## Analyzing the results of the survey- Service Request through UAE Pass

|  |  |
| --- | --- |
| Survey title | Service Request through UAE Pass |
| Participants and participation percentages | Employers  | 89.29% |
| Insured | 3.57% |
| Retiree | 7.14% |
| Number of replies | 28 |
| The scientific level of the participants | Advanced studies  | 21.43% |
| University | 50%  |
| Secondary school | 14.29% |
| Others | 14.29 |
|  Questions | Percentages |
| Do you have a digital ID account? |  Medium |
| Do you know that the Authority provides an access feature to perform its services through the digital identity? | Medium |
| How often do you use the digital identity to perform the Authority's services | Medium |
| How often do you use the registration feature to perform the Authority's services | Medium |
| Do you prefer to have the registration and digital identity together to perform the Authority's services | Medium |
| Survey analysis | * The evaluation shows the intensity of the participation of employers, as they are the ones who use the registration feature the most, because most of these accounts are public accounts and not personal accounts.

  |
| Recommendations | * Provide registration options that suit the nature of users all registration options
* Promote awareness of the importance of using the digital identity in the registration process for the categories that perform services of a personal nature.
 |
| The department concerned with implementing the recommendations | Information Technology SectorGovernment Communications Office  |