

Ukraine

User Satisfaction Survey report

Survey period: 01/11/2022 to 22/11/2022

The Emergency Telecommunications Cluster (ETC)—led by WFP—was activated in Ukraine on 3 March 2022 to advocate for and support the provision of common ICT services for the response in collaboration with the inter-agency ICT Working Group.

Overview

The Emergency Telecommunications Cluster (ETC) conducted a user satisfaction survey from 1 to 22 November among humanitarian organizations in Ukraine to assess the performance of ETC services and activities delivered in 2022.

ETC services included in the survey are internet connectivity, customer support, and the ETC chatbot. ETC activities included in the survey are coordination, and information management (IM).

ETC services and activities are provided for humanitarians in five sites in Ukraine—Dnipro, Kyiv, Lviv, Mukachevo, and Odesa.

The survey aimed to identify areas of improvement in line with evolving needs on the ground. The results will help the ETC in Ukraine to better understand the needs of humanitarians responding to the emergency and how to improve these services in Ukraine.



The ETC Chatbot service has supported over 16,992 users to access information since it was launched in April in 2022.

Methodology

The survey comprised 14 questions and was launched on 01 November 2022. The survey was distributed among users of ETC services and focal points from partnership organizations in Ukraine. The survey closed on 18 November with a total of 28 responses.

All respondents were UN agency staff. A range of profiles were represented, including personnel in Logistics (18%), Administration (14%), and ICT (11%).

Key findings

The survey resulted in an **overall user satisfaction rate of 96.8%** for ETC services and activities, which is above the 80% baseline set as the key performance indicator for the survey. A further breakdown of the results is provided in the sections below.

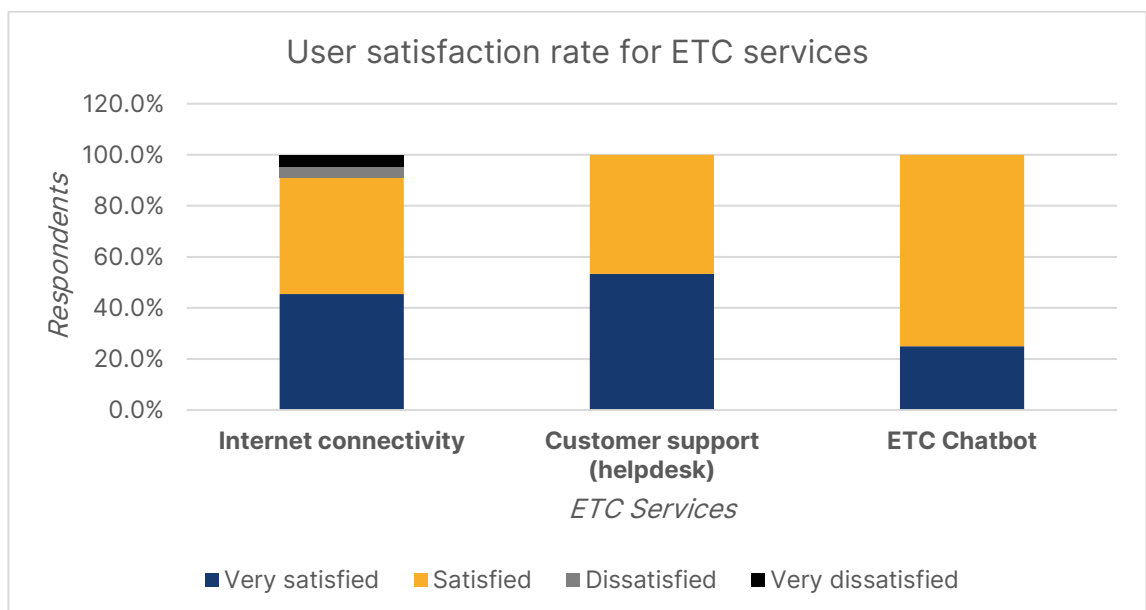
ETC services

Respondents were asked to rate their satisfaction with the core ETC services provided across the five sites in Ukraine—Dnipro, Kyiv, Lviv, Mukachevo, and Odesa—including internet connectivity, customer support, and the ETC chatbot.

