Libya – Conflict

ETC User Satisfaction Survey report 2021

Survey period 04/11/21 to 26/11/21

Background

Ten years after the fall of the previous regime, Libya continues to see an escalation in violence and an increase in internal displacement. In 2021, 1.3 million people, including internally displaced persons, non-displaced Libyans, returnees, and migrants and refugees were identified to be in need of humanitarian assistance due to a collapse of living standards and basic services and increased reliance on negative coping strategies.

The ETS was activated in 2018 to provide security communications and connectivity services to the response community. The ETS launched an inter-agency common feedback mechanism (CFM) hotline in 2020 that serves as a humanitarian call centre and a nationwide COVID-19 information channel. In 2021, the ETS is working to improve the ways communities can receive information and provide feedback through the CFM and through the provision of connectivity to the affected population.

The ETS conducted a user satisfaction survey in November 2021 to assess the performance of ETS services and activities, including the Common Feedback Mechanism, connectivity services for the affected population and for humanitarians, customer support, and security communications in Tripoli and Benghazi.

The survey also aimed to gather additional feedback on the performance of the Common Feedback Mechanism to identify areas for improvement in line with the needs of the interagency users of the CFM.

Overview and Methodology

The survey comprised 14 questions and was launched on 4 November 2021. The invitation was distributed to the ICT Working Group, Libya UN security personnel, CFM partners, and Benghazi hub staff and visitors.

The survey closed on 26 November 2021 after an extension of one week to facilitate additional participation. 52 humanitarians responded to the survey. Three quarters (75%) of respondents worked for United Nations (UN) Agencies and most of the remainder (21%) were staff from international NGOs. One respondent reported they worked with a local NGO and one other did not specify their organisation's type. The roles most represented among respondents were security officer (29%), coordinator (15%), program (13%), and technical specialist (12%).

Key Findings

Overall ETS services and activities

The ETS user satisfaction survey resulted in an **overall user satisfaction rate of 83%** for ETS services and activities provided in the country.

This includes internet connectivity and customer support services at the Benghazi hub, security communications systems in Tripoli and Benghazi, the internet service for affected populations at the UNHCR community day centre in Tripoli, and the Common Feedback Mechanism, as well as the sector's coordination and information management activities. A further breakdown of the results is provided in the various sections below.
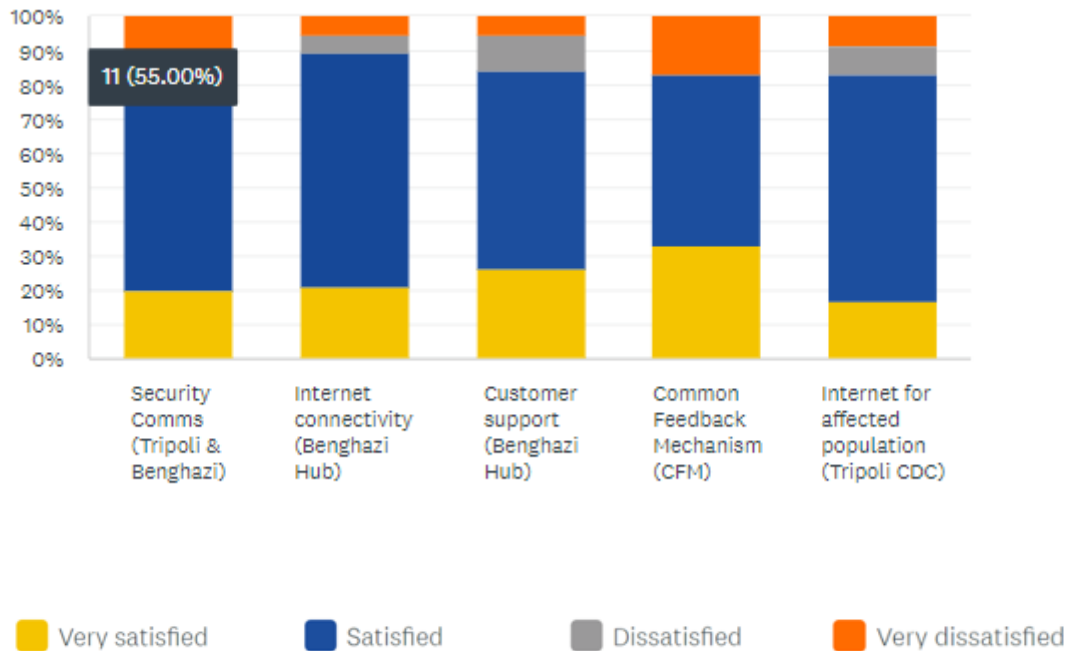
ETS services

