Yemen - Conflict

ETC User Feedback Survey 2020

Survey period 26/11/20 to 12/12/20

The humanitarian crisis in Yemen remains the worst in the world, driven by conflict, disease, economic collapse and the breakdown of public services and institutions. After five years of continuous war, millions of Yemenis remain on the brink of starvation. A staggering 80 per cent of the population requires some form of humanitarian assistance and protection. The first half of 2020 saw catastrophic flooding in southern Yemen which devastated communities and triggered the outbreak of cholera, dengue, malaria and diphtheria.

However, of all the threats facing Yemen none is as life-threatening as COVID-19 which continues to spread unchecked and unmitigated across the country.

The ETC conducted a User Feedback Survey in November/December 2020 to assess the quality of existing ETC services namely Internet connectivity, security telecommunications and helpdesk services among humanitarians in the common operational areas where the ETC provides its services. The survey also asked responders to rate the quality of coordination and the usefulness of IM products. The results of the survey will enable the ETC to identify areas of improvement in line with evolving needs on the ground as operations are set to ramp up across Yemen in 2021.

Overview and Methodology

The survey comprised 12 questions and was launched on 26 November. The invitation was shared among the Local ETC Working Group members, the management of the main humanitarian organisations on the ground and through the Operations Management Team (OMT) group in Yemen. The survey was closed on 12 December with 130 responses.

Respondents represented staff from United Nations (UN) agencies (77%) and International Non-Governmental Organisations (INGOs) members (12%), local NGO (2%) and other comprising additional partners on the ground.

A range of profiles responded to the survey including human rights officer, HRP/deputy representative, head of communications, security analyst, doctors, head of communications, protection, deputy head of office, M&E officer, deputy representative, chief of WAAH, project coordinator, radio operations assistant, security radio operator, cluster coordinator, logistics as well as ICT assistants, technical specialists and IT operations officers.

The vast majority of respondents are based in Sana'a (59%), 'other', including Sa'ada, Ibb, Hadramaut Valley, Al Jawf, Dhamar, Shabwa, Abyan, Raymah, Lahj (19%), Al Hodeidah (12%), Aden (8%) and Al Mukalla (2%).

Key Findings

How useful are ETC services to your operation?

Of the 121 responses to this question, respondents rated an overall usefulness rating of **93.6%** for ETC services provided.

- **93%** for Internet connectivity

- **95%** for helpdesk/user support

- **93%** for security communications (radio)

How satisfied are you with ETC services that you are using/have used?

Of the 121 answers to this question, respondents gave an overall user satisfaction rate of **91%** for the core ETC services provided. The survey highlighted:

- **85%** satisfaction rate for **Internet connectivity** services.

- **96%** satisfaction rate for **helpdesk/user support** services.

- **93%** satisfaction rate for **security communications systems**

Ways to improve ETC services

- Providing equipment to the SOC in Sana'a as devices are used 24/7 and become damaged such as laptops and communications devices.

- Providing laptops as my team works with only one laptop, especially while working from home due to the Coronavirus pandemic.

- By extending the radio coverage and return ETC internet connectivity to the SOC.

- Cover more cities like Hajjah, Abbs and Bajil in Al Hodeidah.

- Provide advanced training on SCS.

- Now we are using internet from another supplier with UNICEF but it is a bad service and not dependable for emergencies. Please bring back ETC services to SOCs.

- Upgrade the security communications systems (radio) to be more compatible with modern systems to enhance its productivity e.g. like the services provided by the Mototrbo Control Room Solutions, fleet control and dispatch functionalities management).

- Increase internet bandwidth, particularly in UNCAF

- Provide radio communications service to EOC in Raymah and set a training plan every year.

- B102 tends to have very weak internet. ETC is alright but the ULC networks in the apartment are either weak or not accessible to us.

- Approve a monthly financial amount for each site for emergency repairs and purchasing essentials. Provide additional devices for laptops and computers.

- Providing powerful internet broadcast devices Provide color printers.

- Additional computers and printers needed in Shabwah.

- Need more ETC services for INGOs in Aden, Al Mokha, Al Khoka and Taiz.

- Provide best possible overall internet coverage for UNCAF premises to ensure access for all internationals in all areas, especially during lockdown situations and cessation of local internet services. Try to prevent non-UN internationals and non-entitled nationals at the UNCAF compound from using the services and slowing them down by streaming, social media, etc..

- Extend the VHF network coverage in Aden.

What additional services do you require to better support your activities and where?

	ADEN	AL HODEIDAH	AL MOKHA	AL MUKALLA	SANA'A	TA'IZZ (TOURBA)	OTHER (PLEASE SPECIFY)	TOTAL RESPONDENTS
Telephony	22.00% 11	16.00% 8	4.00% 2	8.00% 4	44.00% 22	8.00% 4	32.00% 16	50
Local broadcaster support	19.61% 10	17.65% 9	3.92% 2	5.88% 3	39.22% 20	7.84% 4	33.33% 17	51
Common Feedback Mechanism (CFM)	24.49% 12	22.45% 11	8.16% 4	6.12% 3	48.98% 24	6.12% 3	30.61% 15	49
Internet connectivity	15.48% 13	19.05% 16	9.52% 8	8.33% 7	51.19% 43	8.33% 7	25.00% 21	84
Helpdesk/user support	19.30% 11	17.54% 10	14.04% 8	8.77% 5	40.35% 23	10.53% 6	33.33% 19	57
Security Communications Systems (radio)	16.67% 9	14.81% 8	16.67% 9	11.11% 6	38.89% 21	12.96% 7	29.63% 16	54

Those that responded 'other', included providing laptops and desktops in places like Hajjah and Saa'da.

