

## **Nigeria - Conflict**

### **ETS User Feedback Survey report**

**Survey period 14/10/19 to 03/11/19**

Since being activated in November 2016, the Emergency Telecommunications Sector (ETS)<sup>1</sup> has been providing vital communications services in North-East (NE) Nigeria 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 Nigeria is co-led by the Ministry of Communications and the World Food Programme (WFP), and is responding with government, private sector and humanitarian organisations to ensure a coordinated response.



By the end of October 2019, the ETS had provided services to more than 4,188 users from 111 organisations. The ETS conducted a User Feedback Survey in October to assess the quality of the services available to the entire humanitarian community. The results will help the ETS to identify areas of improvement to continue maintaining high quality communications services where needed.

## **Overview and Methodology**

The survey comprised 10 questions and was distributed on 14 October to the Local ETS Working Group, the Office for the Coordination of Humanitarian Affairs (OCHA), Global ETC partners and all users of ETS services in Maiduguri as well as the field hubs of Banki, Bama, Damasak, Damaturu, Dikwa, Gwoza, Ngala and Monguno. During frequent field missions to the humanitarian hubs, the ETS team encouraged users on the ground to

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<sup>1</sup> In Nigeria, the humanitarian community is operating under a “sector approach”. The Emergency Telecommunications Sector (ETS) was officially activated in November 2016.

participate in the survey. The survey was extended until 3 November to ensure the maximum number of respondents could participate.

A total of 416 humanitarians responded to the survey which is the highest ever response to an ETC/ETS survey. The majority of respondents represented international NGOs (50%), United Nations (UN) agencies (40%) and local NGOs/government/other (10%). The vast majority of respondents (80%) have been involved in the North-East Nigeria operation for more than six months.

## Key Findings

### ETS Communications Services

The ETS User Feedback Survey resulted in an overall user satisfaction rate of **97%** across the core ETS services (Internet connectivity and security telecommunications-related services) provided in North-East Nigeria. The survey highlighted:

- **96%** satisfaction rate for **Internet** services
- **97%** satisfaction rate for **security telecommunications** services
- **98%** satisfaction rate for **push-to-talk satellite-based voice** services
- **99%** satisfaction rate for **radio programming** services
- **96%** satisfaction rate for **radio training** services
- **96%** satisfaction rate for **technical advice** services

Results showed that ETS Internet connectivity is the most-used ETS service across North-East Nigeria, namely in Maiduguri (85%), Bama (81%), Monguno (80%), Dikwa (72%) and Ngala (71%). Security telecommunications services were mostly used in Maiduguri (34%), Banki (26%) and Bama (25%), Monguno and Ngala (22%). Maiduguri was the main location where users accessed radio programming and training and technical advice.

### ETS Coordination and Information Management services

- 44% of the respondents were aware of coordination services: Local ETS Working Group meetings / ETS updates during Logistics Sector Working Group meetings; Callsign allocation; Assessment of security telecommunications infrastructure. Of these, 98% were satisfied with meeting facilitation, 95% satisfied with meeting frequency and 97% satisfied with topics discussed.
- 36% of the respondents of the respondents were aware of the ETS Information Management products produced regularly (services maps, factsheets, situation reports, infographic, minutes...). Of those respondents who were aware of IM products, including SitReps, meeting minutes, Dashboards, infographics and factsheets, 96% were satisfied with the quality.

- 49% of the respondents confirmed they have visited the ETCluster.org website. The ETS survey was extensively circulated among close to 2,000 users and partners in NE Nigeria while most of them are exclusively users of ETS services, not directly involved in the ETS response.

The relatively low results on the Coordination and IM services might be a consequence of most of the respondents not being directly engaged in the ETS response. However, the number of respondents aware of the various IM products has increased by 10% since the last survey was conducted. The ETS will continue to address this by displaying ETS Information Management products in all humanitarian hubs and in Local Working Group meetings in Maiduguri to ensure not only IT personnel but the wider humanitarian community is up-to-date on the latest ETS developments.

### **Additional Feedback**

The ETS received the following additional comments / feedback.

- A significant number of comments received were regarding the **ETS network**, a possible **increase the bandwidth** in the humanitarian hubs and **improving user management**:
  - *Provide more information on internet connection in the field especially what to do when there is a problem;*
  - *Prompt response to break down of internet services to enable efficiency in our output;*
  - *The Internet access fails or get slow sometime;*
  - *Upgrade the service. Sometimes if there are many people on the server the speed of the network is very slow, mostly from 2:00 pm to 4:00 pm of everyday;*
  - *ETS should improve its internet service delivery as the services provided are not as fast as expected;*
  - *To increase the speed of the internet and proper management of the internet users;*
  - *I visited Dikwa 7-11 October and throughout the week there were 10-20 local guys in a line along the compound wall getting online via ETS, thereby slowing legitimate users in the Dikwa hub. Not acceptable.*

The ETS acknowledges the challenges experienced by users of its Internet connectivity services especially in deep-field locations and aims to provide immediate remote support or plan for field visits as necessary.

