Yemen, Conflict

User Satisfaction Survey report
Survey period: 01/11/2022 to 22/11/2022

Driven by conflict, disease, economic collapse, and a breakdown of public services, the situation in Yemen is the world's worst humanitarian crisis, affecting 23.4 million people. The ETC was activated in Yemen in 2015 to provide shared communications services to the humanitarian community responding to the crisis.

Overview

The Emergency Telecommunications Cluster (ETC) conducted a user satisfaction survey to assess the performance of ETC services and activities from 01 to 22 November 2022. The survey focused on a range of services being provided by the ETC including internet connectivity, security communications, user support (ICT helpdesk), coordination, and information management (IM).

These services are provided to humanitarians and affected communities across 18 sites, in 10 common operational areas in Yemen – Sana'a, Al Hodeidah, Sa'ada, Hajjah, Ibb, Taizz, Marib, Aden, Al Mokha, and Al Mukalla.

The ETC regularly maintains its services across 17 sites. Photo: WFP/ETC

The survey aims to understand the ETC users' perception, the performance of the services, the emerging challenges and recommendations in the humanitarian response context. Further, the survey feedback will guide the cluster's priorities for 2023 to ensure it responds to needs and in line with the available resources.

Methodology

The survey comprised 12 questions and was launched on 01 November 2022. 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. The survey closed on 22 November 2022 with 200 responses.

Respondents represented staff from United Nations (UN) agencies (56%), International Non-Governmental Organizations (INGOs) (20%), private sector (5%), local NGOs/partners on the ground (4%), other government entities (4%), National Disaster or Emergency Management Organizations (NDMOs) (1%), and others (10%).

A range of profiles responded to the survey including staff working in the areas of information and communications technology (ICT) (42%), administration (9%), business support (10%), senior management (4%), information management/reporting (3%) and others (32%).

Key findings

The survey resulted in an **overall user satisfaction rate of 93.6%** 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.
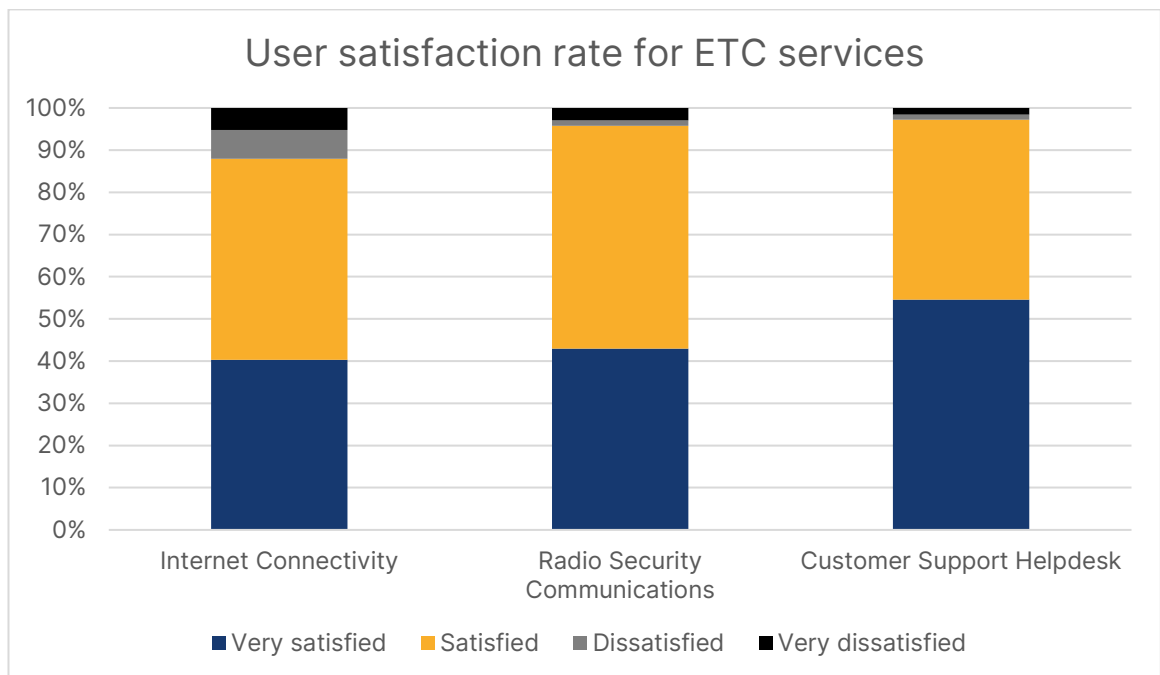
ETC services

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

In response, participants reported an overall user satisfaction rate of 93.6% for ETC services provided in the country.