In response, participants reported an overall user satisfaction rate of 97% for ETC services provided in Ukraine.

The survey revealed:

- **91%** satisfaction rate for **internet connectivity** services.
- **100%** satisfaction rate for **customer support** services.
- **100%** satisfaction rate for **ETC Chatbot** services.



Feedback on ETC services

The survey asked respondents the reasons for the user satisfaction rating given, as well as asking for suggestions on how ETC services may be improved (respondents were given an open-ended option). A total of nine respondents gave the following feedback:

- **Internet connectivity:** Some respondents in Dnipro reported an intermittent disruption in internet services provided by the ETC, dependent on where the user is seated in the

common hub. Overall, ETC internet services are operating sufficiently in Ukraine with some improvements needed.

- **Customer support:** Respondents reported satisfaction with the level of technical support received from the ETC, commenting that it is fast and available whenever needed.
 - **ETC Chatbot:** Partners involved in the delivery of the chatbot in Ukraine are satisfied with the service, highlighting that it is a very important and useful tool for users.
- Security communications:** One respondent enquired about more training on radio security communications.

ETC response to feedback on services

The ETC in Ukraine is looking at the distribution to access points in all locations where it provides internet connectivity services to ensure full coverage of the office spaces.

Since obtaining a VHF radio license from the authorities on 02 December, the ETC is now setting up the VHF network for security communications services in all five operational locations. The cluster is planning to reprogramme all radios to the new allocated frequency and train all staff on radio use to improve the safety and security of personnel in the field.

