Ukraine
User Satisfaction Survey report 2023
Survey period: 03/10/2023 to 24/10/2023

The Emergency Telecommunications Cluster (ETC)—led by the UN World Food Programme (WFP)—was activated in Ukraine on 03 March 2022 to advocate for and support the provision of common ICT services for the response in collaboration with the inter-agency ICT Working Group.

Overview

From 03 to 24 October, the Emergency Telecommunications Cluster (ETC) carried out a user satisfaction survey among humanitarian organizations in Ukraine. The purpose of the survey was to evaluate the effectiveness of ETC services and activities provided in 2023.

ETC services included in the survey are internet connectivity, customer support, and security communications which include radio systems support, programming and training. ETC activities included in the survey are coordination and Information Management (IM).

The ETC delivers security communications training on 17 November 2023 to UNDP partners in Dnipro.

ETC services and activities provided for humanitarians are located in six sites in Ukraine—Dnipro, Kharkiv, Kyiv, Lviv, Odesa, and Kramatorsk.

The objective of the survey was to identify areas of improvement. The findings will help the ETC in Ukraine to better understand the needs of humanitarian responders to the emergency and how to enhance these services in Ukraine.

Methodology

The survey comprised 13 questions and was launched on 03 October 2023. The survey was distributed among users of ETC services and focal points from partnership organizations in Ukraine. The survey closed on 24 November with a total of 52 responses.

All respondents were UN agency staff. A range of profiles were represented, including personnel in ICT(23%), Programme (17%), and Security (17%).

Key findings

The survey resulted in an **overall user satisfaction rate** of **99.0%** for ETC services and activities, which is above the 80% baseline set as the key performance indicator for the survey. A further breakdown of the results is provided in the sections below.
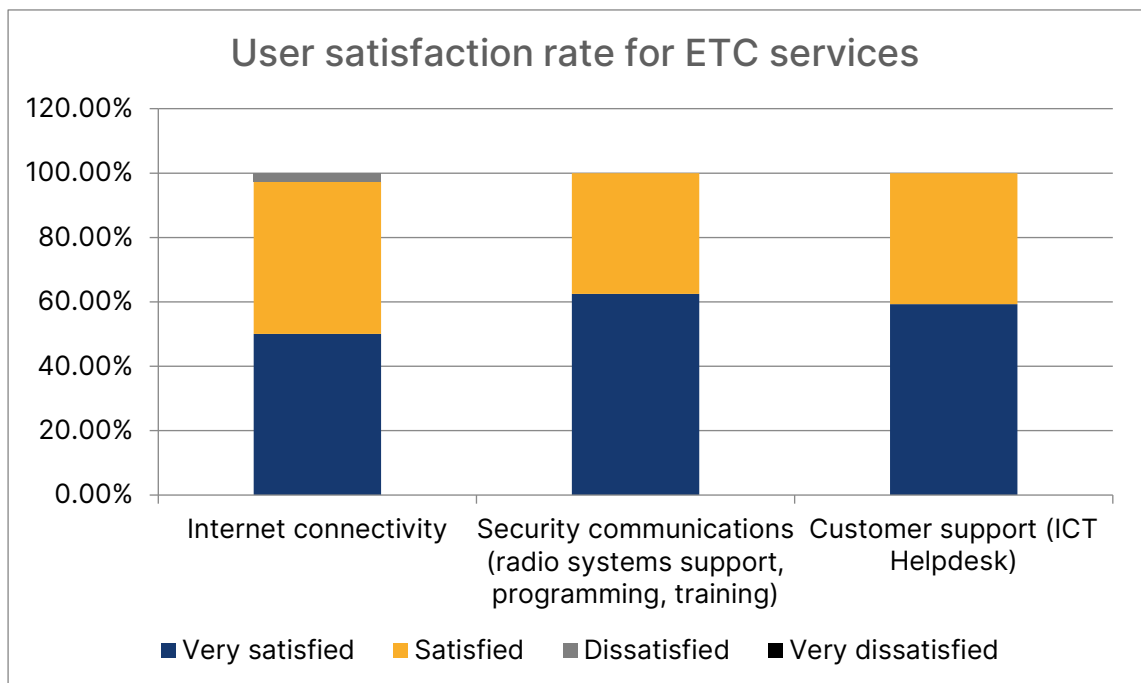
ETC services