The survey highlighted:

- **88%** satisfaction rate for **internet connectivity services**

- **95.8%** satisfaction rate for **security communications services**

- **97.2%** satisfaction rate for **customer support (ICT helpdesk) services**

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Feedback on ETC services

The survey asked respondents the reasons for the user satisfaction rating given and asked for suggestions to further improve the provision of services in response to their increased needs (respondents were given an open-ended option). A total of 86 respondents gave the following feedback:

- **Internet connectivity services:** Based on the findings of the 2021 user satisfaction survey, the ETC made additional investments to expand and improve the quality of its internet connectivity services. In 2022, many respondents expressed their appreciation and acknowledged the improvements. Sana'a, Aden, and Marib in particular were highlighted as having stable internet speeds. However, some respondents mentioned unstable and slow connections in Hajjah and difficulties in registering and/or logging into the ETC network. Further, respondents noted that the availability and speed of internet connectivity services in some locations is inconsistent and unreliable, particularly in Ibb and Aden airports.

  Action point: to improve connectivity services by confirming the adequate configuration of the equipment, increasing the bandwidth where feasible and affordable, and considering the use of alternate connectivity from a different Internet Service Provider (ISP) as a back-up option.

- **Security communications services:** Respondents noted the significant improvements made to the security communications network since the feedback given in the previous user satisfaction survey in 2021, particularly in the Marib UN common hub hosted by IOM. Some respondents expressed appreciation for the ETC's support in establishing VSAT and radio communications under challenging circumstances while others suggested improving the VHF radio network coverage in Aden and Hudaydah. Capacity building for radio operators was one of the areas suggested by several respondents. One respondent mentioned the harmonization of different internet login systems in the UN Common Accommodation Facilities (UNCAF), Sana'a.

- **User support (ETC service desk):** The user helpdesk is among the highest-rated services for prompt response, adequate support, professional attitude, and dedication. ETC support provided in 2022 included network registrations, user guidance, and timely responses to user requests. However, it was noted that some users—particularly new users—are not aware of the service availability or the helpdesk request process. In addition, there were requests to extend the availability of helpdesk staff to operate 24/7 in the Al Mokha UN hub.

ETC response to feedback on services

The ETC in Yemen is analysing the survey data from various perspectives. The cluster is committed to adapting a holistic strategy to address areas of concern and improvement.

Internet connectivity services: The ETC recognizes the importance of providing stable and reliable internet services. Therefore, the ETC is planning to assess and upgrade the IT infrastructure for further improvement of its service provision in coordination with the partner agencies and those who use the services. Based on the feedback received in this survey, the ETC will explore alternative options to unify the ETC login account that will offer a harmonized system across the ETC sites.

Security communications services: an improvement plan is being carried out for enhancements of the HF/VHF radio communication systems. The ETC, in line with its partner capacity building plan, will organize virtual and in-class user training for the radio operators across the country.

Customer support (ICT helpdesk) services: The ETC helpdesk is centralized and based in Sanaa. The team aims to continue to provide adequate support in addressing users' enquiries and issues in a timely manner. In addition, the cluster is planning to expand the ICT helpdesk function outside business hours, where feasible, and also in Al Mokha.

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 **92.5%** for ETC coordination provided in Yemen.

