Nepal - Earthquake

ETC User Feedback Survey results

Survey period: 28th August 2015 – 7th September 2015

The Emergency Telecommunications Cluster (ETC) was activated in Nepal in response to the 7.9 magnitude earthquake that struck on Saturday 25th April. Four months into the operation, the ETC User Feedback Survey was conducted to assess users' experiences, but also to gather comments and suggestions for improvements. The results will help the ETC to better understand the needs of humanitarians responding to this emergency.

Key Findings

ETC deployed Services:

The ETC User Feedback Survey resulted in an overall user satisfaction rate of 93.5% across the five ETC services provided in Nepal in response to the Earthquake. 107 users responded to the survey. The survey highlighted:

- A **91%** satisfaction rate for **internet** services. 78 users rated internet services out of which 71 rated it as good or above.

- A **98%** satisfaction rate for **ICT Helpdesk** services. 50 users rated ICT Helpdesk services out of which 49 rated it as good or above.

- A **96%** satisfaction rate for **security telecommunications** services: 25 users rated security telecommunications services out of which 24 rated the service as good or above.

- A **95%** satisfaction rate for the **radio programming** services: 20 users rated it out of which 19 rated it as good or above.

- A **86%** satisfaction rate for the **radio training** services: 14 users rated it out of which 12 rated it as good or above.

Internet connectivity is the main ETC service used by the responders (73%, 78 responders) followed by **ICT Helpdesk** services (46.5%, 50 responders) and **security telecommunications** (31%, 33 responders)

across the different locations. This reflects the main services the ETC has been providing to the humanitarian community to fill the primary gaps identified at the beginning of the response.

The use of other ETC services is described as follows: radio programming (23%, 25 responders); radio training (15%, 16 responders).

Coordination and Information Management:

- The **40**% of responders that confirmed the presence of someone from their organizations at **local ETC Working Group meetings** in Nepal, said that these meetings have been "very useful" or "mostly useful" for discussing needs, gaps and priorities in the response.

- **50**% of responders stated that they were not aware of any **ETC reports and information products**. 48.7% of responders, found the ETC reports and information products "very useful" or "mostly useful" while only 1.3% did not find them useful.

- **32**% of responders found that the cluster produces adequate information documents and reports while 29% would like to see additional information products being produced. No suggestions for any additional products were shared.

- Finally, **50**% of responders confirmed they have visited the **ETCluster.org website** while the other 50% of responders have not ever visited it.

It is important to mention that this ETC Survey was circulated to users and partners. Some have been directly involved in the response while others are solely users of ETC services. Therefore, it is not surprising that some responders are not aware of the cluster coordination meetings and / or the ETC information products. However, it is clear that the ETC could improve and strengthen its advocacy efforts, encourage humanitarian workers to visit the website and ETC information products which are not only targeting IT responders but also users.

Additional feedback:

While asking about what other services ETC should provide, out of 30 responses, the following was mentioned:

- Improved Internet services and extended WiFi network;
- Provision of desk phones (PBX);
- Improved IT support to check/prevent computer viruses;
- Extend emergency communication training to other countries;
- Addition support services to Cash and Voucher activities in emergencies or beneficiary databases.

Comments received on the ETC in Nepal were very favourable, **thanking the ETC team for the services established and the great job done**. Here are some quotes from the comments received:

- *"Excellent service and helpful staff"; "Good work; the best internet service I have seen in 15 years"; "Bravo for a job well done"; "Doing good, thanks ETC"; "This internet service has been very good, though limited by the local capacity. Without it, we would not have been able to function. The support staff have been extremely helpful and responsive to all out IT needs. Well done to all involved with ETC"; "Very useful and professional service"; "Thank you for providing this extremely valuable service efficiently, effectively and with good humour and patience"; Staff awesome and very helpful; "ETC staff are amazing -all I have met have been incredibly friendly, dedicated, smart and helpful"; "The service delivery was quick, up to tasks, and professional. Quality leaders like Ozdzan [ICT Emergency Coordinator] with good people management skills contributed much to the smooth delivery of services"; "ETC is the best"*.