Respondents were asked to rate their satisfaction with the core ETC services provided across the six sites in Ukraine—Dnipro, Khrakiv, Kyiv, Lviv, Odesa, and Kramatorsk—including internet connectivity, customer support, and security communications.

In response, participants reported an overall user satisfaction rate of **99%** for ETC services provided in Ukraine.

The survey revealed:

- **97.22%** satisfaction rate for **internet connectivity** services.

- **100%** satisfaction rate for **security communications (radio systems support, programming, training)** services.

- **100%** satisfaction rate for **customer support (ICT Helpdesk)** 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 eight respondents gave the following feedback:

- **Internet connectivity:** Some respondents reported an intermittent disruption in internet services provided by the ETC while using the Citrix Workspace application in Dnipro. Except for this comment, other feedback reported that the site connections are excellent. Two responders gave a suggestion of removing the splash page for connecting to ETC network, which lengthens the time taken to login.

- **Security communications (radio systems support, programming, training):** Responders shared that their reprogramming experience was professional and timely. One comment stated that the radio coverage in Mykolaiv and Kherson regions could be improved.

- **Customer support (ICT Helpdesk):** Respondents reported that ETC staff are helpful, quick, efficient, reliable, professional, and always available to support the users. One responder from the joint UN hub in Odesa specifically praised ETC staff members for their support. ETC staff were identified as being highly qualified.

ETC response to feedback on services

In response to the above comments, the ETC will assess the performance of using some of the corporate UN platforms that require the Citrix agent and VPN when accessing ETC secure data internet services.

Feedback on avoiding the splash page was also raised by colleagues in Odesa in early 2023—the splash page is part of the security process to access and report on the usage of the ETC network. Action was taken was to register all the permanent trusted end-user devices in the portal to avoid the time-out disconnection. The ETC will assess if that solution has solved the issue and proceed to replicate it for all users. The cluster will also investigate the root cause of this issue in collaboration with partners from Cisco Crisis Response to offer a solution which will maintain the security of the network as well as user satisfaction.

The ETC will increase the level of security communications training sessions for UN agencies—the training calendar will be set and registration will be open from January 2024.

ETC coordination activities

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

In response, participants reported an overall user satisfaction rate of **99%** for ETC coordination provided in Ukraine.

The survey revealed:

- **100%** satisfaction rate for **frequency of ICT Working Group meetings/engagement**

- **97.3%** satisfaction rate for **clear updates on plans, activities, and gaps**

- **100%** satisfaction rate for **encouraging collaboration**

- **100%** satisfaction rate for **team responding to customer support requests**