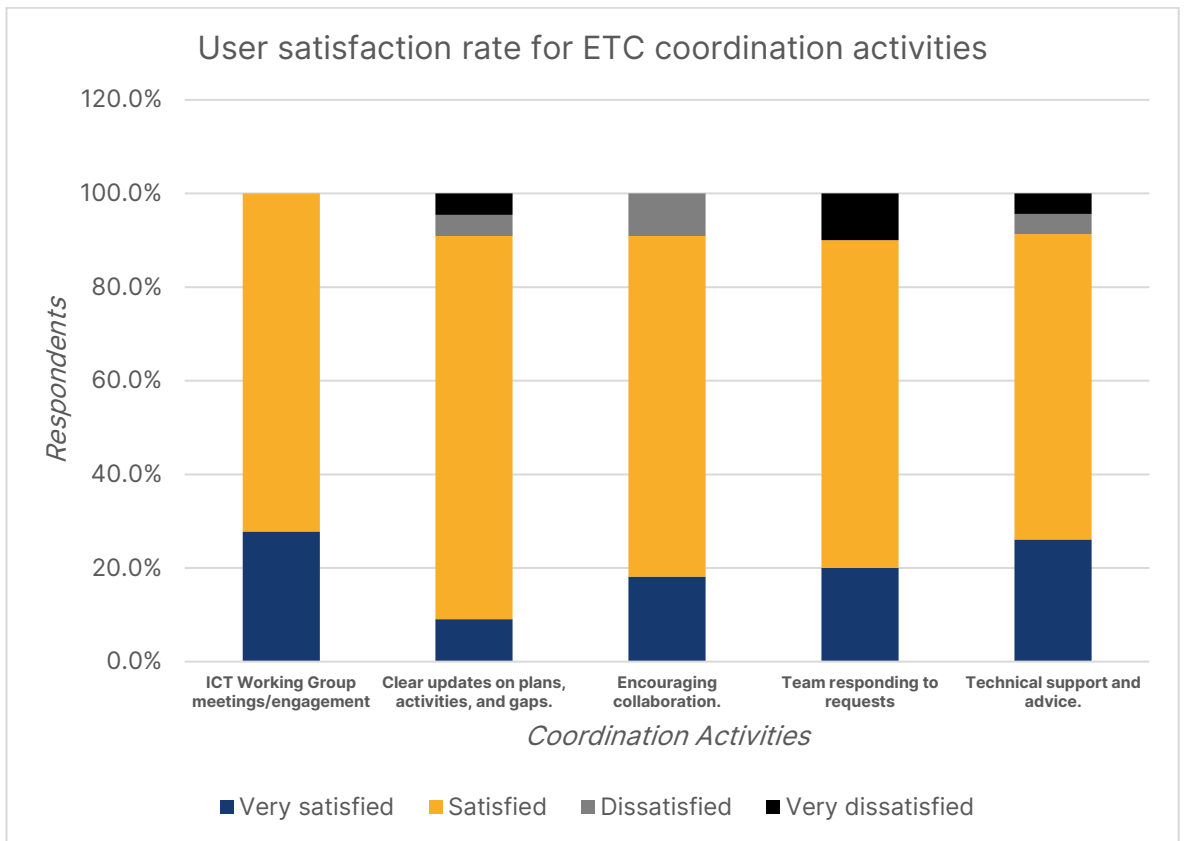
ETC coordination activities

Respondents were asked to rate their satisfaction with the quality of ETC coordination activities.

In response, participants reported an overall user satisfaction rate of **92.6%** for ETC coordination provided in Ukraine.

The survey revealed:

- **100%** satisfaction rate for **frequency of ICT Working Group meetings/engagement**
- **91%** satisfaction rate for **clear updates on plans, activities, and gaps**
- **91%** satisfaction rate for **encouraging collaboration**
- **90%** satisfaction rate for **team responding to user/partner requests**
- **91%** satisfaction rate for **technical support and advice**



Feedback on ETC coordination

A total of seven respondents provided further feedback on ETC coordination, commenting that good support is received when technical assistance is needed and that coordination among ETC partners on the ground has been a smooth and productive process.

One respondent indicated being very dissatisfied with cluster coordination, although no further comment was provided.

ETC response to feedback on coordination activities

In view of the feedback, the ETC in Ukraine is taking additional steps in its strategic plan for 2023 as indicated below

Service for Communities

The cluster is planning to increase its investment to support the affected population through CFM and government-owned call centres in Ukraine. The cluster is also considering deploying mobile Connectivity on the Wheel (CoWs), to be prepositioned to provide internet and other services in the newly accessible areas.

Security Communications Services

The cluster is currently finalizing VHF deployment in five locations in Ukraine, with one main SIOC and four remote sites connected together within the Ukraine VHF network. Additional locations and remote sites are being proposed as a result of access to newly accessible locations. Hence, the VHF license is being updated with the regulatory authority, and additional equipment are being prepositioned to address these demands.

A strategy to improve the existing broadcasting coverage of VHF in Ukraine is being considered, and third-party towers such as television masts are being as alternative backup sites for VHF repeater stations.

The capacity development is part of the coordination strategy to strengthen the capacity of in-country UN technical staff and the SIOC operators to manage VHF resources in the country, as well as the capacity of UN staff users of the security communications services.

Secure data connectivity

The cluster has in a preposition sufficient IT equipment to support the provision of secure data connectivity to the proposed Crisis Coordination Hubs (CCHs) in the newly accessible locations in eastern Ukraine.

The cluster is also in a position to support NGOs in the field office locations with the data connectivity service.

