

Yemen, Conflict

User Satisfaction Survey report 2023

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

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) is providing telecommunications and information technology services to the response community in Yemen to ensure their lifesaving work is facilitated effectively in the field. These services are provided to humanitarians and affected communities across 20 sites in 10 common operational areas—Sana'a, Al Hodeidah, Sa'ada, Hajjah, Ibb, Taizz, Marib, Aden, Al Mokha, and Al Mukalla.

The ETC conducted its 2023 annual user satisfaction survey to assess the performance of ETC services and activities. The survey was taken from 03 to 24 October and focused on internet connectivity, security communications, user support (helpdesk), coordination, information management (IM), and capacity building.

The survey aims to understand the users' perception of 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 2024 to ensure the services provided respond to user needs, within the ETC's available resources.



The ETC supported the installation of 35 solar lights in the camp for internally displaced people in Mokha for enhanced safety. Photo: WFP/ETC

Methodology

The survey comprised 14 multi-choice and open questions, launched on 03 October 2023. A total of 213 responders from 45 partner organizations participated in the survey. The survey was closed on 24 October 2023.

Respondents represented staff from United Nations (UN) agencies (64.32%), International Non-Governmental Organizations (INGOs) (18.31%), other government entities (3.76%), private sector (1.88%), local NGOs/partners (1.88%), and others (9.86%).

Participants who took part in the survey work in a variety of fields, including staff working in the areas of information and communications technology (ICT) (52.61%), Programme (9.95%), Security (6.64%), Senior Management (5.69%), Field/Operations (5.21%), Data & Information Management (3.79%), Administration (2.84%), and others (5.69%).

Key findings

The survey resulted in an **overall user satisfaction rate of 89%**, which is above the 80% baseline target set in cluster annual Key Performance Indicators (KPIs).

A key finding from the survey was that connectivity services in the UN Common Accommodation Facilities (UNCAF) in Sana'a and Aden can fluctuate, and the speed of internet connectivity services can be inconsistent and unreliable, especially after the ETC downgrade. The ETC recognizes the importance of stable and accessible internet connectivity for humanitarian organizations and affected communities. To address the concerns raised, the ETC is actively engaged in assessing the IT infrastructure in collaboration with partner agencies. The ETC is also dedicated to exploring sustainable funding options to ensure the continued availability of internet connectivity services. A further analysis of the survey results is provided in the sections below.

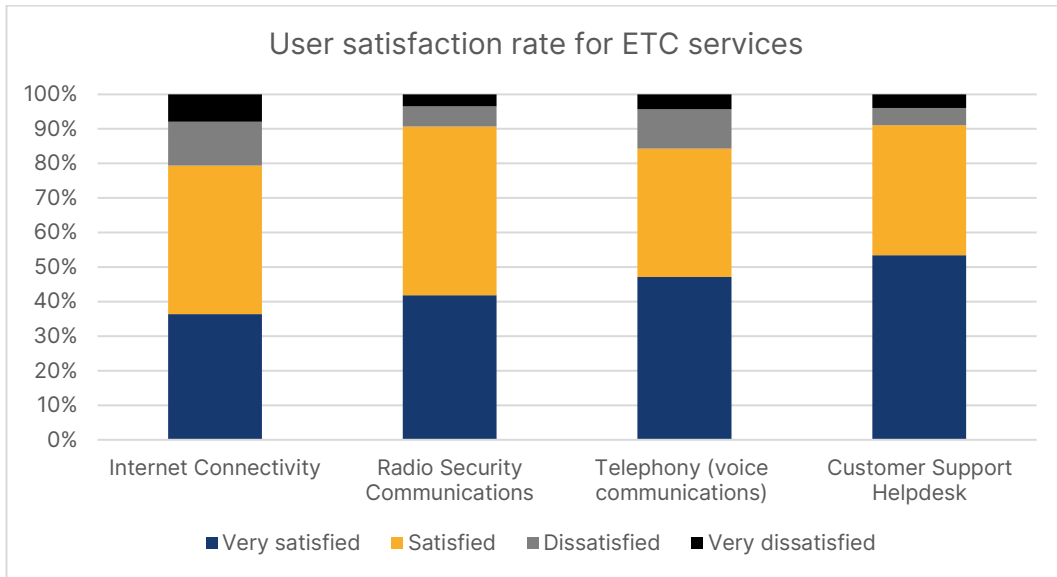
ETC services

Respondents were asked to rate how satisfied they are with the ETC services provided in Yemen, including internet connectivity, security telecommunications, telephony (voice communications), and user support (ICT helpdesk).

