

KEY RESULTS

 **97%** of partners surveyed were satisfied with DTM products, **8%** of whom were very satisfied

 **101** Partners took part in the 2023 User Survey

 **50%** of partners worked in the United Nations System

 **77%** partners were involved in humanitarian response (of which **42%** were both humanitarian and development actors)

USE OF PRODUCTS

Respondent awareness of the seven major products produced by DTM DRC was generally high. All surveyed respondents reported consulting or using various DTM products. The most frequently utilized products were DTM's Crisis Analysis, a form of rapid assessment, followed by provincial Mobility Tracking dashboards (98%), and the National Displacement Overview published in October 2023 (95%). The least frequently consulted DTM product was reports concerning assessments in areas of return, which were still consulted by over three quarters (79%) of respondents.

- ① Crisis Analysis
- ② Mobility Tracking
- ③ National Displacement Overview

An analysis of survey responses was also performed to establish how different elements of the DTM DRC product portfolio were utilized by respondents. All three of the most frequently consulted DTM DRC products were used to inform internal discussions in users' organizations for around two-thirds of respondents (68% - 76%). The DTM Crisis Analysis was used as a starting point for further analysis of internal displacement (60% of respondents). It was also used to provide contextual information on the displacement situation in North Kivu (60%), for advocacy purposes (58%) and for project design (56%).

Alongside being used for internal discussions, Mobility Tracking reports were primarily used by respondents for advocacy purposes (71%), and project/program design (68%). DTM's National Displacement Overview, released for the first time in 2023, was used by 65 per cent of respondents to improve their personal understanding of mobility dynamics in DRC (65%), to provide contextual information (64%), and for advocacy (42%).


OVERVIEW

The International Organization for Migration (IOM) has been actively implementing its Displacement Tracking Matrix (DTM) in the Democratic Republic of the Congo (DRC) since 2013. The DTM program in the DRC encompasses a wide range of activities, including displacement monitoring, registration, surveys, and flow monitoring. Through its reports and datasets, DTM serves as a vital source of information on displacement for the humanitarian community operating in the DRC by providing comprehensive data on large-scale mobility patterns at both regional and national levels, as well as timely updates on localized or short-term crises.

To improve the quality of DTM's products in the DRC and meet partner requirements, an online survey was conducted over a period spanning from December 5, 2023, to January 26, 2024. The primary objective of this survey was to gauge user experience and specifically focus on evaluating DTM's performance as a key provider of human mobility data within the DRC. The survey aimed to gather insights that would guide product development initiatives and enhance the relevance of DTM's offerings for its partners.

While the respondents to this survey do not represent a representative cross-section of DTM DRC product users, the insights gleaned from the results provide valuable information regarding partners' data requirements. This data will play a crucial role in shaping the future development and enhancement of DTM's offerings within the country.

RESPONDENT PROFILE

 **50%** of partners worked in the United Nations System

 **36%** of partners worked for NGOs/INGOs

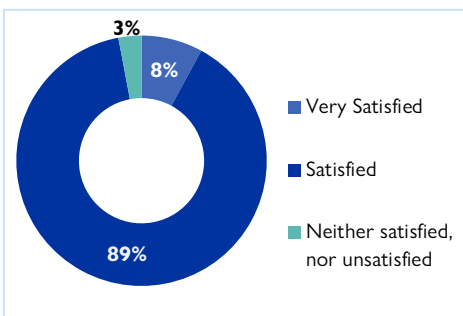
 **7%** of partners worked for donor entities

Of the 101 respondents to the 2023 user survey, half (50%) were representatives of United Nations System agencies, 36 per cent were personnel from non-governmental organizations (NGOs), both national and international. Seven per cent worked for donors, while four per cent represented DRC government entities. Three per cent of respondents were from other entities or individuals. In terms of sector involvement, 36 per cent were engaged in humanitarian programming, 22 per cent worked in development, and 42 per cent worked in both fields. Most respondents (76%) were located in the DRC, 19 per cent were in other African countries, and 1 per cent were located in Europe.

