

Pacific, preparedness

ETC User Satisfaction Survey report

Reporting period: 06/12/2021 to 20/12/2021

The 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 telecommunications preparedness in 12 Pacific Island Countries (PICs).

Overview

The ETC conducted a user satisfaction survey from 6 to 20 December 2021 to gather feedback from those who engaged in ETC activities and services in 2021, to evaluate satisfaction levels and identify areas in which the ETC can improve.

Projects and activities implemented by the ETC in 2021 included:

- 1) Deploying a teleconferencing solution to Vanuatu’s Ministry of Health Emergency Operations Centre (EOC), in support of the Office of the Government Chief Information Officer (OGCIO);
- 2) Preparing to strengthen telecommunications infrastructure in Nauru with the National Emergency Services (NES) taskforce;
- 3) Provision of over 90 smart tablets for Fiji’s National Disaster Management Office (NDMO) and the Ministry of Health and Medical Services (MHMS) in Fiji to support the national COVID-19 response;
- 4) Development of the Disaster-Emergency Preparedness and Response (D-EPR) training course for ICT professionals in the Pacific, in collaboration with Australia’s Flinders University;
- 5) Emergency response to Cyclone Yasa in early 2021, which struck Fiji in December 2020.



The ETC trains responders in Fiji on the use of satellite connectivity equipment. Photo: WFP/ETC

Methodology

The survey comprised of six questions and was launched on 6 December 2021. The invitation was distributed to 22 participants involved in the five projects or activities outlined in the overview section above. The survey closed on 20 December 2021 with a total of seven respondents from across UN organizations, International Non-Governmental Organizations (INGOs), government, and academia.

Key findings

The ETC user satisfaction survey resulted in an **overall user satisfaction rate of 100%** for ETC activities, exceeding the 80% baseline set as the key performance indicator for the survey.

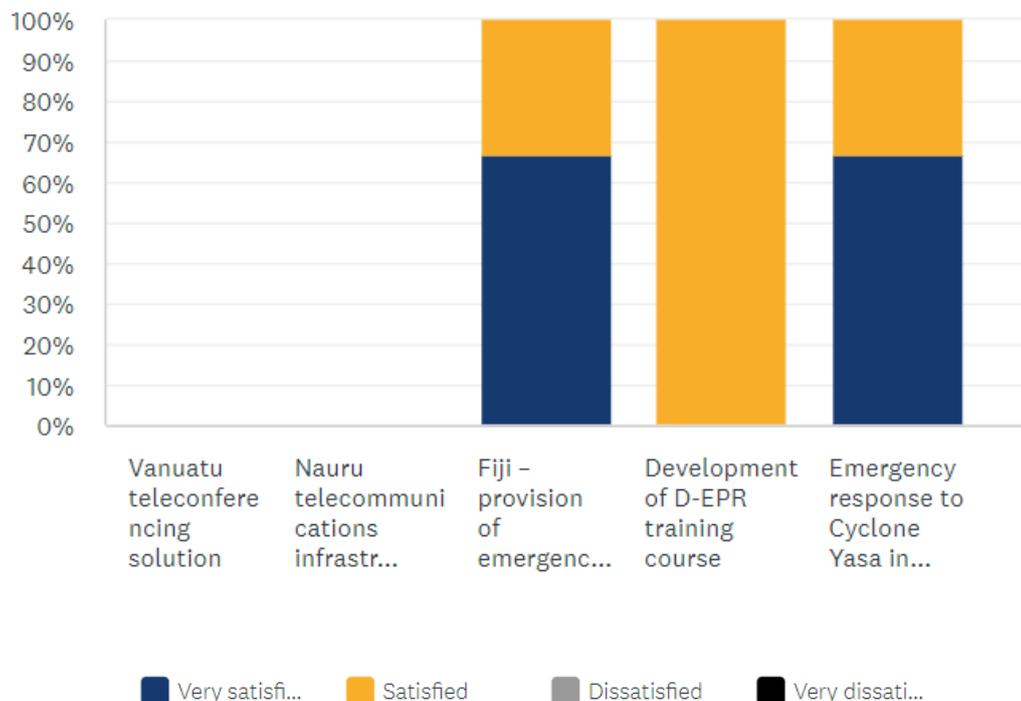
ETC activities

Respondents were asked to rate their satisfaction with the ETC activities they or their organization engaged in, in 2021. Participants were asked to consider parameters such as the level of support provided by ETC coordination, the quality of information shared, quality of engagement, and timelines of response/support.

The survey highlighted:

- **100%** satisfaction rate for **provision of tablets as part of Government of Fiji COVID-19 response** (67% very satisfied, 33% satisfied).
- **100%** satisfaction rate for **development of D-EPR training course** (100% satisfied).
- **100%** satisfaction rate for **emergency response to Cyclone Yasa** (67% very satisfied, 33% satisfied).
- **No answers** received for **Vanuatu teleconferencing solution**.
- **No answers** received for **Nauru telecommunications infrastructure project**.

User satisfaction rate for ETC activities



Feedback on ETC activities

The survey asked respondents the reasons for the user satisfaction rating given, as well as asking for suggestions on how ETC activities can be improved (respondents were given an open-ended option). The following feedback was provided:

- **Response during pandemic:** Respondents highlighted the provision of timely ETC support during the COVID-19 pandemic, especially for the tablets provided as part of the national COVID-19 response in Fiji.
- **Support to governments:** Positive feedback was received from respondents on the support provided to the government of Fiji during the response to Cyclone Yasa, in which satellite communications equipment deployed through the ETC supported first responders on the ground with portable connectivity and rapid data collection at the field level.
- **Capacity building:** Satisfaction with how the D-EPR training course developed in 2021 was expressed. The course will be held in February 2022 for the first cohort.
- **Coordination:** It was suggested by some respondents that disruptions to the role of ETC coordinator throughout 2021 has impacted on ETC activities in the Pacific, including on opportunities to travel more widely throughout the PICs to strengthen the ETC network.

Next steps

The ETC in the Pacific is considering all feedback provided in the survey to incorporate into 2022 work planning. This report will be shared with survey participants, the Global ETC partnership network, WFP in Fiji (as local lead of the ETC), and with the WFP Regional Bureau in Bangkok (RBB). It will also be published on the ETC website, which is accessible to the wider public.

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