The respondents reported an overall user satisfaction rate of **86% for ETC services** provided in the country.

The survey highlighted:

- **79.39%** satisfaction rate for **internet connectivity services**
- **90.70%** satisfaction rate for **security communications services**
- **84.29%** satisfaction rate for **telephony (voice communications)**
- **91.09%** satisfaction rate for **customer support (ICT helpdesk) services**



Feedback on ETC services

The survey asked respondents to provide their 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 88 feedback responses were received, summarized in the three thematic areas below:

- Internet connectivity services:** The feedback on ETC internet connectivity services was variable. Some users are generally satisfied with the service, while others have experienced significant problems with speed, reliability, and stability. On the positive side, ETC connectivity is always functional and rarely goes off, across the operational areas. Some respondents highlighted that the service in Al Hodeidah is satisfactory while Marib provides high-speed efficient data connectivity. On the other hand, some users reported very poor and unstable internet speeds, frequent interruptions to services, and bandwidth reductions in Aden, Sana'a, and Al Hodeidah. Others have said that the internet connectivity is very poor and even sometimes virtually non-existent, and that ETC service in Aden is frequently dysfunctional.

ETC response to feedback: The ETC recognizes the importance of providing stable and reliable internet services. 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 service users. Based on the feedback received in this survey, the ETC will strive to improve its services, especially data connectivity speed, reliability, and stability.

- Security communications services:** Respondents noted the significant improvements made to the security communications network since the feedback submitted during the 2022 annual user satisfaction survey. Some service users reported weak radio network signal coverage and faulty batteries in the Security Operations Centres (SOCs) satellite phones. These challenges make it difficult for humanitarian organizations to communicate with their staff and partners in the field. Despite these challenges, the ETC's SOC and telephony services are generally satisfactory, with good security communications system support in some areas.

ETC response to feedback: The ETC is working to address these issues and has already made some positive progress. For example, new batteries for the satellite phones in the SOCs

in Aden, Ibb, Sa'ada, and Marib were delivered by the supplier on 18 October to replace all the faulty ones.

- **User support (ETC service desk):** The ETC's customer support helpdesk received mixed reviews from users. Some users view the helpdesk team as being cooperative, supportive, and responsive, while others indicated that the team is unhelpful and unresponsive.

On the positive side, some users commended the customer support team for their strong technical skills and prompt response times. Additionally, some users praised the helpdesk for providing rapid professional support.

The ETC service desk in Al Hodeidah and Aden received fewer positive reviews for responsiveness. Some users expressed variation in the level of cooperation from customer support. Overall, the ETC customer support helpdesk needs to improve its responsiveness and problem resolution.

