

Pacific – Preparedness

ETC User Feedback Survey report

Survey period 11/12/19 to 19/12/19

The Emergency Telecommunications Cluster (ETC) – led by the United Nations World Food Programme – (WFP) was officially activated in the Pacific on 30 November 2016 under the structure of the Pacific Humanitarian Team (PHT).

Since 2016, the ETC has expanded its engagement into 12 countries across the Pacific Islands, namely Federated States of Micronesia (FSM), Fiji, Kiribati, Marshall Islands (RMI), Nauru, Palau, Papua New Guinea (PNG), Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu.



The ETC Pacific conducted a User Feedback Survey from 11 to 19 December 2019 to assess the quality of the services available to disaster and emergency telecommunications key stakeholders in Pacific Island countries. The results from the survey will help the ETC Pacific to identify areas of potential future engagement in terms of preparedness activities for disaster and emergency telecommunications.

Overview and Methodology

The survey comprised 14 questions and was distributed to a selected sample of organisational representatives in government departments, United Nations agencies, disaster management offices and ETC partners in 12 countries across the Pacific. The survey respondents represent national organisations working with ETC Pacific.

A total of 14 people responded to the survey, generating a response rate of 50%. The majority of respondents represented governments (64%), followed by national disaster or emergency management agencies (14%), others – including regulators and state-owned telecommunication companies (14%), and UN agencies (7%). Approximately 36% of respondents reported having been involved with the Pacific operation for more than two years.

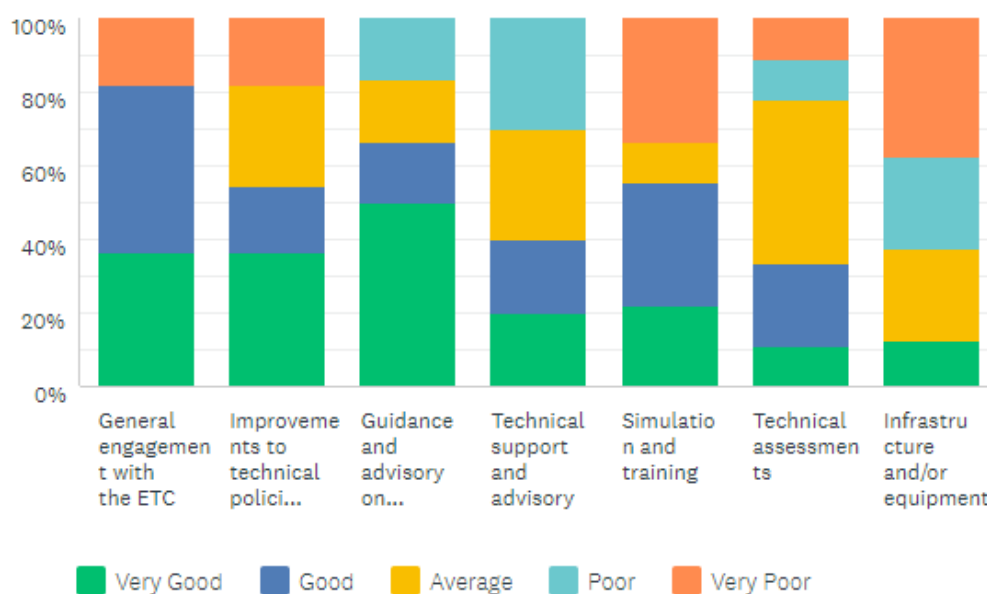
Key Findings

ETC Preparedness Services

The ETC User Feedback Survey resulted in an overall user satisfaction rate of **71%** across the core ETC preparedness activities across the Pacific Island countries. The survey highlighted:

- **82%** satisfaction rate for **general engagement with the ETC**;
- **82%** satisfaction rate for **improvements to technical policies, processes or systems, e.g. early warning**;
- **83%** satisfaction rate for **guidance and advisory on telecommunications/ICT**;
- **70%** satisfaction rate for **technical support and advisory**;
- **67%** satisfaction rate for **simulation and training**;
- **78%** satisfaction rate for **technical assessments**; and
- **37.5%** satisfaction rate for **infrastructure and/or equipment**.

Rating of each ETC service by user satisfaction



ETC Services Received

ETC services such as general engagement with the ETC, guidance and advisory on telecommunications/ICT, technical assessments, technical support and advisory, simulation and training, and infrastructure and/or equipment are mainly used by respondents in Fiji, the Solomon Islands and Vanuatu.

