

Yemen – Conflict

ETC User Satisfaction Survey report 2021

Survey period 03/11/21 to 21/11/21

Background

The situation in Yemen is recognized as one of the world's worst humanitarian crises. More than seven years of conflict has left a staggering 20.7 million people in Yemen in need of humanitarian assistance and protection. Over four million people are internally displaced, making this the world's fourth largest internally displaced population.

The Emergency Telecommunications Cluster (ETC) was activated in Yemen in April 2015 to provide shared communications services to the humanitarian community responding to the crisis.

The ETC conducted a user satisfaction survey in November 2021 to assess the performance of ETC services and activities, including internet connectivity, security telecommunications, user support (ICT helpdesk), coordination and Information Management (IM) for humanitarians across the 10 common operational areas where the ETC provides services – Sana'a, Al Hodeidah, Sa'ada, Hajjah, Ibb, Taizz, Marib, Aden, Al Mokha, and Al Mukalla.

The results of the survey will enable the ETC to identify areas of improvement in line with the evolving needs of the humanitarian operations on the ground.

Overview and Methodology

The survey comprised 10 questions and was launched on 3 November 2021. The invitation was shared among the local ETC Working Group members, focal points from partnership organizations on the ground, and through the Operations Management Team (OMT) group in Yemen. The survey was closed on 21 November with 166 responses.

Respondents represented staff from United Nations (UN) agencies (66%), International Non-Governmental Organizations (INGOs) (19%), and local NGOs/partners on the ground (15%).

A range of profiles responded to the survey, including staff working in the areas of information and communications technology (ICT), administration, logistics, security, Human Resources (HR), monitoring and evaluation, medical and protection, as well as technical specialists and coordinators.

Key findings

The ETC user satisfaction survey resulted in an **overall user satisfaction rate of 90%** for ETC services and activities provided in Yemen, which exceeds the 80% baseline set as the key performance indicator for the survey.

ETC services assessed include internet connectivity, security telecommunications, and user support (ICT helpdesk) while ETC activities assessed include coordination and IM activities. A further breakdown of the results is provided in the various sections below.

ETC services

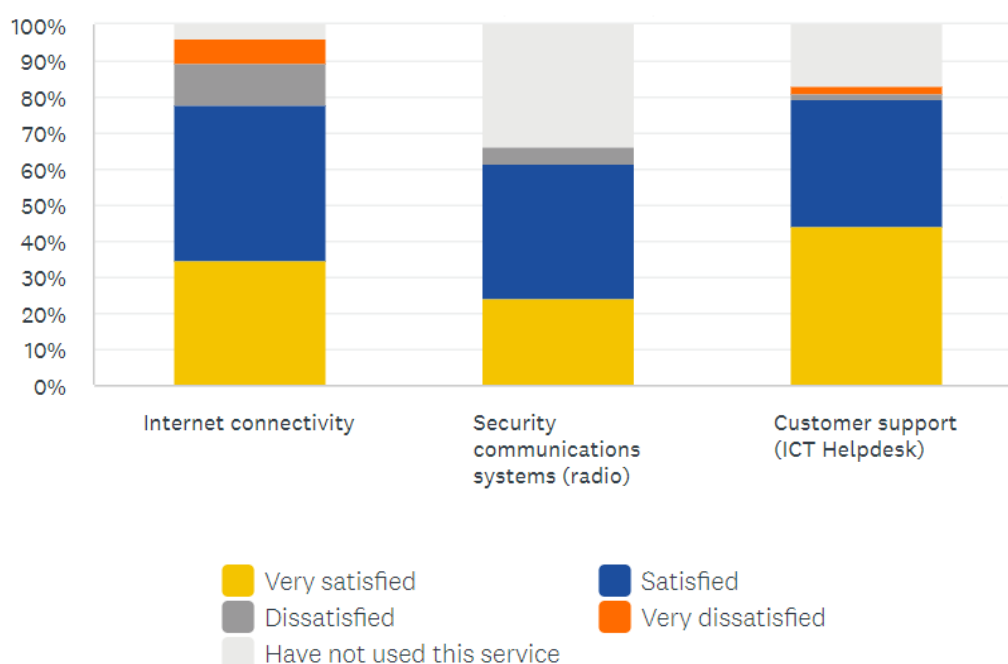
Respondents were asked to rate their satisfaction with the core ETC services provided in Yemen, which include internet connectivity, security telecommunications, and user support (ICT helpdesk).