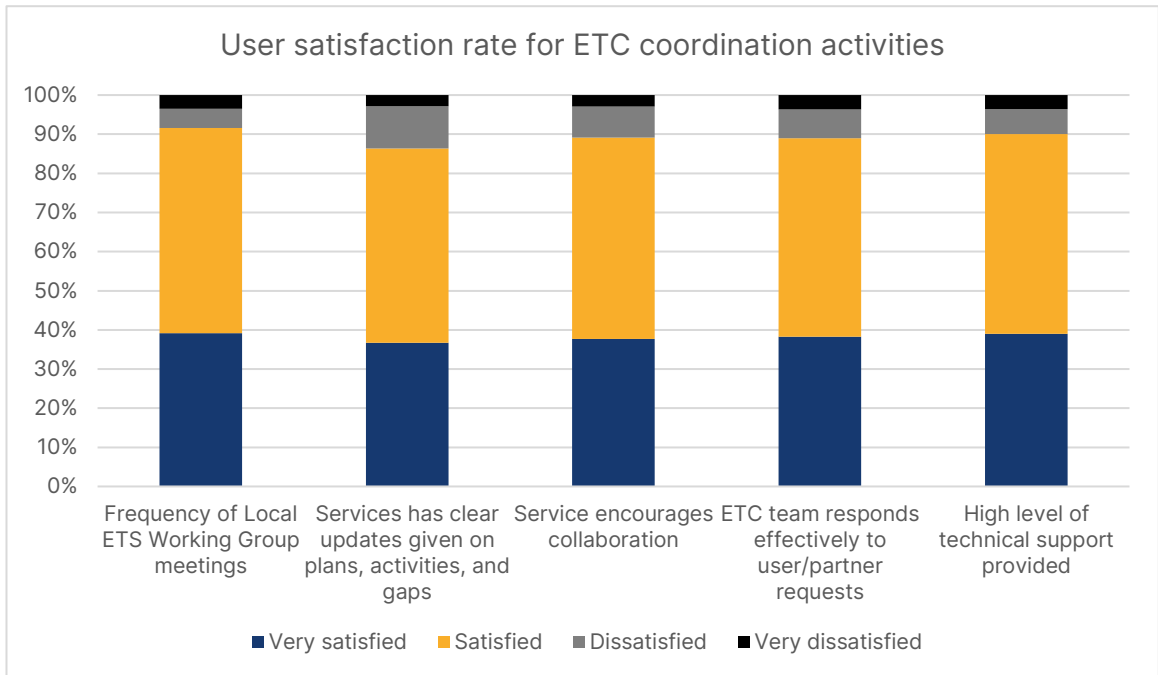
ETC response to feedback: The ETC is working to improve its customer support processes and procedures. For example, the ETC is developing a new customer support portal that will make it easier for users to submit and track support requests. Additionally, the ETC is working to improve its communication with users by providing more timely and informative updates on the status of their support requests.

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 **89% for ETC coordination** provided in Yemen.

The survey highlighted:

- **91.61%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement**
- **86.33%** satisfaction rate for **clear updates on plans, activities, and gaps**
- **89.13%** satisfaction rate for **encouraging collaboration**
- **88.97%** satisfaction rate for **responding to customer support requests**
- **90.07%** satisfaction rate for **technical support and guidance**



Feedback on ETC coordination

Feedback and suggestions to improve ETC coordination activities are included below.

The overall feedback indicates that the ETC performs well in its coordination of ICT services for humanitarian organizations in Yemen. The ETC could further improve its coordination services by addressing timeliness of response to requests, training needs of partners, and staff management. The feedback is organized into the thematic areas below.

- **Improving response timeliness:** Some respondents reported that the ETC’s response time to requests could be improved.
- **Improving coordination between different agencies:** Some respondents suggested that the ETC could further improve coordination between different agencies to leverage each other’s capacities.
- **Involving the ICT Working Group (WG) in regular updates and assessments of mutual services:** Some respondents suggested that the ETC should involve the ICT WG in regular updates and assessments of mutual services, such as mobile phone services.
- **Focusing on workshops and training:** Some respondents suggested that the ETC should focus on providing workshops and training to improve the skills of its staff and partners.

ETC response to feedback on coordination

The ETC will focus on working with other agencies and providing technical support in 2024. This will increase the visibility and effectiveness of the ETC, thus improving communication and information sharing.

The ETC made a significant investment in capacity building in 2023 to help organizations develop the skills and knowledge they need to be more effective in responding to emergency situations. This is covered in more detail in the dedicated capacity building section below. The ETC is committed to provide training and development opportunities for its staff and partners, in line with available resources in 2024.