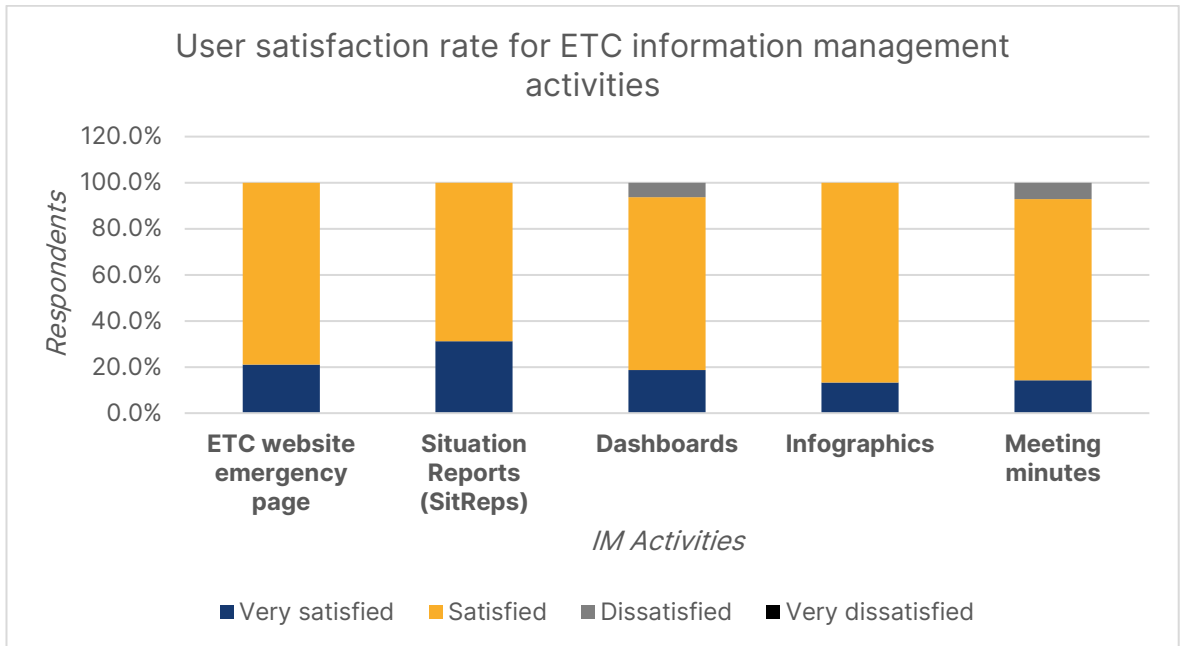
Information Management activities

Respondents were asked to rate their satisfaction with information management (IM) activities. All IM products are available on the Ukraine emergency page of the ETC website [here](#).

In response, participants reported an overall user satisfaction rate of **97.3%** for ETC IM activities provided in Ukraine.

The survey revealed:

- **100%** satisfaction rate for **ETC website emergency page**
- **100%** satisfaction rate for **Situation Reports (SitReps)**
- **93.8%** satisfaction rate for **Dashboards**
- **100%** satisfaction rate for **Infographics**
- **92.9%** satisfaction rate for **meeting minutes**



Feedback on ETC Information Management

Four respondents provided feedback on ETC IM activities, noting that the products are appreciated for information exchange. Some respondents were unaware of the available ETC IM products.

Next steps

The ETC is taking all feedback received into consideration to improve its services in Ukraine and to enhance its response to emerging challenges. The gaps reported by respondents will be analyzed and included in the ETC workplan for 2023 as appropriate and dependent on funding, including the demand for security communications radio training, improvements to the internet connectivity services in Dnipro, and the need to reach out to dissatisfied users.

In particular, the ongoing deployment of the VHF network, reprogramming of VHF radios, and retraining of UN personnel may present additional user experience that will be captured in the next ETC user satisfaction survey.

This report will be shared with users and partners of ETC services in Ukraine, the Global ETC partnership network, and World Food Programme (WFP) Ukraine as cluster lead. It will also be published on the ETC website, which is accessible to the wider public.

All information related to ETC operations can be found on the website: www.etcluster.org

For more information or to be added or deleted from the mailing list please contact:

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