Nigeria – Protection Crisis

ETS User Satisfaction Survey report 2021

Survey period 29/10/21 to 19/11/21

Background

Since its activation on 23 November 2016, the Emergency Telecommunications Sector (ETS) has provided reliable internet connectivity and security communications services in North-East Nigeria to enable thousands of humanitarians on the ground to carry out their jobs efficiently and safely, ultimately assisting more people and saving more lives.

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

Photo: ETS Nigeria

The ETS conducted a user satisfaction survey in November 2021 to assess the quality of the services available to the entire humanitarian community. The results will help the ETS to identify areas of improvement and to continue maintaining high quality communications services, where needed.

Overview and Methodology

The survey comprised 13 questions and was distributed on 29 October to the ICT Working Group and all ETS service users in Maiduguri, as well as to field hub staff in Banki, Bama, Damasak, Gwoza, Ngala and Monguno. The ETS team encouraged users to participate in the survey by sharing weekly reminders, one-on-one reminders and placing QR codes in all humanitarian hubs for easy access to the survey. The survey was extended until 19 November to ensure the maximum number of respondents could participate.

A total of **900 humanitarians responded to the survey**, setting the record as the highest number of responses to an annual ETC/ETS user satisfaction survey globally. Most respondents represented international NGOs (52%), United Nations (UN) agencies (31%) and local NGOs/government/other (17%).

Key Findings

The ETS user satisfaction survey resulted in an **overall user satisfaction rate of 95%** for ETS services and activities provided in North-East Nigeria, which exceeds the 80% baseline set as the key performance indicator for the survey.

This includes internet connectivity, security communications services, telephony, and customer support services, as well as coordination and Information Management (IM) activities. A further breakdown of the results is provided in the various sections below.
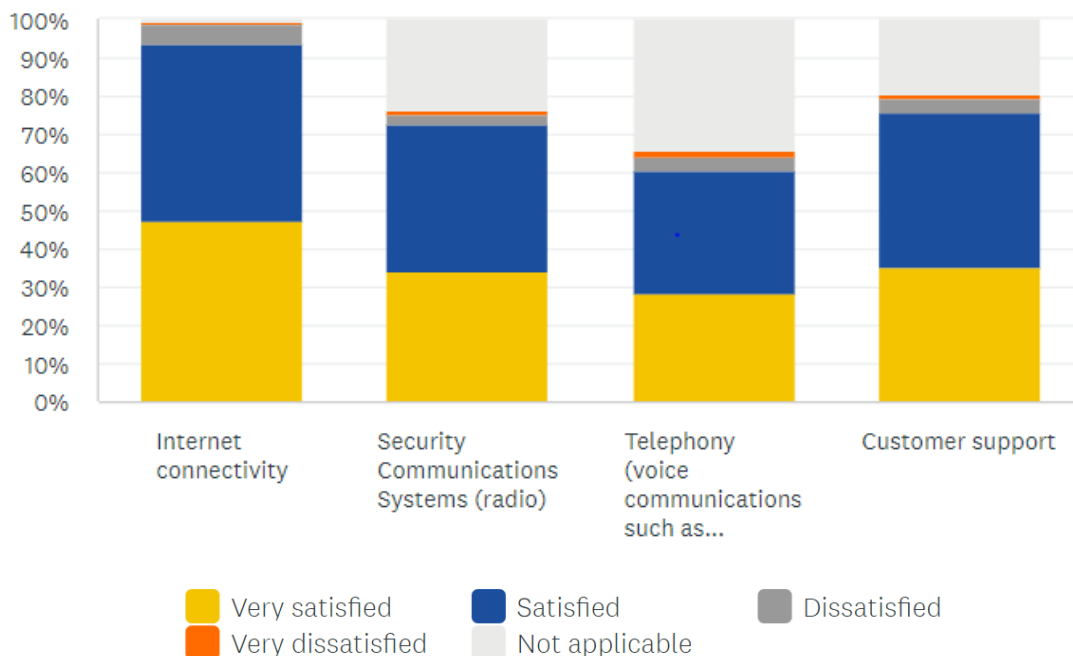
ETS Services

Respondents were asked to rate their satisfaction with the core ETS services provided North-East Nigeria.

