Yemen - Conflict

ETC User Feedback Survey results

Survey period 20/12/17 to 25/01/18

More than two years of relentless conflict in Yemen have devastated the lives of millions of people. An alarming 20.7 million people in Yemen need some kind of humanitarian or protection support, with some 9.8 million in acute need of assistance. An estimated 17 million people – 60 per cent of the total population - are food insecure and at least three million people have fled their homes. Because of this conflict, public services have broken down, access to safe water has become a major challenge and the lack of proper sanitation has increased the risk of communicable diseases.

Following the Level 3 emergency declaration by the Inter-Agency Standing Committee (IASC), the Emergency Telecommunications Cluster (ETC) was activated in Yemen in April 2015 to provide vital security telecommunications and Internet connectivity services to enable the humanitarian response.

The ETC conducted a User Feedback Survey between December 2017 and January 2018 to assess the quality of the existing Internet connectivity and security telecommunications services among humanitarians in the five common operational areas where the ETC provides its services: Sana'a, Sa'ada, Aden, Ibb and Al Hudaydah. The survey also aimed at identifying 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 address them.

Overview and Methodology

The survey comprised 12 questions and was launched on 24 December 2017. The invitation was shared among the Local ETC Working Group members, the management of the main humanitarian organisations on the ground and through the Operations Management Team (OMT) group in Yemen. The survey was closed on 25 January with 54 replies.

The vast majority of the respondents represented staff from United Nations (UN) agencies (83%) and International Non-Governmental Organisations (INGOs) members (15%). More than half of the respondents (57%) have been involved in the Yemen operation over six months. Over 60% of the respondents are directly involved in the Information Technology (IT) response in the country.

The survey identified Sana'a as the location where most of the humanitarians are using ETC services to support their activities (67%) followed by Al Hudaydah (14%), Ibb (10%) and Aden (7%).

Key Findings

Existing ETC Services

The ETC User Feedback Survey resulted in an overall user satisfaction rate of 87% of the core ETC services provided in the country. The survey highlighted:

- **85.7%** satisfaction rate for **Internet** services.

- **82.5%** satisfaction rate for **Very High Frequency (VHF) radio** services.

- **88.8%** satisfaction rate for **High Frequency (HF) radio** services.

- **86.5%** satisfaction rate for **radio programming** services.

- **81.5%** satisfaction rate for **radio training** services.

- **97.4%** satisfaction rate for **service desk** services.
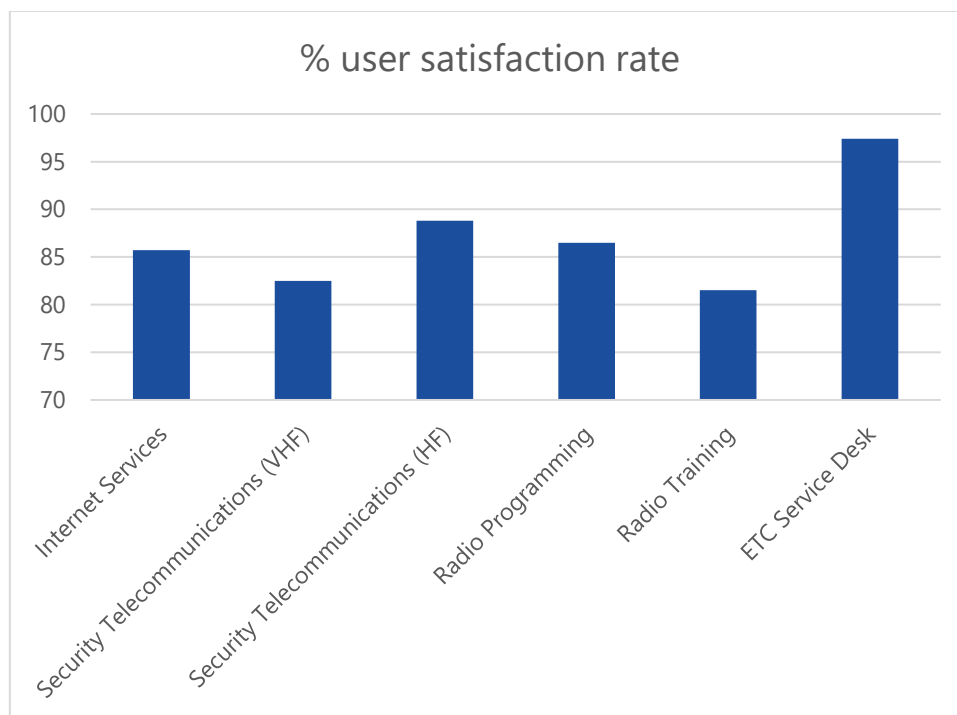
ETC Services Required

