

Cox's Bazar, Bangladesh – Refugee Crisis

User Satisfaction Survey report

Survey period: 02/11/2022 to 22/11/2022

The ETS was activated in Bangladesh in 2017 in response to the refugee crisis which has left over 900,000 in need of humanitarian assistance. The ETS provides shared communications services to the humanitarian community responding to the crisis.

Overview

The Emergency Telecommunications Sector (ETS) conducted a user satisfaction survey from 2 November to 22 November to assess the performance of ETS services and activities in all its operational areas in Bangladesh. ETS services assessed in the survey include data connectivity, ICT helpdesk, and security communications, in addition to ETS activities in coordination and information management.

ETS services and activities are provided for humanitarians across three common operational areas in Bangladesh – Cox's Bazar, Ukha, and Teknaf.

The aim of this survey was to gather feedback from all users, partners, and humanitarians using ETS services in the response and to identify areas of improvement for the sector.



ETS staff supports a user to connect to the network in an IOM Shelter Management site. PHOTO:WFP/ETS

Methodology

The survey comprised 12 questions and was launched on 3 November. The invitation to participate in the survey was distributed to focal points from partner organizations on the ground, UN agency focal points, ETS data connectivity users, radio users across the operation, ETS Working Group members, as well as all WFP staff. The survey closed on 22 November with a total of 168 responses received.

Respondents were composed of 43 staff from I/NGOs, 124 UN staff, and one staff member of a government agency.

A range of professional profiles responded to the survey including participants in administration, camp coordination, data collection, ICT specialists, programme officers, medical and health workers, and logistics staff.

Key findings

The survey resulted in an **overall user satisfaction rate of 86.4%** across ETS services and activities, which is above the 80% target set as the key performance indicator for the survey for 2022. A further breakdown of the results is provided in the sections below.

ETS services

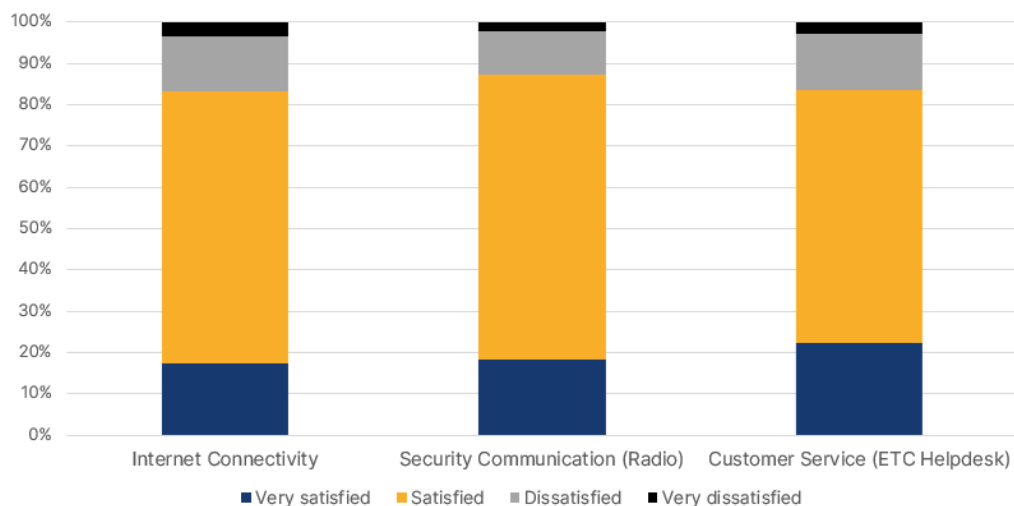
Respondents were asked to rate their satisfaction with ETS services provided in Bangladesh, including data connectivity, customer support, and security communications.

In response, participants reported an overall user satisfaction rate of 84.7% for ETS services provided in the country.

The survey found:

- **83.4%** satisfaction rate for **internet connectivity** services.
- **87.3%** satisfaction rate for **security communications** services.
- **83.5%** satisfaction rate for **customer service helpdesk** services.

User satisfaction rate for ETS services



Feedback on ETS services

The survey asked respondents the reasons for the user satisfaction rating given, as well as asking for suggestions on how ETS services may be improved (respondents were given an open-ended option). A total of 168 respondents gave the following feedback:

- **Data connectivity:** Overall, users were very satisfied with the data connectivity service provided in the operation. Respondents noted that ETS data connectivity services were easily available, reliable, and provided a good connection. Several users highlighted in their responses that the ETS network was critical for communications in the camps, where mobile networks are poor or non-existent in most areas in the camps. Recommendations for improvement from survey responses included resolving connectivity issues where there are frequent outages, addressing poor connection due to weather conditions, improving network stability and reliance on Internet Service Providers (ISPs), and providing more reliable IT infrastructure. Other recommendations on user management included to remove restrictions on blocked websites on the network and to allow users to be able to connect more than two devices at a time.
- **Security communications:** Several respondents confirmed the usefulness of the security communications network and expressed their satisfaction with their radio connection. However, respondents also stated the need for

network expansion to more camps, especially in the Teknaf area, and for the ETS to provide wider radio coverage across response areas. Other users responded that there were challenges in using radios in the camps, stressing the need for radio trainings.