In response, participants reported a **94%** user satisfaction rate for ETS services provided in country.

The survey highlighted:

- **94%** satisfaction rate for **internet connectivity** services.
- **96%** satisfaction rate for **security communications** services.
- **93%** satisfaction rate for **telephony** (voice communication such as satellite phones) services.
- **94%** satisfaction rate for **customer support** services.

Rating of each ETS service by user satisfaction

Feedback on ETS services

The survey asked respondents their 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):

- *Internet connectivity:*

    Speed: The speed of internet connectivity services can be unreliable. Suggestions to improve connectivity services include using a higher bandwidth, allowing unlimited access to websites, and utilizing the services of an alternate Internet Service Provider (ISP) as a back-up.

    Extended connectivity coverage: Some respondents suggested the ETS extend its connectivity services beyond the humanitarian hubs – including to guesthouses and offices – to facilitate communication. Similarly, survey respondents requested additional access points to be installed in the humanitarian hubs. Several respondents also suggested the creation of a commercial network that various organizations can apply for and use at a fee.

    Removal of connectivity restrictions*:* Participants requested that restrictions be removed on some training sites, the upload/download of some documents, and when accessing social media platforms, particularly during the weekends.

    Access to services: Most respondents requested that access to ETS connectivity services be standardized and increased across all humanitarian hubs to cover a period of 8am to 6pm. Currently, the access time is restricted, and humanitarians are unable to use the services whenever needed. The ETS will forward this request to the humanitarian hub task force, where UNDSS and IOM control hub access.

- ***Power:*** Due to the installation of the hybrid solar power system, ETS internet services are available 24/7 in all field locations, except in the hub extension in Banki where the new building is not connected to the alternate power system. This regularly impacts the availability of ETS internet connectivity in the Banki hub extension. Suggestions to overcome issues caused by the unreliable power supply include connecting the solar-powered solution to the hub extension or providing uninterruptible power supply (UPS) devices to support connectivity equipment.

- ***Technical support and trainings****: Participants expressed the need for increased technical support for their various organizations on the use of VHF radios, as well as additional training on basic connectivity troubleshooting for humanitarian hub staff.

- ***Registration and notifications:*** Some respondents requested a shorter registration process. Further, in cases where connectivity users have breached the ETS IT policy, respondents should receive a notification rejecting their connection, instead of being blocked from the network.

ETS response to feedback

The ETS acknowledges the challenges experienced by users of some of its internet connectivity services – especially in deep-field locations – and aims to provide the required support.

While both the request for the extension of connectivity services beyond the hub and a payment structure for ETS internet connectivity is outside the mandate of the ETS, the ETS recognizes the need to establish connectivity hotspots outside the humanitarian hubs.

The ETS plans to deploy an additional satellite terminal in each of the five remaining humanitarian hubs (already installed in Banki and Monguno) to strengthen the current communications systems and to provide humanitarians with a reliable back-up connectivity solution.

In January 2019, the ETS doubled the internet connectivity bandwidth in Bama, Damasak, Dikwa, Gwoza and Ngala, and quadrupled the bandwidth in Banki and Monguno to significantly improve user experience and to better support the efficient implementation of humanitarian activities. It was later identified that 50 percent of internet traffic was generated through sites such as YouTube and Facebook, which are part of non-priority traffic on ETS networks. The ETS currently prioritizes traffic and manages bandwidth distribution across each of the sites.

