



World Food Programme

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Brief Report on User Satisfaction Survey of the National Logistics Cluster Common Services during COVID-19 Response

Background

The Nepal National Logistics Cluster, led by Ministry of Home Affairs (MoHA) and co-led by WFP, was activated on 19th April 2020 to provide common Transport and Storage services for COVID-19 related medical supplies to humanitarian agencies responding to the crisis.

The National Logistics Cluster common services aims to support the humanitarian agencies to establish the supply chain of medicine, medical goods, and medical equipment mandated by the Ministry of Health and Population (MoHP) for prevention of COVID-19 transmission, control and treatment to hospitals and primary health care facilities. These services are not intended to replace the logistics capacities of responding organizations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps or as a last resort in case private sector service-providers are limited or unable to serve due to the lockdown situation. These services initially scheduled to be provided until July 30th 2020, has now been extended until February 2021.

Common warehousing facilities will be provided at three Humanitarian Staging Areas (HSA)- Kathmandu, Nepalgunj and Dhangadhi. Similarly, transport services will be provided from the Kathmandu HSA to the provincial headquarters of the seven provinces, and from the provincial capitals and HSA's at Nepalgunj and Dhangadhi to the district headquarters of all seven provinces.

Likewise, Coordination will be done in Kathmandu and provincial capitals through dedicated support present in provincial capitals, to provide federal and provincial authorities with updated logistics information and ensure full access and use of logistics common services.

The User Satisfaction Survey was conducted by WFP Monitoring Review and Evaluation and Knowledge Management (MREKM) Unit in close coordination and support from the National Logistics Cluster. The main objectives of this survey were to:

Main Objectives



Assess the level of satisfaction of all users of the National Logistics Cluster Common Services during the Covid-19 response.



Measure the satisfaction of users with respect to coordination, information management facilitated by the WFP Emergency Preparedness and Response (EPR) unit.



Identify the best practices and areas for improvement in the future.



Collect feedback from all users in order to improve the quality and timeliness of its services in the future.

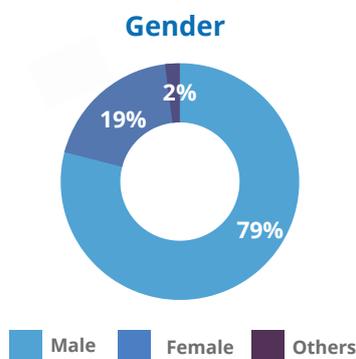
Methodology

The tool for the User Satisfaction Survey was designed by MREKM unit in consultation with the National Logistics Cluster. The WFP's indicators compendium (a corporate guide for tool development, data analysis, and interpretation) was referred while designing the User Satisfaction tool (See annex 1). The survey was conducted online using Microsoft Form. The survey form was sent to 63 organizations on September 3, 2020 with a deadline of September 18, 2020. A total of 42 people from 35 organizations responded to the survey with more than one response from some organizations.

Most of the responding agencies were the representatives of different Government organizations, I/NGOs, and UN Agencies, who are also the members of the National Logistics Cluster. The respondents for this survey were selected using purposive sampling methodology, where the entire humanitarian and development partner organization using these services were requested to participate in the survey via email. About 56 percent of the organizations participated in the survey.

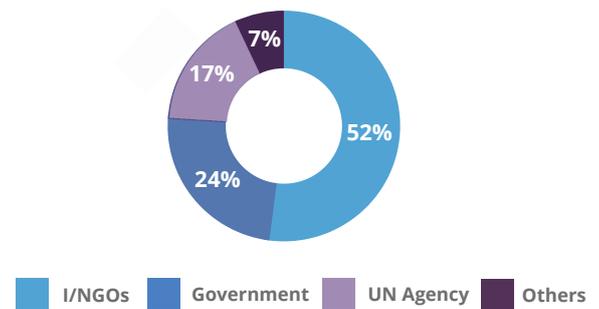
Findings

Composition of the Respondents



Out of 42 respondents, majority were male (79 percent), while 19 percent were female, and 2 percent were others.

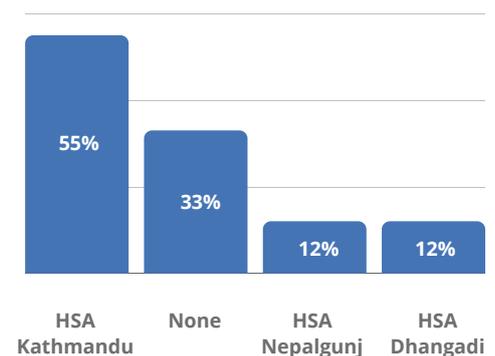
Type of Organizations



Likewise, more than half of the respondents (52 percent) were I/NGOs, 24 percent were Government agencies, 17 percent were UN Agencies, and the rest of 7 percent were others (agencies who choose not to disclose their name).