In response, participants reported an **89%** user satisfaction rate for ETC services provided in the country.

The survey highlighted:

- **81%** satisfaction rate for **internet connectivity** services.
- **92%** satisfaction rate for **security communications** services.
- **95%** satisfaction rate for **customer support (ICT helpdesk)** services.

Rating of each ETC service by user satisfaction



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):

- **Internet connectivity:** Respondents reported that connectivity services in UN Common Accommodation Facilities (UNCAF) in Sana'a, Aden, Mocha, Turba and Marib can fluctuate, and the speed of internet connectivity services can be inconsistent and unreliable. Suggestions to improve connectivity services include upgrading the bandwidth.

ETC response to feedback: The ETC recognizes the critical need for stable and reliable internet connectivity services and is planning to assess and upgrade the IT infrastructure for further improvement in coordination with the partner agencies who are using the services.

- **Security Telecommunications:** Respondents highlighted that although security telecommunication services are functional, the radio coverage in main cities such as Sana'a and Aden need expansion and the radio network could be upgraded with newer devices. In particular, the Security Operations Centre (SOC) in Marib has not received the planned radio equipment, including for VHF, HF, as well as satellite phones.

ETC response to feedback: The importation of communications equipment into Yemen is subject to significant delays. VHF coverage expansion in Aden is planned and will soon be implemented. To equip the SOC in Marib, the ETC is working to obtain approval from the national authorities to ship the equipment currently being held in Aden.

- **Customer support (ICT helpdesk):** Some respondents emphasized the good performance of the ICT helpdesk, particularly that the service is customer-oriented and has facilities to provide end-user assistance. Suggestions to improve in this area include upgrading the ICT helpdesk to function outside business hours and unifying the ETC network password to avoid signing in multiple times for different ETC networks while moving within UNCAF premises.

ETC coordination activities

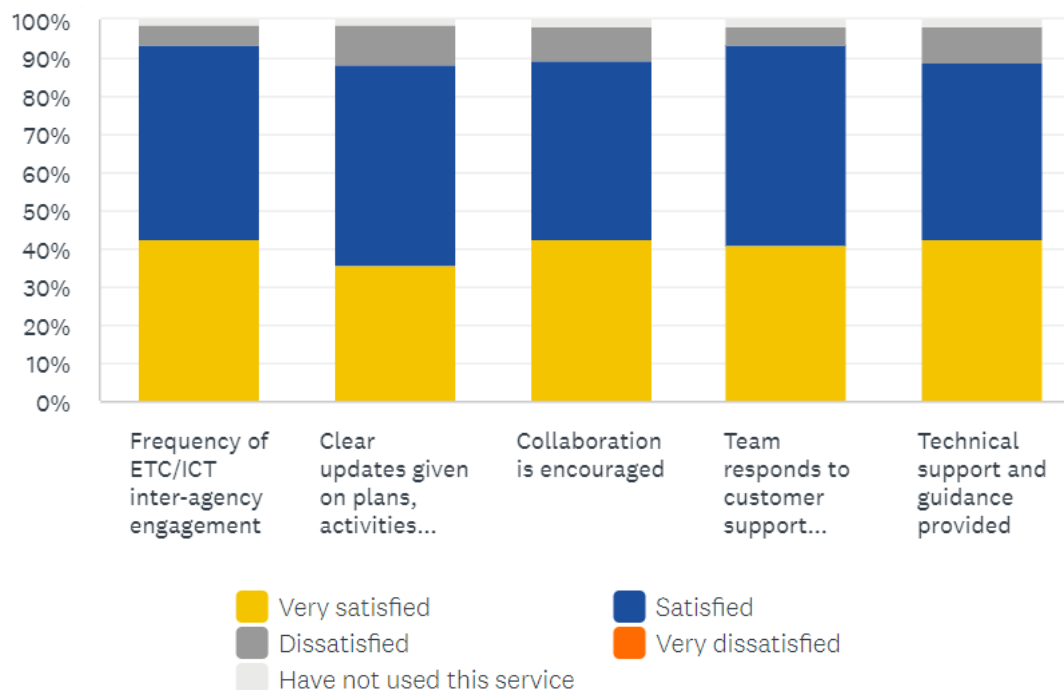
Respondents were asked to rate their satisfaction with the quality of ETC coordination activities e.g. coordination meetings, ICT Working Group meetings, advocacy on behalf of partners, fostering of relationships between partners, advice, and support.

