

Survey Analysis

Age Group:

Participants in the survey were divided into different age groups, focusing on those between 20 to 30 years, 30 to 40 years, and over 40 years.

Evaluation of the Steps to Benefit from the New Experimental E-Services:

- All age groups rated the steps to benefit from the new experimental e-services as 5 out of 5, indicating complete satisfaction with these steps.

Level of Satisfaction with the Quality of the New Digital Services:

- All age groups, except for the 30 to 40 years group, rated the quality of the digital services as 5 out of 5. The 30 to 40 years group gave a rating of 4 out of 5, suggesting that there is room for improvement in quality for this group.

Ease of Use of the E-Services:

- Most participants rated the ease of use and accessibility of the e-services as 5 out of 5, except for the 30 to 40 years group which rated it 4 out of 5, and the over 40 years group which gave lower ratings (3 out of 5) in some cases. This indicates that ease of use may need improvement in certain cases, particularly for the over 40 years group.
- A satisfaction rate of 100% indicates that participants were very satisfied with the services provided.

Ways to Learn About the New Experimental Services:

- Participants in the 20 to 30 years age group reported learning about the services through social media, newspapers, and the General Sports Authority website.
- Most participants from the older age groups (over 40 years) indicated that the General Sports Authority website was their primary source of information about the services, along with social media in some cases.

Conclusions:

1. **High Satisfaction:** Overall, there is significant satisfaction with the new experimental e-services, especially among the younger age groups.
2. **Quality Improvement:** Attention should be given to the 30 to 40 years group to enhance the quality of services to ensure their complete satisfaction.
3. **Ease of Use:** There is a need to improve ease of use, especially for the older age groups, to ensure a positive user experience.
4. **Awareness:** Social media and the General Sports Authority website are the most effective channels for raising awareness about the new services, which calls for enhancing these channels in the future.

Recommendation:

Increase the number of digital channels.

Decision Made:

A Telegram channel has been opened.

