Pacific Preparedness
User Satisfaction Survey report
Survey period: 04/12/2023 to 22/12/2023

The Emergency Telecommunications Cluster (ETC) in the Pacific—led by the World Food Programme (WFP)—was activated in 2016 under the structure of the Pacific Humanitarian Team (PHT) to support ICT preparedness activities across the Pacific Island Countries.

Overview

The Emergency Telecommunications Cluster (ETC) conducted a user satisfaction survey in December to evaluate ICT preparedness and response activities carried out by the ETC across the Pacific Island Countries (PICs) in 2023.

ETC preparedness and response activities included in the survey are:

The ETC conducted a series of ICT Capacity Assessments across six Pacific Island Countries in 2023. Photo: NDMO Tuvalu/Lise Suiola

- Capacity building session delivered in January to Fiji National Disaster Management Office (NDMO) on the use of Iridium Push-To-Talk (PTT) satellite phones;
- Moderation session delivered in June on disaster resilience and emergency ICT infrastructure for sustainable development at the 23rd Policy and Regulatory Forum (PRF-23) in Fiji;
- Capacity building session delivered in July on the use of VHF handheld radios and portable satellite-based data connectivity devices as part of Fiji's National Emergency Response and Assessment Team (NERT) induction training;
- ICT Capacity Assessment Federated States of Micronesia (FSM);
- ICT Capacity Assessment Palau;
- ICT Capacity Assessment Republic of Marshall Islands (RMI);
- ICT Capacity Assessment Tonga;
- ICT Capacity Assessment Tuvalu;
- ICT Capacity Assessment Vanuatu;
- Emergency response: Deployment of prepositioned equipment to Vanuatu NDMO post cyclone assessments following Tropical Cyclones Judy and Kevin in March 2023;
- Emergency response: Deployment of equipment and information coordination with Vanuatu NDMO following Tropical Cyclone Lola in October 2023;
- Other

The aim of this survey was to gather feedback from those who engaged in ETC preparedness and response activities in 2023 to identify areas in which the cluster can improve.

Methodology

The survey comprised of five questions and was launched on 04 December 2023. The invitation to participate in the survey was distributed to eight focal points and participants in each of the above activities, including representatives from National Disaster Management Offices (NDMOs) and National Emergency Management Offices (NEMOs). The survey closed on 22 December with seven responses out of the eight invited participants.

Key findings

The survey resulted in an **overall user satisfaction rate** of **83%** for ETC preparedness and response activities in the Pacific, which is above the 80% baseline set as the key performance indicator for the survey.

Further breakdown of the results is provided in the sections below.
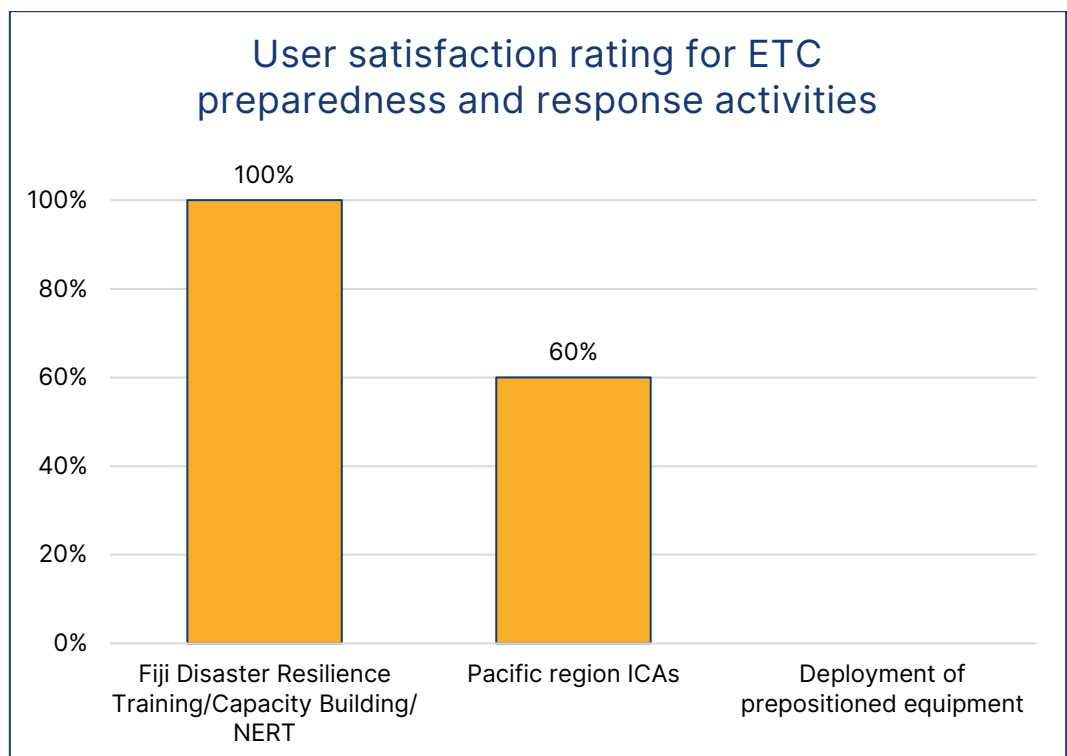
ETC preparedness projects

Respondents were asked to rate their satisfaction with the ETC preparedness and response activities they or their organization have engaged in this year. When giving their user satisfaction ratings, respondents were asked to consider the level of support provided by ETC coordination, quality of technical expertise, quality of engagement, and timeliness of the response or support provided by the cluster.