Respondents were asked to rate their satisfaction with the core ETS services provided in Libya.

Participants reported an overall **83%** user satisfaction rate for all ETS services provided in the country.

The survey found:

- **89%** satisfaction with **internet connectivity** services at the Benghazi hub

- **84%** satisfaction with **customer support** services at the Benghazi hub

- **83%** satisfaction with the **internet connectivity service for the affected population** at the Tripoli Community Day Centre

- **83%** satisfaction with the **Common Feedback Mechanism**

- **75%** satisfaction with **security communications** services in Tripoli and Benghazi

User satisfaction ratings for all 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):

- **Security communications:** Several respondents highlighted issues with the current security communications infrastructure in Libya and the need to establish reliable unified radio communications across the cities of Tripoli and Benghazi and the surrounding areas. One respondent suggested the establishment of handheld tetra radio coverage.

  The ETS recognizes the challenges with the current security telecommunications infrastructure in Libya. A Telecommunications Security Standards (TESS) mission was conducted from 4-15 November to carry out a full assessment and identify recommendations for improvements. The ETS will work with UNDSS to implement TESS' recommendations once the final report is received.

- **Common Feedback Mechanism:** While respondents indicated positive experiences communicating with the CFM team, some raised issues with accessing the CFM platform. It was also noted that some of the cases flagged through the CFM have already been received and addressed by partner agencies through other channels, causing a duplication of effort.

The CFM team acknowledges that there have been access issues with SugarCRM related to the turnover of CFM focal points. The team has conducted a full review of the SugarCRM access list to ensure that it is up to date.

- *Internet connectivity:* One respondent suggested increasing the internet connectivity speed at the Benghazi hub.

  The ETS is aware of the issue of reduced connectivity speed at the Benghazi hub and has identified the source of the problem. The deployment of a fibre-optic solution to provide better service at the hub is underway.
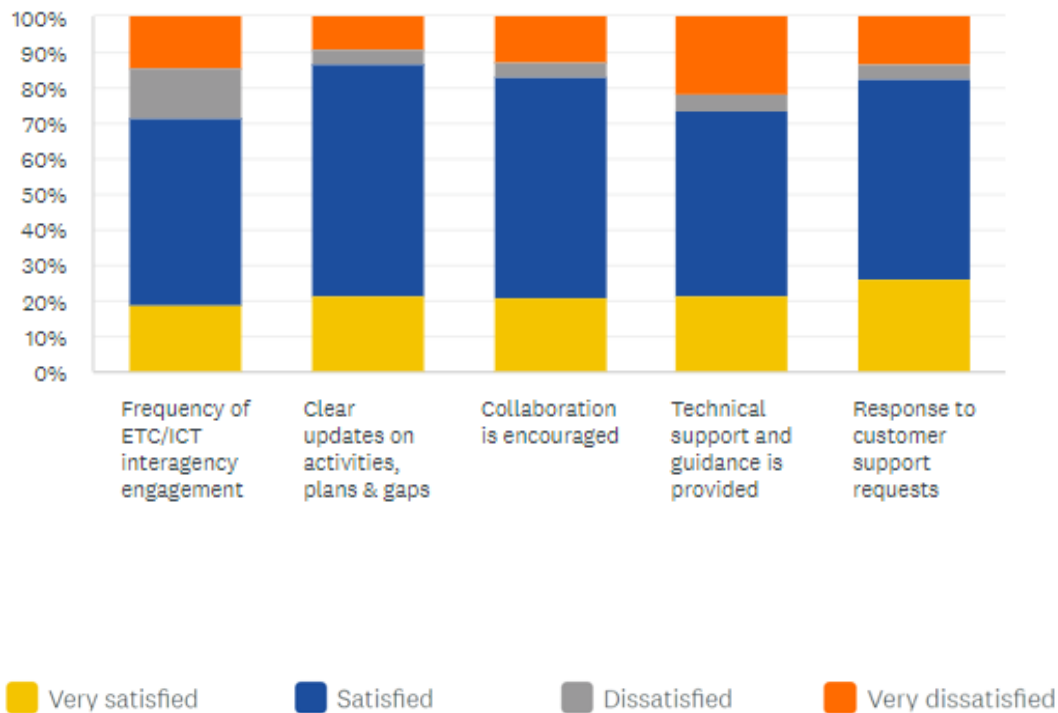
ETS coordination activities