- **100%** satisfaction rate for **technical support and guidance provided**
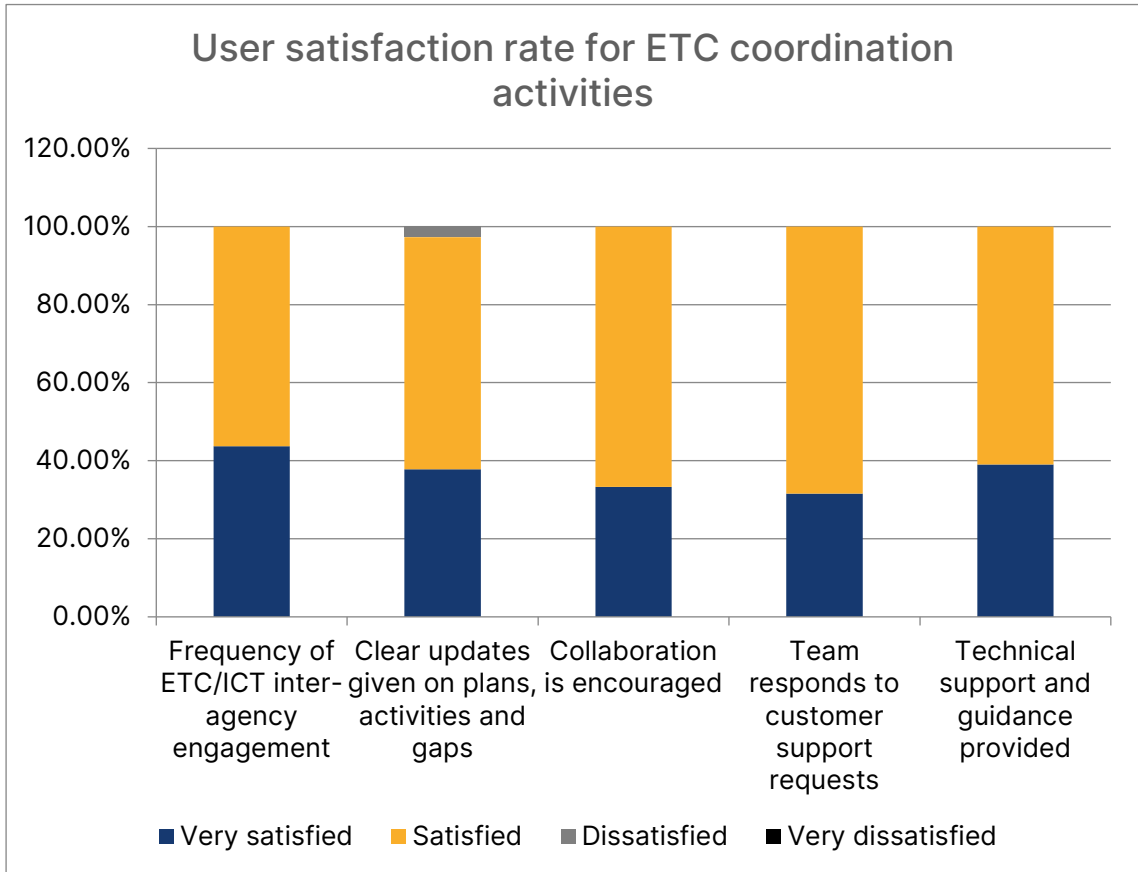
Feedback on ETC coordination

Several respondents elaborated on the reasons giving satisfactory rating, stating that it is always pleasant to address for help and that ETC staff is efficient, helpful, and always available.

Other comments reported improvements to be made on the speed of communication with local partners and the need to coordinate more with other clusters and agencies.