Coordination & Information Management

How would you describe the quality of ETC coordination (coordination meetings, Local ETC WG meetings, advocacy on behalf of partners, fostering of relationships between partners, advice and support)?

Of the 121 answers to this question, respondents gave an overall quality rating of **95%** for ETC coordination:

- **95%** for **overall quality** of ETC coordination
- **92%** quality rating for **clear updates** on plans, activities, gaps.
- **93%** quality rating for **encouraging collaboration**.
- **94%** quality rating for **technical support and guidance**

Ways to improve coordination

- Schedule more meetings.

- Develop a hotline so users can reach you fast for support.

- By paying attention to training and qualification and creating an environment that keeps pace with technological developments to ensure the continuation of providing services in an excellent manner.

- Hold more workshops for all IT support to provide better service and create better communication.

- Create a briefing/SOP/simple document explaining the services offered by the ETC especially to newcomers will be useful.

- Increase internet bandwidth.

- Provide training for ETC and EOC team in: ITIL, CCNP, MCSE, A+, VSAT, PABX.

- Hold meetings with ETC staff in the field to discuss plans, problems and listen for their suggestions.

Information Management

How useful do you find ETC information management products in terms of supporting operational decision-making and information-sharing?

Of the 116 respondents, overall usefulness rating for IM products was **92%.**

- **93%** useful rating for SitReps

- **90%** useful rating for infographics

- **92%** useful rating for factsheets

- **94%** useful rating for meeting minutes

- **91%** useful rating for dashboards

Ways to improve IM

- Develop feedback mechanism.

- By holding periodic meetings to exchange information and benefit from experiences

- Be more visible

Strengths
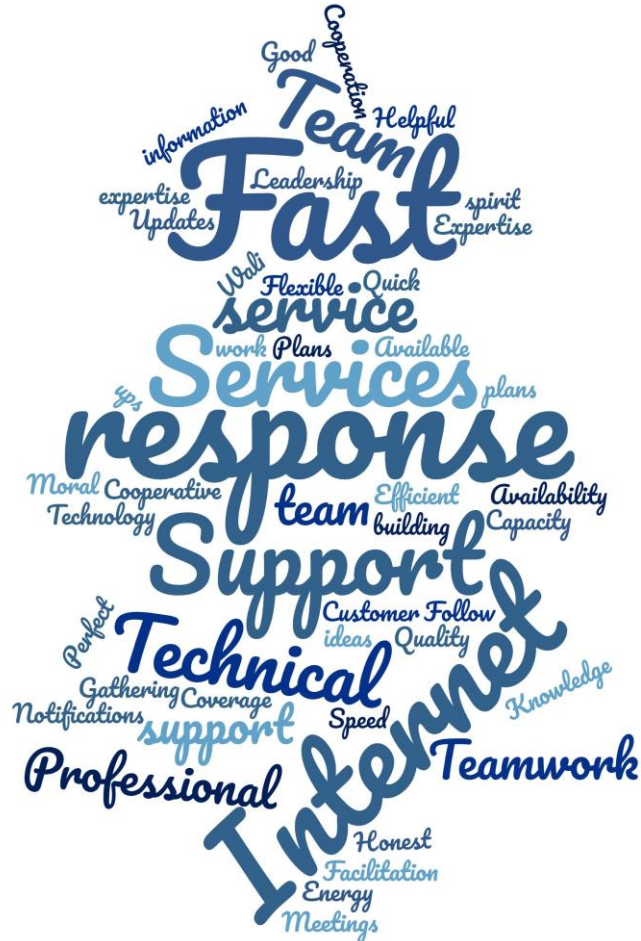
Weaknesses

The weaknesses highlighted all revolved around the below areas:

- Lack of training opportunities

- Delays in importing equipment

- Restrictions in importing and installing equipment

- Old equipment and technology used

- Low bandwidth

- Weak internet connectivity

Next Steps

The ETC will take all feedback received into consideration with the aim of improving the existing services in Yemen to support the humanitarian operation.

The gaps identified during this survey will be analysed and included in the ETC workplan for 2021 in Yemen.

This report will be shared with responders, users and partners of the ETC services in Yemen, the Global ETC membership network, World Food Programme (WFP) Yemen (as lead of the ETC), the Yemen inter-cluster coordination group and the Yemen Humanitarian Country Team. It will also be published on the ETC website, accessible to the wider public.

All information related to the ETC operation in Yemen can be found on the ETC website: www.etcluster.org/emergencies/yemen-conflict

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