The survey highlighted:

- **94.7%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement**

- **89.6%** satisfaction rate for **clear updates on plans, activities, and gaps**

- **91.9%** satisfaction rate for **encouraging collaboration**

- **93.4%** satisfaction rate for **responding to customer support requests**

- **93%** satisfaction rate for **technical support and guidance**
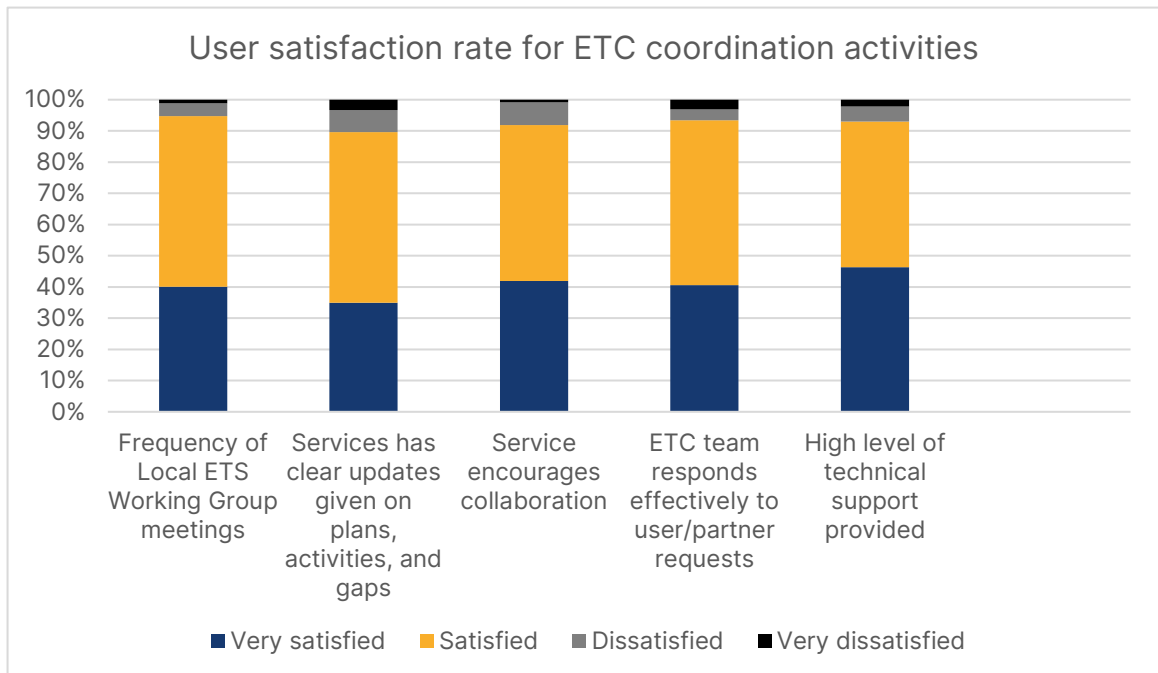
Feedback on ETC coordination

Feedback and suggestions to improve ETC coordination activities included:

Overall, respondents observed that ETC coordination was responsive, professional, and organised. Some respondents reported receiving satisfactory technical support, with special mention of support given in Sana'a, Aden, and Marib. However, some respondents felt unsupported in using ETC services, commenting that the ETC should increase the size of its team and accelerate their response time. Two respondents commented that the ETC could have communicated better with INGOs regarding a fibre

project in Aden, while communication from the ETC was also criticised regarding an internet disruption in Sana'a. A third respondent also noted a lack of clear updates on projects. It was suggested that the ETC improve its communication with partners to ensure collaboration and avoid duplication of efforts, while increasing the number of missions to inter-agency hubs to assess the status of ETC services.

