

Syria, Conflict

User Satisfaction Survey Report

Survey period: 03/10/2023 to 24/10/2023

The Emergency Telecommunications Cluster (ETC) was activated in Syria in January 2013 in response to the conflict emergency which has left over two thirds of the population in need of humanitarian assistance. The ETC enables the humanitarian response by providing shared security communications and data connectivity services across eight sites in Syria and the surrounding country of Türkiye.

Overview

The Emergency Telecommunications Cluster (ETC) conducted a user satisfaction survey from 03 to 24 October to assess the performance of ETC services and activities in 2023. The survey covered the ETC's internet connectivity, customer support (ICT helpdesk) and security communications services, as well as its coordination and information management (IM) activities.

ETC services and activities are provided to 721 humanitarians across eight common operational areas in Syria and Turkey—Aleppo, Damascus, Deir Ez-Zor, Hama, Homs, Qamishli, Tartous, as well as Gaziantep in Türkiye.

The aim of the annual survey is to gather feedback from all those using ETC services in the response in 2023 and to identify areas where the cluster can improve in 2024.



The ETC enhances security communications services in Homs in central western Syria. Photo: WFP/ETC

Methodology

The survey comprised 13 questions and was launched on 03 October 2023. The invitation to participate in the survey was distributed to focal points from partnership organizations on the ground as well as ETC service users across the country, targeting the 721 users for 2023. The survey closed on 24 October 2023 with 78 responses.

All respondents were UN agency staff. A range of profiles were represented, including ICT specialists (25%), Programme staff (24%), Security (17%), and Field Operations (10%).

Key findings

The survey resulted in an **overall user satisfaction rate of 89%** for ETC services and activities, exceeding the 80% target set as the key performance indicator for the ETC. A further breakdown of the results is provided in the sections below.

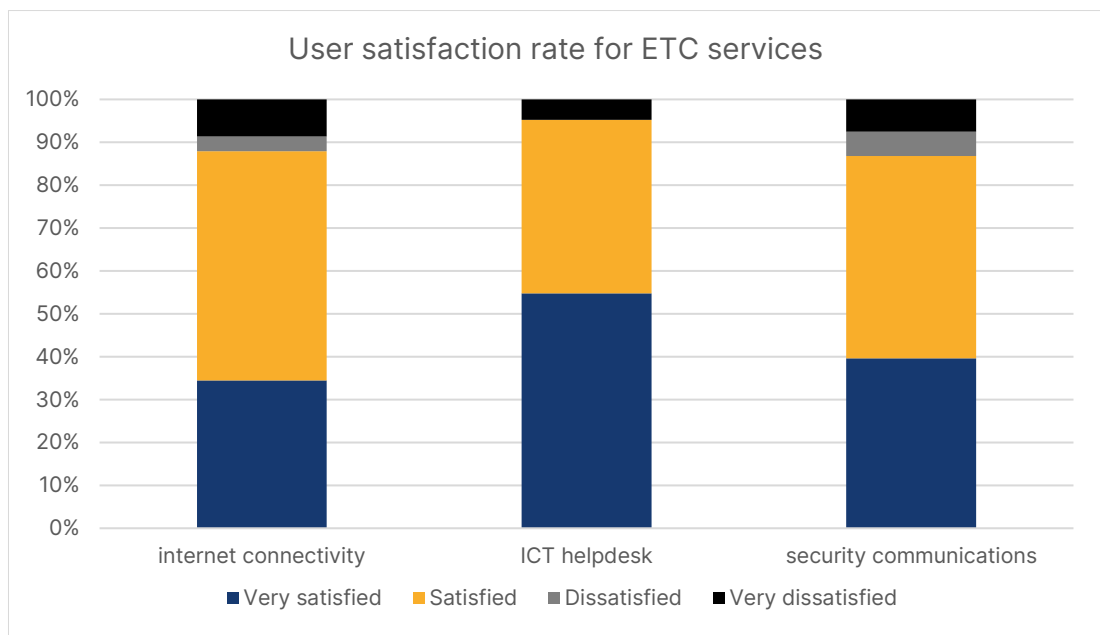
ETC services

Respondents were asked to rate their satisfaction with ETC services provided in Syria, including internet connectivity, customer support (ICT helpdesk), and security communications.

Participant responses translated to an overall user satisfaction rate of **90% for ETC services** provided in the country.

