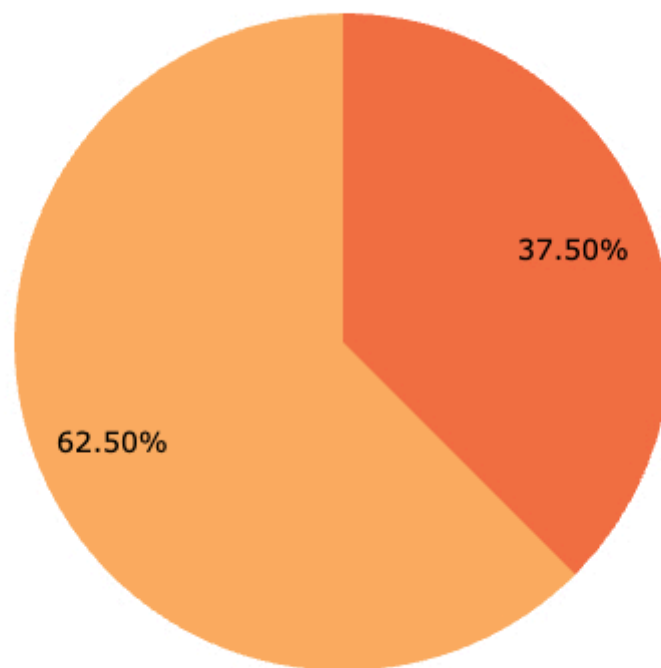


Q.1 Which one do you prefer, the MoHAP website or the smart application?

Total responses 32

Total skipped 2



	website	37.5 %
	smart application	62.5 %

---

Q.2 What was your first impression of the website?

Total responses 25

Total skipped 9

The new website is quite confusing unlike the previous home page

Access

Slow/lagging

Easy to access

Poor

Good

Good

Good

Better

Great

Good

All the info provided

Terrible not User friendly at all

Fairly understandable

lag

Excellent

Accessible and easy to navigate the applications contents

Complicated not friendly

Great

Excellent

it is slow

سهل وصول الاجابه

جيد جدا

Mohap

جميل

---

### Q.3 What was your first impression of the smart application?

Total responses 26

Total skipped 8

i noticed that the smart application is quite different from the website as it has some things that you

cannot find in the website

Easy access

Fast

Same as website

Poor

Good

Good

Excellent

Good

Great

Good

Pathetic

Fairly understandable

easy but was directed to a website as well

Excellent

Good

Helpful

Completed and poor

Great

Easy access

good

سهل

It is easier and faster

لا اذكر

Good

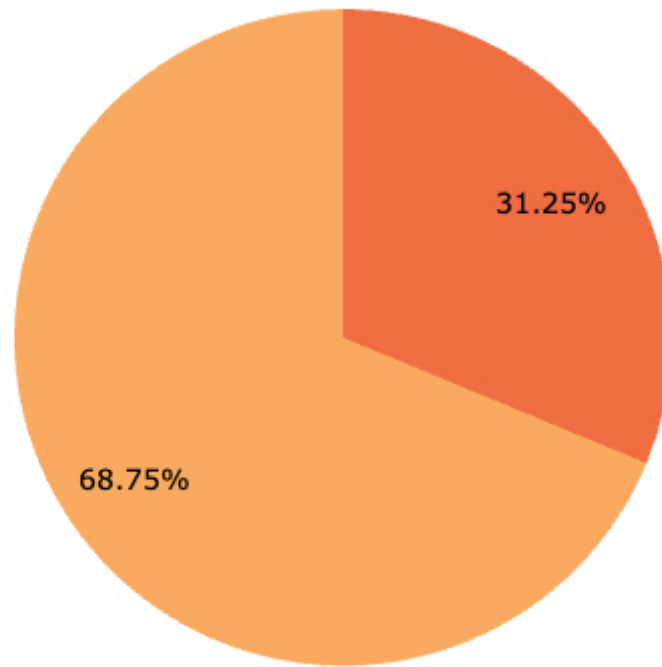
جميل

---

Q.4 Did you face any problem during navigating the MoHAP website or the smart application? If yes, please mention.