Respondents were asked to rate their satisfaction with the quality of ETS coordination activities based on a number of criteria, including the frequency of interagency engagement, support for collaboration, communication on ETS activities, and the provision of technical and customer support.

In response, participants reported an **80%** user satisfaction rate for ETS coordination provided in Libya

The survey found:

- **71%** satisfaction rate for **frequency of ETS/ICT inter-agency engagement.**

- **87%** satisfaction rate for **clear updates on plans, activities, and gaps**.

- **83%** satisfaction rate for **encouraging collaboration**.

- **83%** satisfaction rate for **responding to customer support requests.**

- **74%** satisfaction rate for **technical support and guidance.**

User satisfaction rating for ETS coordination

Legend: Very satisfied (yellow), Satisfied (blue), Dissatisfied (grey), Very dissatisfied (orange)

Feedback on ETS coordination activities

Suggestions to improve the quality of ETS coordination included:

- **ETS interagency engagement:** Feedback focused on the need for the ETS to ensure that all humanitarian actors in Libya have a clear understanding of the ETS' role and the services that it can offer. Specific suggestions included sharing a catalogue of ETS services and Terms of Reference (TORs) for ETS staff in inter-sector meetings and the INGO forum. Respondents also indicated that increasing the number of ETS staff in Libya and engaging more regularly and consistently with all UN agencies would help to bring more visibility to the work that the ETS does in Libya.

- **Support and assistance:** Several respondents commented on the professionalism of ETS staff, while one stated that they had not yet had any interaction with the ETS or received any assistance from the sector.

  The ETS recognizes that the lack of presence of a dedicated coordinator in Libya through 2021 has meant that interagency engagement has not been regular. While ETS services continued to be provided, this has led to a lack of visibility and awareness of the ETS and impacted on the ETS' ability to provide additional support and assistance. A permanent dedicated ETS coordinator joined the operation in September and will work to increase the ETS engagement and coordination activities.