The survey found:

- **87.9%** satisfaction rate for **internet connectivity** services
- **86.7%** satisfaction rate for **ICT helpdesk** services
- **95.2%** satisfaction rate for **security communications** 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 24 respondents gave the following feedback:

- **Internet connectivity:** The comments provided by the survey respondents on the ETC's internet connectivity services were overwhelmingly positive. Some respondents highlighted improvements to the ETC's internet services in Deir Ez-Zor over the past year. Other users suggested the ETC to establish a back up data connectivity platform for temporary use during occasional downtime of the main network.

- **ICT helpdesk:** The comments on the ICT helpdesk were positive overall, with several users thanking the ETC for prompt response support and delivery of assistance in a timely manner. One respondent suggested that the ETC should establish ETC focal points at each field office. The ETC focal point would be responsible for ensuring visibility of the ETC and communicating the work being done by the ETC in the field.
- **Security communications:** Several users indicated that the ETC's security communications services and network coverage is good and stable. Three respondents suggested the need for the ETC to conduct regular training courses on security communication systems and ICT equipment maintenance.

ETC response to feedback on services

The ETC in Syria will continue to periodically assess its services to identify opportunities for improvement and the need for new services through engagement with partners and stakeholders in the hubs and at the country office level.

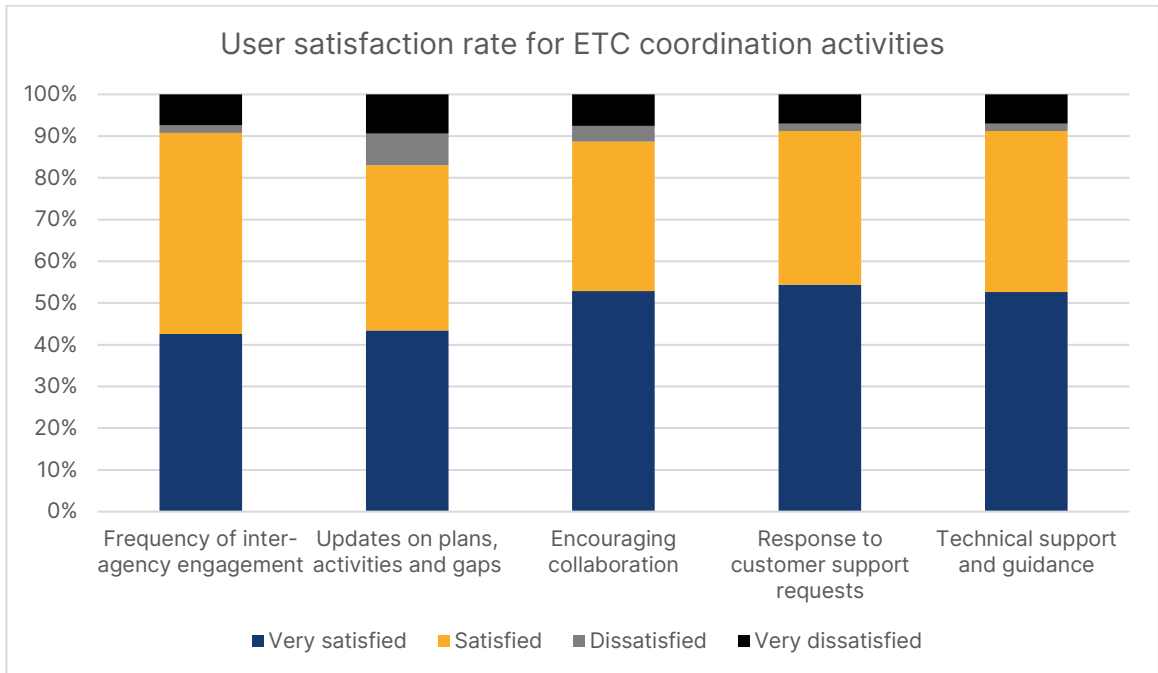
The ETC is already engaged in discussions with UNDSS on potential improvements to the security communications infrastructure in Syria. To support the scale-up of field operations in central western Syria following the major 7.8 earthquake in February 2023, the ETC expanded the radio network coverage in Homs and Hama by installing an additional VHF repeater and solar power solution.

ETC coordination activities

Respondents were asked to rate their satisfaction with the quality of ETC coordination activities. Participants reported an overall user satisfaction rate of **89% for ETC coordination** provided in Syria.