Humanitarian Staging Area (HSA)

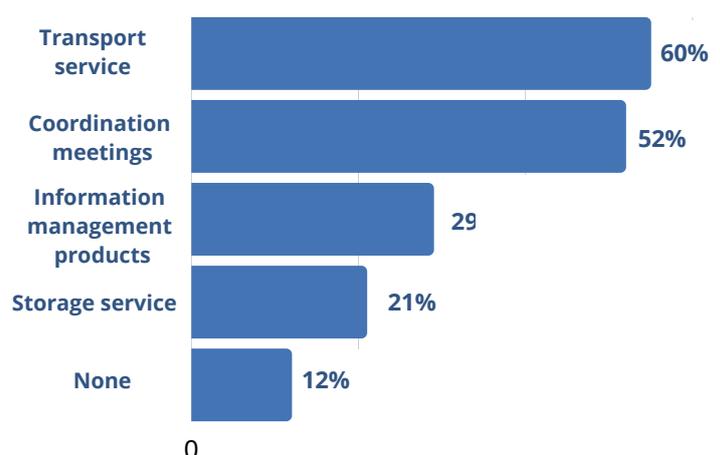
HSA's Used



HSA in Kathmandu was found to be used the most (55 percent) for logistic services, followed by HSAs in Dhangadi and Nepalgunj were found to be used equally (12 percent).

Services

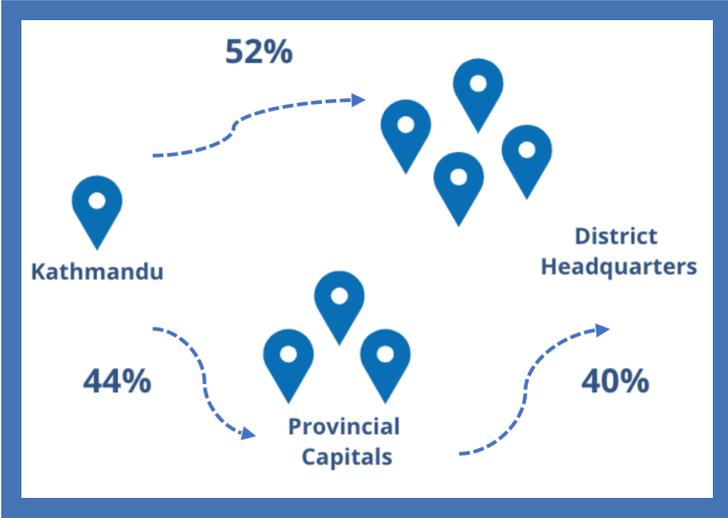
Type of Service used



More than half of the respondents (60 percent) reported that they used transport service the most. Similarly, 52 percent attended the coordination meetings and 29 percent used the information management products. Likewise, 21 percent utilized the storage service and 12 percent did not use any services at all.

Destination of Transport Service

Out of 25 respondents who used the transport service, 52 percent used the service from Kathmandu to District Headquarters. Likewise, 44 percent used the service from Kathmandu to Province Capitals and 40 percent from Provincial Capital to District Headquarters. In terms of frequency of transport services, 68 percent used 1-5 times, 20 percent used 6-10 times, and the rest 12 percent used over 10 times.

