

Yemen - Conflict

ETC User Feedback Survey results

Survey period 20/11/16 to 7/12/16

Continuing conflict, compounded by natural disaster, has exacerbated Yemen's prolonged humanitarian crisis, rendering an estimated 21.2 million people in need of humanitarian assistance. Collapsed social infrastructure and basic services mean that millions of people have no access to healthcare, safe water and sanitation services.

Following the Level 3 emergency declaration by the Inter-Agency Standing Committee (IASC), the Emergency Telecommunications Cluster (ETC) was activated in Yemen in April 2015 to provide vital security telecommunications and internet connectivity services to the humanitarian community.

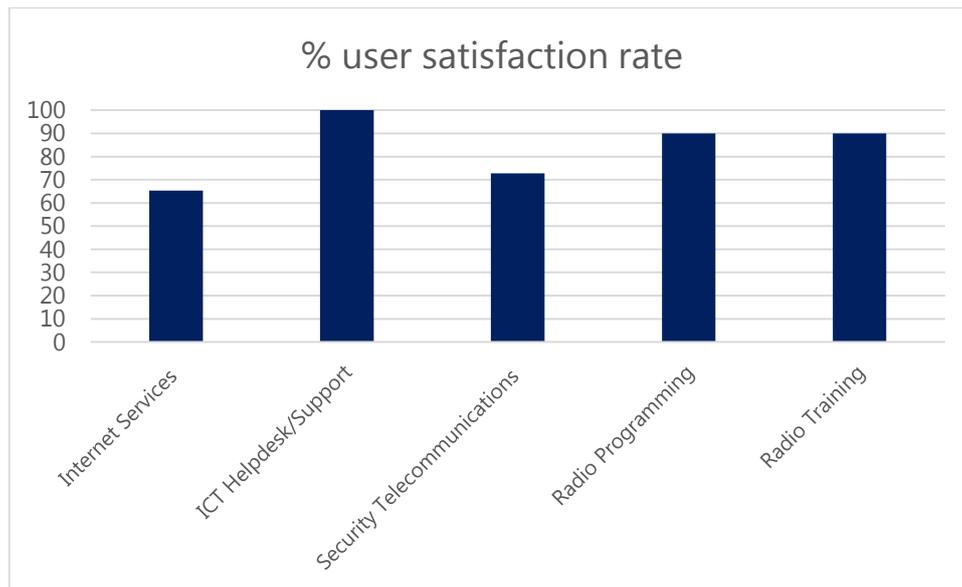
The ETC conducted a User Feedback Survey in November 2016 to assess the satisfaction of users in the five common operational areas where the ETC provides its services: Sana'a, Sa'ada, Aden, Ibb and Al Hudaydah. The survey was also used to encourage feedback and identify areas of improvement in line with evolving needs on the ground. The results will help the ETC better understand the needs of humanitarians responding to this emergency and adapt its activities.

Key Findings

Existing ETC Services

The ETC User Feedback Survey resulted in an overall user satisfaction rate of 83.6% across the five ETC services provided across the country. 100 humanitarians responded to the survey. The survey highlighted:

- **74% of the respondents** have been involved in the Yemen operation for **over a year**, 16% have been in the country for less than six months and 10% were no longer in the operation.
- 65.38% satisfaction rate for Internet services.
- **100%** satisfaction rate for **ICT helpdesk** services.
- 72.72% satisfaction rate for security telecommunications services.
- **90%** satisfaction rate for **radio programming** services.
- **90%** satisfaction rate for **radio training** services.



Internet connectivity is the main ETC service used by the respondents (59 responders), followed by ICT Helpdesk services (26 responders) and security telecommunications (19 responders).

Internet services provided by the ETC in Yemen are used as a back-up in case the regular Internet connectivity provided by local services providers are interrupted. Therefore, these services are not designed for heavy daily use. Nevertheless, the ETC has taken this feedback into account and will expand the coverage and/or increase the bandwidth in response.