To mitigate the impact of power cuts, the ETS installed a hybrid power solution at each of the hubs in 2021 to ensure ETS services are available 24/7. Power interruptions experienced in the hub extension in Banki will be resolved in 2022.
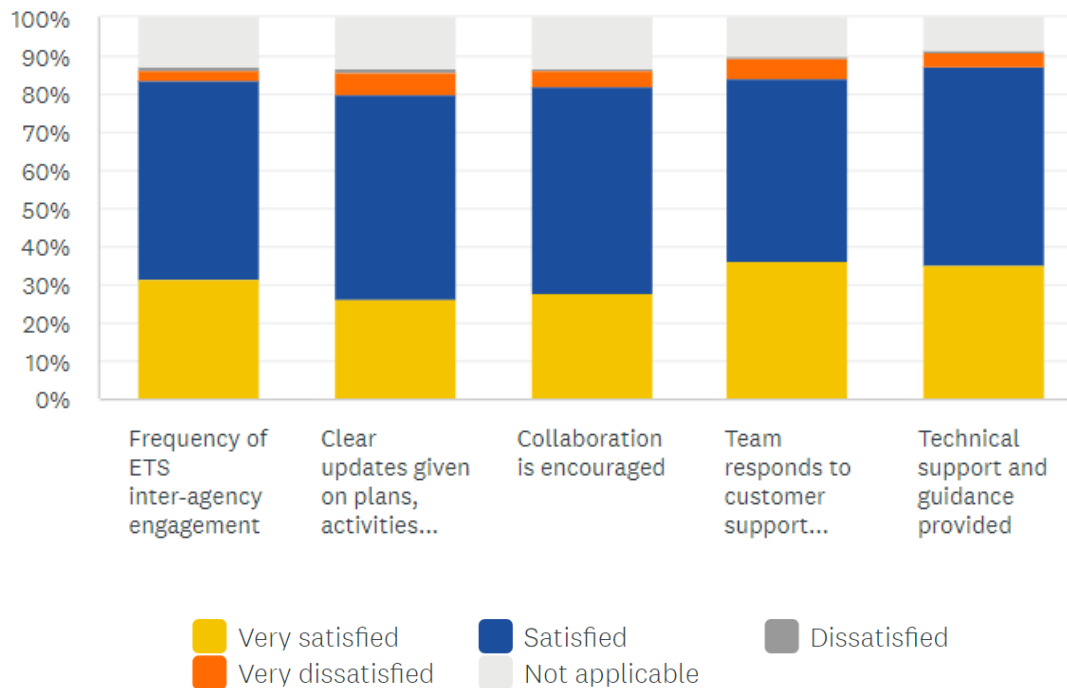
ETS coordination activities

Respondents were asked to rate their satisfaction with the quality of ETS coordination e.g. coordination meetings, ICT Working Group meetings, advocacy on behalf of partners, fostering of relationships between partners, advice, and support.

In response, participants reported a **94%** user satisfaction rate for ETS coordination provided in North-East Nigeria.

The survey highlighted:

- **96%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement.**

- **92%** satisfaction rate for **clear updates on plans, activities, and gaps**.

- **94%** satisfaction rate for **encouraging collaboration**.

- **94%** satisfaction rate for **responding to customer support requests.**

- **95%** satisfaction rate for **technical support and guidance.**

User satisfaction rating for ETS coordination activities

Feedback on ETS coordination activities

Suggestions to improve the quality of ETS coordination included:

- *Improve relationship with partners* to ensure collaboration and avoid duplication of efforts.

- *Establish a regular user feedback mechanism* that enables ETS service users to share the challenges they encounter on a regular basis and receive feedback from the ETS, to complement the one-off annual survey.

- *Provide toolkits and information on the available ETS services.*

ETS response to feedback

The ETS acknowledges suggestions from the humanitarian community to establish a feedback mechanism and to improve collaboration with partners, especially with national NGOs.

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. All IM products and operational updates are available on the Nigeria emergency page of the ETS website here.

In response, participants reported a **96%** user satisfaction rate for ETS IM activities.

The survey highlighted:

- **98%** satisfaction rate for the **Nigeria emergency page** on the ETC website.

- **96%** satisfaction rate for the **Situation Reports** (SitReps).

- **96%** satisfaction rate for the **dashboards**.

- **97%** satisfaction rate for the **infographics**.

- **96%** satisfaction rate for the **factsheets**.

- **95%** satisfaction rate for the **meeting minutes**.