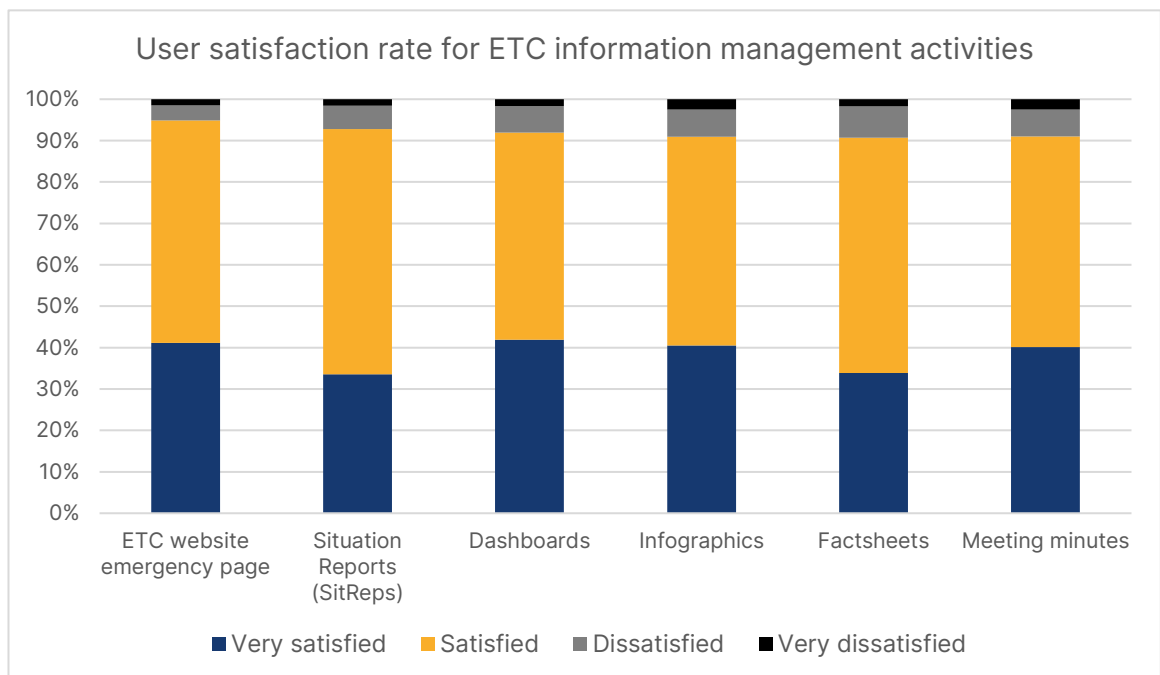
Information Management activities

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 **92% for ETC IM** activities provided in Yemen.

The survey highlighted:

- **94.85%** satisfaction rate for the **Yemen emergency page** on the ETC website
- **92.80%** satisfaction rate for **Situation Reports (SitReps)**
- **91.94%** satisfaction rate for **dashboards**
- **90.91%** satisfaction rate for **infographics**
- **90.68%** satisfaction rate for **factsheets**
- **90.98%** satisfaction rate for **meeting minutes**



Feedback on ETC Information Management

Feedback on ETC IM products and services was generally positive, with several respondents expressing a high level of satisfaction with the quality of the products and noting ongoing improvements over several years.

Some users also shared suggestions for improvement, such as more regular updates on products and services, as well as more visibility for the ETC within the community.

ETC response to feedback on Information Management

This feedback suggests that although the ETC is providing sufficient IM products and services, there is still room for improvement. By addressing the suggestions from users, the ETC can continue to improve its offerings and make them even more valuable to the humanitarian field.