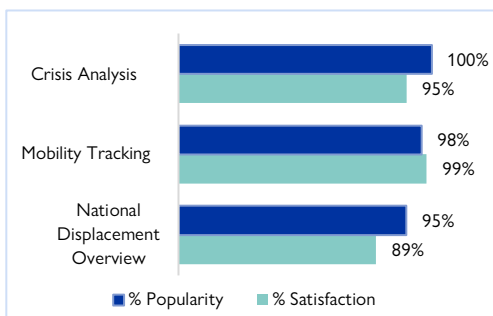
USER SATISFACTION

The vast majority (97%) of the users surveyed expressed satisfaction with DTM DRC products, with 8% of them indicating they were "very satisfied." This marks a significant increase compared to the previous user survey, where 85% of respondents reported such levels of satisfaction. The feedback on the quality of DTM's three most popular products in the DRC was also positive. Almost all (99%) of the surveyed users either agreed or strongly agreed that the Mobility Tracking dashboards were consistently of high quality. Similarly, 95 per cent of users found the Crisis Analyses to be of high quality, while 89 per cent expressed satisfaction with the National Displacement Overview.

RESPONDENTS' SATISFACTION WITH DTM DRC PRODUCTS



SATISFACTION WITH QUALITY OF 3 MOST POPULAR DTM PRODUCTS



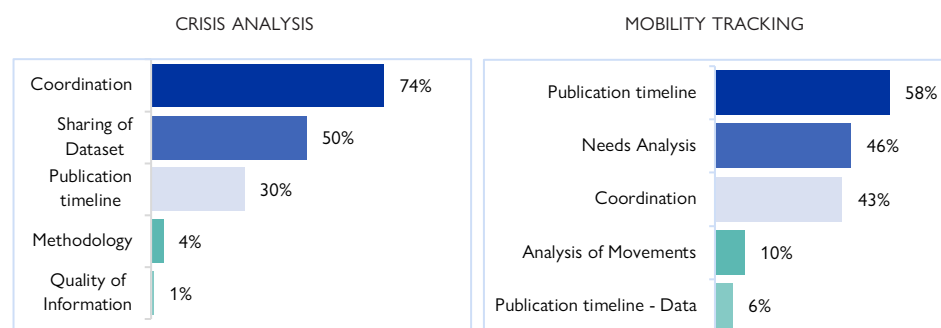
DIFFICULTIES AND SUGGESTIONS FOR IMPROVEMENT

The majority (58%) of respondents to the survey expressed that the publication of Mobility Tracking dashboards could be enhanced by improving the timeframe in which they are shared. This percentage marks a significant increase from the 41 per cent identified in the previous DTM DRC user survey conducted in 2022. The feedback suggests a growing demand for more timely dissemination of data as well as the report.

DTM has actively responded to this feedback by making substantial efforts to reduce the time-to-publication for Mobility Tracking information. Additionally, nearly half (46%) of the respondents highlighted that the needs analysis section of the report could benefit from clearer explanations. Furthermore, 43 per cent of participants pointed out that increased coordination with humanitarian partners is an area where the product could be strengthened.

DTM DRC has increased its capacity to share sensitive data throughout 2023, concluding eleven new data sharing agreements with key partners to facilitate rapid data sharing. Aggregate site-level statistics from registration activities are also extracted and shared with the National CCCM Cluster on a monthly basis.

SUGGESTIONS FOR IMPROVEMENT BY PRODUCT, % OF RESPONDENTS



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ACCESSING DTM PRODUCTS

The dissemination of DTM products varied across different channels. The survey revealed that 97 per cent of respondents received DTM reports via email through the DTM DRC mailing list. Additionally, 35 per cent of participants accessed reports through the [DTM DRC website](#), followed by 26 per cent who utilized the [reliefweb](#) online platform, and 21 per cent who visited the [DTM Global website](#). A smaller percentage, five per cent, accessed DTM DRC products through other sources.

DIFFICULTIES AND SUGGESTIONS FOR IMPROVEMENT

In this survey, users of DTM products were invited to provide feedback on how they believed DTM DRC could enhance its offerings and solidify its position as a leading provider of humanitarian data.

When questioned about DTM's Crisis Analyses, approximately 74 per cent of the respondents in the survey felt that there was room for improvement in coordinating with humanitarian partners. This was followed by suggestions for better sharing of relevant datasets (50%) and enhancing the timeliness of publication (30%). To address these concerns, DTM will ensure future iterations of products prominently feature the underlying dataset, thereby increasing its accessibility to readers.