ETC response to feedback on coordination activities

The ETC will continue to improve and maintain the level of coordination and collaboration with the UN ICT Working Group, UN Security Cell members, and to provide regular updates to the Security Management Team (SMT) on all ETC activities.
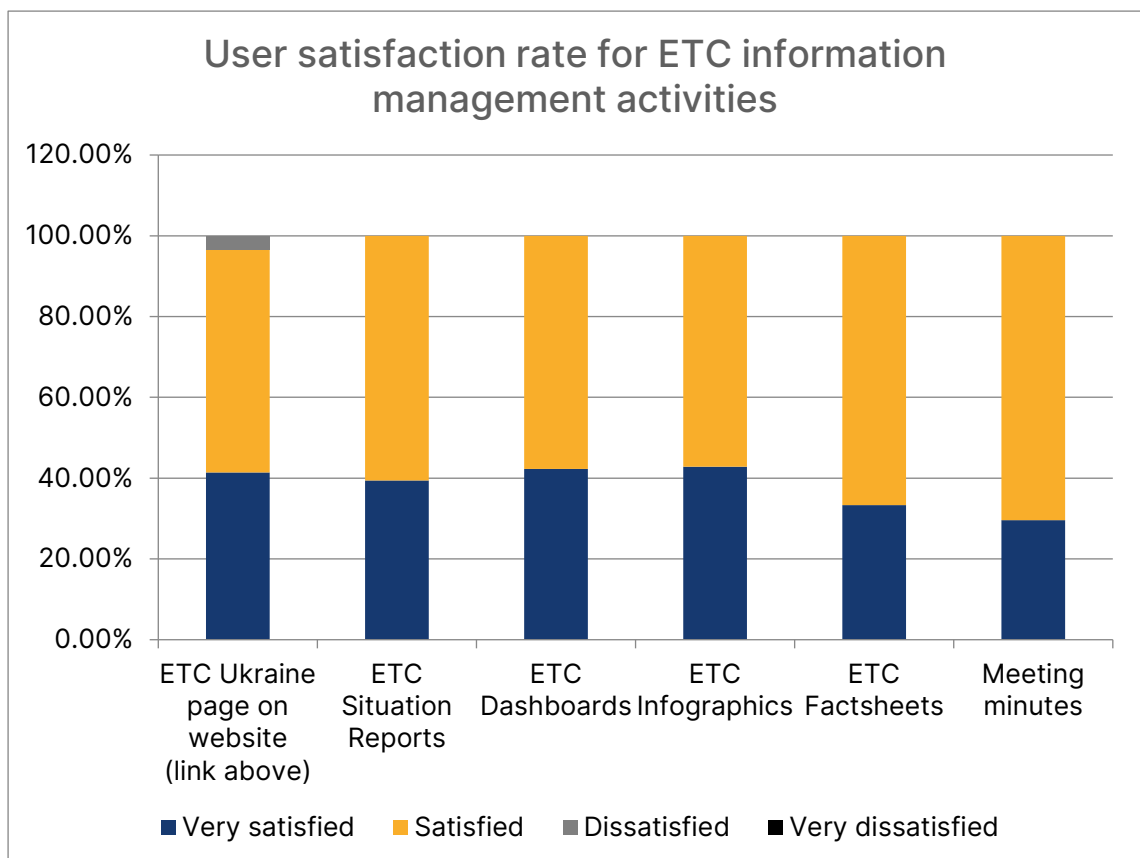
Information Management activities

Respondents were asked to rate their satisfaction with information management (IM) activities. All IM products are available on the Ukraine emergency page of the ETC website **here**.

In response, participants reported an overall user satisfaction rate of **99%** for ETC IM activities provided in Ukraine.

The survey revealed:

- **96.55%** satisfaction rate for **ETC Ukraine page on the website**

- **100%** satisfaction rate for **Situation Reports (SitReps)**

- **100%** satisfaction rate for **Dashboards**

- **100%** satisfaction rate for **Infographics**

- **100%** satisfaction rate for **Factsheets**

- **100%** satisfaction rate for **Meeting minutes**

User satisfaction rate for ETC information management activities

Feedback on ETC Information Management

One respondent provided feedback on ETC IM activities, noting that it would be useful for partners and users of ETC services if future planning was communicated more thoroughly in the IM products.

Next steps

The ETC is carefully considering all feedback received to improve its services in Ukraine. The identified gaps highlighted by respondents will be analyzed and included in the ETC workplan for 2024 as appropriate and dependent on funding.

The ETC will ensure the deployment of the planned security communications sites to improve the emergency security communications services in the frontline areas of Ukraine and locations with UN premises and staff.

The ETC will consult with the other clusters to identify the areas where the ETC can support as a service cluster.

Further, the ETC will look at the way that it provides information to service users and partners to ensure the key information and updates are shared on a regular basis using the appropriate communication channels.

The findings of this report will be shared with users and partners of ETC services in Ukraine, the Global ETC partnership network, and World Food Programme (WFP) Ukraine as cluster lead. Additionally, it will be published on the ETC website, ensuring the accessibility to the wider public.

All 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: **Ukraine.ETC@wfp.org**