

Nigeria

User Satisfaction Survey report

Survey period: 03/10/2023 to 24/10/2023

More than 7 million people across Adamawa, Borno and Yobe states in North-East Nigeria are in need of lifesaving assistance due to ongoing conflict in the region. The ETS in Nigeria was activated in 2016 to provide data connectivity and security communications to support humanitarians in assisting affected populations.

Overview

The Emergency Telecommunications Sector (ETS) conducted the annual user satisfaction survey from 03 to 24 October to assess the performance of ETS services and activities delivered in Nigeria during 2023.

ETS services included in the survey are internet connectivity, customer service helpdesk, and security communications services. ETS activities include coordination and information management (IM).

ETS services and activities are provided for humanitarians across 10 common operational areas in Nigeria.

The aim of the survey is to gather feedback from all those using ETS services in the response and to identify areas where the sector can improve.



The ETS team regularly maintains and improves its services across 10 sites. Photo: WFP/ETS

Methodology

The survey comprised of 13 questions and was conducted from 03 to 24 October 2022. The invitation to participate in the survey was distributed to focal points from partnership organizations on the ground as well as ETS service users across the country. Respondents to the survey were mainly staff from, International Non Governmental Organizations (INGOs) (48%), UN Agencies (26%), and NGOs (21%). Other respondents were from a National Disaster or Emergency Management Agency (1%), other government entities (2%), private sector, and academia (2%).

A range of profiles responded to the survey. Some of the most common profiles included Programme staff (22%), field monitors (19%), protection workers (12%), data collection personnel (7%), security staff (5%), logistics personnel (4%), coordination staff (4%), and administration personnel (3%).

Key findings

The survey resulted in an **overall user satisfaction rate of 94%** for ETS services and activities, which is above the 80% target set as the key performance indicator for the survey. A further breakdown of the results is provided in the sections below.

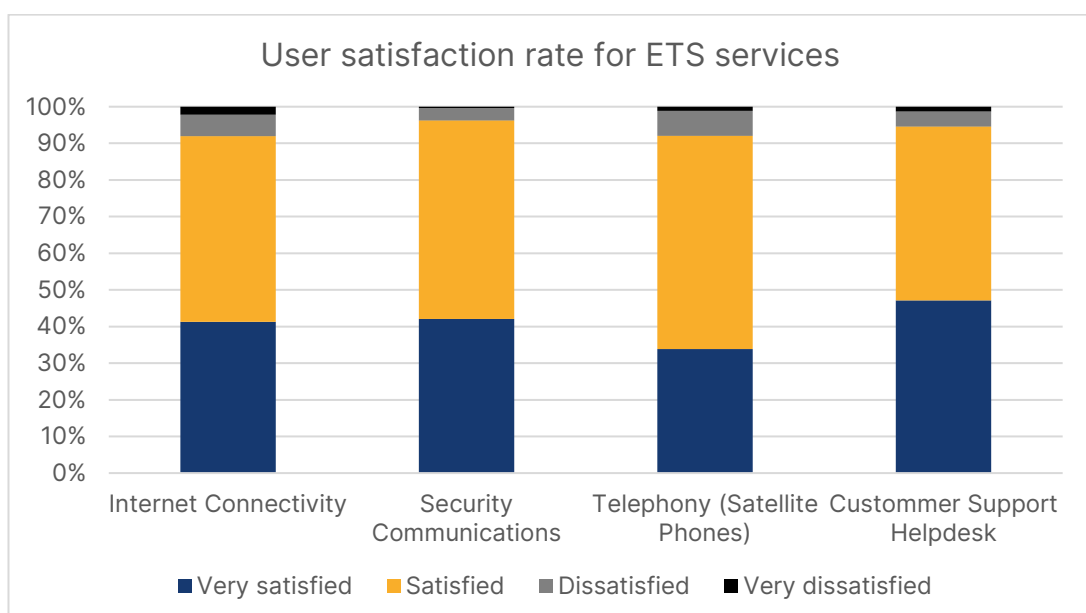
ETS services

Respondents were asked to rate their satisfaction with ETS services provided in Nigeria, including internet connectivity, security communications, and customer services (ETS helpdesk).