The survey highlighted:

- **100%** satisfaction rate for the capacity building session delivered in January to Fiji NDMO on the use of Iridium PTT satellite phones.

- **100%** satisfaction rate for the moderation session delivered in June on disaster resilience and emergency ICT infrastructure for sustainable development at the 23rd Policy and Regulatory Forum (PRF-23) in Fiji

- **100%** satisfaction rate for the capacity building session delivered in July on the use of VHF handheld radios and portable satellite-based data connectivity devices as part of Fiji's National Emergency Response and Assessment Team (NERT) induction training.

- **100%** satisfaction rate for the ICT Capacity Assessment Federated States of Micronesia (FSM)

- **100**% satisfaction rate for the ICT Capacity Assessment Republic of Marshall Islands (RMI)

- **100**% satisfaction rate for the ICT Capacity Assessment Tonga

- **0**% satisfaction rate for the ICT Capacity Assessment Tuvalu

- **100**% satisfaction rate for the ICT Capacity Assessment Vanuatu

- **0**% satisfaction rate for the Emergency response: Deployment of prepositioned equipment to Vanuatu NDMO post cyclone assessments following TC Judy and Kevin in March 2023

- **0**% satisfaction rate for the Emergency response: Deployment of equipment and information coordination with Vanuatu NDMO following TC Lola in October 2023

Feedback on ETC preparedness projects

The survey asked respondents the reasons for the user satisfaction rating given, as well as asking for suggestions on how ETC preparedness activities may be improved, based on their experience with the cluster (respondents were given an open-ended option).

- **Fiji Disaster resilience training/capacity building/NERT induction:** Respondents were favourable about the content and the delivery of the capacity building provided by the ETC for government responders in Fiji across these three events. The training experience was further enhanced by the wealth of knowledge and expertise demonstrated by the supportive and experienced personnel. It was commented that the ETC's commitment to fostering a positive and engaging learning environment was evident through their exceptional facilitation skills, ensuring that participants not only

gained valuable insights but also felt motivated and empowered throughout the training sessions.

- **Pacific region ICT Capacity Assessments (ICAs):** Most respondents noted the positive outcomes on the completion of the ICAs which provided in-depth information on the existing infrastructure and equipment the country has and identification of the existing gaps that need to be addressed in terms of capacity strengthening and creating Standard Operating Procedures (SOPs). It was reported by the survey respondents that the information retrieved from the completion of the ICAs is crucial for strategic planning and support in identifying vulnerabilities and potential risks in the ICT systems.

  Respondents from the Tuvalu ICA expressed dissatisfaction as they indicated that more time was required to work together to achieve better results and to organize logistics.

- **Deployment of prepositioned equipment:** Prepositioned equipment was deployed by the ETC to Vanuatu twice during 2023 in the aftermath of tropical cyclones to assist the government-led response to conduct post-disaster assessments and provide rapid response. The deployment of ICT equipment by the ETC reduced response times and ensured that critical assistance reached the priority areas promptly.

  However, one respondent expressed dissatisfaction with the deployment, citing the limited timeframe for the deployment and difficulty in utilising the equipment effectively. The feedback received will give an opportunity for the ETC to review the modality of such support and build upon lessons learnt to identify areas for improvement.

Feedback on future ETC activities & services

The survey respondents were asked to provide feedback on additional activities and/or services they would like to see from the ETC in 2024. Five options to increase the following were presented:

- Training
- Capacity building
- Collaboration
- Partnerships
- Information Management (IM) products

The majority or nearly all of the respondents selected all options. The responses indicate the need more engagement with the PICs to identify areas in which emergency telecommunications preparedness support is needed. Building partnerships is essential to contribute to the successful implementation of ETC projects in the Pacific.

ETC response to feedback on activities/services

The ETC in the Pacific is putting a holistic strategy in place to address the feedback provided.

The ETC will assist the Fiji NDMO on an upcoming planned telecommunications training which would be conducted in all four divisions—Western, Central, Eastern and Northern. The

training will be delivered for designated government officers and first responders and will focus on satellite communications which includes training on operating satellite phones.

A further series of ICA missions are planned for 2024 with some being actioned in the first half of the year to bring emergency telecommunications plans up to date and to increase the awareness of ETC activities and support in the region. Through this, ETC also expects to create SOPs to complement the ICAs conducted in 2023.

Next steps

The ETC is taking all feedback received into consideration to improve services in the Pacific and to provide an improved response to emerging challenges. The gaps reported by respondents will be analyzed and included in the ETC preparedness workplan for the Pacific as appropriate.

This report will be shared with survey participants, the Global ETC partnership network, and the World Food Programme (WFP) in Fiji 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 and preparedness 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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