

Pacific Preparedness

User Satisfaction Survey report

Survey period: 01/11/2022 to 22/11/2022

The Emergency Telecommunications Cluster (ETC) in the Pacific was activated in 2016 under the structure of the Pacific Humanitarian Team (PHT) to support ICT preparedness activities across the Pacific Island Countries.

Overview

The Emergency Telecommunications Cluster (ETC) conducted a user satisfaction survey in November to evaluate ICT preparedness projects carried out by the ETC across the Pacific Island Countries (PICs) in 2022.

ETC preparedness projects included in the survey are:

- Delivery of Disaster–Emergency and Preparedness Response (D-EPR) training course to ICT professionals in February;
- Nauru radio communications infrastructure installation project with the National Emergency Services (NES) in June;
- ETC engagement in Asia Pacific Telecommunity (APT) Policy and Regulation Forum for the Pacific (PRFP-15) in Vanuatu in September;
- ETC-facilitated Uncrewed Aircraft Systems (UAS) training in Tonga in September;
- ICT Capacity Assessment (ICA) in Tonga.

The aim of this survey was to gather feedback from those who engaged in ETC preparedness projects in 2022 to identify areas in which the cluster can improve.

Methodology

The survey comprised of four questions and was launched on 01 November 2022. The invitation to participate in the survey was distributed to focal points and participants in each of the above projects, including representatives from National Disaster Management Offices (NDMOs) and National Emergency Management Offices (NEMOs), UN agencies, and non-governmental organizations (NGOs). The survey closed on 22 November with 20 responses.



The ETC installs a new radio network to reach across Nauru in cases of disaster. Photo: WFP/ETC

Key findings

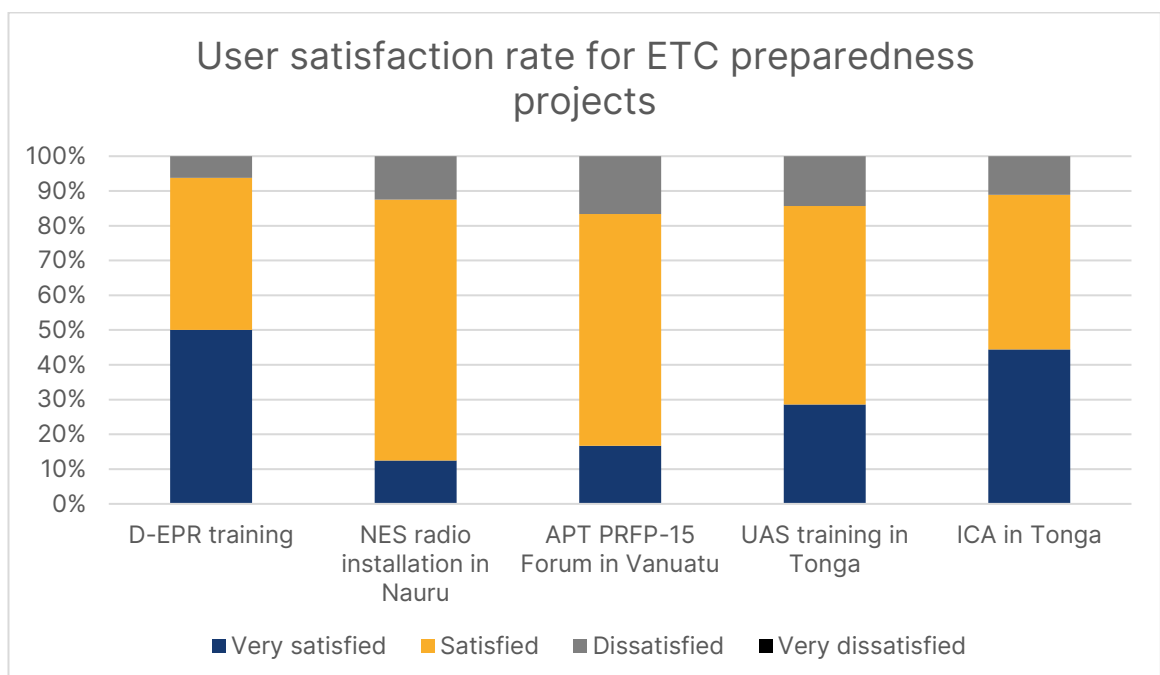
The survey resulted in an **overall user satisfaction rate of 88%** for ETC preparedness projects in the Pacific, which is above the 80% baseline set as the key performance indicator for the survey. A further breakdown of the results is provided in the sections below.

