

Pacific Regional Emergency Preparedness

2025 Report: Partner Satisfaction Survey

Survey period: 01 January to 31 December 2024

The Emergency Telecommunications Cluster (ETC) in the Pacific—led by the World Food Programme (WFP)—was activated in 2016 under the structure of the Pacific Humanitarian Team (PHT) to support ICT preparedness activities across the Pacific Island Countries and Territories.

Overview

The Pacific ETC User Satisfaction Survey was conducted to gather valuable feedback from stakeholders on their experiences with Pacific ETC engagement, services, and activities across the region. This feedback is crucial for understanding partners' perceptions, identifying areas of strength, and pinpointing opportunities for continuous improvement in how Pacific ETC serves its partners and the wider community. The insights gained from this survey will inform strategic decision-making and contribute to enhancing the effectiveness and impact of ETC's work in facilitating emergency telecommunications and related support.

Specifically, the survey evaluated the following key activities conducted in 2024:

- **Fiji:** National Disaster Risk Management Office (NDRMO) Emergency Telecommunications training | March 2024
- **Fiji:** Joint Assessment of Emergency Operations Centres (EOCs) | June 2024
- **Samoa:** ICT Capacity Assessment (ICA) | June 2024
- **Regional:** Tech Together Workshop | September 2024
- **Vanuatu:** Efate Earthquake Emergency Response | December 2024



WFP in Fiji prepares satellite comms equipment for deployment to Vanuatu after a 7.3 magnitude earthquake hit on 17 Dec 2024.

Methodology

The survey was conducted online and distributed to 44 stakeholders, resulting in 33 responses. Respondents represented 10 Pacific Island Countries and Territories (PICTs), namely the Solomon Islands, Kiribati, Federated States of Micronesia, Cook Islands, Niue, Samoa, Tonga, Tuvalu, Vanuatu, and Fiji.

74% of respondents were male, 23% female, and 3% other¹. The majority of survey respondents were from United Nations (UN) agencies (40.6%) and National Disaster or Emergency Management Agencies (31.3%), with smaller representation from other government entities (15.6%), the private sector (6.3%), and International Non-Governmental Organizations (INGOs) and "Other" categories (both 3.1%).

The survey consisted of a mix of multiple-choice and open-ended questions designed to gather both quantitative satisfaction ratings and qualitative feedback on various aspects of ETC activities and services within the region. Data collected was analyzed to identify overall satisfaction levels, key areas of strength, and areas requiring further attention for improvement.

Overall satisfaction

The survey resulted in an **overall user satisfaction rate of 86.3%** for ETC preparedness and response activities in the Pacific, which is above the 80% baseline set as the key performance indicator for the survey.

Further breakdown of the results is provided in the sections below.

Emergency Preparedness and Response Activities

Respondents were asked to rate their satisfaction with the ETC preparedness and response activities they or their organization engaged in. When giving their 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.

The survey highlighted:

- **86%** satisfaction rate for the Fiji National Disaster Risk Management Office (NDRMO) Emergency Telecommunications training.
- **75%** satisfaction rate for assessment of Emergency Operations Centres (EOCs) across Fiji alongside the NDRMO.
- **80%** satisfaction rate for ICT Capacity Assessment conducted in Samoa.

¹ Gender participation indicators are addressed in the 'Response to feedback' section

- **92%** satisfaction rate for the Tech Together regional workshop.
- **86%** satisfaction rate for the response to the Efate earthquake in Vanuatu.
- **100%** satisfaction for activities listed as 'other'.

The survey further evaluated the following categories of cross-cutting support:

- **91%** satisfaction rate for general engagement with the Pacific ETC.
- **94%** satisfaction rate for Pacific ETC coordination.
- **87%** satisfaction rate for support provided for improvements to technical policies, processes, or systems.
- **93%** satisfaction rate for technical assessment and support.
- **82%** satisfaction rate for workshop and training activities.
- **88%** satisfaction rate for telecommunications services deployed in emergencies.
- **82%** satisfaction rate for Pacific ETC Information Management (IM) products.

Feedback on Preparedness Activities

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).

