

Syria, Conflict

User Satisfaction Survey Report

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

The Emergency Telecommunications Cluster (ETC) was activated in Syria in January 2013 in response to the conflict emergency which has left over two thirds of the population in need of humanitarian assistance. The ETC enables the humanitarian response by providing shared security communications and data connectivity services across eight sites in Syria and Turkey.

Overview

The Emergency Telecommunications Cluster (ETC) conducted a user satisfaction survey from 1-22 November to assess the performance of ETC services and activities in 2022. The survey covered the ETC's internet connectivity, customer support (ICT helpdesk) and security communications services, as well as its coordination and information management (IM) activities.

ETC services and activities are provided to 721 humanitarians across eight common operational areas in Syria and Turkey – Aleppo, Damascus, Deir Ez-Zor, Hama, Homs, Qamishli, Tartous, and Gaziantep.

The aim of this survey was to gather feedback from all those using ETC services in the response and to identify areas where the cluster can improve.



Participants assemble a VSAT at the workshop for Syrian national ICT staff hosted by the ETC in Dubai. Photo: WFP/ETC

Methodology

The survey comprised 12 questions and was launched on 1 November 2022. The invitation to participate in the survey was distributed to focal points from partnership organizations on the ground as well as ETC service users across the country. The survey closed on 22 November 2022 with 78 responses.

All respondents were UN agency staff. A range of profiles were represented, including ICT specialists (28%), Programme staff (10%), and Security (9%).

Key findings

The survey resulted in an **overall user satisfaction rate of 91.4%** for ETC services and activities, exceeding the 80% target set as the key performance indicator for the ETC. A further breakdown of the results is provided in the sections below.

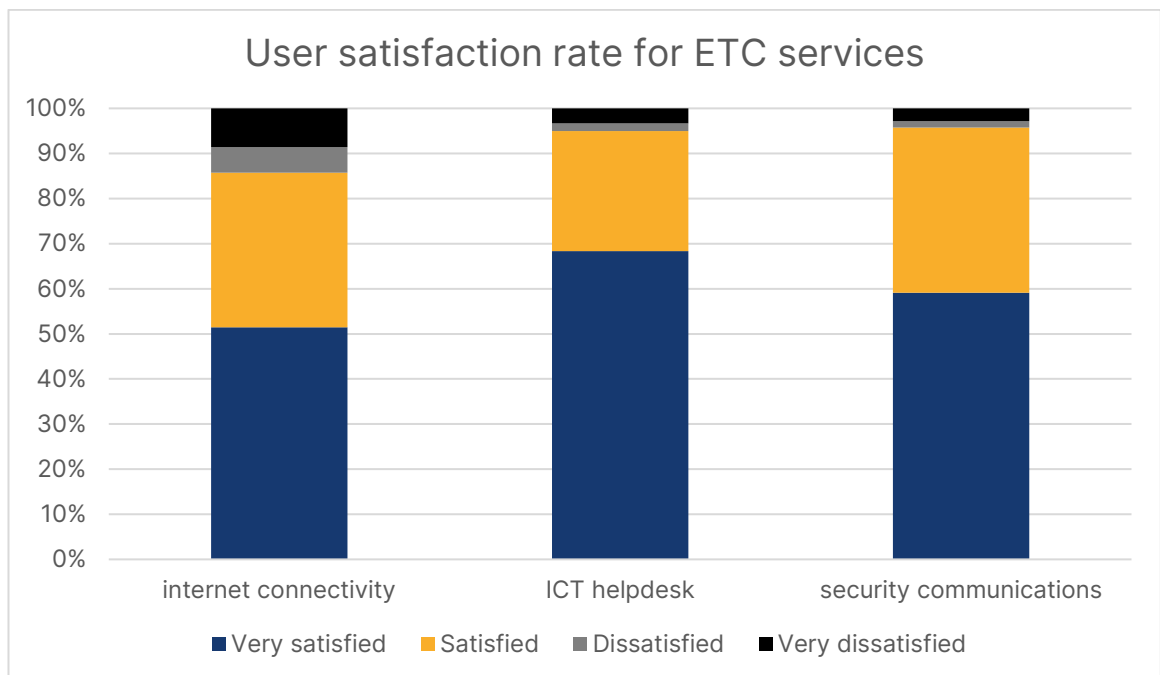
ETC services

Respondents were asked to rate their satisfaction with ETC services provided in Syria, including internet connectivity, customer support (ICT helpdesk), and security communications.

Participant responses translated to an overall user satisfaction rate of **91.1%** for ETC services provided in the country.