The ETC asked the humanitarian community about what services they require to support their operations on the ground (respondents could choose multiple options):

- Out of the humanitarians who expressed a need of ETC services in Aden, Internet services were highlighted as the most needed services (67%) as well as a service desk (53%).

- ETC service desk (53%), Internet connectivity (47%) and VHF radio (41%) services were indicated by the humanitarians in Al Hudaydah as the most critical ones.
  - ETC back-up Internet connectivity services for UN staff are provided at the UN hub in the World Health Organization (WHO) office in Al Hudaydah and security telecommunications services are available for the humanitarian community.
- In Ibb, respondents showed a need for ETC service desk (62%), Internet connectivity (46%), and voice services (38%).
  - It is worth highlighting that the ETC is providing shared Internet connectivity in Ibb for both the UN community at UN Children's Fund (UNICEF) hub and for the Non-Governmental Organisation (NGO) community at ACTED.
- Humanitarians expressed a need for Internet and voice services (67%) and service desk support (60%) in Sa'ada.
- In Sana'a, almost 61% of the humanitarians confirmed the need for Internet connectivity services, 48% the need of an ETC service desk and 44% require radio training.
  - In Sana'a, the ETC is currently providing Internet services at the UN Common Accommodation Facility (UNCAF) in Haddah and at the NGO hub in Action Against Hunger (ACF) premises. The ETC has organised several end-user radio training sessions in Sana'a and customer support is provided at UNCAF.

To complement this, respondents expressed that reliable and faster ETC Internet services are required to further enable their humanitarian operations in the country. In addition, some indicated the need to implement cyber security measures to strengthen the security of the Internet service. Finally, there was a request to provide VoIP and video conferencing equipment at the UNCAF-UN compound in Sana'a. Some services mentioned by the respondents as needed to support their operations are already provided by the ETC. The ETC will focus on strengthening the quality and delivery of those services and increase its communications and information-sharing efforts among the humanitarian community on the ground.

Coordination and Information Management (IM)

- Almost 70% of the respondents confirmed they are aware of ETC coordination services in the country. They found the frequency of the meetings, as well as the topics discussed very satisfactory. In addition, the availability of the ETC team in Yemen was rated as "very good" and "good" by all respondents..
- Approximately 60% of the responders are familiar with ETC IM products such as maps, situation reports, factsheets and meeting minutes. Over 95% of them found the ETC IM products very useful or mostly useful.
- 70% of the respondents confirmed they have visited the ETCluster.org website.

Additional Feedback

The following additional comments/feedback from 25 responders suggested that the ETC:

- Conduct more training and knowledge sharing.
- Improve the quality/reliability of the ETC Internet services and security telecommunications services provided across Yemen.
- Provide ETC Internet in common hubs in Sa'ada and Aden.

- Organise more workshops to discuss further IT issues.
- Focus on expanding the partnership network on the ground, not just focus on UN agencies. It was suggested to visit organisations on the ground.
- Implement a software for managing and monitoring network usage.
- Increase communications efforts on the ground on ETC services available for the humanitarian community.

Next Steps

The ETC is taking all feedback received into consideration to improve the existing services in Yemen and to provide an improved response to emerging challenges including future emergencies. It will also feed into the Lessons Learned exercise at the end of the ETC response in Yemen.

The gaps identified during this survey will be analysed and included in the ETC workplan for Yemen as appropriate.

This report will be shared with responders, users and partners of the ETC services in Yemen, the Global ETC membership network, World Food Programme (WFP) Yemen (as lead of the ETC), the Yemen inter-cluster coordination group and the Yemen Humanitarian Country Team. It will also be published on the ETC website, 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