ETC preparedness projects

Respondents were asked to rate their satisfaction with the ETC preparedness projects they or their organization have engaged in this year. When giving their user satisfaction ratings, respondents were asked to consider the level of support provided by ETC coordination, quality of technical expertise, quality of engagement, and timeliness of the response or support provided by the cluster.

The survey highlighted:

- **93.8%** satisfaction rate for delivery of the Disaster–Emergency and Preparedness Response (**D-EPR**) **training course** to ICT professionals in February
- **87.5%** satisfaction rate for the **Nauru radio communications infrastructure installation** project with the National Emergency Services (NES) in June
- **83.3%** satisfaction rate for the ETC’s engagement in Asia Pacific Telecommunity (APT) Policy and Regulation Forum for the Pacific (**PRFP-15**) in **Vanuatu** in September
- **85.7%** satisfaction rate for the ETC-facilitated Uncrewed Aircraft Systems (**UAS**) **training in Tonga** in September
- **88.9%** satisfaction rate for the ICT Capacity Assessment (**ICA**) in **Tonga**



Feedback on ETC preparedness projects

The survey asked respondents the reasons for the user satisfaction rating given, as well as asking for suggestions on how ETC preparedness activities may be improved, based on their experience with the cluster (respondents were given an open-ended option).

- **D-EPR training course:** Respondents were favourable about the content and presenters of the D-EPR training course. The training goals were highlighted as achievable and informative for planning and decision-making regarding emergency preparedness. Some found it particularly helpful in their areas and scope of work, including engaging with communities and identifying ways to overcome communications issues in the context of drought.

Respondents would appreciate a practical hands-on element to the D-EPR training to strengthen skills and to broaden knowledge and understanding beyond the online format. However, the need to hold the training online due to ongoing travel restrictions around COVID-19 was acknowledged.

Some respondents highlighted potential areas for improvement, including elaborating on the definitions of terms and how, when, and where solutions can be used.

- **Radio installation in Nauru:** Respondents noted the successful testing of the system between Nauru and Fiji, as well as how the new radio communications infrastructure has given the NES the capacity to work more effectively and efficiently through the new communications system. It was also noted that the new system connects Nauru more to regional counterparts, better facilitating the exchange of information.
- **UAS training in Tonga:** Respondents noted that the UAS training conducted in Tonga was the first of its kind and was a strong capacity strengthening initiative carried out in the Pacific. It was commented that the ETC made sure the team on the ground had everything they needed to maximize the effectiveness of the donated UAS equipment by donating additional items such as tablets and SD cards.

Other feedback received focused on the impact the training will have in the efforts of national emergency response teams to restore communications when disrupted by disaster in Tonga.

- **Other:** Respondents suggested areas in which the cluster can improve, including increasing awareness and training opportunities for ICT technical personnel and disaster management offices across the PICs. One respondent put forward the idea of a five-year plan with all NDMO counterparts via which each country works towards reaching its targeted goals and have Standard Operating Procedures (SOPs) prepared for disaster response.

Further, the ETC is encouraged to continue engaging with as many PICs as possible, identifying a cluster focal point from each. One respondent suggested a platform where all report templates and resource materials can be found.

In general, participants would like to take part in more training opportunities to build their skillsets, and the need for desktop simulation exercises for ICT preparedness was highlighted.

ETC response to feedback on services

The ETC in the Pacific is putting a holistic strategy in place to address the feedback provided.

The D-EPR v2 course planned for delivery in Q1 2023 is now undergoing a preparation and planning phase for a five-day in-person workshop which will be hosted in Fiji. The workshop will incorporate a full day simulation exercise based on recent emergencies in the Pacific. The simulation exercise will then become a stand-alone roaming regional workshop event to be organized annually at select host locations throughout the region. D-EPR v2 could see training modules increase from the original 20 to incorporate all required elements.

A series of ICA missions are planned for 2023 with several being actioned in the first quarter of 2023 to bring emergency telecommunications plans up to date and to increase awareness of ETC activities and support in the region.

Next steps

The ETC is taking all feedback received into consideration to improve services in the Pacific and to provide an improved response to emerging challenges. The gaps reported by respondents will be analyzed and included in the ETC preparedness workplan for the Pacific as appropriate.

This report will be shared with survey participants, the Global ETC partnership network, and the World Food Programme (WFP) in Fiji as cluster lead. It will also be published on the ETC website, which is accessible to the wider public.

All information related to ETC operations and preparedness can be found on the website:

www.etcluster.org

For more information or to be added or deleted from the mailing list please contact:

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