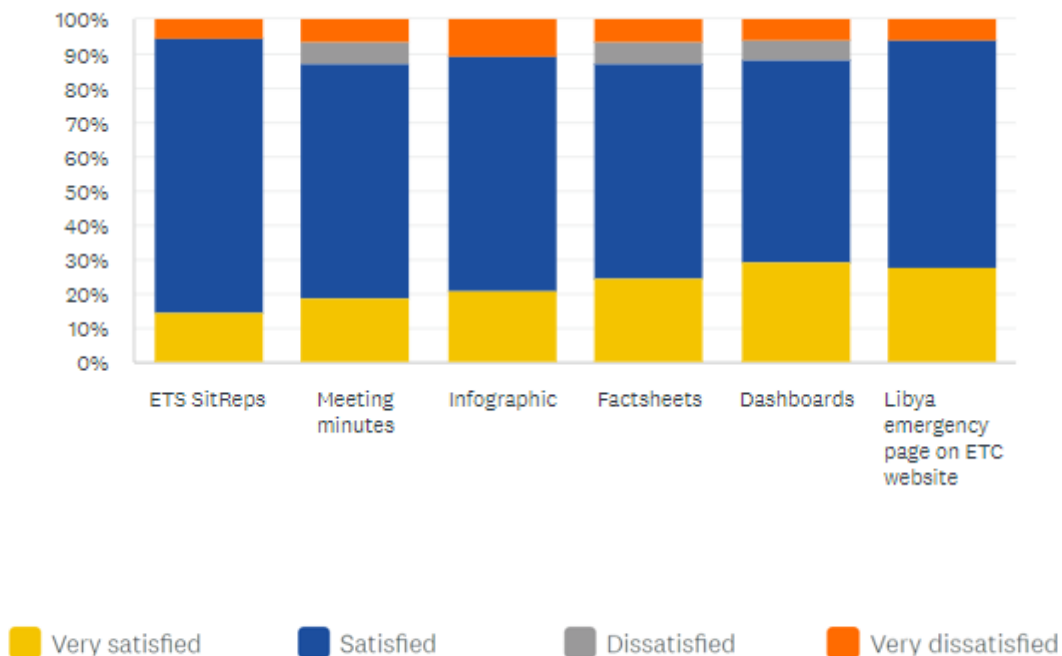# ETS Information Management (IM) activities

Respondents were asked to rate their satisfaction with the quality of ETS IM products in terms of supporting operational decision making and information sharing.

Participants reported an **90%** user satisfaction rate for ETS IM activities.

The survey found:

- **94%** satisfaction rate for the **Libya emergency page** on the ETS website.

- **95%** satisfaction rating on **situation seports** (SitReps).

- **88%** satisfaction rating on **dashboards**.

- **89%** satisfaction rating on **infographics**.

- **88%** satisfaction rating on **factsheets**.

- **88%** satisfaction rating on **meeting minutes**.

User satisfaction rating for ETS Information Management (IM) activities

Feedback on IM activities

Several respondents expressed satisfaction with the information products and flow of information on ETS activities, while some respondents indicated that they had not received any ETS information products and requested to be added to ETS mailing lists.

All of the participants of the survey will be added to ETS Libya distribution lists so that they ETS receive updates and information going forward.

Common Feedback Mechanism

The Common Feedback Mechanism earned an 83% overall satisfaction rating from survey respondents. The survey included four additional optional questions on the Common Feedback Mechanism to gather more information on its performance in 2021. 28 respondents answered the optional questions on the CFM.
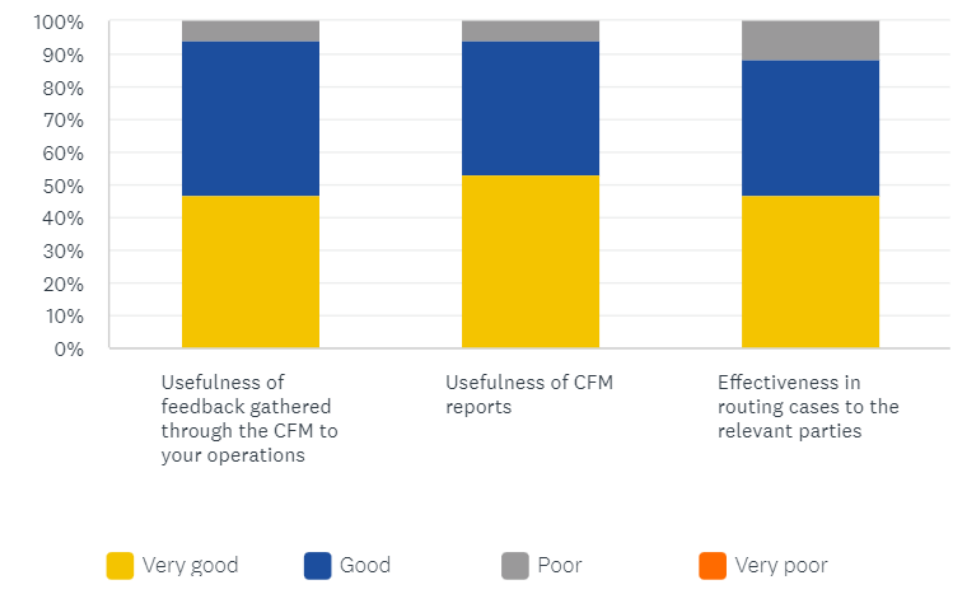
Usefulness and Effectiveness of the CFM

