

# Skjemaer > Rapport for Contributors in the openSUSE community

This survey is part of a study on firm-sponsored open source communities, by a masters student at the University of Oslo. The survey is targeted at active contributors in the openSUSE community, but you may answer even if you are primarily a user. All replies are completely anonymous, and the results will be published on opensuse.org.

Dato 30.11.2007 04:04  
 Innleverte besvarelser 281  
 Ikke-innleverte besvarelser 0  
 Invitasjoner godkjent 0

## 1. Personal background

### 1.1. How old are you?

Under 16	3	1.1%
16 - 20	19	6.8%
21-25	64	22.8%
26-30	76	27.0%
31-35	48	17.1%
36-40	22	7.8%
Above 40	49	17.4%

### 1.2. Male or female?

Male	275	97.9%
Female	6	2.1%

### 1.3. What is your occupation?

Student, computer science	33	11.8%
Student, other subject	40	14.3%
Working in a company with software/hardware	117	41.8%
Working in a company not related to software/hardware	54	19.3%
Unemployed/freelance	15	5.4%
Other	21	7.5%

## 2. Contributions and involvement

If you would like to answer "I do not know", please just leave the question unanswered.

### 2.1. How many hours in average do you put in contributions each week?

('contributions' includes time used to prepare input to discussions, testing of software, or other time needed to prepare a statement, user support, code contributions or reports)

Less than an hour a week	67	24.5%
1-3 hours a week	89	32.6%

4-10 hours a week	64	23.4%
More than 10 hours a week.	53	19.4%

## 2.2. In how many areas do you participate?

('involvement' means actively pursuing the development of a project by systematically contributing with testing, bug reports, code OR input to discussions. A 'project' also includes non-software work, for example wiki, translations or documentation. If you contribute for the most part with user support, you can answer alternative 2 and provide the amount of time used in the previous question)

I am only a user, I do not submit contributions	50	18.1%
I only contribute arbitrarily where I see fit - I don't have a specific interest in any project/package.	113	40.8%
I am involved with one specific project/package	34	12.3%
I am currently involved with one specific project/package, but have been involved with others earlier	18	6.5%
I am currently involved with 2-3 projects/packages	23	8.3%
I am currently involved with more than 3 projects/packages	39	14.1%

## 3. For what reasons do you participate in the openSUSE community?

If you would like to answer "I do not know", please just leave the question unanswered.

### 3.1. Because I believe that openSUSE is the best Linux distribution

not at all	8	2.9%
to a little degree	10	3.6%
to some degree	97	35.3%
to a large degree	160	58.2%

### 3.2. Because I respect the other community members

not at all	13	4.9%
to a little degree	27	10.2%
to some degree	111	41.9%
to a large degree	114	43.0%

### 3.3. Because I respect the employees working with openSUSE at Novell

not at all	26	9.8%
to a little degree	30	11.3%
to some degree	96	36.1%
to a large degree	114	42.9%

### 3.4. Because I am friends with several people in the community

not at all	127	47.4%
to a little degree	60	22.4%
to some degree	65	24.3%

to a large degree	16	6.0%
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### 3.5. Because it is easy to get my footprint in openSUSE compared to other Linux distributions

not at all	88	34.0%
to a little degree	64	24.7%
to some degree	78	30.1%
to a large degree	29	11.2%

### 3.6. Because my work with openSUSE is acknowledged by the community and employees

not at all	84	32.2%
to a little degree	54	20.7%
to some degree	76	29.1%
to a large degree	47	18.0%

### 3.7. Because I learn a lot and get support from the community

not at all	16	6.0%
to a little degree	29	10.8%
to some degree	95	35.4%
to a large degree	128	47.8%

### 3.8. Because my work for openSUSE may be used by many people, including enterprise level

not at all	37	14.1%
to a little degree	44	16.7%
to some degree	83	31.6%
to a large degree	99	37.6%

