

Libya - Conflict

ETS User Feedback Survey report

Survey period 05/12/19 to 18/12/19

Since being activated in October 2018, the Emergency Telecommunications Sector (ETS) has been providing vital communications services in Libya to enable humanitarian workers on the ground to carry out their jobs efficiently and safely, ultimately assisting more people and saving more lives.

The ETS in Libya is led by the World Food Programme (WFP), and is responding with government, private sector and humanitarian organisations to ensure a coordinated response.



Overview and Methodology

The survey comprised 11 questions and was distributed on 5 December to the Local ETS Working Group, the Office for the Coordination of Humanitarian Affairs (OCHA), and users of ETS services in Libya, including the UN hub in Benghazi.

A total of 14 humanitarian workers responded to the survey. The majority of respondents represented **United Nations (UN) agencies (93%)**, and the remainder were from **international NGOs (7%)**. The majority of respondents (71%) have been involved in the Libya operation for more than six months. Most respondents use ETS services in Benghazi as both Tunis (Tunisia) and Tripoli are mainly coordination hubs.

Key Findings

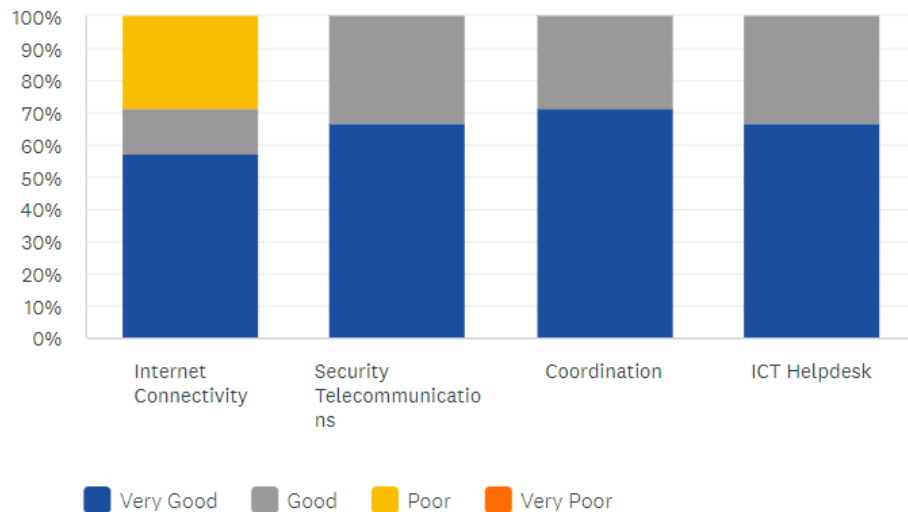
ETS Communications Services

The ETS User Feedback Survey resulted in an **overall user satisfaction rate of 93%** across the core ETS services (Internet connectivity and security telecommunications-related services) provided in Libya. The survey showed:

- **71%** satisfaction rate for **Internet connectivity** services
- **100%** satisfaction rate for **security telecommunications** services
- **100%** satisfaction rate for **coordination** services
- **100%** satisfaction rate for **ICT helpdesk** services

How would you rate each ETS service used?

Answered: 10 Skipped: 4



Additional Services

Respondents were asked which additional ICT services were required to support their organisation's response in Tunis, Tripoli, and Benghazi. The additional services proposed were Internet connectivity, an ICT Helpdesk, voice services, security telecommunications, radio programming, radio training, and a Common Feedback Mechanism.

- **More than 50%** of respondents in all locations (Tunis, Tripoli, and Benghazi) said that they **required a Common Feedback Mechanism to support their operations.**
- In Tripoli and Benghazi, over 50% of respondents also requested radio training.



Awareness of ETS Activities

Respondents were asked to select from a list the ETS activities they were aware of.

- 80% of respondents were aware of Local ETS Working Group meetings
- 60% were aware of ETS Information Management products
- 40% were aware of CFM coordination meetings. According to the results
- None of the respondents were aware of Global ETC meetings

Coordination & Information Management (IM)

Respondent were asked to rate the quality of various aspects of ETS coordination and Information Management products.

- **100%** of respondents rated **ETS coordination services** as **good or very good** in all aspects, including meeting facilitation and frequency of meetings, topics discussed and the availability of the ETS team.
- **100%** of respondents rated **ETS Information Management products**, including meetings minutes, ETS Dashboard and ETS SitReps as **good or very good**.
- **78%** have visited the ETC website.

Additional Feedback

No comments or additional feedback was received.

Next Steps

The ETS is taking all feedback received into consideration to improve the existing services in Libya and ensure the communications needs of humanitarians are covered.

This report will be published on the ETC website.

All information related to the ETS operation in Libya can be found on the ETC website:

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