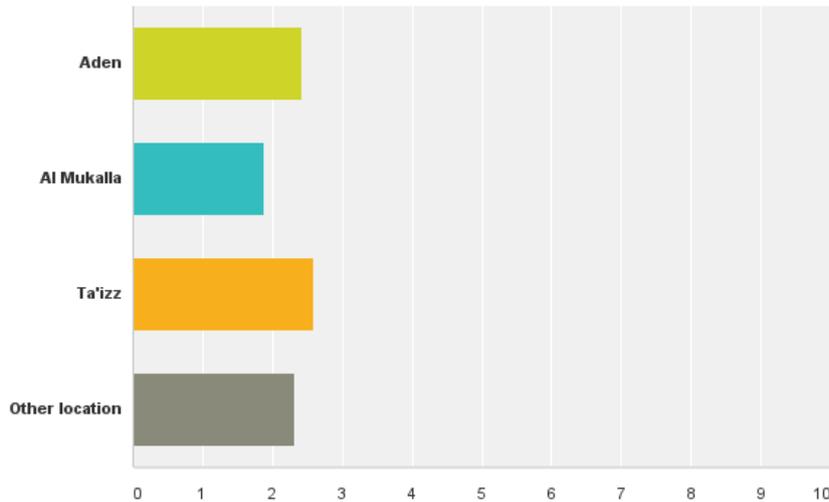
ETC Services Required

The ETC asked the humanitarian community what services they require to support their operations on the ground.

- In Aden, **55.17%** of the respondents are in need of **Internet connectivity** services and 34.48% would like to have access to security telecommunications and charging stations.
- In Al Mukalla, 42.86% of the respondents need security telecommunications and 35.71% need Internet services and charging stations.
- In Ta'izz, **63%** of the respondents are in need of **Internet connectivity** services and 45.45% in need of charging stations.
- Humanitarians expressed the need to have security telecommunications services provided in Hajjah.

Q5 Priority areas- Other than Sana'a, Sa'ada, Ibb and Al Hudaydah, how do you rank the priority locations for your operations in Yemen

Answered: 35 Skipped: 65



Taking into consideration the above feedback, the ETC has included in the 2017 workplan the deployment of charging stations for the humanitarian community. The ETC had identified Ta'izz and Al Mukalla as two key sites to deploy Internet connectivity and security telecommunications services, however this has not been possible due to the security situation in both areas. Similarly, Hajjah Governorate remains inaccessible to humanitarians due to the security situation.

Coordination and Information Management

- The 71% of responders that confirmed the presence of someone from their organisations at the Local ETC Working Group meetings in Sana'a said that these meetings are organised as frequently as needed and that they have been very useful for discussing needs, gaps and priorities in the response.
- 53% of responders found the ETC Information Management products very useful or mostly useful while 47% of the responders stated that they are not familiar with the ETC Information Management products.
- 35.33% of responders found that the current Information Management reports and products are produced as often as needed while 17.66% of the responders would like to receive other products (Note: No specific new products were suggested).
- 62% of the respondents confirmed they have never visited the ETCluster.org website.

Additional Feedback

The ETC received the following additional comments/feedback from 14 responders:

- Improve Internet connectivity services by increasing the speed.
- Some humanitarians, particularly in the NGO community, are not fully aware of the services the ETC provides in Yemen.



It is important to mention that this ETC survey was circulated to all users and partners in Yemen. 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 management 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. The ETC carried out all its communications activities in English, not Arabic which is the primary working language in Yemen, which could have limited the humanitarian community reached.

Overview and Methodology

This survey aimed to gather feedback from the users of ETC services in Yemen to identify areas of improvement and assess the evolving needs.

The survey comprised 17 questions and was distributed on 20 November 2016 to OCHA mailing lists, the Local ETC Working Group and to the wider response community in Yemen through the ETC social media channels. Users were asked to submit their responses by 1 December but, due to the high number of respondents, it was decided to extend the deadline to 7 December.

This survey was disseminated widely through the above channels, which helped the ETC to reach as many humanitarians in Yemen as possible. It is worth highlighting that the ETC received 100 responses to this survey, compared with just eight in 2015.

The majority of respondents represented the local NGO community (39%), INGO (34%) and UN agencies (19%).

The survey identified the Diplomatic Transit Facility in Sana'a, the ETC NGO hub in Sana'a as well as the common UN hub in Al Hudaydah as the sites where most of the responders are using ETC services.

Next Steps

The ETC is taking all feedback received into consideration to improve the existing services in Yemen and in future emergencies. It will feed into the Lessons Learned exercise at the end of the ETC response in Yemen.

This report will be shared with responders, users and partners of the ETC in Yemen, the Global ETC membership network, World Food Programme (WFP) Yemen (as local lead of the ETC), the Yemen inter-cluster coordination group and the Yemen Humanitarian Country Team. It will also be published on the ETC website, accessible to the wider public.

All information related to the ETC operation in Yemen can be found on the ETC website:

www.etcluster.org/emergencies/yemen-conflict

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