### 3.9. Are there any other reasons for why you participate in the openSUSE community?

- I work for Novell. ;) )
- To learn, to grow, to observe, to participate, to expand
- I do my job at Novell
- I's just like breathing - you rarely have an idea why you're doing it, just keep doing it.
- To learn and contribute to something bigger than myself, where I can actually see my contributions help. That is difficult to find elsewhere.
- because I'm an idealist
- ability to work directly with Suse/Novell employees
- I was a small translator for KDE. When SuSE/Novell pointed out to us that the will stop to translate to Dutch Unless we make the translations.
- I'm a long time (1995?) user of SuSe-Linux. At one point in time I took the opportunity to provide my community around a statistics package named R with packages for that software. Opensuse's Build Service greatly enhances my possibilities and therefore I use it.
- Make the software that I personally need/use available to others as well
- My employer wants me to contribute.
- I just like the OpenSuse BuildService, it's perfect to have all your packages in the same

place.

- I'm the employee of SUSE Linux company.
- Because it was an Europe born community.
- We use SuSE-Products within the company, but some required software is not packaged yet (or not anymore). Thus, I package this software (openafs) and try to bring it back into openSUSE.
- Because I can translate and help to diffuse my local language
- I am a Novell employee working on the Linux Desktop
- \* I need the packages for my own \* I build the packages for software projects, to which I contribute as developer. It's just easier for them to install an RPM package than building from source
- I do translations, and I like good translations for my own desktop :-).
- I have a lot of free time (retired)
- Because it is the only way opensuse can be better.
- it is good to give something when you can.
- Because I started with S.u.S.E. in the early days...
- I use it myself and it is used in our company. So I usually contribute packages that are not available as RPM, but needed by the company I am working for or I use it for private purposes.
- I'm actually a Novell employee working on openSUSE :)
- enjoyment
- It's the best method to get my project's software built for openSUSE. I started when I was still running the distribution. However, after Novell decided to strike a deal with Microsoft basically claiming Linux stole Microsoft IP, I quit using openSUSE myself.
- To have fun !
- helping new users.
- I like it.
- because i use openSuSE, of course
- I feel that SuSE and openSuSE Linux leverage using newer packages than most distributions (at least historically that has been the case) yet I will not hesitate to use it in a server in place of RHEL or CentOS and know it will be just as stable.
- To revert-back what suse has given me :-)
- It is one way in which I feel that I am doing some form of good, almost as if it is a way to the pearly gates of heaven :)
- ad 3.8 im administrator of polish opensuse site: [www.susek.info](http://www.susek.info)
- It's Fun.
- camaraderie
- it is fun to help others get along.
- Normally scratching an itch and it's my distro of choice.
- My preferred distro and would like to see it growing and spreading among users.  
-linux.wordpress.com-
- To help others.
- I use OpenSUSE and in return I contribute what I know
- Because we use Novell, and the system underlies their operating systems.
- Mainly, to give back a little to those that have helped me.
- My contribution is mainly participating in user mailing lists and responding to questions, submitting bugs, etc.
- The OpenSUSE project, being collaborative in nature, needs some kind of effort from its users. By contributing to its development, I'm indirectly helping myself (as well as others), since this will eventually turn out in a better product for me to use.
- Makes fun!
- It has a good mixture of novice to intermediate users I can help teach and train. Other

distros like Gentoo or Arch Linux have mostly intermediate or advanced Linux users and as such do not offer training positions I can fill.