The survey found:

- **85.7%** satisfaction rate for **internet connectivity** services
- **91.9%** satisfaction rate for **ICT helpdesk** services
- **95.8%** satisfaction rate for **security communications** services



Feedback on ETC services

The survey asked respondents the reasons for the user satisfaction rating given, as well as asking for suggestions on how ETC services may be improved (respondents were given an open-ended option). A total of 24 respondents gave the following feedback:

- **Internet connectivity:** The comments provided by the survey respondents on the ETC's internet connectivity services were overwhelmingly positive. One respondent highlighted improvements to the ETC's internet services in Deir Ez-Zor over the past year.

- **ICT helpdesk:** The comments on the ICT helpdesk were positive overall, with several users thanking the ETC for its responsive support.
- **Security communications:** Several users shared positive remarks on the ETC’s security communications services and network coverage. One respondent raised concerns about the radio coverage and quality in parts of rural eastern Aleppo with poor GSM coverage and suggested that the ETC work to enhance radio communication range in rural areas.

ETC response to feedback on services

The ETC in Syria is putting a holistic strategy in place to address the feedback provided and will periodically assess its services to identify opportunities for improvement and the need for new services through engagement with partners and stakeholders in the hubs and at the country office level.

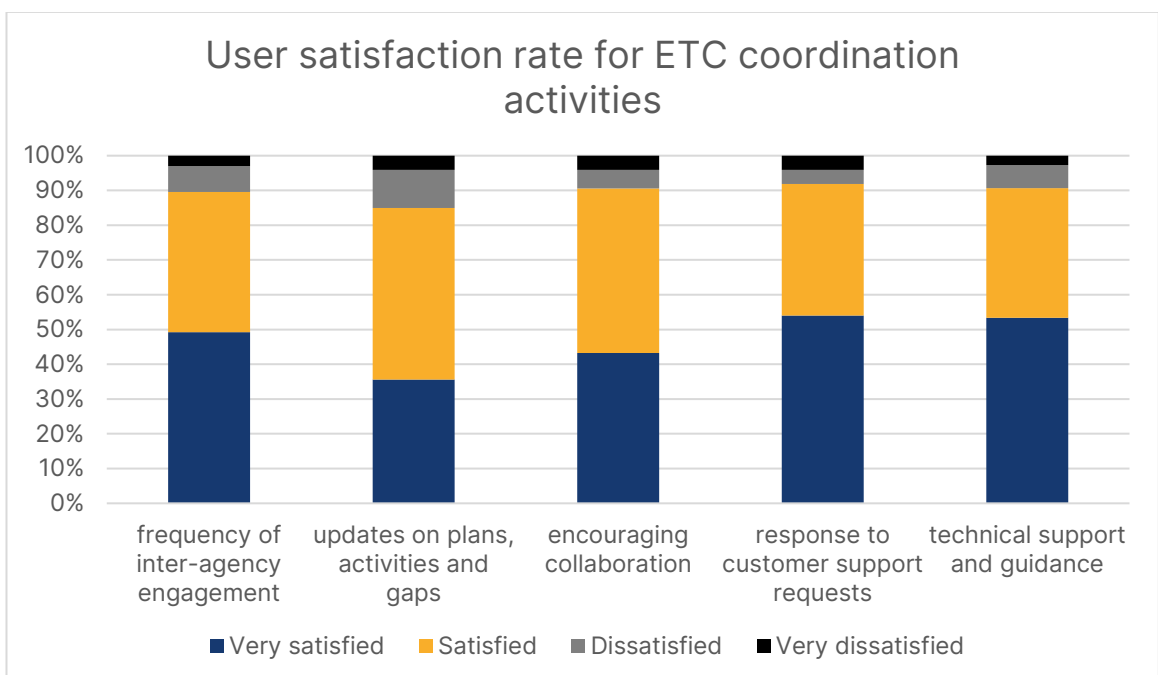
The ETC is already engaged in discussions with UNDSS on potential improvements to the security communications infrastructure in Syria, including possible VHF network expansion.

ETC coordination activities

Respondents were asked to rate their satisfaction with the quality of ETC coordination activities. Participants reported an overall user satisfaction rate of **89.5%** for ETC coordination provided in Syria.