Total responses 32

Total skipped 2



	Yes	31.25 %
	No	68.75 %

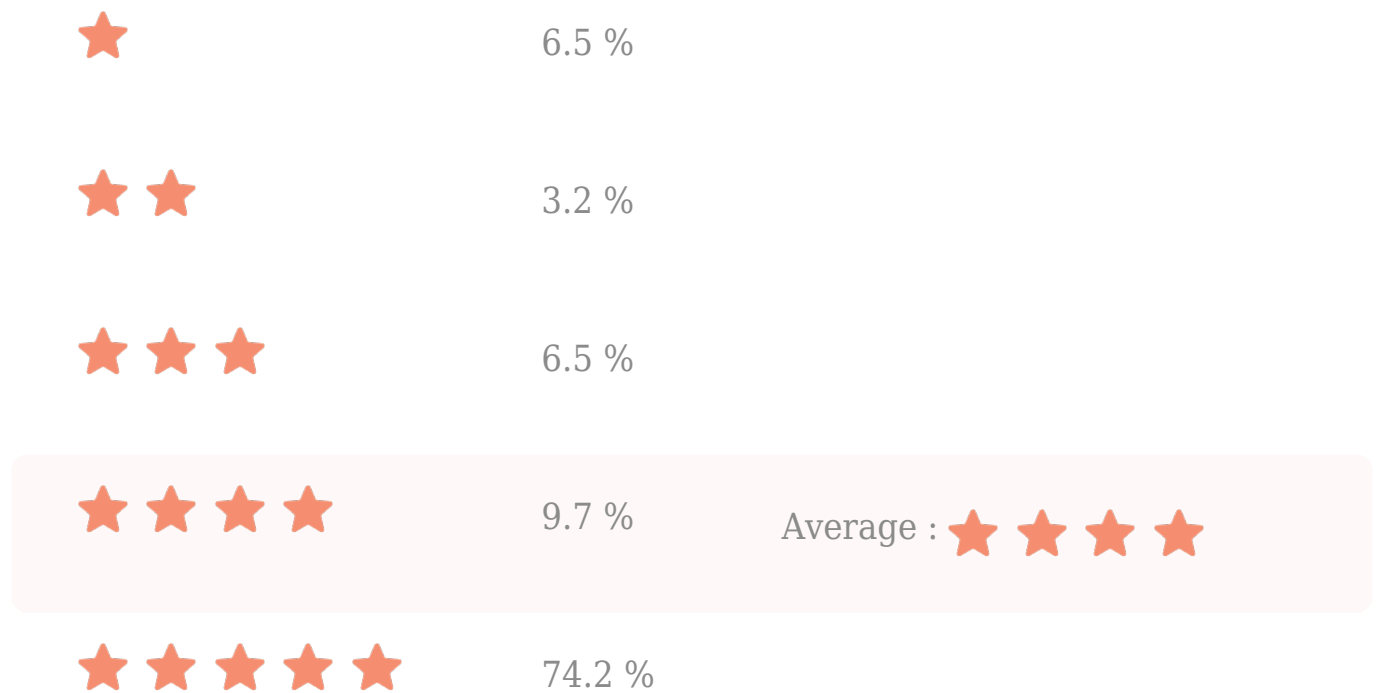
1. There are some things that you can see from the smart application that is not showing from the website. The home page seems to be more confusing now.
2. Slowness
3. It didn't login using UAE Pass
4. For leave attestation and the response was received after 1 week and that too after calling the customer care... very bad service
5. Payments errors and receiving alots email from mohap for the same transaction
6. Unable to login

---

Q.5 How easy was it for you to navigate the website and find what you were looking for?

Total responses 31

Total skipped 3



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Q.6 How easy was it for you to navigate the application and find what you were looking for?

Total responses 32

Total skipped 2





9.4 %



9.4 %

Average :



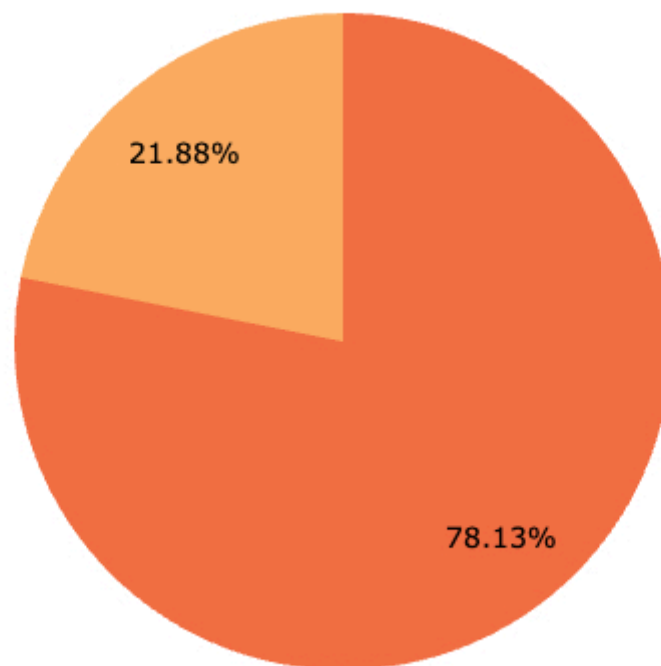
71.9 %

---

Q.7 Based on your first impression, would you be interested in returning to the website in the future?