In response, participants reported an overall user satisfaction rate of **94%** for **ETS services** provided in the country.

The survey found:

- **91.9%** satisfaction rate for **internet connectivity** services.
- **96.3%** satisfaction rate for **security communications** services.
- **92.0%** satisfaction rate for **telephony (satellite phones)** services.
- **94.6%** satisfaction rate for **customer service (ETS helpdesk)** 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). 443 comments were made regarding ETS services.

Overall, the respondents suggested regular training for users in basic troubleshooting and repairs of internet connectivity such as rebooting of networking access assets. Internet connectivity speed must be improved, and the radius of radio communications signals extended.

- **Internet connectivity:** The comments on ETS services reflected general satisfaction with ETS internet connectivity in all the operational sites. However, some respondents reported slow internet connectivity and suggested upgrading the network bandwidth for Damasak, Dikwa, Monguno, and Ngala. Several respondents reported restrictions on downloads and the use of video streaming platforms in Monguno, Dikwa, Ngala, and Damasak. Respondents also suggested that regular training be provided to users that work in the deep field locations on basic troubleshooting procedures, such as rebooting networking access assets. Respondents also suggested the need to install repeaters and transmitters in the shared field office area where humanitarian actors work in the deep field as it is frequently difficult for them to get to the hub.
- **Security communications (radio):** Respondents appreciated the ETS for supporting them on radio configuration and basic user training. Comments suggested increasing the coverage of the radio network, with one respondent highlighting the need to increase radio coverage in the the eight humanitarian hubs in deep field Borno state. Other respondents indicated a desire for more training from the ETS on the use of VHF radios for communication especially for the humanitarian actors working in the deep field locations. Other respondents highlighted periodic poor signal connectivity during radio checks. Respondents also suggested that the ETS should upgrade its solar batteries to accommodate the internet connectivity during power down time from the generator power.
- **Customer service (ETS helpdesk):** Respondents noted with appreciation the friendly and helpful support from the ETS team in responding to user requests for assistance. One commenter stated that the ETS should improve its communication with users around planned maintenance outages while others requested that the ETS increase the speed of its response to network outages, especially the remote support channel provided by ETS on WhatsApp. Another respondent stated a need for a suggestion box in the hubs where the ETS office and/or equipment is stationed.

ETS response to feedback on services

The ETS in Nigeria is putting a holistic strategy in place to address the feedback provided by December 2023.

In 2024, the ETS plans to improve service provision through a quick response helpdesk, extended internet connectivity capacity, enhanced security communications, and shared skills through comprehensive, regular training sessions on security telecommunications and basic troubleshooting of internet connectivity.

ETS coordination activities

Respondents were asked to rate their satisfaction with the quality of ETS coordination activities. Participants reported an overall user satisfaction rate of **94%** for **ETS coordination** provided in Nigeria.

The survey highlighted:

- **95.6%** satisfaction rate for **'frequency of local ETS Working Group meetings'**.
- **93.4%** satisfaction rate for **'clear updates given on plans, activities, and gaps'**.
- **95.6%** satisfaction rate for **'collaboration is encouraged'**.
- **93.7%** satisfaction rate for **'team responds effectively to user/partner requests'**.
- **92.3%** satisfaction rate for **'high level of technical support and advice provided by the ETS'**.

