

## **Bangladesh – Refugee crisis**

### **ETS User Satisfaction Survey Report 2020**

**Survey period 21/10/20 to 17/11/20**

2020 marks the third year since most Rohingya women, men and children living now in Bangladesh were forced to flee Myanmar, though successive waves of Rohingya have fled into Bangladesh since 1978. The Rohingya have been consistent in that they would like to go home but only when it is safe, and they can be sure of access to basic rights and services, and a pathway to citizenship in Myanmar. The UN continues to advocate for and, to the extent possible, support the Government of Myanmar to create an environment that would be conducive to the voluntary, safe, dignified and sustainable return of Rohingya refugees.

The Emergency Telecommunications Sector (ETS) was activated in Bangladesh in August 2017 to provide shared security telecommunications and internet connectivity services to the humanitarian community responding to the crisis.

The ETS conducted its annual User Satisfaction Survey in October 2020 to assess the quality and usefulness of the existing Internet connectivity, security telecommunications services and customer support services as well as the quality and usefulness of coordination and IM activities among humanitarians across the three common operational areas where the ETS provides its services. The survey also aimed at identifying areas of improvement in line with evolving needs on the ground. The results will help the ETS better understand the needs of humanitarians responding to this emergency.

## **Overview and Methodology**

The survey comprised 11 questions and was launched on 21 October 2020. The invitation was shared among the local ETS Working Group, all users registered to access ETS data connectivity services and security communications services (radio).

Having been extended to facilitate additional response, the survey closed on 17 November with 70 responses. The vast majority of respondents represented staff from United Nations (UN) agencies (85.7%), including UNICEF, UNDSS, UNDP, WFP. This was followed by local NGOs (7%) and INGO (7%). The majority of respondents were users of ETC services. The roles represented among respondents were logistics officer x2, logistics specialists x2, national coordination officer x2, IMO, senior hub assistant, UNV x2, admin assistant, M&E officer, M&E assistant x2, health officer, project manager, LSA, helpdesk assistant x3, IT operations assistant x2, programme assistant x2, national consultant x2, operations manager, Head of Livelihood unit,

project engineer, Head of Emerging Technology, construction engineer, finance officer, SRHR team leader, unit head, security assistant, national programme officer, admin officer, driver, engineer, storekeeper, field monitor.

## Key Findings

### Usefulness of ETS services

Respondents were asked to rate the usefulness of ETS services on their operations in the country.

In response, participants reported **95%** usefulness of services.

- **Internet connectivity:** 98% found it very useful or useful.
- **Customer support:** 96% found it very useful or useful.
- **Security communications systems (radio):** 92% found it very useful or useful.

### Satisfaction of ETS services

Respondents were asked to rate how satisfied they were with the ETS services provided, including internet connectivity, customer support and security communications systems (radio).

In response, participants reported an **89%** satisfaction rate for ETS services provided.

- **87%** for data connectivity
- **93%** for customer support
- **87%** for security communications systems (radio)

	VERY USEFUL	USEFUL	NOT USEFUL	NOT APPLICABLE	TOTAL
Internet connectivity	51.85% 28	44.44% 24	1.85% 1	1.85% 1	54
Customer support	54.00% 27	32.00% 16	4.00% 2	10.00% 5	50
Security Communications Systems (radios)	43.64% 24	45.45% 25	7.27% 4	3.64% 2	55

