

Iraq - Conflict

ETC User Feedback Survey report

Survey period 26/11/17 to 10/12/17

The humanitarian crisis in Iraq remains one of the largest and most volatile in the world. The pace of displacement over the past three years is nearly without precedent. In 2014, over 2.5 million civilians were displaced in Iraq; in 2015, more than an additional 1 million were forced to flee. During the past year, nearly 700,000 people in areas impacted by the conflict with the Islamic State of Iraq and the Levant (ISIL) have been newly displaced.

The surge in violence between armed groups and government forces has resulted to over 3 million internally displaced persons (IDPs) across Iraq and left more than 11 million in need of humanitarian assistance. Since August 2014, the ETC has been providing vital shared communications services to the entire humanitarian community to support their activities on the ground.

The Emergency Telecommunications Cluster (ETC) Iraq conducted a User Feedback Survey in December 2017 to assess the quality of the services delivered by the ETC in common operational areas across the Kurdistan Region of Iraq and in Ninewa governorate. The survey was also used to encourage humanitarians to provide feedback to identify areas of improvement in line with evolving needs on the ground. The results will help the ETC better understand the needs of humanitarians responding to this emergency and adapt its activities.

Overview and Methodology

This survey aimed to gather feedback from the users of ETC services in Iraq to identify areas of improvement and assess the evolving needs.

The survey comprised 12 questions and was disseminated by email on 26 November 2017 to the local ETC Working Group mailing list, Internet users registered in WIDER – an Ericsson Response tool used to manage and distribute Internet connectivity- , to humanitarians included on the Office for the Coordination of Humanitarian Affairs (OCHA) mailing lists and to the wider response community in Iraq through the ETC social media channels and the World Food Programme (WFP) and OCHA situation reports.

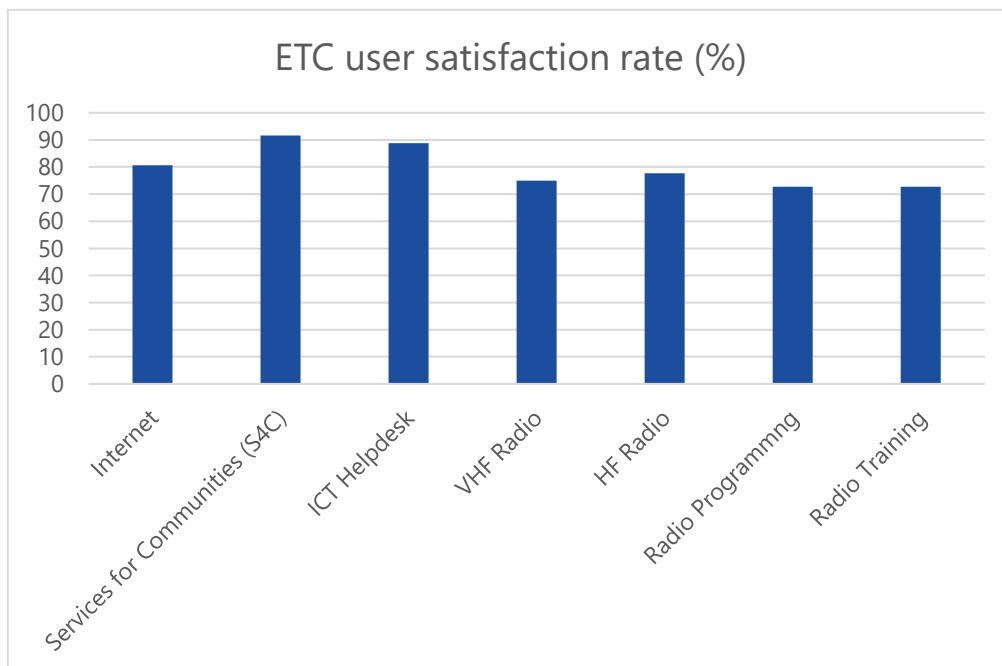
45 humanitarians responded to the survey. The majority of respondents represented United Nations (UN) agencies (58%) and local Non-Governmental Organisations (NGOs) (20%). 80% of the respondents had been involved in the Iraq operation for more than six months.