- Hope Xfce Desktop Environment is included as third standard option, in addition to the first standard option - GNOME Desktop Environment and second standard option - KDE (K Desktop Environment), in future versions of openSUSE.
- In my company we only use openSUSE - we like to be at the forefront, so we do a lot of alpha and beta testing.
- Fun
- Because I need the contribution I make.
- openSUSE has very good 3rd party application support from packman. Without that support I would be a Fedora or Ubuntu user.
- Because I benefit from my own work/contribution.
- That makes me feel good.
- I find it is easy to influence openSUSE development direction, but I don't know how it compares with other distros, hence no response in 3.5.
- Because I use openSUSE and it is quite normal to share experience/additional packages/configuration recipes/... with other members of the surrounding community. If I were using for example Ubuntu, I would contribute to Ubuntu community. There is no special mathematics in that.
- Been using suse for a long time. I used novel products back in the day too. I am glad to see another serious competitor out there.
- I LIKE IT
- I like beta testing and report the problems I encounter.
- mainly because its fun
- I truly believe in open source.
- to give back to the community
- I improve my future platform. Today I work hard, to make my life easier tomorrow.
- Helping each other is the main idea in a open-source community. I really believe that if we help each other the best OS can be build. Even better than proprietary/commercial products.
- Personal satisfaction.
- My work involves advocating Open Source Software in business and the community
- To help Linux and Open Source become a success.
- I work to hardware manufacturer that wants support suse.
- I \_want\_ it to be the best distro... even though I think it still falls short in some areas.
- It's fun and I feel that I somehow return the help, when I was a newbie in Linux, OpenSuSE and Novell where always there to guide me with any problems I had and still today I get the same reaction from the community and the company.
- I love linux. After using SUSE as my default OS for more than 2 years I have realized how far behind Microsoft is left. OpenSUSE has good hardware support, Art work but lacks good package management. But package management is certainly improved in 10.3.
- i'm part of a french speaking opensuse community site, [www.alionet.org](http://www.alionet.org)
- Because if i could help, and if i know something why should i not participate if y a have less time??? So i if know something that could help someone i give him ;) )
- Simply because I use it, an I want to give a little as return.
- I began with this one !
- to share is the main reason
- OpenSUSE offers me a competitive (meaning performance and quality), free (meaning Free Software), understandable and user-friendly computer experience for nothing, I think it's good and normal to contribute even at my level of knowledge as my part in this moral deal.
- the most advanced operating system

#### 4. Do you agree with the following statements?

If you would like to answer "I do not know", please just leave the question unanswered.

##### 4.1. I believe Novell is a open source company

not at all	32	11.7%
to a little degree	52	19.0%
to some degree	136	49.8%
to a large degree	53	19.4%

##### 4.2. openSUSE and Novell are one and the same to me

not at all	101	36.7%
to a little degree	77	28.0%
to some degree	71	25.8%
to a large degree	26	9.5%

##### 4.3. The patent deal between Novell and Microsoft worries me

not at all	76	27.7%
to a little degree	82	29.9%
to some degree	58	21.2%
to a large degree	58	21.2%

##### 4.4. Novell's relation to other companies impacts my motivation for contributing in openSUSE

not at all	103	38.7%
to a little degree	74	27.8%
to some degree	66	24.8%
to a large degree	23	8.6%

##### 4.5. It would be fine with me if openSUSE was designed in red Novell colors

not at all	147	54.9%
to a little degree	56	20.9%
to some degree	41	15.3%
to a large degree	24	9.0%

#### 5. Decisionmaking

##### 5.1. To what degree do you experience an ability to influence and take part in decisions involving the openSUSE project?

If you would like to answer "I do not know", please leave the question unanswered.

not at all	41	18.5%
to a little degree	69	31.1%
to some degree	83	37.4%

to a large degree	29	13.1%
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## 5.2. Are there any aspects you would like to see improved about the organization of the community?