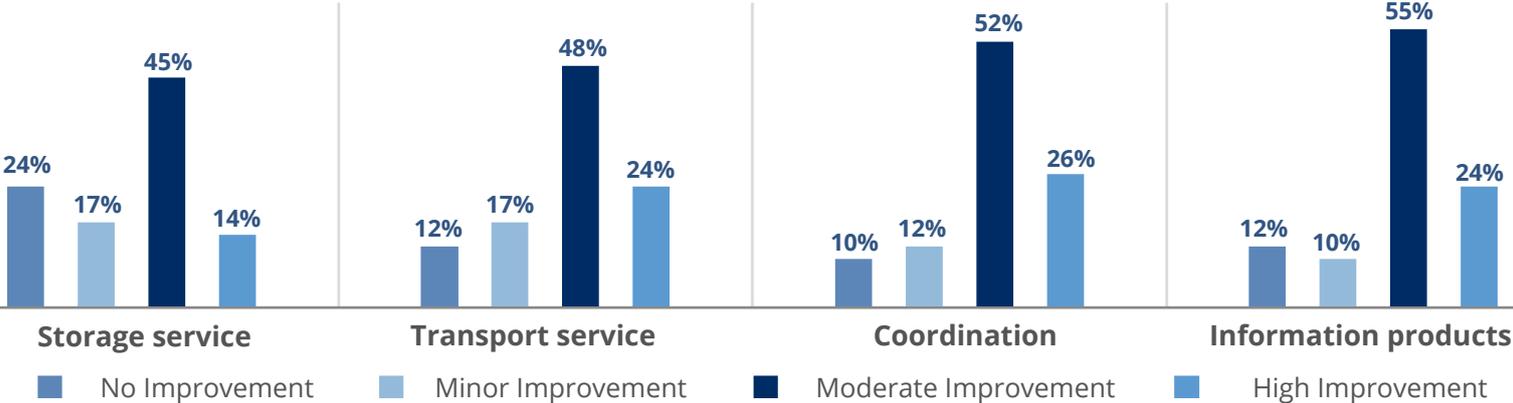


The opinion of respondents on “To what extent did the National Logistics Cluster common services improve and support your organization's logistics operations during the COVID-19 emergency?” was quite similar for all four types of services. The majority of the respondents mentioned moderate improvement of the Storage Service (45 percent), Transport Service (48 percent), Coordination (52 percent), and Information products (55 percent).

81 percent of the respondents found the information products being updated frequently while the remaining 19 percent did not find the products being updated frequently. Similarly, 10-24 percent of respondents reported that none of the services improved over time (storage service 24 percent, transport service 12 percent, coordination 10 percent, and information products 12 percent).



Status of National Logistic Cluster Common Services



Use Satisfaction Rate

In order to obtain the user satisfaction rate, a checklist (refer to Table 1) was administered to all representatives of the eligible organizations using the logistics common services. As indicated by USR (refer Table 1) and guided by the WFP's indicators¹ compendium (a guide for data analysis), USR was found higher in the use of logistics common services (including coordination and information management) provided by the National Logistic Cluster (92 percent), receiving timely updates through different communication channels (91 percent), transport service (86 percent), information products - Logs cluster services flyer, stockpile report, access constraint maps, etc. share by the

National Logistics Cluster (83 percent), Standard operating procedures to access logistics cluster common services (79 percent), Storage Service (78 percent), Logistics Cluster Meeting minutes (76 percent), and National Logistics Cluster Coordination mechanism (76 percent). Comparatively, USR was found lower for the Logistics Capacity Assessment website (57 percent), information on the Logistics Cluster Nepal website (logcluster.org/countries/NPL) (62 percent), commercial cargo flight information (67 percent), and WFP passenger flight information (69 percent) shared by the National Logistics Cluster during the lockdown period.

Checklist Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	USR	Didn't use this service
How satisfied are you in terms of services provided by the National Logistic Cluster, in general?	31	55	7	-	-	92	7
How satisfied are you with the transport service that you have used?	24	33	10	-	-	86	33
How satisfied are you with the Storage service that you have used?	10	33	12	-	-	78	45
How satisfied are you in terms of receiving timely updates through different communication channels? [provided by the National Logistic cluster on the website, emails, reports, maps, etc]	36	55	5	2	2	91	
How satisfied are you with the information products - Logs cluster services flyer, stockpile, access constraint maps, etc. shared by the National Logistics Cluster?	24	60	17	-	-	83	
How satisfied are you with the Commercial cargo flight information shared by the National Logistics Cluster?	24	43	29	2	2	67	
How satisfied are you with the WFP Passenger flight information shared by the National Logistics Cluster?	45	24	31	-	-	69	
How satisfied are you with the information on the Logcluster.org/Nepal website shared by the National Logistics Cluster?	21	41	38	-	-	62	
How satisfied are you with the Logistics Capacity Assessment website (https://dlca.logcluster.org/display/public/DLCA/Nepal) shared by the National Logistics Cluster?	14	43	43	-	-	57	
How satisfied are you with the Standard operating procedures to access logistics cluster common services, shared by the National Logistics Cluster?	14	64	21	-	-	79	
How satisfied are you with the Logistics Cluster Meeting minutes shared by the National Logistics Cluster?	24	52	21	2	-	76	
How satisfied are you in terms of the National Logistics Cluster Coordination mechanism? (to promote inter-agency and government exchange of information and collaboration)	24	52	21	2	-	76	Didn't use this service
Overall USR	76						

¹ As per WFP Compendium, User Satisfaction rate of up to 80 percent and above, shows that UNHAS meets demands of the user community. However, it also highlights the areas of improvement are to be identified and addressed. CSP target: 70 percent User Satisfaction one month into the Emergency, 90 percent User Satisfaction before deactivation.

