



**LOGISTICS
SECTOR**

Nigeria

User Survey - Results

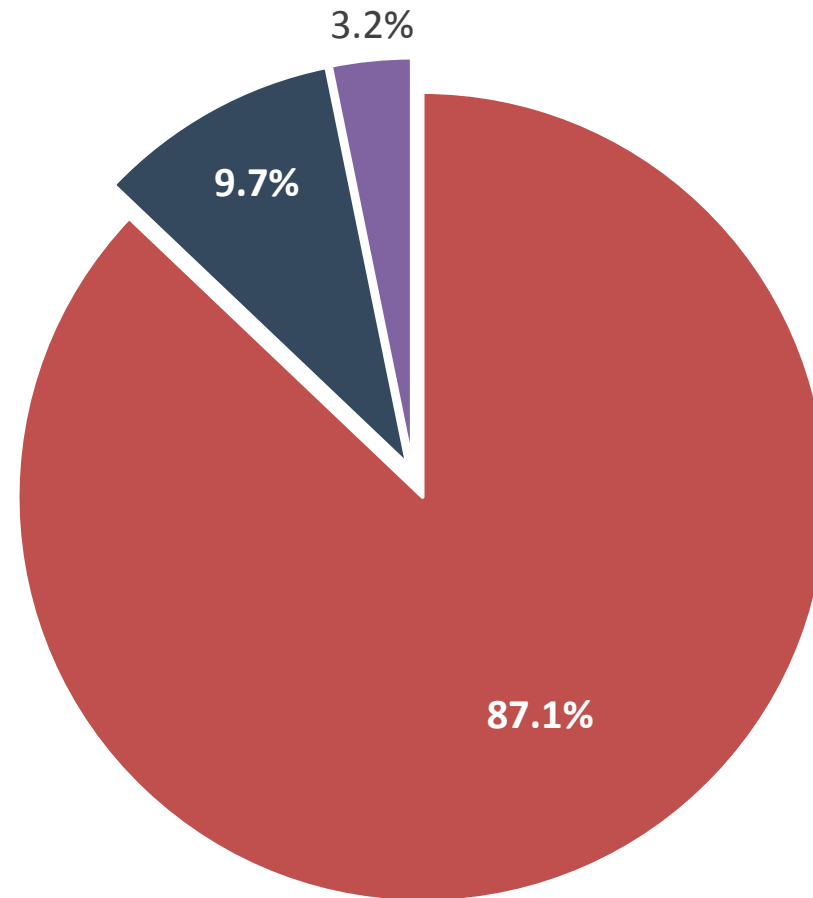
07 March 2017

User Survey Information



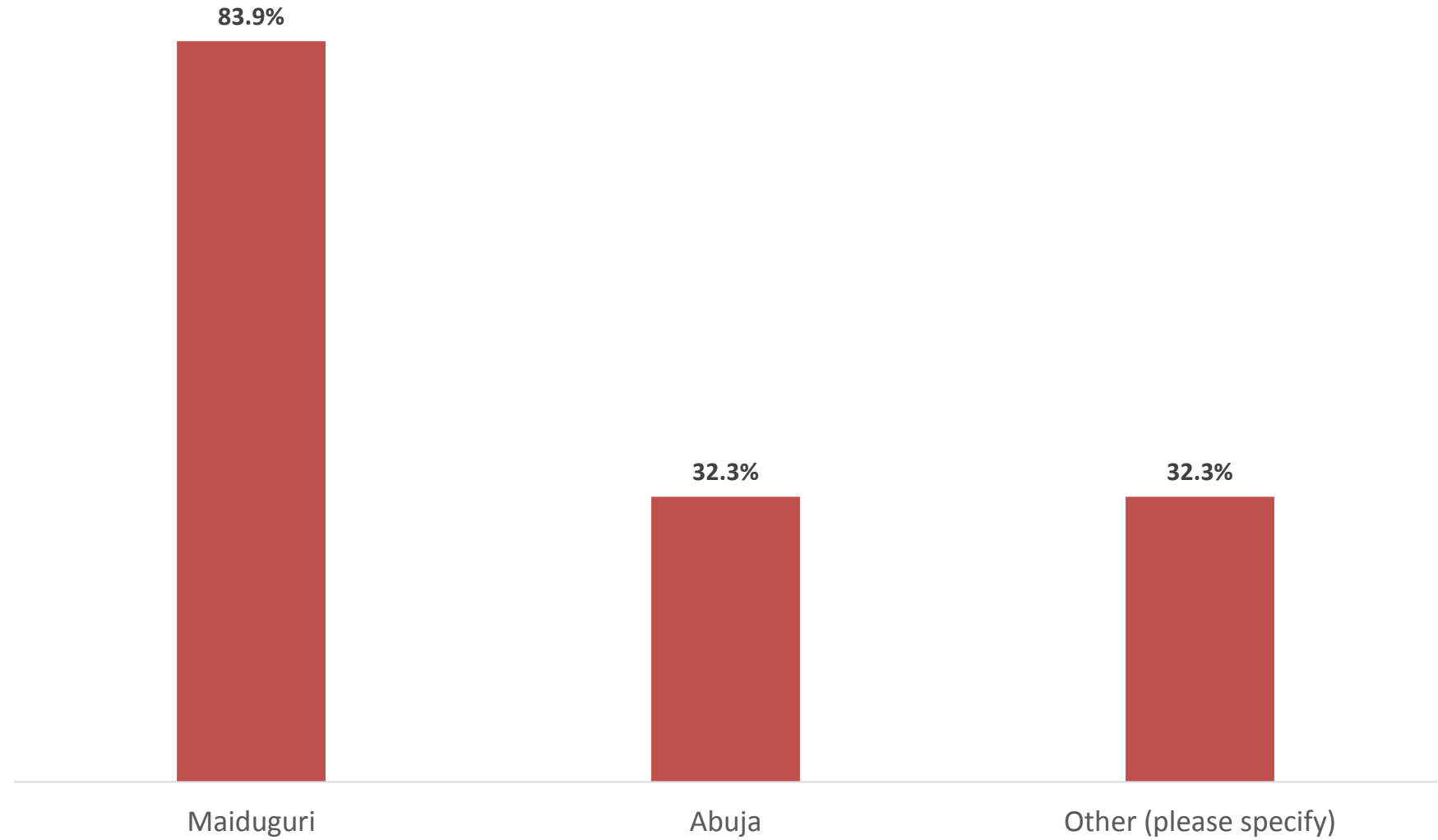
- Launched on 31 January 2017
- Closed on 21 February 2017
- 10 questions
- 31 different responses