In response, participants reported a **91%** user satisfaction rate for ETC coordination provided in Yemen.

The survey highlighted:

- **94%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement.**
- **88%** satisfaction rate for **clear updates on plans, activities, and gaps.**
- **89%** satisfaction rate for **encouraging collaboration.**
- **93%** satisfaction rate for **responding to customer support requests.**
- **89%** satisfaction rate for **technical support and guidance.**

User satisfaction rating for ETC coordination activities



Feedback on ETC coordination activities

Suggestions to improve the quality of ETC coordination included:

- **Provide or facilitate more ICT training** was a common suggestion from partners as an area for improvement.

ETC response to feedback: In 2021, in spite of COVID-19 restriction and limitation of resources, the ETC managed to deliver 11 virtual training sessions to a total of 319 individuals from 17 organizations. Responders were trained to boost their skills in several areas via webinars and in-person sessions, including project management, the use of collaborative software tools, managing IT services, and improving technical capabilities in security communications and Telecommunications Security Standards (TESS). Users were also trained in how to detect and defend themselves from cyber threats, deploy reliable radio systems, and on new standards for using voice services. The ETC will continue to address the demand for capacity building in 2022.

- Respondents also requested that the ETC **provide more regular inter-agency updates** to improve collaboration and information exchange among agency focal points.

ETC response to feedback: The Global ETC Global holds regular inter-agency meetings on a monthly basis that include updates from the Yemen ETC. There is also a local ICT/ETC Working Group, chaired by the ETC, comprised of 47 member organizations which provides a platform for ICT professionals throughout Yemen to collaborate and share challenges, updates, and plans.

- **The technical support and guidance provided by the ETC** was highlighted as a strength in the ETC's coordination in Yemen. Several respondents stated that they were satisfied with the quality and availability of technical support they receive. The ETC will focus on further enhancing its engagement with the partners through improved communication and IM products.