- **Customer support services:** Feedback from users concerning ETS customer support services was positive, with the majority of users experiencing excellent service, and praising the timely and rapid response of the ETS customer service team, as well as highlighting the helpfulness and effectiveness of ETS staff. One user suggested the helpdesk hotline be monitored during more hours of the day, and another requested additional customer service hours on weekends for when the network is down in order to improve response times. Additionally, it was requested that more staff be available at Modhuchara hub for in-person customer support services when needed.

ETS response to feedback on services

The ETS in Bangladesh is implementing a holistic strategy to address the feedback provided. The ETS continues to provide data connectivity services in the camps and is addressing outage issues through the installation of solar power solutions to mitigate the effects of power outages and weather-related disconnections. In 2023, the ETS plans to implement additional connectivity sites to expand the network across more areas of the camps. Additionally, at the end of 2022 the ETS upgraded the data connectivity network to allow for more devices to be connected and expand its capacity.

Throughout 2022, the ETS has been working closely with UNDSS to expand the security communications network in Teknaf where the VHF radio network needs improvement. So far, space has been secured on a local tower to install telecommunications equipment and the ETS is working with the tower owner and procurement unit to amend the existing contract for the implementation of the expansion. The ETS will also continue to manage the security telecommunications network across other areas of the camps to ensure the availability of radio communications. The 2023 ETS strategy also includes plans to conduct trainings on radio use and to address other ICT gaps in the operation through capacity building activities.

Despite the overwhelmingly positive responses on the ETS' support to its customers, the ETS plans to improve the service further through increased use of the helpdesk and the improvement of response times. In 2023, the ETS plans to hire additional ICT staff to work in the camps in order to increase its capacity to respond to issues and customer support requests.

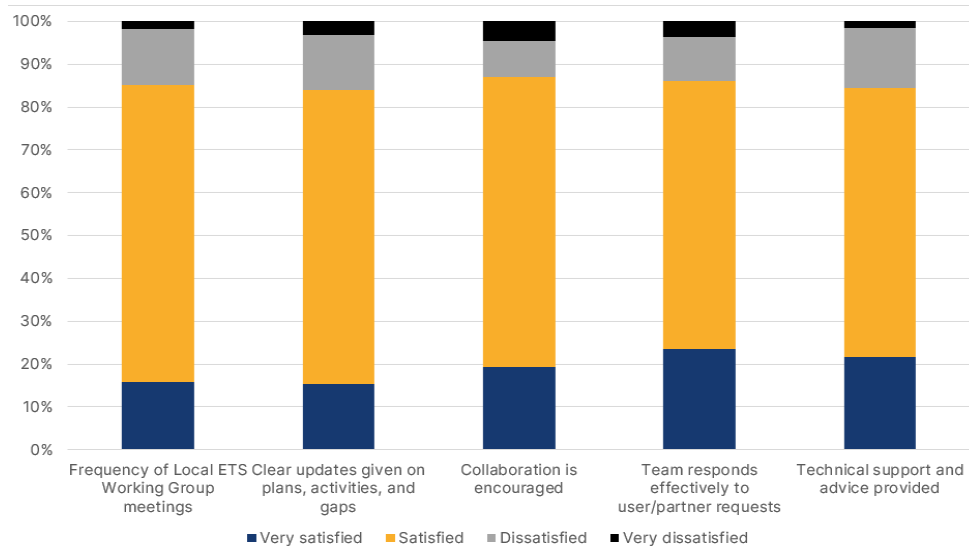
ETS coordination activities

Respondents were asked to rate their satisfaction with the quality of ETS coordination activities. In response, participants reported an overall user satisfaction rate of 85.2% for ETS coordination provided in Bangladesh.

The survey found:

- **85.1%** satisfaction rate for **frequency of local ETS Working Group meetings**
- **83.9%** satisfaction rate for **providing clear updates on ETS plans, activities, and gaps**
- **86.9%** satisfaction rate for **encouragement of collaboration**
- **86.0%** satisfaction rate for **responding to customer support requests**
- **84.3%** satisfaction rate for **technical support and advice provision**

User satisfaction rate for ETS coordination activities



Feedback on ETS coordination

Feedback and suggestions to improve ETS coordination activities included:

