Analysis of the Results of the GPSSA's Social Media Channels Effectiveness Evaluation Survey

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| Survey Title |  GPSSA's Social Media Channels Effectiveness Evaluation |
| Participants and participation percentages | Employers  | 4.55% |
| Insured | 31.82% |
| Pensioner | **54.55%**  |
|  | Beneficiary | 9.09 % |
| Number of Replies | 22 |
| Scientific Level of Participants | Postgraduate Studies  | 4.55% |
| University | 36.36% |
| Secondary School | - |
| Other | 59.09 |
|  Questions | Percentages |
| The GPSSA has effective communication channels |  81.8% |
| These channels are diverse, comprehensive, and interactive | 77.30% |
| You receive the appropriate support if you communicate through these channels | 81.8% |
| These channels are one of your important means of getting awareness | 77.3% |
| Those in charge of those channels are characterized by rapid interaction and constructive cooperation | 81.8% |
| Do you suggest adding any other channels? | - |
| Survey Analysis | * The evaluation reveals that the social media are effective and able to meet the needs of customers, as they are appropriate channels for communication and awareness
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| Recommendations | * Raise awareness through the social media channels
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| The department concerned with implementing the recommendations | Government Communications Office  |