Feedback on ETS coordination activities

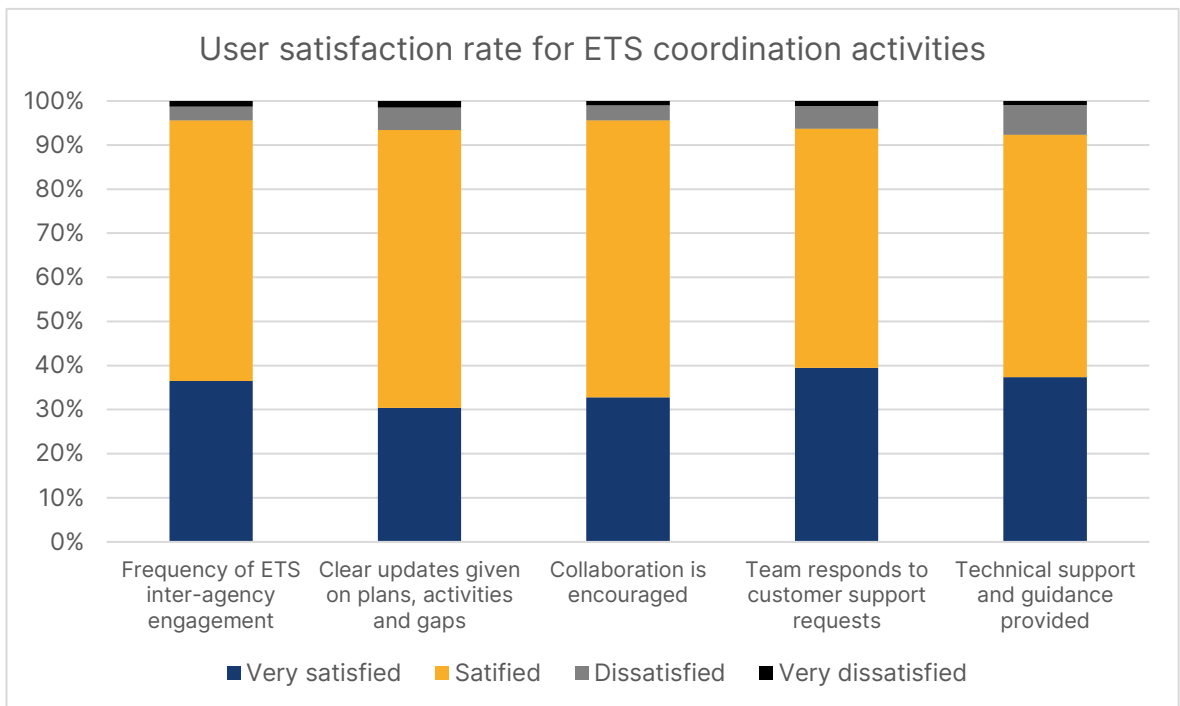
311 respondents commented on their satisfaction regarding ETS coordination activities. 80% expressed their satisfaction with the coordination of ETS activities in all 10 locations.

- **Clear updates and frequency of ETS working group meetings:** Most respondents expressed satisfaction with ETS communication and updates on planned and collaborative activities, and some noted improvement over the past year. Several respondents stated that they were unaware of local ETS Working Group meetings. The respondents in Banki and Ngala indicated that the local ETS Working Group meetings were unavailable in their locations. Some respondents also stated that they are not a member of the local ETS Working Group meeting but other colleagues from their organization are members. Several respondents expressed a need for more frequent and clearer communication and engagements from the ETS on issues related to the data connectivity network. Other respondents suggested a need for an advanced notification prior to ETS planned maintenance and upgrade of services.
- **Technical support & response to user requests:** Many respondents expressed appreciation for the helpfulness of the ETS team and noted their customer service orientation and fast response to customer requests. Nonetheless, a few respondents suggested that ETS customer services needs further improvement— remarking on a lack of availability of technical support staff and a lack of response to complaints. Other commenters suggest the ETS should frequently update service users on Frequently Asked Questions (FAQs).

ETS response to feedback on coordination activities

The ETS in Nigeria will continue to implement a coordinated approach to collaboration with all partners.

In 2024, the ETS will continue to improve coordination support for all humanitarian partners to ensure robust service delivery. The mailing list of local ETS Working Group meetings will continually be updated to ensure minutes are shared with all partners. A more frequent and clearer communication channel from the ETS on issues related to workplans, activities, and gaps for collaboration will be developed in 2024.