- **Feedback regarding the Vanuatu earthquake response** was largely positive, highlighting the ETC's swift and effective establishment of internet connectivity for crucial organizations and the timely resolution of telecommunications issues. Respondents praised the strong coordination, rapid support, and the vital role of communication tools such as Starlink in facilitating life-saving humanitarian efforts. In contrast, one area for improvement noted was the lack of ambulant satellite services for field assessments.
- **The ICT Capacity Assessment in Samoa** was commended for its professionalism, clear guidelines, and the accurate representation of the country's ICT capabilities in the well-received outcome document.
- **Regarding ETC workshops and training**, participants generally found these activities valuable for increasing preparedness, fostering collaboration, and providing essential insights into emergency response. Specific mentions included the responsiveness of the ETC, effective coordination, and the facilitation of support. The training programs were also recognized for emphasizing the critical role of telecommunications and promoting knowledge exchange among Pacific nations.

Feedback on future ETC activities & services

- Feedback regarding **general awareness and engagement with the ETC** in the Pacific indicates that while the work of the Cluster is recognized, there remains a need to enhance awareness and visibility of the ETC's presence and activities.
- In terms of **emergency deployment and coordination**, the ETC received positive remarks for excellent coordination during emergencies, and the Cluster is considered critical for the Pacific region, warranting further support and financial enablement. Good planning and purpose-driven actions were also noted.
- Regarding **workshops and training**, a clear desire for more workshops or training opportunities in 2025 were expressed, mentioning the inclusion of the PHT. Respondents highlighted satisfaction with the Tech Together regional workshop and expressed a need for further development and readiness. The establishment of a WhatsApp channel for regional information sharing following the workshop was appreciated.
- Respondents highlighted the need for ETC to facilitate further **collaboration between entities at the national level**, with a specific call to improve information flow and coordination.

Response to feedback

WFP—as lead agency of the Pacific ETC—is grateful for the constructive and comprehensive feedback provided by its partners from across the region. With the introduction of a new Pacific ETC team in 2024, particular emphasis was placed throughout the year on the will to strengthen relationships with national partners through more concerted efforts in trust, listening, and understanding. Through its various activities and in conjunction with dedicated one-to-one bilateral consultations with national emergency telecommunications cluster lead entities and disaster management authorities, the Pacific ETC was able to set the foundation for solid support across the 14 countries and territories under its responsibility.

Since 2024, actions have already been taken to strengthen regional collaboration platforms, most notably with the introduction of the Pacific Waves Training Alliance, which seeks to provide an arena for enhanced knowledge and capability transfer for PICTs. One of the core initiatives under the Alliance was the launch of the Pacific Waves eLearning Hub, a tailored online learning management system for foundational level training and resource sharing.

The Pacific ETC recognizes that enhancing its visibility is an ongoing area of work and it will continue to focus on ensuring that partners regionally and globally understand the scope of the activities and services that the Cluster provides. The absence of a dedicated Information Management (IM) Officer has hindered the regular production of IM products, as well as direct collaboration with IM counterparts in partner governments. Pacific ETC will do its best to accommodate any IM support requests from authorities, who are encouraged to reach out, leveraging support if required from Global ETC and the IM Working Group under the PHT.

As part of its dedication to support the streamlining of national coordination—pending the availability of funding—Pacific ETC plan to continue to conduct ICAs in 2025 at the request of two countries. ICAs, most recently conducted in Samoa, have demonstrated the effectiveness of the assessment process in providing a clear understanding of national ICT capacities and identifying strategic areas for strengthening emergency telecommunications preparedness, providing a springboard for actionable and targeted activities to reinforce national coordination.

Finally, the low participation of female respondents in this survey has been duly noted. Whilst improving our gender indicators in future surveys is a necessary step towards better data collection and analysis, it is crucial to emphasize that this alone is insufficient. Our focus must be on actively improving and encouraging the participation of women in all Pacific ETC activities. A more balanced representation in our initiatives will not only lead to more inclusive and effective outcomes but also ensure that the diverse needs and perspectives of all stakeholders are truly reflected and addressed.

Next steps

The feedback received through this survey will directly inform our strategic planning and operational adjustments to better serve the Pacific region. We look forward to continuing our collaboration and working together to strengthen emergency telecommunications and preparedness across the Pacific.

Further, the feedback will be leveraged to demonstrate the added value of the Pacific ETC to donors in a region which continues to bear the full brunt of climate change and geohazards.

This report will be shared with survey participants, the Global ETC partnership network, and partners in the Pacific region. 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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