### How may ETS services be improved? (comments from respondents)

- Make services available for cooperating partners.
- Upgrade equipment and provide training on how to use it.
- New staff need orientation.
- Most staff are using old radio sets those have technical faults e.g. partially broken, low power supply.
- Please include VHF radio to radio calling directly when the network is not available.
- Need to improve the coverage especially in Cox's Bazar Sadar, because some staff live in areas where there is no radio coverage signal e.g. Khurushkul, Terminal.
- Need faster and uninterrupted connectivity, especially in e-voucher outlets.
- Improve existing VHF communication. Maybe using more repeaters and/or digital communication system.
- It would be better if the communication system allows two-way system.
- Liaise with government to get 4G.
- Fix the security communications so can be used in the camps and not just to talk to the SOC and train the SOC operators better.
- Need to have emergency backup system for any disruption
- Need to upgrade the network service at field level.
- ETS should focus on advertising their work.
- Be more engaging.
- Have one helpline number – this would solve many problems.
- Specifically to ETS in the camps: I see ETS working very hard, long hours. I think it could be of benefit for there to be more in the team or perhaps the ability to stay at times at the humanitarian hub as they are essential, often working later in the day than other teams, and get back to CXB often very late and are the first to leave CXB for field in the morning.
- Extend network coverage only for telephony purpose and extend internet connectivity speed for customer better service.

### What additional ETS services do you require to better support your response and where?

**Telephony:** six respondents requested telephony specifically in Teknaf WFP field office and in camps as well as local cell phone connectivity.

11 respondents requested internet connectivity, four requested a common feedback mechanism, four requested security communications systems, and two requested local broadcaster support and one requested customer support.

## ETS Coordination

### Quality of ETS coordination

Respondents were asked to describe the quality of ETS coordination e.g. coordination meetings, local ETS Working Group meetings, advocacy on behalf of partners, fostering of relationships between partners, advice and support.

In response, participants reported an **93%** quality rating of ETC coordination provided in the country.

- **91%** for overall coordination
- **90%** for clear updates on plans, activities, gaps
- **95%** for encouraging collaboration
- **94%** for technical support and guidance

### How to improve ETS coordination

- More meetings
- Training
- Better equipment support
- More feedback and update on improve/progress of security communications system
- If asked to provide updates, provide updates without stalling
- Participation in other coordination groups
- Organize virtual meetings with different organizations to inform them about their services.

### ETS Information Management (IM) activities

Respondents were asked to rate how useful they find ETS IM products in terms of supporting operational decision making and information sharing.

The findings indicate that ETS IM products have a usefulness rating of **94%**.

- **96%** usefulness rating for Situation Reports (**SitReps**).

- **91%** usefulness rating for **infographics**.
- **94%** usefulness rating for **factsheets**.
- **93%** usefulness rating for **meeting minutes**.

#### **Suggestions to improve the usefulness of ETS IM products:**

- ✓ No suggestions were given other than holding more meetings.

#### **Strengths and weaknesses**

The ETC asked survey respondents to identify the main strengths and weaknesses of the ETS in Bangladesh.

##### **Strengths:**

- *Networking, having an ETS presence*
- *Funding*
- *Everyone trusts them*
- *Communication and support*
- *All staff, their capacity and kindness*
- *Good coordination*
- *Technical expertise*
- *Respond quickly*
- *Responsive, supportive, active*
- *Collaboration*

##### **Weaknesses:**

- *Mobilizing users*
- *Coordination*
- *Coverage from vendor*
- *Staff turnover and low resources*
- *Takes too long to implement projects*
- *People don't know about their services*
- *Slow internet*



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## Next Steps

The ETS in Bangladesh greatly appreciates all the honest feedback received in the 2020 survey. The results are extremely insightful and the ETS is taking all feedback received into consideration to improve the existing services and response in Bangladesh. The challenges reported by respondents will be taken into account going forwards, including the need to advocate ETS services and activities, coordination, more meetings and clearer updates, a demand for increased training opportunities, and the need for more ETS staff support.

This report will be shared with responders, ETS partners and users of ETS services in Bangladesh, the local ETS Working Group, the Global ETC partnership network, World Food Programme (WFP) in Bangladesh as lead of the cluster, and the Bangladesh Humanitarian Country Team. It will also be published on the ETC website, which is accessible to the wider public.

**All information related to the ETS operation in Bangladesh can be found on the ETC website:**

<https://www.etcluster.org/emergencies/bangladesh-refugee-crisis>

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