Analyzing the results of the survey- Quality of e-services

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| Survey title | Quality of e-services | |
| Participants and participation percentages | Employers | 80.77% |
| Insured | 15.38% |
| Eligible | 3.85% |
| Number of replies | | 26 |
| The scientific level of the participants | Advanced studies | 19.23% |
| University | 61.54% |
| Secondary school | 11.54% |
| Others | 7.69% |
| Questions | | Percentages |
| The Authority provides services with high quality | | Medium |
| The Authority provides services on time | | Medium |
| The Authority provides proactive value-added services | | Medium |
| The completion of electronic services is characterized by ease and simplicity | | Medium |
| You do not need any technical support to complete these services | | Medium |
| What are your suggestions for these services? | | Medium |
| Participants' suggestions | | 1. Enhancing the level of technical support through a special channel of communication 2. Keeping the transaction and not rejecting it when the documents are incomplete 3. Linking the Authority’s systems with the Ministry of Human Resources and Emiratisation to facilitate some procedures 4. The possibility of registering the insured, if his data has not been canceled at the old employer |
| Survey analysis | | Participation percentages show that the target group was the highest participating in the survey, and in addition to the mentioned comments and suggestions, they emphasized the importance of making improvements to services to improve their quality in a way that reduces the waste of time and effort. |
| Recommendations | | * Making improvements to services or developing new systems that contribute to enhancing the quality of these services and providing them with appropriate standards for government services. |
| The department concerned with implementing the recommendations | | Information Technology Sector  with partners |