The checklist for determining the User Satisfaction Rate (USR) contained 12 questions, the USR rate segregated value by questions was also analyzed and presented in table 1. In the majority of the service areas respondents reported that they are very satisfied and, in some areas, they are satisfied. The respondents who reported that they didn't use the services at all have not been accounted for while calculating the satisfaction rate.

The overall USR was calculated at 76 percent. WFP also carried out the baseline survey of User Satisfaction along with the Country Strategic Plan (CSP) Baseline Survey in 2019. However, the assessment in 2019 was limited to the satisfaction on communication, transport services, and coordination mechanism. Overall, User Satisfaction Rate (USR) in 2019 was reported as 56 percent. However, the result from the 2019 assessment is not comparable to the result from the 2020 assessment due to following reasons:

- WFP has expanded the nature of the services to mitigate the impact of COVID19.
- The areas of services (number of questions) that were assessed in 2019 vary from the follow-up assessment in 2020. The checklist consisted of only 7 questions during baseline, while the follow-up survey consists of 12 questions in the checklist.
- Among them, only three questions were common to both surveys
- The number of respondents also varies in the two surveys. The respondents during the baseline survey were 14 but there were 42 respondents during the follow-up survey.
- Research methodology also varies between these two surveys. During the baseline survey, WFP used face to face data collection method through Key Informant Interviews but during the follow-up survey, the respondents were requested to fill the forms online.

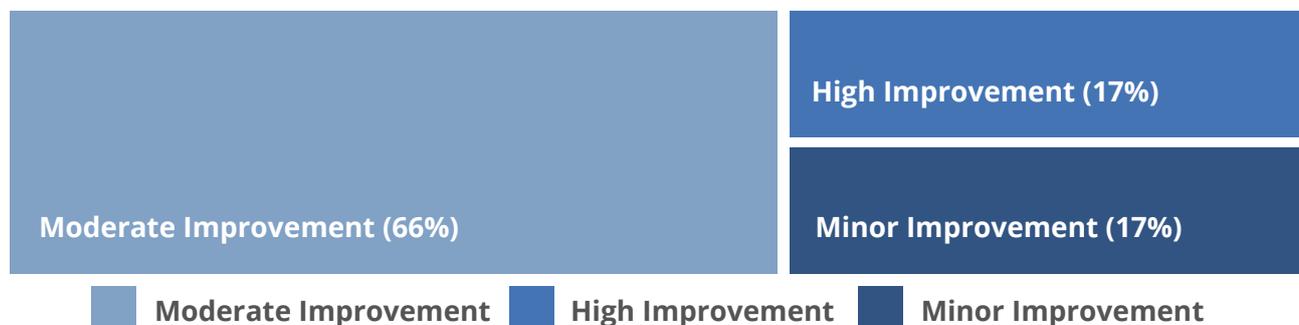
Considering three common questions (refer Table 2) the overall USR resulted as 54 percent for baseline and 84 percent for follow-up.

Questions	User Satisfaction Rate (USR) (percent)		
	Year 2019	Year 2020	Increment
How satisfied are you in terms of receiving timely updates through different communication channels?	63	91	28
How satisfied are you with the transport service that you have used?	56	86	30
How satisfied are you in terms of the National Logistics Cluster Coordination mechanism? (to promote inter-agency and government exchange of information and collaboration)	44	76	32
Overall USR (percent)	54	84	30

Training

Only six respondents (14 percent) have mentioned that they have participated in the Emergency Logistics and tele-communications trainings organized by WFP Nepal, before the Covid-19 pandemic.

Opinion on Training Received



The trainings mentioned by them were:

- Operational Emergency Logistics Training (14-20 November 2014) jointly organized by Ministry of Home Affairs (MoHA) and UN-WFP Nepal.
- Training of Trainers (ToT) on Emergency Logistics and tele-communications (10-14 September 2018) organized by MoHA and WFP-Nepal
- Emergency Logistics Management Training
- Health Emergency Response Orientation
- Mobile Storage Unit (MSU) and Prefab Installation ToT (Practical Emergency Logistics Training)
- Post-earthquake trainings; organized in year 2016 and 2017

- Awareness on COVID-19
- Develop a mechanism for regular coordination and collaboration between UN agencies and INGOs on various supply chain issues and share best practices and knowledge.
- Establishment of the warehouse in Karnali, airlift services to transport essentials items to a remote area like Bajura where road access been blocked for more than 2 months.
- Road information need to be regularly updated during monsoon as the road map shared by WFP was a bit confusing.
- Storage facility to be safer and more structured

Among the trained respondents, 66 percent mentioned that the training moderately improved their ability to coordinate and manage logistics operations during the COVID-19 response.

