projects)

- ☐ I am a past contributor to other Open Source projects (please list the projects)

- ☐ No

## 25. Do you volunteer for any other organizations that are not Open Source? (If yes, please list these organizations).

- ☐ Yes (please specify)

- ☐ No

### Optional Demographic Data

---

#### Page entry logic:

This page will show when: (#1 Question "Have you contributed to a Mozilla or related project **within the past year**?" is one of the following answers ("Yes, I have contributed within the past year.", "No, I have not contributed within the past year, but I have contributed to a Mozilla or related project in the past.", "No, I have never contributed to a Mozilla or related project.") AND #2 Question "Are you over 19 years old?" is one of the following answers ("Yes"))

#### Page description:

**We have a few final questions to help us understand the profile of those who contribute to Mozilla or related projects.**

**All questions on this page are optional.**

26. How old are you?

- ☐ 18-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-64
- ☐ 65+
- ☐ Prefer not to say

27. In which country are you currently based?

Afghanistan  
Albania  
Algeria  
Andorra  
Angola  
Antigua and Barbuda  
Argentina  
Armenia  
Australia  
Austria  
Azerbaijan  
Bahamas, The  
Bahrain  
Bangladesh  
Barbados  
Belarus  
Belgium  
Belize  
Benin  
Bermuda,  
Bhutan  
Bolivia  
Bosnia and Herzegovina  
Botswana  
Brazil  
Brunei  
Bulgaria

Burkina Faso  
Burundi  
Cambodia  
Cameroon  
Canada  
Cape Verde  
Central African Republic  
Chad  
Chile  
China  
Colombia  
Comoros  
Congo, Democratic Republic of the  
Congo, Republic of the  
Costa Rica  
Cote d'Ivoire  
Croatia  
Cuba  
Curacao  
Cyprus  
Czech Republic  
Denmark  
Djibouti  
Dominica  
Dominican Republic  
East Timor (see Timor-Leste)  
Ecuador  
Egypt  
El Salvador  
Equatorial Guinea  
Eritrea  
Estonia  
Ethiopia  
Fiji  
Finland  
France  
Gabon  
Gambia, The  
Georgia  
Germany  
Ghana  
Greece  
Grenada  
Guatemala

Guatemala  
Guinea  
Guinea-Bissau  
Guyana  
Haiti  
Holy See  
Honduras  
Hong Kong  
Hungary  
Iceland  
India  
Indonesia  
Iran  
Iraq  
Ireland  
Israel  
Italy  
Jamaica  
Japan  
Jordan  
Kazakhstan  
Kenya  
Kiribati  
Kosovo  
Kuwait  
Kyrgyzstan  
Laos  
Latvia  
Lebanon  
Lesotho  
Liberia  
Libya  
Liechtenstein  
Lithuania  
Luxembourg  
Macau  
Macedonia  
Madagascar  
Malawi  
Malaysia  
Maldives  
Mali  
Malta  
Marshall Islands



Mauritania  
Mauritius  
Mexico  
Micronesia  
Moldova  
Monaco  
Mongolia  
Montenegro  
Morocco  
Mozambique  
Myanmar  
Namibia  
Nauru  
Nepal  
Netherlands  
Netherlands Antilles  
New Zealand  
Nicaragua  
Niger  
Nigeria  
North Korea  
Norway  
Oman  
Pakistan  
Palau  
Palestinian Territories  
Panama  
Papua New Guinea  
Paraguay  
Peru  
Philippines  
Poland  
Portugal  
Qatar  
Romania  
Russia  
Rwanda  
Saint Kitts and Nevis  
Saint Lucia  
Saint Vincent and the Grenadines  
Samoa  
San Marino  
Sao Tome and Principe  
Saudi Arabia

Saudi Arabia  
Senegal  
Serbia  
Seychelles  
Sierra Leone  
Singapore  
Slovakia  
Slovenia  
Solomon Islands  
Somalia  
South Africa  
South Korea  
South Sudan  
Spain  
Sri Lanka  
Sudan  
Suriname  
Swaziland  
Sweden  
Switzerland  
Syria  
Taiwan  
Tajikistan  
Tanzania  
Thailand  
Timor-Leste  
Togo  
Tonga  
Trinidad and Tobago  
Tunisia  
Turkey  
Turkmenistan  
Tuvalu  
Uganda  
Ukraine  
United Arab Emirates  
United Kingdom  
United States  
Uruguay  
Uzbekistan  
Vanuatu  
Venezuela  
Vietnam  
Yemen

Zambia  
Zimbabwe  
Other



28. With which gender do you identify?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Another Gender (write in)

29. I identify as (check as many as apply)

- ☐ Lesbian
- ☐ Gay
- ☐ Bisexual
- ☐ Heterosexual
- ☐ Transgender
- ☐ Queer
- ☐ Asexual
- ☐ Intersex
- ☐ Other (write in)

30. Do you identify with any of the below statements

- ☐ I am a person with a disability
- ☐ I am not a person with a disability
- ☐ I wish to voluntarily share that my disability is (write in)

31. What is your current level of education?

- ☐ Did not complete high school
- ☐ Coding bootcamp / online courses
- ☐ High school diploma
- ☐ Some College / Associate's Degree
- ☐ Bachelor's Degree
- ☐ Postgraduate Degree
- ☐ Prefer not to say

32. Which language do you speak most often?

- ☐ Arabic
- ☐ Chinese
- ☐ English
- ☐ French
- ☐ Hindi
- ☐ Portuguese
- ☐ Spanish
- ☐ Urdu
- ☐ Other (please specify)

33. How would you rate your proficiency in English?

- ☐ Extremely strong
- ☐ Strong
- ☐ Neither strong nor weak
- ☐ Weak
- ☐ Extremely weak
- ☐ I do not speak English

**Permission to Correlate Data About You**

---

**Page entry logic:**

This page will show when: (#1 Question "Have you contributed to a Mozilla or related project **within the past year?** " is one of the following answers ("Yes, I have contributed within the past year.", "No, I have not contributed within the past year, but I have contributed to a Mozilla or related project in the past.") AND #2 Question "Are you over 19 years old? " is one of the following answers ("Yes"))

**Our goal is to better understand the communities and network Mozilla collaborates with. Tracking actual contributor activity and areas of interest over time would help us toward this goal. This is data that we have not historically collected but that we would like to collect, with your permission.**

**All questions on this page are optional.**

**If you choose to share your email address, GitHub handle, or Bugzilla email address with us, we may correlate your survey responses with your public contributions to Mozilla. For example, we may analyze the frequency and type of your code commits to our github repos; frequency and type of Bugzilla participation; and how you participate with Mozilla through our email listservs, social media, and Discourse.**

**The purpose for this data collection is to provide us more insight into community participation so that we can improve the experience for contributors and provide more support to our projects.**

**If you do not want to provide us with this data, we understand. Thanks for participating in our survey! Just hit "submit" to end.**

34. Please provide us with your GitHub handle

35. Please provide us with your email

36. Please provide us with your Bugzilla email

37. I want to get the results of this research via email.

☐ Yes (Please enter your email address)

☐ No, thank you.

---

**Thank you for participating in the Communities and Contributors Survey!**

**You can learn more about the strategy project this research is part of by visiting**  
[https://wiki.mozilla.org/Innovation/Projects/Open\\_Innovation\\_Strategy](https://wiki.mozilla.org/Innovation/Projects/Open_Innovation_Strategy)