User satisfaction rating for ETS Information Management (IM)
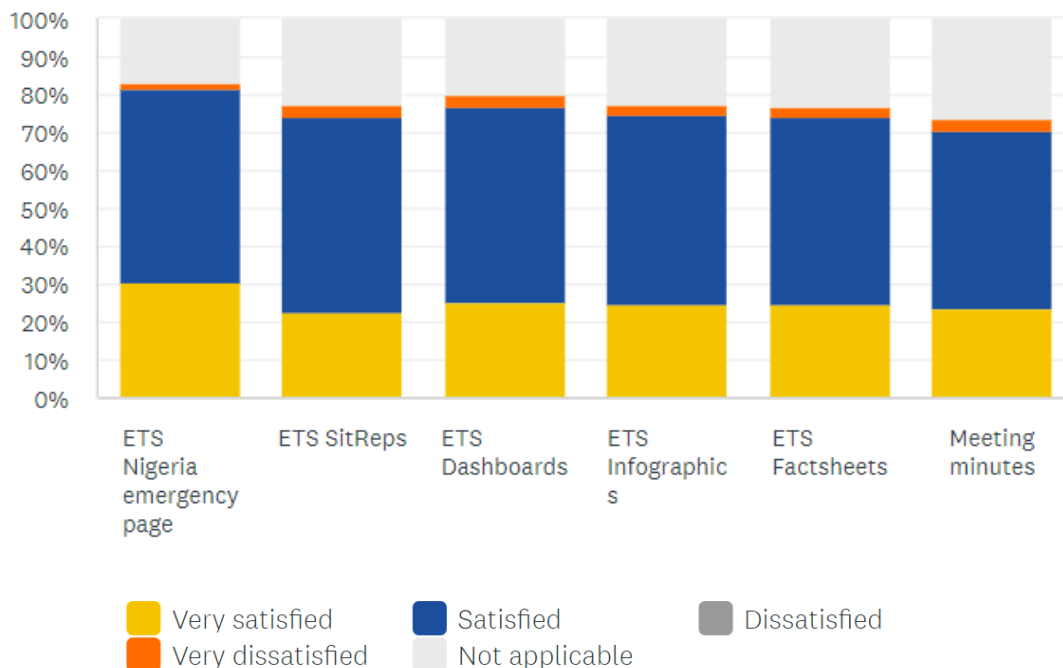
Feedback on IM activities

Suggestions to improve the quality of ETS IM products included:

- *Involve all stakeholders when sharing IM products* to improve awareness of ETS services and updates among humanitarians, especially in field locations in North-East Nigeria.

- *Improve information sharing* by setting up information boards in the social areas where ETS users sit, including information on the terms and conditions of using the ETS internet network.

ETS response to feedback

The ETS acknowledges the request to share IM products more widely to keep humanitarians informed about ETS activities. IM products are shared with members of the local ETS Working Group and coordination team and are published on the ETCluster.org website. The list of subscribers will be expanded in response to this survey.

Additional Feedback

The ETS asked survey respondents to identify the main strengths and areas of improvement for the ETS in North-East Nigeria. A total of 556 respondents provided the following feedback:

Strengths

- *Quality service delivery*: ETS continues to provide quality services, the team is consistent and is always looking for ways to improve its services for the humanitarian community.

- *Prompt response*: Most respondents commended the ETS team on responding promptly to complaints and resolving technical issues in field locations.

- *Professionalism:* Respondents highlighted the commitment, competence, and good customer relationship skills of the team as one of the major strengths of the ETS.

- *Overall ETS activities and services*: Most survey respondents highlighted the good ETS coordination, collaboration, and capacity building activities, as well as an appreciation of internet connectivity and security communications services provided by the ETS, especially in hard-to-reach areas in North-East Nigeria. It was highlighted that the availability of ETS services facilitates life-saving assistance.

Areas to improve

- *Internet connectivity:* Internet connectivity can be slow and unstable at times, especially when the number of users is high. Additionally, the network does not cover all the rooms in some of the humanitarian hubs.

- *Staffing:* The lack of ETS staff working in field locations hampers service delivery and technical support to humanitarians in these locations.
- *Need for information on ETS services:* Emphasis was placed on the need to provide familiarization to all customers on how ETS services work.

Next Steps

The ETS is taking all feedback received into consideration to improve the existing services in North-East Nigeria and to ensure the communications needs of humanitarians are met.

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

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

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