Key Findings

Existing ETC Services

The ETC User Feedback Survey resulted in an overall **user satisfaction rate of 79.9%** across the ETC services provided across the country. The survey highlighted:

- **80.6%** satisfaction rate for **Internet** services.
- **91.6%** satisfaction rate for **Services for Communities (S4C)**.
- **88.8%** satisfaction rate for **ICT helpdesk** services.
- **75%** satisfaction rate for **VHF radio services**.
- **77.7%** satisfaction rate for **HF radio services**.
- **72.7%** satisfaction rate for **radio programming** services.
- **72.7%** satisfaction rate for **radio training** services.



The **locations** where ETC services were mostly used in 2017 were **Domiz camp, Dohuk city, Sulaymaniyah city** and **Arbat camp**.

Internet connectivity (53 votes) and **VHF radio services** (53 votes) are the **most-used ETC services** by the respondents across Iraq, followed by radio programming (29 votes) and radio training (21 votes). As a clarification, respondents could vote the same service several times if used in different sites.

ETC Services Required

The ETC asked the humanitarian community what services they require to support their operations on the ground.

- **Almost 50%** of the respondents in **Dohuk**, expressed the need of **radio training**.
- **33%** of the respondents in need of services in **Domiz camp**, said **ICT helpdesk** support are required.
- In **Athbah**, **80%** of the respondents expressed that **Internet connectivity** services are needed.
- **100%** of the respondents in **Kirkuk** are in need of Internet services to support their activities.
- Some respondents also encouraged the ETC to **extend** the shared communications **services** to **Salah Al-Din** and **Anbar** governorates.

In Dohuk, the ETC conducted radio training sessions but taking into consideration the above feedback, the ETC will liaise with organisations on the ground to provide the required training to humanitarians.

The ETC provided shared Internet connectivity services for humanitarians at the humanitarian hub in Athbat. Due to its low usage, the ETC decommissioned these services in June 2017. However, the ETC will assess the needs on the ground and respond accordingly.

In Kirkuk, the ETC is providing shared security telecommunications services to the humanitarian community in collaboration with the United Nations Assistance Mission for Iraq (UNAMI). In 2018, the ETC will evaluate the possibility of deploying Internet connectivity.

As part of the ETC planned activities for 2018, the ETC will evaluate the deployment of shared communications services in Salah Al-Din and Anbar governorates.

Coordination and Information Management

- Over a third of the respondents were aware of the regularly-organised local ETC Working Group meetings in Erbil. 94% of those respondents attending the local ETC Working Group are satisfied with the meeting facilitation, 81% agree with the frequency of the meetings (monthly), 85% consider that the topics discussed are relevant and 87% expressed that the availability of the ETC team when needed is satisfactory.
- 46% of the respondents were familiar with the ETC Information Management (IM) documents produced and distributed. Over 80% of those familiar with the ETC IM products are satisfied with the quality of the documents (minutes, factsheets, maps, sitreps...).
- 66% of the respondents confirmed they have visited the ETCluster.org website.

This ETC survey was circulated among all users and partners in Iraq. Some have been directly involved in the response while others are merely users of ETC services. Therefore, it is not surprising that some responders are not aware of the cluster coordination meetings and / or the ETC information management products. However, the ETC will focus on improving and strengthening its advocacy efforts, encourage humanitarian workers to visit the ETC website and ETC information products which are not only targeting IT responders but also users. The ETC carried out all its communications activities in English, not Arabic / Kurdish, which are the primary working languages in Iraq. This could have limited the humanitarian community reached.

Additional Feedback

The ETC received the following additional comments/feedback from 19 responders:

- Eight respondents indicated that the current Internet speed should be increased.
- "ETC needs to do site visits and see problem not just in one UN offices but all offices and NGO related to ETC and see their complaint and issues".
- "Extend service to central and South of Iraq".
- "ETC needs more advertising".
- "Service is already very good; however I think for some particular programs/projects a better coordination and alignment of resources with IT and the program budget itself".
- "Cover whole Iraq with VHF radio".
- "Always better to provide more trainings about Radio VHF and especially programming".

Next Steps

The ETC is taking all feedback received into consideration to improve the existing services in Iraq and in future emergencies. The results from this survey will be reviewed and after an evaluation process, they will be integrated in ETC plans and activities for 2018. They will also feed into the Lessons Learned exercise at the end of the ETC response in Iraq.

This report will be shared with respondents, users and partners of the ETC in Iraq, the Global ETC membership network, WFP Iraq, as local lead of the ETC. It will also be published on the ETC website, accessible to the wider public.

All information related to the ETC operation in Iraq can be found on the ETC website:

www.etcluster.org/emergencies/iraq-conflict

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