The vast majority of users (**94%**) rated the CFM as **"good" or "very good"** in terms of the **usefulness to their operations** of the feedback gathered through it.

A large majority (**88%**) also rated the CFM as **"good" or "very good"** in terms of the **effectiveness of the mechanism** in routing cases to the relevant parties.

94% of respondents rated the **usefulness of CFM reports** as **"good" or "very good"**, with a majority (53%) giving the rating of "very good". "

Additional comments highlighted that CFM reports were helpful in identifying trends in the affected population's needs and concerns. It was noted that the reports were limited in their ability to show the outcome of the recorded cases in terms of assistance provided or changes to service delivery.

While the CFM allowed respondents' organisations to integrate new beneficiaries into their services, one comment indicated that many of the requests for information and concerns raised through the CFM were already communicated to the organisations through other channels.

It was also noted that majority of cases registered through the CFM are requests for assistance rather than feedback or complaints, making it in practice more of a helpline than a feedback mechanism.

User friendliness and effectiveness of SugarCRM

Respondents who had used the SugarCRM software platform were asked to rate it on two parameters; user friendliness and effectiveness.

89% rated Sugar CRM as "good" or **"very good"** in terms of **user friendliness.**

93% gave Sugar CRM a rating of **"good" or "very good"** for **effectiveness.**

User friendliness and effectiveness of SugarCRM
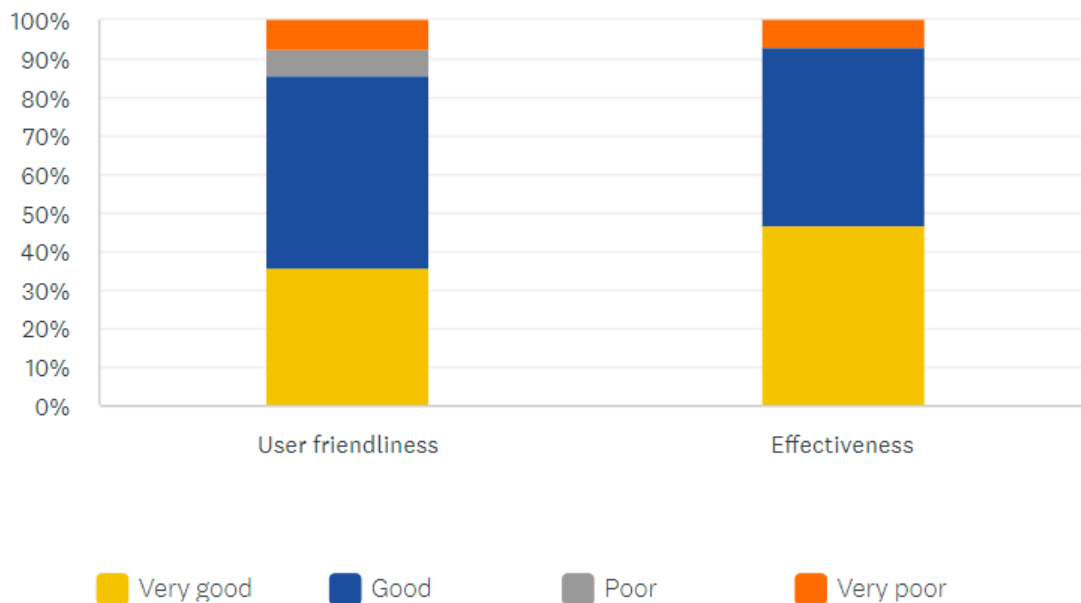
One comment highlighted that there had been many issues with accessing the platform, and that the presence of many tabs on the platform that all users did not need made it less user-friendly.