The survey highlighted:

- **90.7%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement**
- **83.0%** satisfaction rate for **clear updates on plans, activities, and gaps**
- **88.6%** satisfaction rate for **encouraging collaboration**
- **91.2%** satisfaction rate for **responding to customer support requests**
- **91.2%** satisfaction rate for **technical support and guidance**



Feedback on ETC coordination

Feedback and suggestions to improve ETC coordination activities included:

- Inter-agency engagement, collaboration, and updates:** Four out of the nine respondents indicated that the ETC was engaging well with partners, offering prompt responses to coordination issues, and is providing sufficient updates and communications. One person requested to be more involved in the collaborative processes of the ETC and to be kept more up to date on cluster activities.

ETC response to feedback on coordination

The ETC plans to conduct additional field missions in 2024 to gather more feedback and strengthen engagement among partners in all hubs. The ETC will engage more with the technical personnel of UN agencies in the field hubs through ad-hoc and thematic discussions relevant to each hub.

Currently, there are ETC focal points based in each of the humanitarian hubs in Syria.

Information Management activities

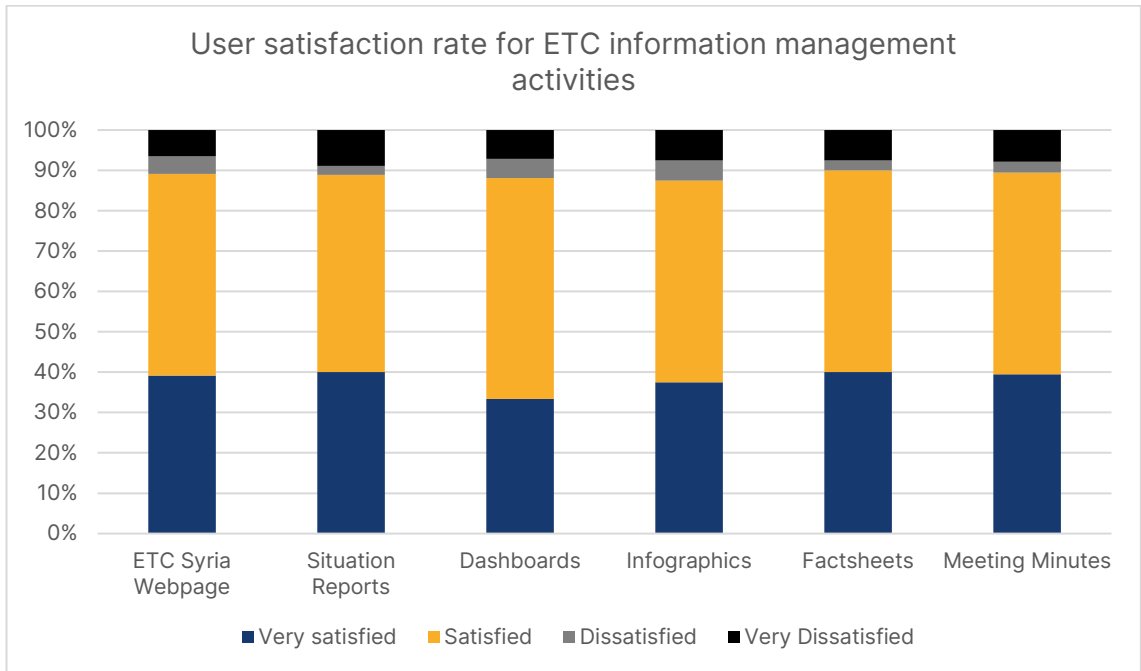
Respondents were asked to rate their satisfaction with the quality of ETC Information Management (IM) products. All IM products are available on the Syria emergency page of the ETC website [here](#).

Participants reported an overall user satisfaction rate of **89% for ETC IM activities** provided in Syria.

The survey found:

- 89.1%** satisfaction rate for the **Syria Emergency page** on the ETC website
- 88.8%** satisfaction rate for **Situation Reports (SitReps)**
- 88.1%** satisfaction rate for **dashboards**

- **87.5%** satisfaction rate for **infographics**
- **90.0%** satisfaction rate for **factsheets**
- **89.4%** satisfaction rate for **meeting minutes**



Feedback on ETC Information Management

Five out of nine respondents expressed satisfaction with the ETC’s information management products in the comments. One user expressed satisfaction with all IM products, while another commenter indicated that they are only familiar with the ETC situation reports and not aware of the other IM products. Two respondents described the IM products as clear and concise. No new suggestions were offered by all respondents.

Next steps

The ETC is taking all feedback received into consideration to improve its services in Syria and to enhance its response to emerging challenges. The gaps reported by respondents will be analysed and included in the ETC workplan for 2024 as appropriate and dependent on funding, especially the expansion of radio coverage in rural areas.

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

Further 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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