What is your
organisation's
type?

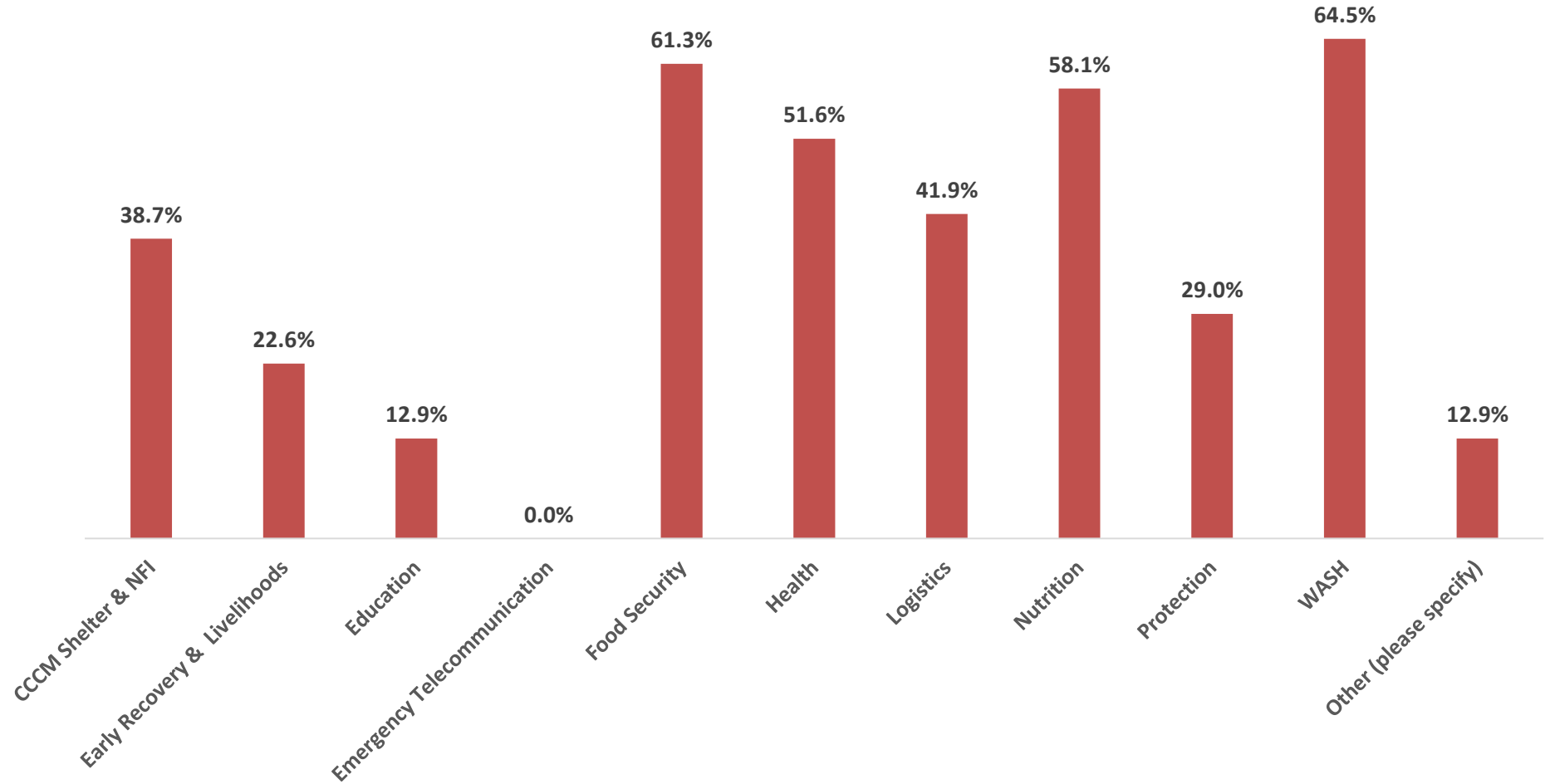


■ Local NGO ■ International NGO ■ UN agency ■ Government ■ Commercial company

What location do you
(as an individual)
work in?



Which sector/field does your organisation mainly work in?



How often do you use services facilitated by the Logistics Sector in Maiduguri?

Answer Options	Very Often	Often	Occasionally	Rarely	Don't use this service	Response Count
Use of common storage in Maiduguri	2	2	3	6	18	31
Attendance at Logistics Sector meetings in Maiduguri	11	10	5	2	3	31
Use of Information products (briefs, meeting minutes, maps etc)	8	14	5	2	2	31
