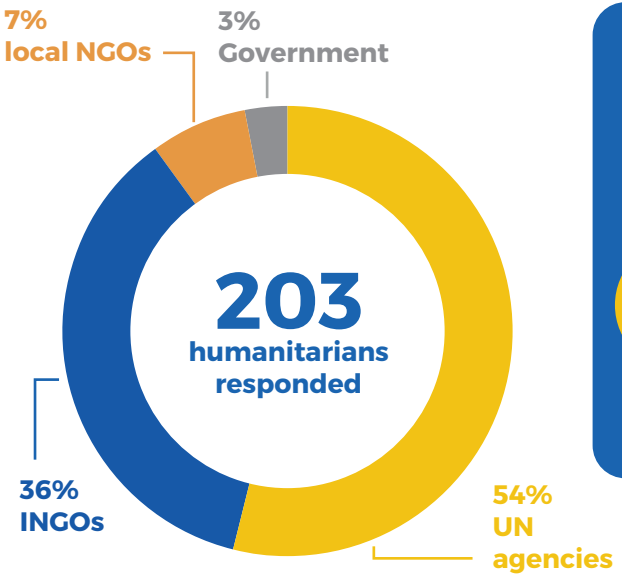
ETS Nigeria User Satisfaction Survey

August 2018 - Key Highlights

Survey conducted from 30 July to 26 August 2018

The Emergency Telecommunications Sector in Nigeria delivered services to over 1,200 humanitarians so far in 2018. A User Feedback Survey circulated in August to assess service quality, the results of which are used to help improve communications services for the entire response community.

EMERGENCY TELECOMMUNICATIONS SECTOR



93.6% overall user satisfaction rate

Internet	Security telecommunications	Push-to-talk satellite-based voice solution	Radio programming	Radio training
88.2%	95.45%	96.61%	93.22%	94.11%

Most accessed ETS services

- Security telecommunications used by 23.35% of respondents
- Internet used by 68.8% of respondents
- Push-to-talk satellite-based voice solution (used by 13.85%)
- Radio training (used by 13.28%)

Coordination and Information Management (IM)

- 30% of respondents attended the local ETS/Logistics Sector Working Groups. Out of those, 95% are satisfied with the information received.
- 26% of the respondents are aware of ETS IM products. Out of those, 99% are satisfied.
- 59% of the respondents have visited the ETCluster.org website.

Partners and donors supporting the ETS operation

Sida, ERICSSON, The Government of the Grand Duchy of Luxembourg – Ministry of Foreign and European Affairs – Directorate for Development Cooperation and Humanitarian Affairs, Norwegian Ministry of Foreign Affairs, MSB, USAID from the American People, Federal Republic of Germany Foreign Office, United Nations CERF Central Emergency Response Fund, NHF Nigeria Humanitarian Fund

Next steps

- User feedback will be incorporated into ETS plans and activities.
- In light of multiple requests to increase bandwidth in humanitarian hubs, the ETS will revisit needs and respond accordingly.
- The ETS will heighten advocacy efforts among the wider humanitarian community as well as among IT staff.

The ETS in Nigeria is led by WFP

World Food Programme

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