ETC response to feedback on coordination

The ETC workplan for 2023 will focus on inter-agency collaboration and the provision of technical support. The overall coordination portfolio of the ETC will provide visibility on the need for the cluster and its activities. A strong communication strategy is also being put in place to improve information sharing.
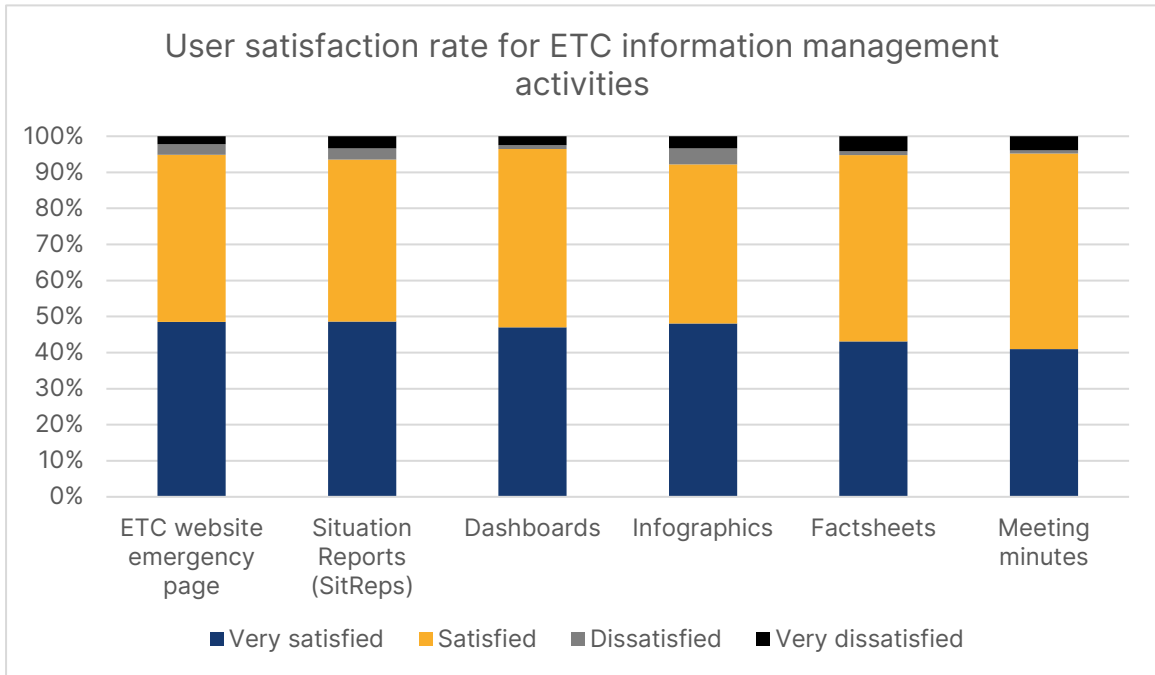
Information Management activities

Respondents were asked to rate their satisfaction with the quality of ETC Information Management (IM) activities and products to support operational decision making and information sharing. All IM products are available on the Yemen emergency page of the ETC website here.

In response, participants reported an overall user satisfaction rate of **94.5%** for ETC IM activities provided in Yemen.

The survey highlighted:

- **94.9%** satisfaction rate for the **Yemen emergency page** on the ETC website

- **93.5%** satisfaction rate for **Situation Reports** (SitReps)

- **96.5%** satisfaction rate for **dashboards**

- **92.2%** satisfaction rate for **infographics**

- **94.8%** satisfaction rate for **factsheets**

- **95.2%** satisfaction rate for **meeting minutes**

User satisfaction rate for ETC information management activities

Feedback on ETC Information Management

Feedback and suggestions to improve ETC IM activities included:

Several respondents expressed a high level of satisfaction with the quality of ETC IM products and noted ongoing improvements in the ETC's IM products over several years.

Some users stated that they were not aware of and had not received any of the ETC Yemen IM products and suggested broadening the circulation, especially to NGOs and UN agencies outside of WFP.

ETC response to feedback on Information Management

The ETC acknowledges the request to share IM products more widely to keep humanitarians informedabout ETC activities. All participants who received the user satisfaction survey in 2022 have now been added to the ETC's mailing list and will receive all the above-mentioned IM products going forwards to ensure information about the ETC services and activities reaches a larger audience.

Next steps

The ETC will consider all feedback received and will analyze the survey data to take forward the necessary actions to ensure the provision of services in response to humanitarian needs and emerging challenges. The concerns shared by respondents will be reviewed and included in the ETC workplan for 2023, subject to availability of the required resources. The plan will focus on further improvement of internet connectivity services in several locations, the installation of new data connectivity sites where needed, further enhancements to the security communications network, the provision or facilitation of more ICT training, increasing ETC staff presence in field locations, and increasing the

number of missions to inter-agency field hubs to assess the status of ETC services. This report will be shared with users and partners of ETC services in Yemen, the Global ETC partnership network, and the World Food Programme (WFP) in Yemen 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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