ETC Information Management (IM) and meetings

- 45% of respondents reported having never participated in the annual **national** ETC meeting, while 36% attended the meeting once or more. Of those who have attended the meeting, 36% thought that the frequency of the meeting was not enough;
- 36% of respondents have never participated in the annual **regional** ETC meeting, while 36% attended the meeting once or more. Of those who have attended the meeting, 27% said that the frequency of the annual meeting was not enough;
- 55% of respondents confirmed they have not made use of the ETCluster.org website. 18% of respondents rarely use it, while 9% visit the website regularly;
- 36% of respondents said the information they received from the ETC Pacific was useful. 27% of them rarely found it useful, while 36% of the respondents didn't know;
- 55% of respondents confirmed that their organisations were not included in the discussions of the ETC Pacific strategic priorities, while 45% of the respondents said theirs were included.

Additional Feedback

The ETC received the following additional comments/feedback.

- A significant number of comments received were regarding improvements to technical policies and systems, providing infrastructure and equipment and technical assessment and advisory:
 - *Have never yet received any form of infrastructure/equipment (soft and physical) support from the ETC;*
 - *No infrastructure has been placed or maintained;*
 - *We need more technical assessment and support;*
 - *Provide assistance in ICT assessment for Tonga's infrastructure;*
 - *Help draft ETC plan and simulation and desk top exercises for all involved agencies;*
 - *Help assist to access donor funding for ETC equipment and infrastructure;*
 - *Look into supporting existing early warning system projects and design new ones to help with disaster risk reduction, improved safety, and increased awareness in disaster-prone communities throughout the Solomon Islands;*
 - *Support or initiate disaster early warning system projects;*
 - *ETC Pacific should add more funding to Pacific countries.*

Comments/Feedback from ETC Coordinator: ETC Pacific, in its plans and activities, takes into consideration all the building blocks of what would contribute effectively to emergency telecommunications preparedness and response; the hard infrastructure that makes up telecommunications networks is one aspect of the people, processes and technology framework. Since 2019, the ETC has been working with different Pacific Island countries to embark on a detailed inventory/register of existing telecommunications assets to identify which assets are available to the national ETC. This inventory exercise also helps the ETC to design preparedness and response activities to make optimal use of the assets that already exist in-country and identifies possible gaps in a country's infrastructure which can be addressed in future planning. The ETC in the Pacific is also in discussions with interested stakeholders to pre-position equipment in the Pacific sub-regions. Any pre-positioned equipment will be available for use by the Pacific Island countries in the event of disaster.

- The ETC also received a number of comments encouraging **more coordination, engagement and meetings:**
 - *Hope governments, private organisations and stakeholders, and communities throughout the region continue to give support to the ETC Pacific. Keep up your great effort, and thank for your support ETC Pacific;*
 - *Get everyone aware of and involve in any activities or updates that ETC put on its annual strategies;*
 - *We should create ETC that will include all relevant stakeholders and develop a strategy that can best fit our demographic location;*
 - *ETC Pacific should organise an open day somewhere in Europe for Pacific countries to showcase what they are doing during emergencies and response;*
 - *Organise meeting every year, so we can present our report and what ETC is doing every year;*
 - *Make sure all stakeholders work together as a team;*
 - *Organize more meetings;*
 - *The Ministry of Communications (MICTTD) was not included and engaged in the National Disaster Management Office (NMDO) action plan;*
 - *To copy the Ministry of Communications on ETC Pacific updates.*

Comments/Feedback from ETC Coordinator: ETC Pacific will continue to facilitate and organise discussions, activities and planning involving different national and regional actors engaged in disaster and emergency telecommunications in the Pacific. This will take the form of regional meetings, national ETC and other meetings/gatherings. In 2020, as part of engagement, awareness and advocacy, ETC activities in the Pacific will continue to be highlighted on Facebook, LinkedIn and Twitter through the Global ETC channels.

- Some respondents mentioned the need for dedicated **training activities**:
 - *More exercises and training;*
 - *We are not aware of any training;*
 - *Provide more training;*
 - *Consider sponsoring participants to take part in important ETC communication training activities.*

Comments/Feedback from ETC Coordinator: In early 2019, the ETC Pacific started to develop bespoke training geared towards telecommunications/ICT professionals involved in disaster and emergency telecommunications preparedness and response activities and plans in the Pacific. The pilot session of this training will be run around mid-2020.

Next Steps

The ETC is taking all feedback received into consideration to improve the existing services across the Pacific Island countries and to ensure the preparedness needs of governments, humanitarian and affected populations are covered.

This report will be shared with global, regional and local ETC partners, with representatives of the World Food Programme (WFP) in the Pacific and will also be published on the ETC website making it accessible to the wider public.

All information related to the ETC operation in the Pacific can be found on the ETC website:

<https://www.etcluster.org/preparedness/preparedness-pacific-islands>

For more information, or to be added or deleted from the mailing list, please contact: Pacific.ETC@wfp.org