The survey highlighted:

- **89.6%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement**
- **84.9%** satisfaction rate for **clear updates on plans, activities, and gaps**
- **90.5%** satisfaction rate for **encouraging collaboration**
- **91.9%** satisfaction rate for **responding to customer support requests**
- **90.7%** satisfaction rate for **technical support and guidance**



Feedback on ETC coordination

Feedback and suggestions to improve ETC coordination activities included:

- **Inter-agency engagement, collaboration, and updates:** Two respondents suggested that increasing the number of meetings could improve the level of ETC coordination. One person commented that the ETC should ensure to engage with hub coordinators on any matters related to their hubs.
- **Response to user requests, technical support and guidance:** Many respondents expressed their appreciation for the technical workshop hosted by the ETC in 2022 and requested cluster to increase the number of such workshops. One respondent praised the ETC's efficiency and client-orientation.

ETC response to feedback on coordination

The ETC plans to conduct additional field missions in 2023 to gather more feedback and strengthen engagement among partners in all hubs. In response to the demand for more coordination activities, the cluster plans to arrange more ad hoc meetings on thematic subjects with expanded participants in the coming year.

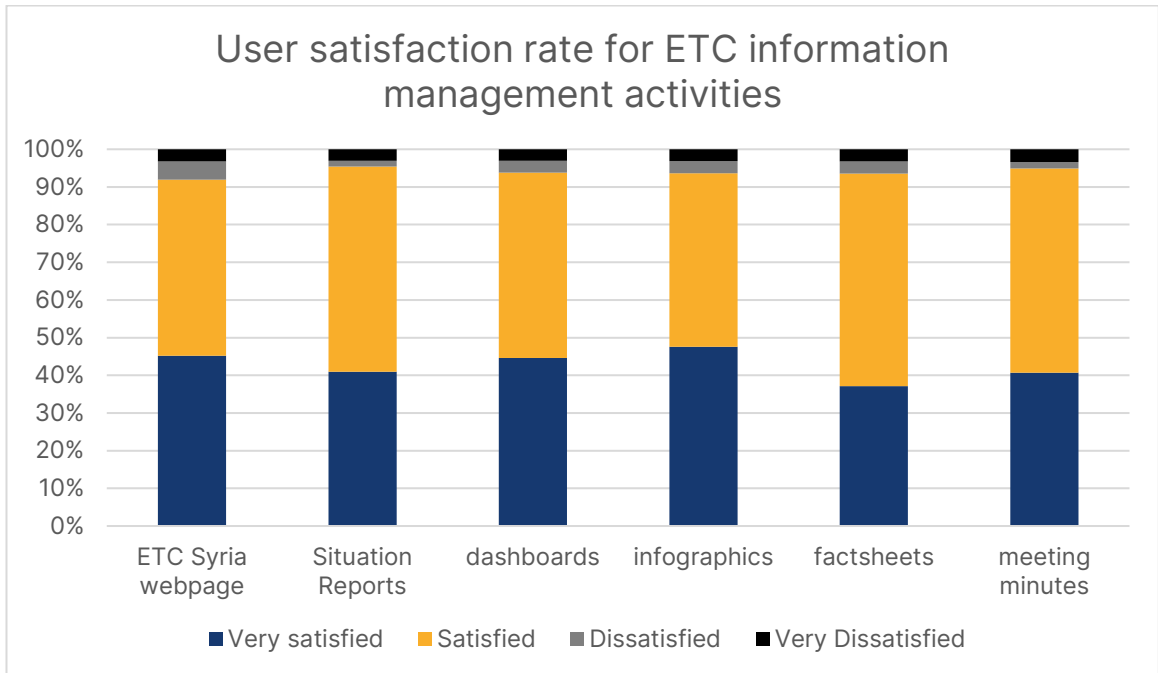
Information Management activities

Respondents were asked to rate their satisfaction with the quality of ETC Information Management (IM) products. All IM products are available on the Syria emergency page of the ETC website [here](#).

Participants reported an overall user satisfaction rate of 93.9% for ETC IM activities provided in Syria.

The survey found:

- **91.9%** satisfaction rate for the **Syria Emergency page** on the ETC website
- **95.5%** satisfaction rate for **Situation Reports (SitReps)**
- **93.8%** satisfaction rate for **dashboards**
- **93.7%** satisfaction rate for **infographics**
- **93.5%** satisfaction rate for **factsheets**
- **94.9%** satisfaction rate for **meeting minutes**



Feedback on ETC Information Management

Several respondents expressed satisfaction with the ETC’s information management products in the comments. Two commenters suggested increasing the number of ETC meetings and workshops.

Next steps

The ETC is taking all feedback received into consideration to improve its services in Syria and to enhance its response to emerging challenges. The gaps reported by respondents will be analysed and included in the ETC workplan for 2023 as appropriate and dependent on funding, including the demand for additional workshops and meetings, and the request to consider the expansion of radio coverage in rural areas.

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

Further 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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