When the respondents were asked if they think any services or information that would be useful to Nepal Logistics Cluster users but currently not offered. 30 respondents (30 percent) suggested that awareness/knowledge on the following areas would be helpful for them to better manage any emergencies:

Whereas, 7 percent of the respondents mentioned that they have received all the expected services and information. Similarly, 7 percent of the respondents reported that the service provided was adequate and provided information was useful.

Likewise, 20 percent of the respondents did not require any further services and information. 6 percent stated that they have not received any training/services and rest of the respondents (30 percent) did not clearly mention their responses.

Recommendations from Respondents

There were altogether 33 responses received as feedback/recommendation and appreciation about the logistics common services. While the rest of the 8 respondents stated they did not have any feedback or recommendations for improvements.

The recommendations provided by 67 percent of respondents:

- The coordination mechanism should be improved further.
- Space management at Kathmandu level for storing COVID-19 supplies (free of charge) should be provided to all humanitarian actors (not government only) with proper communication during logistics cluster activation periods. However similar provision has been provided to other provincial levels.
- Enhance common platform at all level, services should be improved furthermore by improving linkages within all relevant sectors. Also, it is required to capitalize in the most assessed disaster-prone areas-keep roaster from the bottom to top (community - agencies).
- Provision of airlift services of essential items such as NFIs to isolation centers
- Continuation of coordination meetings to inform all partners as it is very useful and important.
- During emergencies, transportation services should be provided within a day.
- It would be good if WFP provides Helicopter services for covid-19 medical evacuation.
- The process should be simplified to make it more user friendly for using services like SLA, SRF, PFI, etc. The update on those services is provided in the different timeframe from different people making confusion and uncomfortable to track the status.

Appreciation provided by 11 percent of the respondents:

“Excellent work and follow up getting our goods to Mugu.”

“Highly appreciated the excellent service with the prompt response by all staffs of WFP, Nepal.”

“Thank you for all your effort and support.”

“Thank you for your service during the Pandemic and crisis.”

“The service is managed appropriately.”

“Timely coordination and support.”

“United Mission to Nepal very thankful for the support provided for coordination and for other procedures and able to get the service of air passenger for two pax when International flights were restricted.”

“WFP is doing a great job. I should especially mention the support during the response after the 2015 Earthquake which is much appreciated.”

“WFP provided useful assistance and information with regard to bringing cargo into the country. WFP will support the transport of GIZ contribution to 13 hospitals in September/October which is much appreciated during uncertain times. I personally used the WFP flight from KUL to KTM at the end of July and was very satisfied with all aspects of this service including information, advice during the registration process, and all other aspects. Excellent support in a logistically challenging time.”

Conclusion

National Logistic Cluster Common Services were found well appreciated by most of the respondents. Their positive responses to different areas like storage and transport services show their satisfaction. Most of the respondents reported being satisfied in terms of services provided by the National Logistic Cluster and in terms of receiving timely updates through different communication channels like websites, emails, reports, maps, etc. Comparatively, few respondents were found satisfied with the Logistics Capacity Assessment website (<https://dlca.logcluster.org/display/public/DLCA/Nepal>) as well as the information on the Logistics Cluster Nepal website. It would be good to explore the areas of improvement in these issues since there were no recommendations made as such. The respondents desired similar continuous services in the future with more upgraded facilities like helicopter service for COVID-19 medical evacuation, provision of airlift services of essential NFIs to isolation centers.

They were satisfied with the National Logistic Cluster Coordination mechanism in place. However, they have requested to make it more regular in terms of coordination and collaboration between UN agencies and INGOs on various supply chain issues and also to share best practices and knowledge. Similarly, they have raised their concern regarding collaboration with different relevant sectors. They have also highlighted the requirement of a much safer and more structured storage facility, also updated information like the establishment of a WFP's warehouse in the Provinces. They have acknowledged the National Logistics Cluster and EPR team for the dedication and effort to provide timely and continuous support and services during emergencies in the past during 2015 Earthquake and ongoing COVID-19 emergency.