From the analysis of the comments and responses highlighted in the survey, it emerges that **users recognize the ETC is providing satisfactory common ICT services and qualified staff to support this**. Responders are keen on seeing these services continuing to improve and extending the support to other areas close to the programme (i.e. Cash and Voucher activities).

While compared to the results of the first ETC survey circulated in Nepal in early June 2015, responders did no longer report slow ETC Internet services or issues with online registration. **ETC clearly managed to improve its services throughout the response**. Overall satisfaction rate shows improvement with an augmentation of level of satisfaction from **91**% to **93.5**%. This shows that ETC not only managed to maintain a high level of satisfaction but even **increased the level of satisfaction of services deployed** across common operational areas in Nepal over the past three months.

Overview and Methodology

This survey aimed to collect valuable feedback from the users of ETC services in Nepal and identify areas of improvement for the ETC in the country. Over 1000 humanitarian workers were reached and 107 responded to the survey.

The survey comprised 13 questions and was distributed on 28 August 2015. Users were asked to submit their responses by 3 September 2015. The survey was officially closed on 7 September.

The majority of responders to the survey represented the humanitarian community working with UN (62%); International Non-Governmental Organizations (INGOs) and NGOs (26%); and the Government of Nepal (9%).

67% of responders have been involved in the Nepal operation for more than two months; 12% of responders have been in the country for less than a week and 5.6% were no longer in the operation at the time of the survey.

The ETC requested feedback on the 14 sites where it provided its services at the time of the survey. These sites are dispersed across the three field common operational areas of Gorkha, Chautara and Charikot and the Humanitarian Staging Area in Kathmandu.

The survey identified Charikot and Chautara as the locations that houses the largest portion of responders using ETC services (42% and 35.5% respectively). Gorkha main sites (Deurali and Gorkha City) and surrounding locations (Arughat, Bidur, Dhunche) have had close to 30% of ETC users.

Out of the 107 responders, 38% declare not being involved in the IT response and therefore do not participate in Local ETC working Group activities. However, from the rest of the response, 34% of responders think that ETC meetings are organized as often as needed while 4% think meetings are organized less often than needed. 23.7% are not aware of any meetings organized.

In addition, 53% of responders do not know if someone from their organizations ever went to a Local ETC working group meeting and 8% confirmed noone from their organization attended. Close to 40% of the rest of the responders affirmed that someone from their organization have either always or sometimes attended.

Way forward/Next steps

The ETC is taking all feedback into consideration to improve ETC services in Nepal and in future emergencies. It will feed into a lessons learned exercise after the end of the ETC response in Nepal.

This report is to be shared with responders, users and partners of the ETC, the ETC Nepal co-lead (Ministry of Information and Communication and WFP), the Inter-cluster coordination group and Humanitarian Country Team.

All information related to ETC operations can be found on the ICT Emergency website: www.ETCluster.org

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

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Background on the emergency:
On 25 April (11:56, UTC+5:45), a 7.8 magnitude earthquake struck Nepal with the epicentre located 81 km northwest of the capital city of Kathmandu. The earthquake severely impacted 13 out of the 75 districts in the country. Hundreds of aftershocks have been reported including a 6.7 magnitude earthquake. With the severe devastation of the disaster, the Government of Nepal requested for international humanitarian support on 26 April. The Emergency Telecommunications Cluster (ETC) was activated on 27 April to provide:
1. Internet connectivity in hubs and operational areas.
2. Security communications network in remote areas.
3. Technical training of humanitarian staff, upskilling local personnel and ensuring sustainability of solutions after the emergency period.
4. Strengthening of disaster response capacity for the Nepali authorities.

The World Food Programme (WFP) is co-leading the ETC in Nepal with the Ministry of Information and Communications. Partners from CMC Finland, emergency.lu, Ericsson Response, IFRC, Swedish Civil Contingencies Agency (MSB), NetHope, Plan International, RedR, UNDSS and WFP have been supporting the ETC response.