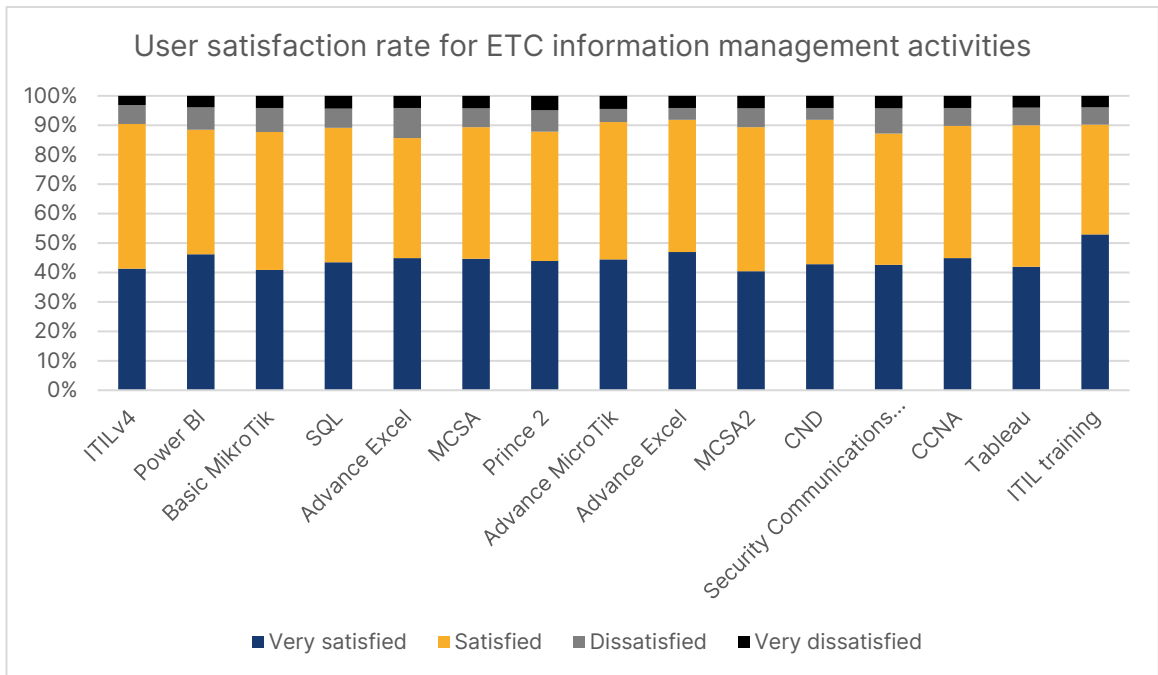
ETC Capacity building

Respondents were asked to rate their satisfaction with the quality of ETC capacity building provided in 2023 to improve the capacity building training based on their needs.

In response, participants reported an overall user satisfaction rate of **89% for ETC capacity building** provided in Yemen.

The survey highlighted:

- **90.48%** satisfaction rate for **the ITILv4 webinar: The Shift of the ITIL® Ecosystem**
- **88.46%** satisfaction rate for **Power BI Course**
- **87.76%** satisfaction rate for **Basic MikroTik**
- **89.13%** satisfaction rate for **Structured Query Language (SQL)**
- **85.71%** satisfaction rate for **Advance Excel: 7**
- **89.36%** satisfaction rate for **Microsoft Certified Solutions Associate (MCSA):**
- **87.80%** satisfaction rate for **Prince 2: 5**
- **91.11%** satisfaction rate for **Advance MicroTik: 14**
- **91.84%** satisfaction rate for **Advance Excel with iMMAP**
- **89.36%** satisfaction rate for **Microsoft Certified Solutions Associate (MCSA) training in New horizon**
- **91.84%** satisfaction rate for **Certified Network Defender (CND) training in New horizon**
- **87.23%** satisfaction rate for **Security Communications training (HF/VHF/UHF radio)**
- **89.80%** satisfaction rate for **Cisco Certified Network Security (CCNA) (**
- **90%** satisfaction rate for **Tableau training by iMMAP**
- **90.20%** satisfaction rate for **ITIL training**



Feedback on ETC Capacity Building

The ETC made a significant investment in capacity building in 2023 to help organizations develop the skills and knowledge they need to be more effective in responding to emergency situations. Varied courses were undertaken.

Some participants felt that the courses were too short and did not cover all the required topics in detail. Others felt that the training was well-organized and informative. However, there was a general consensus that more training should be offered on advanced topics, such as equipment troubleshooting and maintenance. Additionally, participants suggested that ETC staff should undertake more training in telecommunications systems and networks.

ETC response to feedback on Capacity Building

The ETC acknowledges that its staff should undertake more training in telecommunications systems, network installation, and maintenance. The ETC is committed to providing its staff with the training needs to be effective in their roles. The cluster will continue to monitor and evaluate its training programs to ensure that they are meeting the needs of organizations in the humanitarian field.

Next steps

The ETC will consider all feedback received and will analyze the survey data to implement the necessary actions and ensure the provision of services in response to humanitarian needs. The concerns shared by respondents will be reviewed and included in the ETC workplan for 2024, depending on funding and other related resources.

The ETC will take steps to improve its internet services, develop more comprehensive training programs, resume support for its satellite internet service, improve coordination with the government, increase its visibility in communities and improve its response to client requirements.

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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