ETC Information Management (IM) activities

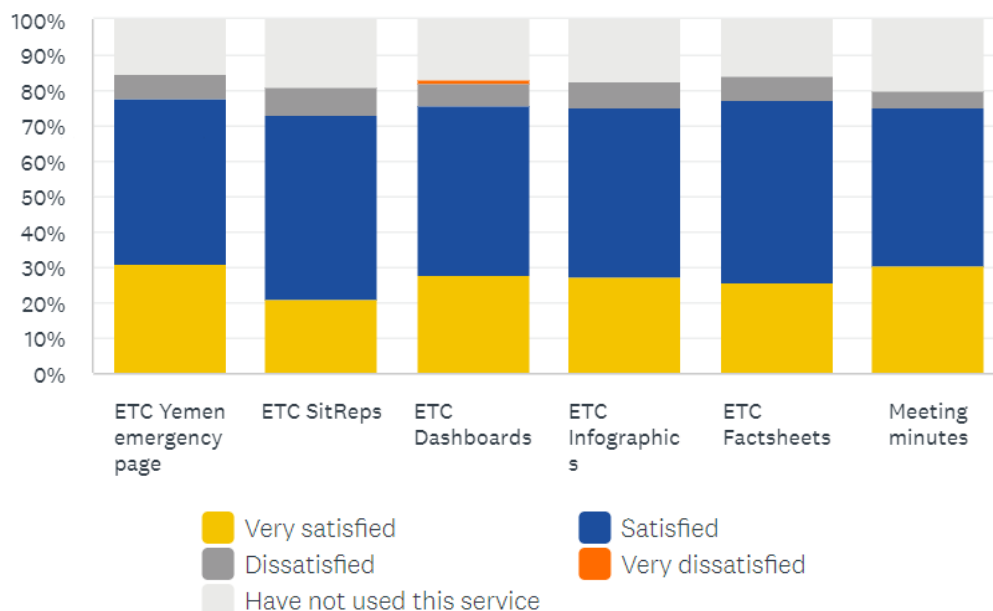
Respondents were asked to rate their satisfaction with the quality and frequency of ETC IM products in terms of supporting operational decision making and information sharing. IM products and operational updates are available on the Yemen emergency page of the ETC website [here](#).

In response, participants reported a **92%** user satisfaction rate for ETC IM activities.

The survey highlighted:

- **92%** satisfaction rate for the **Yemen emergency page** on the ETC website.
- **90%** usefulness rating on **Situation Reports** (SitReps).
- **91%** usefulness rating on **dashboards**.
- **91%** usefulness rating on **infographics**.
- **92%** usefulness rating on **factsheets**.
- **94%** usefulness rating on **meeting minutes**.

User satisfaction rating for ETC Information Management (IM) activities



Feedback on IM activities

Suggestions to improve the quality of ETC IM activities included:

- **Increase visibility** of the ETC in Marib and Taizz sites by providing ETC visibility items.
- **Expand the IM products mailing list** to include all relevant UN agency staff and field offices.

ETC response to feedback: All participants who received the user satisfaction survey in 2021 have now been added to the ETC's mailing list and will receive all the above-mentioned IM products going forwards. The IM team will assess and provide additional visibility items to ETC sites in Yemen.

Additional feedback

Finally, the ETC asked survey respondents to identify the main strengths and areas to improve for the ETC in Yemen. A total of 148 respondents provided the following feedback:

Strengths

- The **professionalism of ETC staff** was commended by some respondents, as well as their ability and commitment to proposing effective service solutions for partners.
- The **provision of equipment/services** to maintain the safety of humanitarian staff and facilitate their work was appreciated by respondents.

Additional areas to improve

- **Increase the number of missions to inter-agency field hubs to assess the status of ETC services**

ETC response to feedback: In 2021, the ETC conducted 24 oversight and technical assessment missions across the ETC sites, namely to Sana'a, Aden, Al Hodaidah, Hajjah, Taizz, Al Mokha, Ibb, Marib and Al Mukalla to engage with the team on the ground, engage with the partners and understand their needs. The technical assessments included but were not limited to checking telecommunications equipment, assessing IT infrastructure performance, and extending or installing additional data connectivity and security communications equipment and services. In 2022, the ETC is planning to conduct more frequent visits to the field.

Next Steps

The ETC is taking all feedback received into consideration to improve the existing services in Yemen and to support the humanitarian operation. The gaps identified in this survey will be analysed and included in the ETC workplan for 2022.

This report will be shared with users and partners of ETC services in Yemen, the Global ETC partnership network, World Food Programme (WFP) Yemen (as lead of the ETC), the Yemen Inter-Cluster Coordination Group (ICCG) and the Yemen Humanitarian Country Team (HCT). It will also be published on the ETC website, which is accessible to the wider public.



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

www.etcluster.org/emergencies/yemen-conflict

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