Use of the Skype group	2	3	5	3	16	29

Please rate the usefulness of the Coordination services provided by the Logistics Sector

Answer Options	Very Useful	Useful	Partly Useful	Not Useful	N/A	Response Count
Meeting facilitation	15	10	3	0	3	31
Topics discussed	15	11	2	0	3	31
Availability of Logistics Sector team	18	6	3	0	3	30
Relevance and timeliness of answers provided by the Logistics Sector team	19	6	2	0	4	31
Skype Group	5	6	2	2	16	31

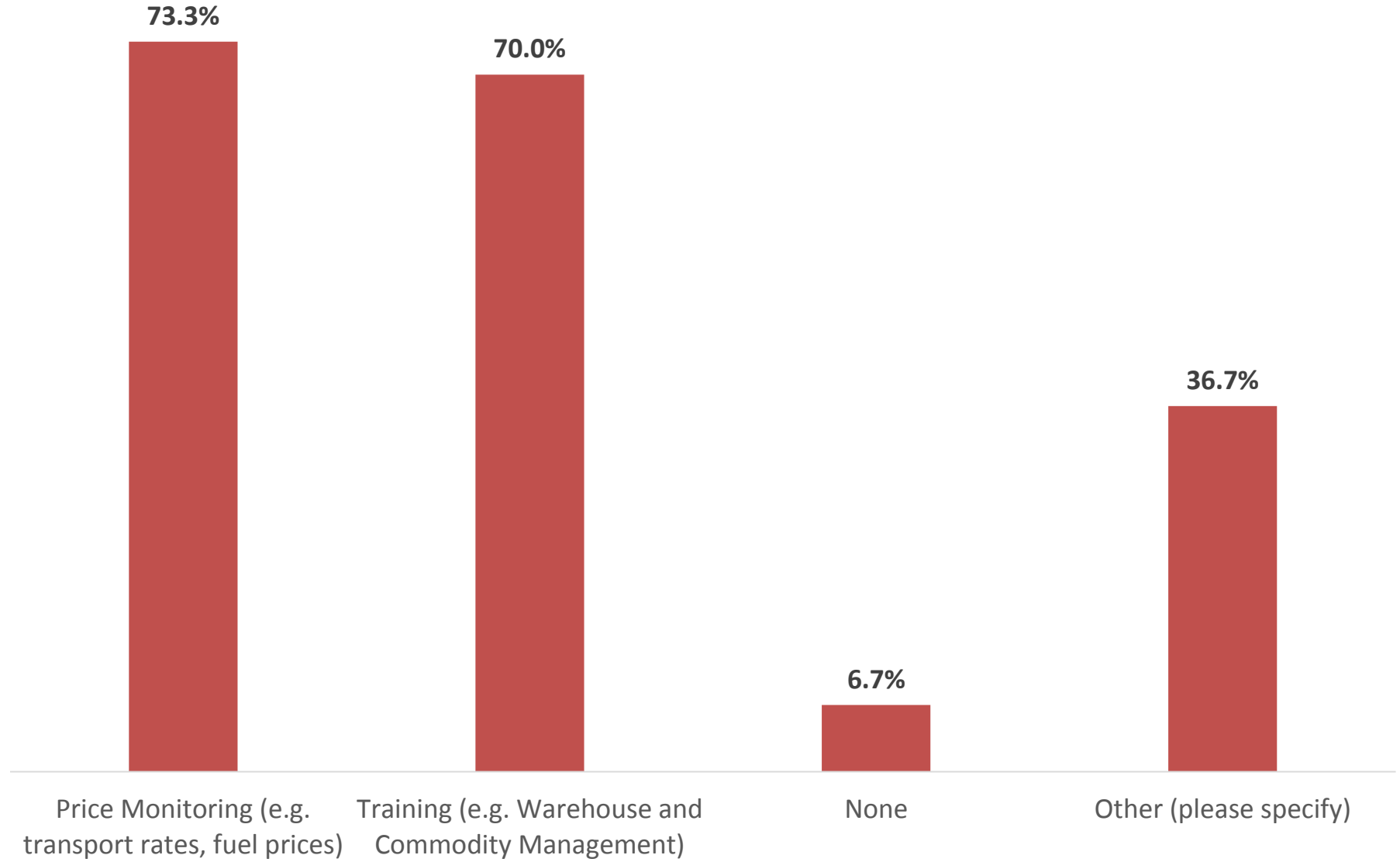
Please rate the usefulness of the Information Management services provided by the Logistics Sector

