



## **Nigeria - Conflict**

### **ETS User Feedback Survey results**

**Survey period 02/08/17 to 20/08/17**

The Emergency Telecommunications Sector (ETS)<sup>1</sup> was activated on 23 November 2016 to address the critical Information and Communications Technology (ICT) needs identified during an assessment in North-East Nigeria in September 2016. The fulfilment of these gaps will enable humanitarian on the ground to carry out their jobs efficiently and safely, ultimately assisting more people and saving more lives.

As global lead of the ETC, the World Food Programme (WFP) is coordinating the ETS in Nigeria, responding with government, private sector and humanitarian organisations to ensure a coordinated response.

The ETS conducted a User Feedback Survey in August 2017 to assess the quality of the services delivered to the entire humanitarian community. The survey was also used to seek feedback and identify 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 and evaluate priorities.

### **Overview and Methodology**

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

The survey comprised 12 questions and was distributed on 2 August 2017 to the Office for the Coordination of Humanitarian Affairs (OCHA) and Logistics Sector mailing lists, the local ETS Working Group, Internet users in Maiduguri registered in WIDER – an Ericsson Response tool used to manage and distribute Internet connectivity- and to the wider response community in Nigeria through the ETC social media channels and WFP and OCHA situation reports/ Information Management products bulletins.

93 humanitarians responded to the survey. The majority of respondents represented United Nations (UN) agencies (53.7%) and international Non-Governmental Organisations (NGOs) (37.6%).

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<sup>1</sup> In Nigeria, all clusters are being referred to as sectors. The Emergency Telecommunications Cluster (ETC) is therefore operating as the ETS with all project plans, appeals, services and deployments adhering to established procedures.

## Key Findings

### ETS Services currently provided

The ETS User Feedback Survey resulted in an overall user satisfaction rate of 96% across the core ETS services (Internet connectivity and security telecommunications services) provided in North-East Nigeria. The survey highlighted:

- 88% satisfaction rate for **Internet** services.
- 88,5% satisfaction rate for **VHF radio services**
- **100%** satisfaction rate for **HF radio services**.
- **100%** satisfaction rate for **satellite-based voice** services.
- **100%** satisfaction rate for **radio training** services.
- **100%** satisfaction rate for **radio programming** services.

Internet connectivity in Maiduguri is the main ETS service currently used by the respondents (58 respondents), followed by security telecommunications in Maiduguri (38 respondents). Although some of the ETS services were rated at 100%, the ETS is permanently working on overcoming existing challenges to continue offering the humanitarian community with reliable communications services.

### Priority locations in North-East Nigeria

Maiduguri (83% of the respondents ranked it as high priority), Ngala (70%) and Gwoza (69%) were identified by the humanitarian community as their priority locations in North-East Nigeria in line with their plans and activities. As humanitarian operations are evolving quickly, users mentioned Gubio and Kaga (Borno state), Potiskum (Yobe state), Yola (Adamawa state) as the main locations for their operations in addition to the locations where the ETS has deployed services (Maiduguri, Gwoza, Ngala and Bama in Borno state and Damaturu in Yobe state) or plans to deploy services (Monguno, Dikwa, Damasak, Damboa and Banki in Borno state)<sup>2</sup>.

### Critical services in operational areas currently served by the ETS

Humanitarians were asked what ETS services should be maintained to support their operations:

- In Maiduguri, security telecommunications (41 votes) followed by Internet connectivity services (37 votes).

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<sup>2</sup> Please note at the time the survey was conducted, ETS services in Dikwa had not been deployed yet.

- The most pressing services in Damaturu are security telecommunications (16 votes) and radio training (9 votes)<sup>3</sup>.
- 21 respondents indicated that Internet services are needed to be maintained in Gwoza, followed by security telecommunications (19 votes).
- In Bama, the majority of the respondents expressed that security telecommunications and Internet services, with 19 and 17 votes respectively, remain vital for their activities.
- Security telecommunications (20 votes) and Internet services (17 votes) are the most required services in Ngala.

The above feedback confirms the communications services currently provided by the ETS remain essential to the humanitarian community to carry out their response activities.

### **Critical services in planned operational areas to be covered by the ETS**

- Humanitarians expressed that security telecommunications (VHF and HF radio communications) and Internet connectivity are the most needed services to support their operations in Monguno, Banki, Damasak, Damboa and Dikwa<sup>4</sup>.

When asked, no indication was received from humanitarians on any additional services needed besides the regular ETS set up in the humanitarian camps (Internet connectivity and security telecommunications).

### **Coordination and Information Management services**

- 49% of the respondents confirmed their attendance to the local ETS meetings in Maiduguri and/or received updates from the ETS during the Logistics Sector meetings. They are very satisfied with the frequency of the meetings, topics discussed and availability of ETS team.
- A quarter of the respondents of the respondents were aware of the ETS Information Management products produced regularly (services maps, factsheets, situation reports, infographic, minutes...). Over 98% of those are satisfied with the quality of the ETS Information Management products.
- 68% of the respondents confirmed they have never visited the ETCluster.org website.

It is important to mention that this ETS survey was circulated extensively among users and partners in North-East Nigeria. Some have been directly involved in the response while others are solely users of ETS services. Therefore, it is not surprising that some respondents are not aware of the meetings where the ETS is providing updates and / or the ETS information management products. However, it is clear that the ETS can improve and strengthen its advocacy efforts, encourage humanitarian workers to visit the website and ETS information products which are not only targeting IT responders but also users.

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<sup>3</sup> In Damaturu, 12 respondents indicated Internet connectivity services are required to carry out their operations.

<sup>4</sup> The installation of Internet and security telecommunications services at the humanitarian hub in Dikwa was completed on 2 November 2017.

## Additional Feedback

The ETS received the following additional comments / feedback:

- "The ETS should support the local staff members more on training Train of Trainers (TOT) radio programming and technicians."
- "Please establish a stronger presence here in Nigeria."
- "Mostly satisfied with Internet service in Red Roof. There are sometimes internet interruption or the speed is low, but the service is good in general."
- "UNHCR has Icom radios that are not digitally compatible; current analogue option of communication with Mike Sierra Base is very poor, hence majority of UNHCR staff can neither do radio check or communicate with Mike Sierra Base."
- "The ETS has dedicated staff in NE Nigeria. In Maiduguri they are available all the time in their office and very willing to give support. The updates at the Logistics working group are always timely and sincere."
- "The Maiduguri team was very efficient and pleasant. Available at any time. Very nice team. Thanks again"
- "Congratulations for the services provided and the availability of the dedicated staff."
- "Just keep it up... Especially in deep field where you are implementing communication means in the hubs."
- "The ETS is doing great job in the North-East."

## Next Steps

The ETS is taking all feedback received into consideration to improve the existing services in Nigeria and in future emergencies. It will also feed into the Lessons Learned exercise which will evaluate the ETS response in Nigeria.

The gaps identified during this survey will serve as a base for the Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP) exercises which the ETS will carry out at the end of 2017 to plan its response accordingly for 2018.

This report will be shared with respondents, users and partners of the ETS in Nigeria, the Global ETC membership network, World Food Programme (WFP) Nigeria (as local lead of the ETC). It will also be published on the ETC website, accessible to the wider public.

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

[www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)

**For more information, or to be added or deleted from the mailing list, please contact: [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)**