The SugarCRM access user list has been updated recently to address access issues.

Confidence in CFM performance

76% of respondents **expressed confidence** in the performance of the CFM in 2021, while **21%** said they were only **somewhat confident** in its performance.

One comment suggested that the provision of additional training for CFM call centre operators by individual INGOs on their specific services would help to improve the performance of the CFM.

CFM operators received monthly refresher briefings delivered by partners agencies on their services. The Frequently Asked Questions guidance document is also regularly updated.

Confidence in CFM performance
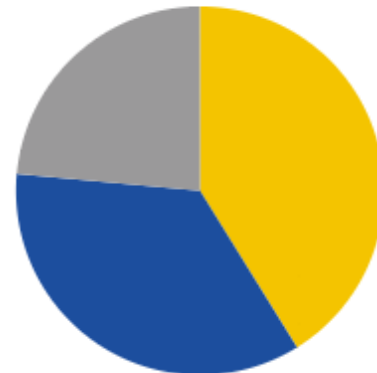
Very Confident   Confident   Somewhat Confident

User Changes to programmes based on CFM feedback

Finally, **20%** of respondents who had used the CFM said that their organisation had made revisions to their programmes based on the feedback received through the CFM.

One such change that was shared was a review of the setup of distribution points and the resolution of issues with registration.

Changes to programmes based on CFM feedback
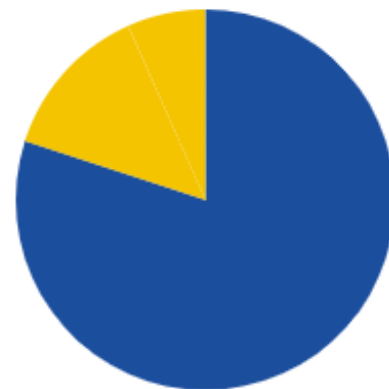
No   Yes

Additional Feedback

The ETS asked survey respondents to identify the main strengths and areas for improvement in Libya. A total of 15 respondents provided the following feedback:

Strengths

- ***ETS staff*** were commended for their teamwork, dedication, and professionalism, as well as their technical expertise.

- ***The Common Feedback Mechanism*** was highlighted by many respondents one of the ETS' most valuable services in Libya, providing an additional channel for people in need to request assistance and providing additional access to beneficiaries. Based on the strength of the CFM in Libya, it was suggested to implement similar mechanisms in other contexts.

- ***Communication and sharing information*** through a variety of channels to other sectors and partners was reported by some respondents as a strength of the ETS in Libya.

Areas to improve

- ***Additional ETS staff*** needed to provide the required level of support and respond more quickly to issues. Several respondents noted the turnover in the ETS coordination role and a general lack of human resources as a weakness of the ETS.

- ***Lack of awareness of ETS services*** a consistent theme throughout the feedback of this report was that many respondents were unclear on the role of the ETS and unaware of the full range of ETS services despite being users of some of those services. For example some users of the CFM were unaware of the ETS' role in the mechanism.

Next Steps

The ETS is taking all feedback received into consideration to improve the existing services in Libya and to provide an improved response to emerging challenges. The gaps reported by respondents will be analysed and included in the ETS workplan for Libya.

In particular, the ETS will work with UNDSS to improve the security communications infrastructure in Libya based on the outcome of the TESS mission that took place in November 2021. The ETS is also responding to feedback about the speed of the internet service at Benghazi hub and is in the process of deploying a fibre-optic solution. Feedback on the technical aspects of the CFM platform as well as the overall functioning of the mechanism and the usefulness of the information received through it will also be used to inform the continuous improvement of the CFM. Finally, the ETS' new permanent coordinator will work to increase interagency engagement and communication on the role of the ETS in Libya and services it can offer.

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

All information related to the ETS operation in Libya can be found on the ETC website:
https://www.etcluster.org/emergencies/libya-crisis

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