Libya - Conflict

ETS User Satisfaction Survey report

Survey period 09/12/20 to 21/12/20

As Libya heads into its tenth year of instability and conflict following the fall of the Gaddafi regime in 2011, civilian casualties, displacement and damage to civilian infrastructure, including medical facilities, have increased. Protracted political and economic instability has resulted in a significant deterioration in basic services provision.

Since being activated in October 2018, the Emergency Telecommunications Sector (ETS) continues to provide vital communications services to enable humanitarians on the ground to carry out their jobs efficiently and safely, ultimately assisting more people and saving more lives. The ETS launched an inter-agency call centre established as a Common Feedback Mechanism (CFM) in February to enable two-way communication between humanitarian responders and affected communities.

The outbreak of the COVID-19 pandemic highlighted that the ability to communicate and access information during an emergency is critical to saving lives and livelihoods.

Overview and Methodology

The survey comprised 13 questions and was distributed on 9 December 2020 to the Local ETS Working Group, the Office for the Coordination of Humanitarian Affairs (OCHA) and CFM partners.

A total of 19 humanitarians responded to the survey. Respondents represented **United Nations (UN) agencies (79%)** and **international NGOs (21%).** A range of profiles participated, including two Country Directors/Heads of Mission, seven coordinators, two technical specialists, two reporting/IM specialists, one project manager, four ICT associates and a MEAL manager.

Key Findings

ETS services overview

Respondents were asked to identify which ETS services they have used and in which locations. The results are displayed in the following table:

	INTERNET CONNECTIVITY	SECURITY COMMUNICATIONS SYSTEMS (RADIO)	TELEPHONY (VOICE COMMUNICATIONS SUCH AS SATELLITE PHONES)	CUSTOMER SUPPORT	COMMON FEEDBACK MECHANISM (CFM)	HAVE NOT USED ANY OF THESE SERVICES	TOTAL RESPONDENTS
Tripoli	14.29% 2	28.57% 4	21.43% 3	7.14% 1	50.00% 7	35.71% 5	14
Benghazi	40.00% 4	20.00% 2	20.00% 2	30.00% 3	20.00% 2	60.00% 6	10

Usefulness of ETS services

Respondents rated all ETS services, including Internet connectivity, security communications systems, telephony, customer support and CFM, as either "useful" or "very useful", giving an overall **usefulness** rating of **100%.**

Satisfaction with ETS services.

Respondents gave an overall user satisfaction rate of **95.6%** for the core ETS services provided. The rates for each service were as follows:

- **100%** satisfaction rate for **Internet connectivity** services.

- **100%** satisfaction rate for **security communications systems**

- **100%** satisfaction rate for **telephony** services.

- **100%** satisfaction rate for **helpdesk/user support** services.

- **78%** satisfaction rate for **CFM** services.

How satisfied are you with the ETS services that you are using/have used?

Answered: 14   Skipped: 5
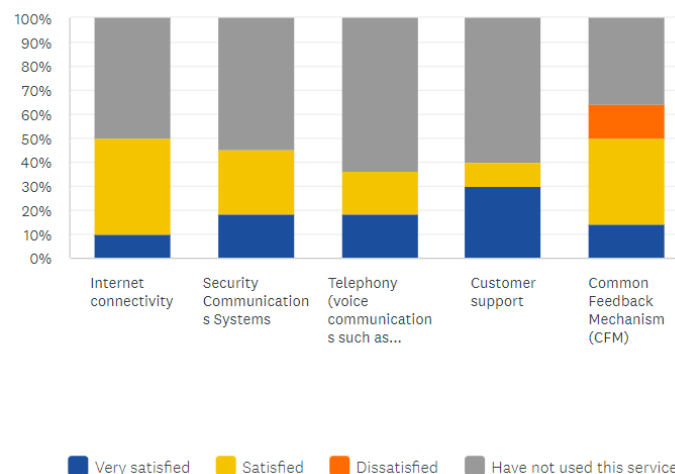
Common Feedback Mechanism (CFM)

Respondents were asked to rate the CFM on a scale from 1 to 5 (where 1 is poor and 5 is excellent) on three different parameters. The average ratings given were as follows:

- **4.14 out of 5** for user friendliness

- **4.07 out of 5** for usefulness of CFM reports

- **3.62 out of 5** for usefulness of CFM in supporting your operations

Suggestions to improve the CFM included:

- **Enhancing engagement** with the Inter-Sector Coordination Group (ISCG) and Humanitarian Country Team (HCT)

- Conducting **more inter-sector analysis** and reporting and better incorporating information from the CFM into sectoral and inter-sectoral planning

- **Jointly advertising** the CFM to INGOs and amongst targeted populations.

Two respondents also provided comments noting that the CFM supports their activities by referring cases of migrants requiring support and providing information about the efficiency and accountability of partners' responses.

Coordination & Information Management

Respondent were asked to rate the quality of ETS coordination, taking into consideration coordination meetings, Local ETS WG meetings, advocacy on behalf of partners, the fostering of relationships between partners, and the provision of advice and support. The average ratings provided by respondents were as follows:

- **82%** for **overall quality** of ETC coordination

- **83%** quality rating for **clear updates** on plans, activities, gaps.

- **82%** quality rating for **encouraging collaboration**.

- **91%** quality rating for **technical support and guidance**

The survey asked respondents to rate the usefulness of several ETS information management (IM) products. The results showed an overall usefulness rating of **83%** for all IM products.

- **89%** usefulness rating for **SitReps**

- **86%** usefulness rating for **infographics**

- **88%** usefulness rating for **factsheets**

- **67%** usefulness rating for **meeting minutes**

- **83%** usefulness rating for **dashboards**

Strengths and weaknesses

Respondents highlighted the following overall strengths and weaknesses of ETS services in Libya.

Strengths:

- Management of the CFM

- Technical support

- Information sharing

- Customer support

Weaknesses:

- Inter-sector collaboration on the CFM

- Lack of targeting of beneficiaries

Next Steps

The ETS is taking all feedback received into consideration to improve the existing services in Libya and ensure the communications needs of humanitarians are covered in 2021.

This report will be published on the ETC website.

All information related to the ETS operation in Libya can be found on the ETC website:
www.etcluster.org/emergencies/libya-crisis

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