Information Management activities

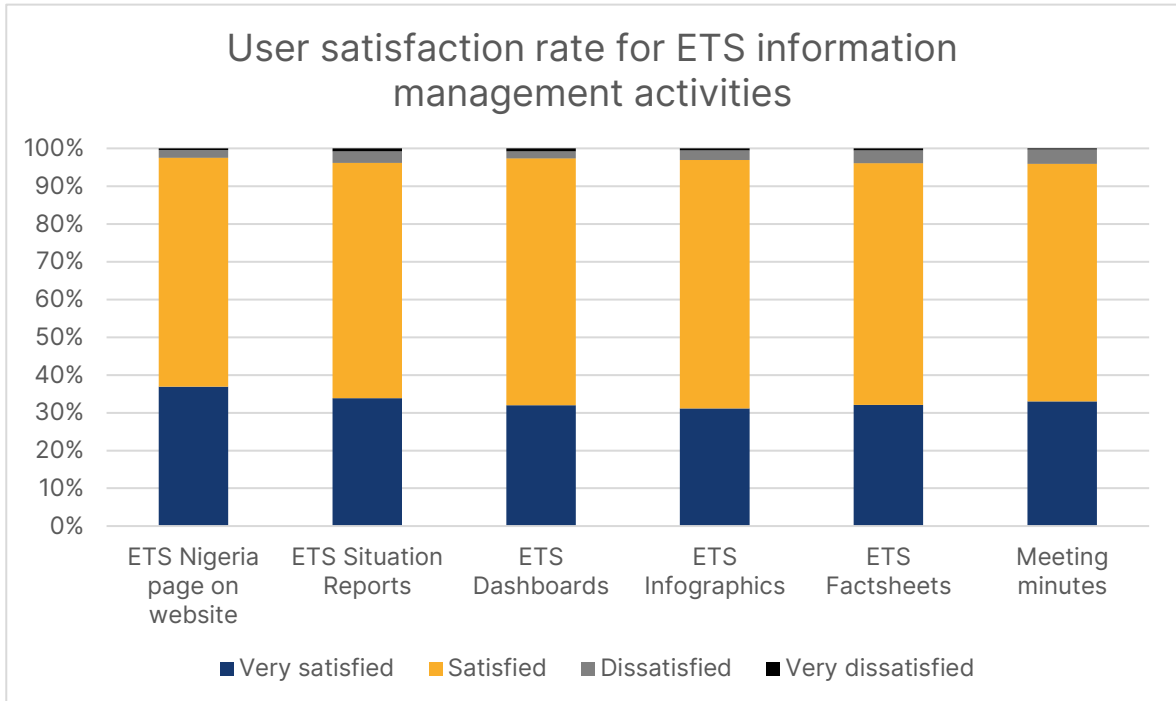
Respondents were asked to rate their satisfaction with the quality of ETS information management (IM) activities and products to support operational decision making and information sharing.

In response, participants reported an overall user satisfaction rate of **96%** for **ETS IM** activities provided for Nigeria.

The survey highlighted:

- **97.6%** satisfaction rate for the **Nigeria emergency page** on the ETS website
- **96.1%** satisfaction rate for **Situation Reports (SitReps)**
- **97.4%** satisfaction rate for **dashboards**
- **96.9%** satisfaction rate for **infographics**
- **96.0%** satisfaction rate for **factsheets**

- **95.9%** satisfaction rate for **meeting minutes**



Feedback on ETS Information Management

466 comments were made relating to ETS IM. Most respondents view IM products as impactful, informative, and illustrative. Most respondents stated they were very satisfied with both the quality and content of IM products. Some respondents stated that they were unaware of the existence of the ETS website and the varied IM products and had not received them. A few respondents suggested improvements to the dashboard to make it more user friendly.

Next steps

The ETS is taking all feedback received into consideration to improve services in Nigeria and to provide an improved response to emerging challenges. The gaps reported by respondents will be analyzed and included in the ETS workplan for Nigeria as appropriate and dependent on funding. The ETS is looking forward to increasing its inhouse and remote capacity to increase availability for service support.

The ETS aspires to provide capacity building and shared internet and security communications services to the entire humanitarian community, including UN agencies, and local and international NGOs. ETS services have already been utilized by 3,711 humanitarians from 140 humanitarian organizations in 2023, and the ETS has trained 163 humanitarians. In 2024, a minimum of 3,500 humanitarians from 120 humanitarian organizations will require internet connectivity services to carry out life-saving activities and services in the field.

This report will be shared with users and partners of ETS in Nigeria, the Global ETC partnership network, and the World Food Programme (WFP) in Nigeria 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 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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