Answer Options	Very Useful	Useful	Partly Useful	Not Useful	N/A	Response Count
Meeting Minutes	15	12	2	0	2	31
SOPs for common logistics services	16	8	3	0	4	31
Briefings	12	12	1	1	4	30
Maps	20	7	0	0	3	30
Operation webpage	7	12	2	0	10	31

Please rate your overall satisfaction with the Logistics services provided

Answer Options	Very Satisfied	Satisfied	Partly Satisfied	Not Satisfied	N/A	Response Count
Common Storage						
– site location	7	7	1	0	14	29
– relevance of the service offered	10	4	4	0	11	29
– quality of service provided	8	5	0	0	15	28
Mobile Storage Unit						
– relevance of the loan service	7	6	0	0	17	30
– access to the service provided	7	6	0	0	17	30
– support provided for MSU set-up	7	6	0	0	17	30

Which other Logistics-related services would you or your organisation like to see introduced through the Logistics Sector to support your operation in Nigeria?



In your opinion, how challenging are the following logistics / access-related issues when delivering humanitarian aid effectively in Nigeria?

Answer Options	Very Challenging	Challenging	Quite Challenging	Not Challenging	N/A	Response Count
Customs	10	6	5	5	1	27
Transport Issues	6	10	6	6	1	29
Storage Issues	6	6	8	6	2	28
General Infrastructure	2	12	8	5	1	28
Security Clearances	5	10	10	4	1	30
Other (please specify)						4

Please provide any additional comments. What could be improved?

- 1 These forums are great, keep up with the good work. I only just joined the group (2 weeks). 2/21/2017 5:55 PM
- 2 Good collaboration, thank you. 2/13/2017 2:19 PM
- 3 Database 2/10/2017 9:15 AM
- 4 Involvement of more INGOs and Partners in the Sector, this will bring together a wealth of experience from other contexts beneficial for information sharing. 2/8/2017 10:00 AM
- 5 More implications of all the NGOs, but it doesn't depend of you. Thanks for your work 2/7/2017 8:42 PM
- 6 So far is fine. 2/7/2017 6:32 PM
- 7 The Logistics Sector is doing a great job. It quite a helpful initiative worthy of sustaining. 2/7/2017 6:09 PM
- 8 I just attended one meeting and my feedback might not be relevant or necessary at this stage. 2/7/2017 5:02 PM
- 9 Let's keep the LogCluster meeting on a bi-weekly schedule. The team is very easy to link with and approachable for day to day queries, so no need right now to change the frequency. 2/7/2017 4:58 PM
- 10 It would be great to get the skype group active: everyone posting requests there first, and people responding. Right now, it seems to have a 50% response rate for requests 2/4/2017 6:21 PM
- 11 Security clearance should be specific; indicating if security escort is given or not. 1/31/2017 2:49 PM
- 12 Thank you for sharing the link for the survey. Storage is the key problem in area where MC operates. 1/31/2017 2:27 PM



Thank you