Analyzing the results of the survey- Proactively update data for categories of retirees and beneficiaries

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| Survey title | Proactively update data for categories of retirees and beneficiaries |
| Participants and participation percentages | Employers  | 54.17%  |
| Insured | 20.83%  |
| Retirees | 16.67%  |
| Eligible  | 8.33%  |
| Number of replies | 24 |
| The scientific level of the participants | Advanced studies  | 8.33%  |
| University | 70.83%  |
| Secondary school | 16.67% |
| Others | 4.17%  |
|  Questions | Percentages |
| Did you know that the Authority launched a proactive service to update the data of senior retirees, widows and unmarried women? |  Medium |
| Have you benefited from this service before? | Medium |
| How satisfied are you with this service? | Medium |
| Do you have more suggestions about this service? | Medium |
| Survey analysis | * Participation percentages and the type of the participants show that the target group was the least participating in the survey, which may indicate that it is not sufficiently familiar with the service.

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| Recommendations | * Promote awareness about the service in the media and social media channels
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| The department concerned with implementing the recommendations | Customer Happiness DivisionGovernment Communications Office |