



## **The Digital Counseling Outcomes:**

### **The customers' opinion on the website and on the smart application of the Ministry of Energy and Infrastructure**

As part of the Ministry of Energy and Infrastructure's endeavor to develop the website and the smart application to satisfy the public and to enhance the users' experience, this counseling was created to know the public's opinion and requirements in the design of the website and the smart application. Previously, the digital counseling (involving the community in the design and development of the mobile application and the digital services) was published to know their needs and expectations, which greatly contribute to supporting the Ministry's efforts.

The Ministry of Energy and Infrastructure worked on studying the opinions of the public and implementing the proposals that would improve and develop the website and the smart application to raise the happiness of customers. Accordingly, the website and the smartphone application were launched with its new look, and the following points were taken into account:

- Facilitating access to services.
- Highlighting the communication channels.
- Easy access to information.
- Responsive website design improvement.
- Improved smartphone app design.



Opinion polls were also published on the new design after the launch, and the result was excellent, with a score of 96.45%.

**What Do You Think About The New Design Of Ministry's Website?**

08/09/2021

Options	Percentage	Respondents
Excellent	96.45%	163
Very Good	1.78%	3
Good	1.78%	3