- More trust from SUSE guys to developers and communities, like it is in Ubuntu development.
- involvement of non novell in decisions
- Question 4.5 was worded wrong. In English, it is difficult to choose an answer that would mean "Hell yes I mind! - Don't do it!" One could interpret "not at all" as "Nope, I wouldn't mind". One could also say "to a large degree" means "I agree that I would not mind". See the problem? Try "I would accept if openSUSE was designed in red Novell colors". With that, the answers become clearer in meaning. For the community - we really need to get the younger generation more involved with Linux, and specifically with openSUSE. Our best method is to radically increase our visibility on campuses around the world.
- SuSE is a company that publish Open Source software including the software they make. I contribute to them and they will contribute to the Open Source community.
- I would like to see some clear service levels ('response times') in bug processing. Some bugs (or potential hints/improvements) just remain there for ever as it seems.
- The less organizational rules needed, the better. It is a community. It is either self-managed, or it dies.
- I don't know.
- Not currently. I think the community is in the right direction.
- I'm too new to that project to give an appropriate answer.
- The opensuse build service should be used exclusively to build the distro.
- Improving the documentation of the tools. This would help the users to help each other.
- opensuse should be treated more seriously but maintainers/developers. Currently it has this word "open", so if you notice something dangerous it is very likely you get response "ah, it is **only** opensuse, we will do it in the enterprise edition". And suse unlike ubuntu has pay-only editions -- shame (in ubuntu every version can be downloaded for free, not for eval, but for normal usage).
- A coming together of all different parts of the community. More interoperability between developers, mailing lists, wiki and all the various forums.
- Getting Factory (openSUSE's development version) into the build service. Making it more obvious for people to be officially 'acknowledged' for their work. Unified forum. More developers using the public IRC network (freenode). More public guides to get people to easily learn about development of the distribution.
- We need to make it easier for non-Novell people to improve the distribution and have their patches integrated. We need more volunteers to fix things!
- Novell needs to get out of that deal with Microsoft and start behaving like an open source company. Alternatively, Novell needs to let openSUSE out of it's clutches. Getting non-Novell employees to fill important positions in the project would be a first step.
- Official forums maybe ?
- not yet
- More communication across the different parts of the community -- known issue, we're working on it ;)
- wifi drivers.
- I find the mailing list very un-responsive. In fact I have never had an answer to a problem. No idea why. I make suggestions as I can. I am a little surprised at the lack of support. I have been supporting softeware users for over 30 years, and do do i nSourceforge etc, but this mailing list seems the leadst helpful I know
- Not that I can think of. I prefer the way Debian is arranged, but there would be little point in duplicating it unless a new approach was brought to bear, as with Ubuntu, but even there the organizational structure is different from Debian.

- More information about what OpenSuse users want to see in the next version would be useful, I think.
- Generally speaking, there are many ways to contribute. Many of those could be done even by inexperienced users (eg: wiki editing, translations, bug-reporting, etc), but I find some of these tasks pretty hard to complete, mainly because of too many steps and rules to follow. I guess those are needed to get a cleaner workload and to put a better focus on the things that really need to be done, but I'd like to lower a little the tech-barrier to contribution.
- The Novell Bugzilla needs more of a spotlight position. The Gentoo Bugzilla is known to a large majority of the Gentoo population and as such plays a strong role in user-to-developer relations. However the Novell Bugzilla is not used nearly as much as the Gentoo one, in my opinion because most of the OpenSUSE users in the world don't even know it exists. I think a serious effort needs to be made on the part of the OpenSUSE Community to raise awareness of the Novell Bugzilla.
- No.
- Other Novell OSS projects (e.g. iFolder) can learn from openSUSE: They really communicate and respect the community members.
- the update of the repositories.
- Simply: Make it easier for new users to learn about the openSUSE Product, not just the community.
- More extensive HCL on the website
- For community to be more responsive to our wish lists for software packages. Or at least to get some feedback for that if community decides not to package a software, or so.
- There could be a place in the Wiki or a Frapprmap (<http://www.frappr.com/>) where community members that are geographically close can find out about each other. This would create an additional dimension of participation to those of us that outside of the traditional Novell and Suse sites.
- A organization that lives from a community should be always in touch with it, following their needs. But must be also aprensive to the future, to the market.
- I don't have anything to add at this time.
- A better look at how openSUSE caters to the different types of users. I see mainly three types of users: Newbies (needs to know how to do basic stuff. Maybe explained with very elementary level flash tutorials) IT professionals (Needs to know how openSUSE works in detail in comparison with other OS or distros) IT gurus (Need an explanation on how they can access everything in openSUSE via the commandline.) As it is now some thing are very easy, some things are a little unintuitive, while other things are impossible to figure out unless you know and love the commandline. Have fun with your master!
- Marketing; I used (and liked) Ubuntu alot, but when I first gave openSUSE a shot, I thought it was even better (but not as popular).
- Better interoperability with other OS'es communities. This will enfast LSB development.
- Better bug reporting system.
- More focused on community.