Total responses 32

Total skipped 2



Yes

78.13 %

■ No

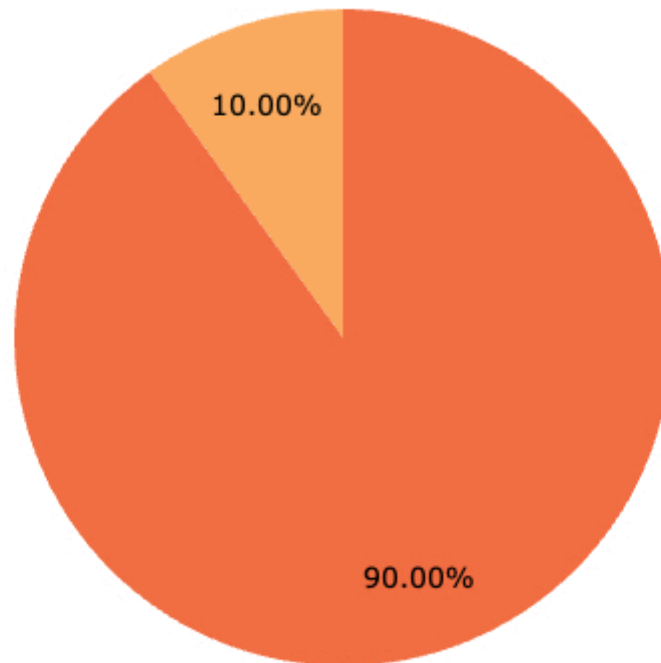
21.88 %

---

Q.8 Based on your first impression, would you be interested in using to the application in the future?

Total responses 30

Total skipped 4



■ Yes

90 %

■ No

10 %

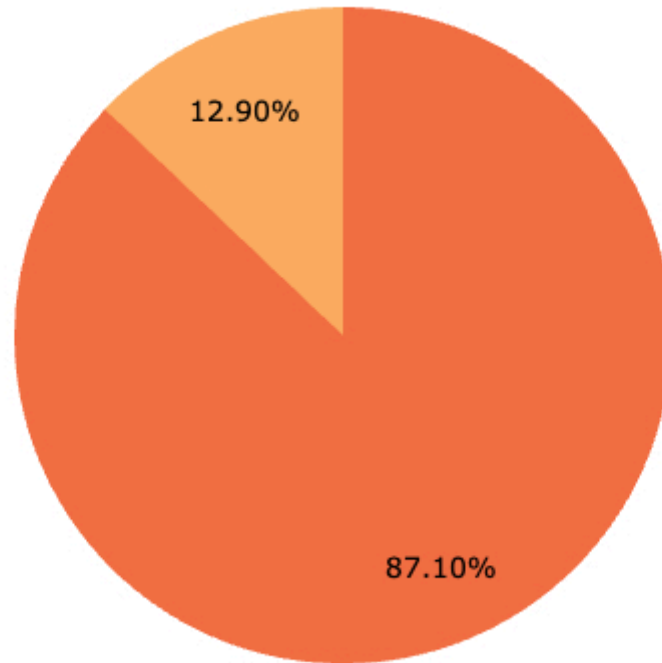
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Q.9 Were the information and content on the website smart application useful to you?

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Total responses 31

Total skipped 3



	Yes	87.1 %
	No	12.9 %

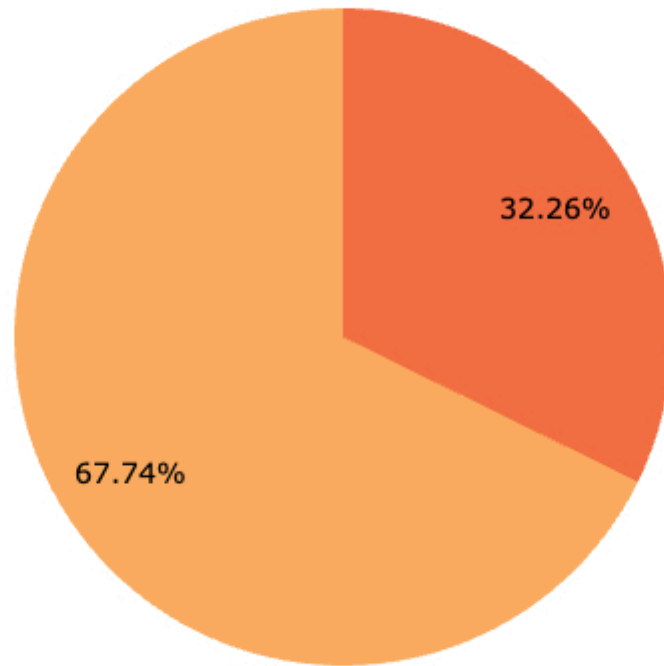
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Q.10 Are you an Emirati national or a resident?



Total responses 31

Total skipped 3





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	Emirati national	32.26 %
	Resident	67.74 %

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