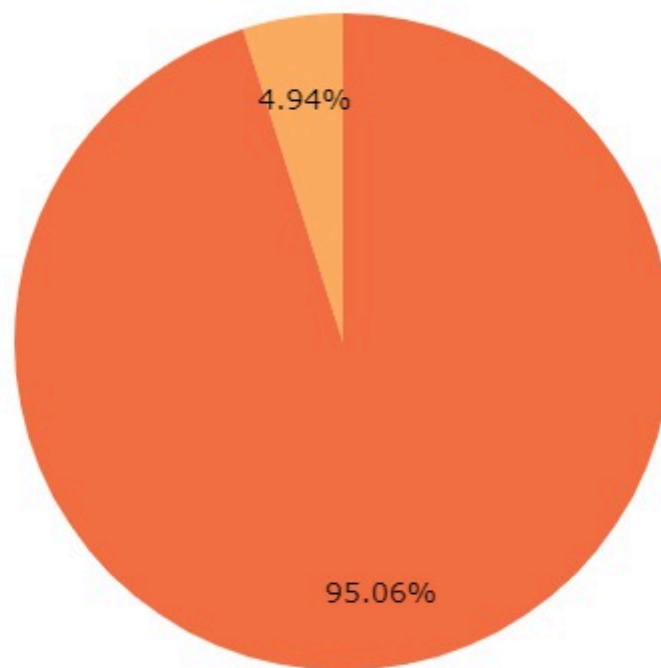


Q.1 Have you obtained one of the services provided by the Ministry of Health and Prevention through electronic and smart channels?

Total responses 81

Total skipped 0

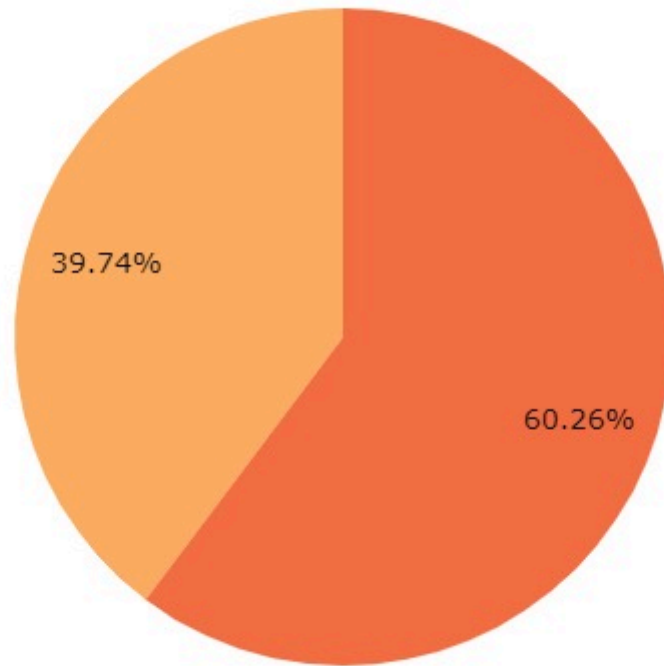


	Yes	95.06 %
	No	4.94 %

Q.2 Which channel did you get the service from?

Total responses 78

Total skipped 3

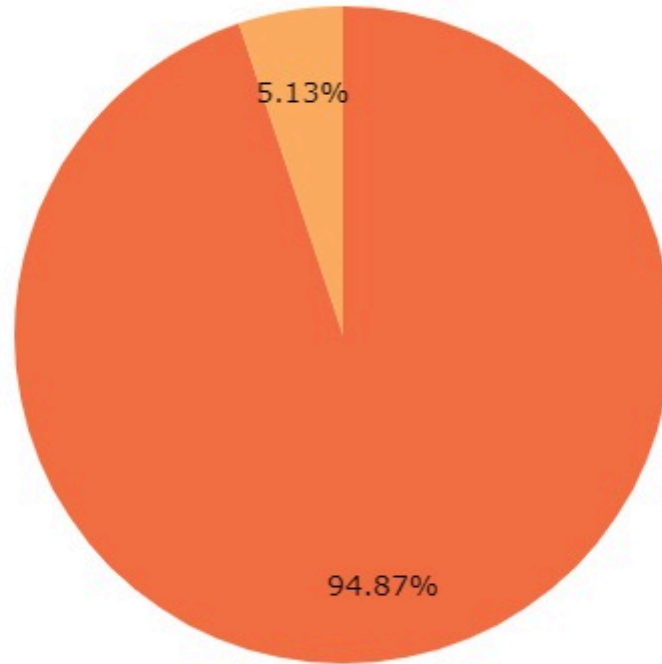


	Website	60.26 %
	Smart App	39.74 %

Q.3 How satisfied are you with the e-service you received?

Total responses 78

Total skipped 3



■	Satisfied	94.87 %
■	Not satisfied	5.13 %

Q.4 What are your proposals for the development of electronic services and its channels and steps?

Total responses 31

Total skipped 50

1. Saving time
2. Continue improving
3. shefaa need to update , so we can enter our daughter or son as there is no options to add them and check their results
4. None as of now
5. To keep access simple
6. should be easily available and fast avoid time consuming
7. Should be easy to use

8. n/a
 9. To keep all the search words in easy reach
 10. GOOD
 11. nothing special ,keep going, all the best
 12. To keep training with feedback and every one should try to do his best in order to improve electronic services and to correct mistakes as much as possible
 13. Its very good
 14. It's excellent
 15. not user friendly, need to update
 16. efforts and time saved.
 17. nil
 18. Good
 19. NO NEW COMMENTS
 20. To be more fast
 21. thank you
 22. Great
 23. In smart service MOH website, need option for add family member details to get certificate for import medicine for personal use. I am struggling for that. Need guidance to change applicant details through my login id
 24. Link up with whatsapp for receiving case updates
 25. حسن
 26. More options of appointments bookings
 27. App keeps crashing and logging off
 28. Not satisfied at all service provided by MOHAP website and call center, no response at all after raising complaints for several days could not get my premedical examination report after one month
 29. good
 30. to be improve
 31. this is a very good, quick and easy to reach out services at the hand itself
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