- Inter-agency engagement:** Users were generally satisfied with the level of engagement of the ETS across UN agencies in the humanitarian response. Survey respondents stated their desire for continued participation in the ETS Working Group and regular coordination meetings with the sector to facilitate feedback from users and partners. There were also recommendations to improve the effectiveness of the working group by establishing a common goal, increasing collaboration with partners, and engaging with more agencies outside of WFP and UNDSS.
- Clear updates:** In addition to the general agreement that the ETS provides clear and regular updates, some suggestions were received to improve communication, including the use of additional online methods for providing user updates regarding internet services, and conducting more frequent visits to sites. It was suggested that coordination could be improved through more regular communication with field staff and more frequent quality checks in sites to better prepare for emergencies. Additionally, it was suggested that the ETS should send prior notification to users before making any changes to the IT infrastructure of the connectivity network.
- Collaboration:** There were no comments specifically on improving ETS collaboration, apart from general statements on the need for more collaboration and coordination with UN agencies and organizations in the response.
- Response to user requests:** Feedback from users emphasized quick response times from the ETS on user requests, good communication between the ETS team and users, and commended ETS staff as helpful and knowledgeable. The only recommendation for improvement was a request for information on the expected length of outages to be provided in ETS notifications regarding maintenance work so that users can adapt their operations, especially for food distributions.
- Technical support and guidance:** Feedback on technical support and guidance was overall positive, with recommendations to improve monitoring at camp level and increase the number of monitoring site visits to identify common issues that users face and prevent issues.

ETS response to feedback on coordination

In 2023, the ETS will maintain the local ETS Working Group and expand its membership to participants from more agencies and organizations to ensure increased representation of partners. The ETS will also continue working with the Inter-Sector Coordination Group (ISCG) to present updates to all sectors and agencies in the Cox’s Bazar operation and collaborate on providing services across the response.

The ETS plans to increase its capacity with additional technical staff to enable the team to conduct more site visits and respond faster to issues and network outages as requested by users. The ETS technical team will also continue communicating with users about network updates and outages, and will improve communication through various forms, including the use of group text messaging, emails, and increased site visits and collaboration with ICT focal points.

Information Management activities

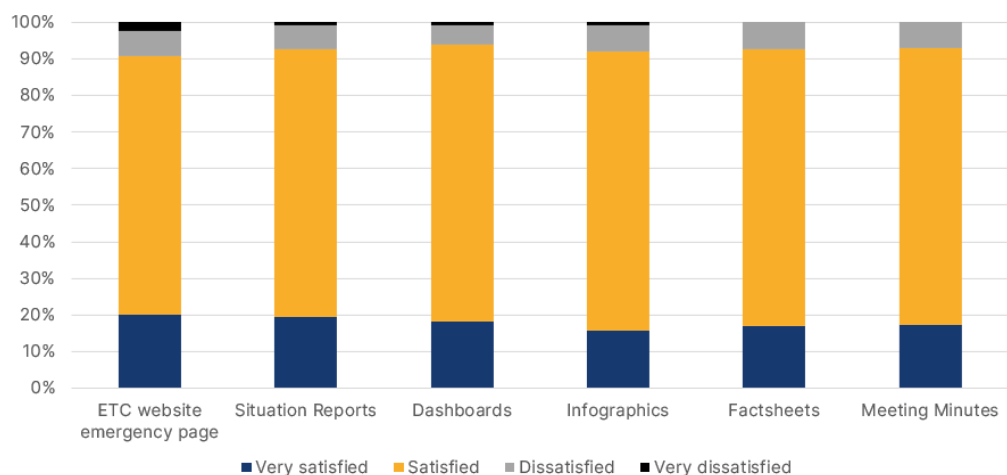
Respondents were asked to rate their satisfaction with the quality of ETS Information Management (IM) activities and products. All IM products are available on the Bangladesh emergency page of the ETC website [here](#).

In response, participants reported an overall user satisfaction rate of 92.6% for ETS IM activities in Bangladesh.

The survey found:

- **90.8%** satisfaction rate for the **Bangladesh emergency page** on the ETC website
- **92.7%** satisfaction rate for **Situation Reports (SitReps)**
- **94.0%** satisfaction rate for **dashboards**
- **92.1%** satisfaction rate for **infographics**
- **92.8%** satisfaction rate for **factsheets**
- **92.9%** satisfaction rate for **meeting minutes**

User satisfaction rate for ETS information management activities



Feedback on ETS Information Management

Feedback on ETS IM activities were generally positive, with few comments received on ETS IM products and reports. Most users were satisfied or very satisfied with the products, with the only recommendations being to make information more readily available, and increase dissemination of information more widely for better visibility and awareness of ETS services and updates.

The ETS will improve this by growing the distribution lists for monthly reports, products, and updates, and ensure lists are updated more frequently as the number of users and sites increases.

Next steps

The ETS is taking all feedback received into consideration to improve services in Bangladesh and to provide an enhanced response to emerging challenges. The gaps reported by respondents will be analysed and included in the ETS workplan for Bangladesh and included in the 2023 strategy as appropriate and dependent on funding.

This report will be shared with users and partners of ETS services in Bangladesh, the Global ETC partnership network, all staff at the World Food Programme (WFP) in Bangladesh as sector lead, all data connectivity and radio users, and the local ETS Working Group. It will also be published on the ETC website, which is accessible to the wider public.

Further information related to ETC/S 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:

Bangladesh.ETS@wfp.org