As most interruptions in Internet connectivity are due to power outages, the ETS plans to deploy a hybrid power solution at each of the hubs in 2020 to ensure services are available 24/7. The required equipment has been ordered and is expected to be delivered in January 2020.

The ETS has already installed one satellite terminal at the humanitarian hub in Banki and another one at the humanitarian hub in Monguno to cope with interruptions to the service due to the failure of the satellite terminal. The ETS plans to deploy one additional satellite terminal at five remaining humanitarian hubs to strengthen the current communications system and provide humanitarians with a reliable back-up connectivity solution.

After the ETS confirmed links were saturated by priority traffic (voice, emails/webmail, instant messaging, web conferencing and web browsing), the Internet bandwidth was increased in January 2019. The ETS doubled the bandwidth in Bama, Damasak, Dikwa, Gwoza and Ngala, and quadrupled it in Banki and Monguno to significantly improve user experience and to better support the efficient implementation of humanitarian activities.

It was later noticed that 50% of the Internet traffic is 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. The ETS will reassess the needs of bandwidth increase and will respond accordingly.

In terms of security, the ETS has a two-step connection process to enable users to connect to the network. All users therefore require both the WiFi key and a voucher/user credentials; knowing the WiFi key one cannot access Internet services as valid credentials are required too.

The ETS also continues to monitor all accounts accessing internet connectivity services the hub outside hub opening hours as well as the number of devices used per user.

- Several respondents mentioned the need to have dedicated **training activities** for IT staff:
  - *More training on ETC in general;*
  - *Provide more training and retraining to field-based staff to strengthen coordination and collaboration;*
  - *Organise a training frequently on VHF and radio operations;*
  - *Creating platform for IT/Telecomms Training for interested staff;*
  - *More training and on HF usage required for drivers using UN Agency vehicles to be constantly tracking with SOCs.*

The ETS organizes training on radio communications procedures when requested by humanitarian organisations in North-East Nigeria. In addition, the ETS delivers the radio communications module as part of the Safe and Secure Approaches to Field Environments (SSAFE) training sessions organized by the UN Department of Safety and Security (UNDSS) in Maiduguri. As of the end of September 2019, the ETS had trained over 487 humanitarians on security telecommunications procedures such as radio checks.

The ETS acknowledges the ongoing need to support capacity building efforts to continue to facilitate the overall humanitarian response on the ground and to ensure the sustainability of services. For this reason, the ETS team will continue to engage with partners on the ground to ensure their capacity needs are addressed in 2020.

- The ETS received a large number of comments **thanking the team** for providing **critical services** to **support** them and allowing them **to be in touch with their families**:
  - *"I'm enjoying ETS team and its services which helps me to perform my work;*
  - *You make a real difference for the humanitarians who are making a difference for the vulnerable population. Well done!;*
  - *It's very, very helpful. At least it does not allow one to be cut-off totally from the outside world;*
  - *So much thanks to ETS team for the wonderful services in northeast Nigeria!;*
  - *Fantastic service and team!;*
  - *ETS is saving lives. Connecting staff in the deep field to families. Thank u very much;*
  - *It's a blessing having access to internet in areas where connectivity is a challenge - never doubt the importance of what you do. It's also so important that our local team members can come to the Hub to connect send/receive messages. Thank you;*
  - *Your presence in the north east is marvelous, keep improving and keep the presence. Cheers!;*
  - *ETS help a lot especially in deep field. When I was transferred to Dikwa in 2017 there was no hub, no ETS and it was boring because I couldn't even send reports on time subsequently I couldn't contact my family. It would take one week before could say hi to my family, but everything has changed when hub was constructed ETS was established. Thank you ETS Nigeria;*
  - *Keep doing what you are doing, you have a wonderful and a great team. thank you (ETS) for the good services you are providing;*
  - *The service you provide specially in deep field locations are good;*
  - *ETS in North East Nigeria are doing a good job to the humanitarian workers by making their work in the field easier.*



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## Next Steps

The ETS is taking all feedback received into consideration to improve the existing services in Nigeria and ensure the communications needs of humanitarians are covered. It will also feed into the Lessons Learned exercise, which will evaluate the ETS response in Nigeria.

This report will be shared with global and local ETS partners, with representatives of the World Food Programme (WFP) in Nigeria - local co-lead of the ETS- and will also be published on the ETC website making it 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](http://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](mailto:Nigeria.ETS@wfp.org)**