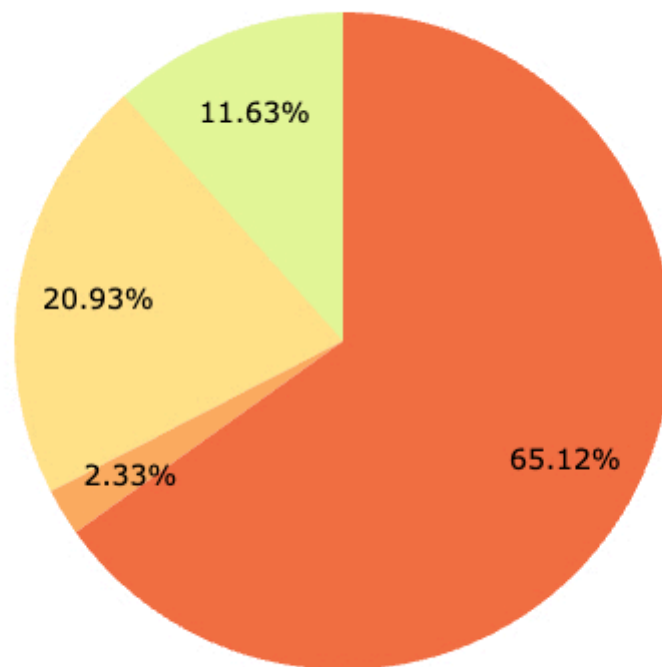






Q.1 Which MOHAP service category are you using?

Total responses 43

Total skipped 0

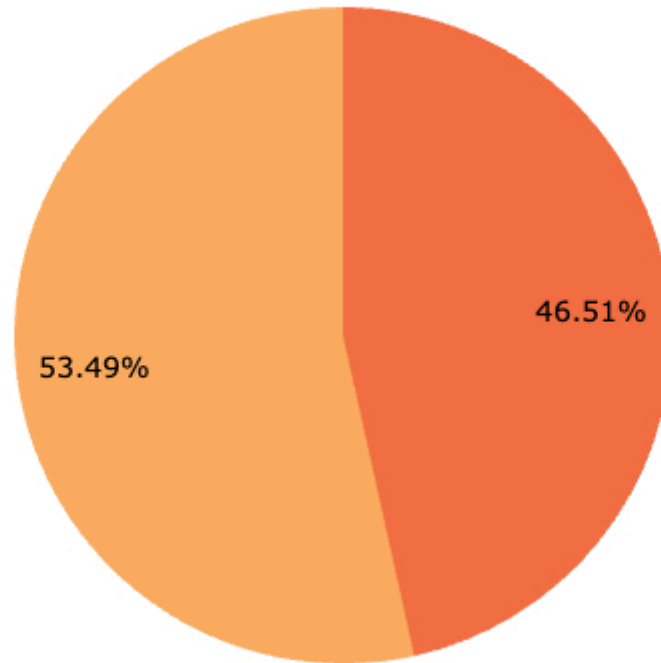


| | | |
|---|---------------------|---------|
|  | Individual Services | 65.12 % |
|  | Business Services | 2.33 % |
|  | Government services | 20.93 % |
|  | Social services | 11.63 % |

Q.2 Did you use the chatbot to get support before?

Total responses 43

Total skipped 0

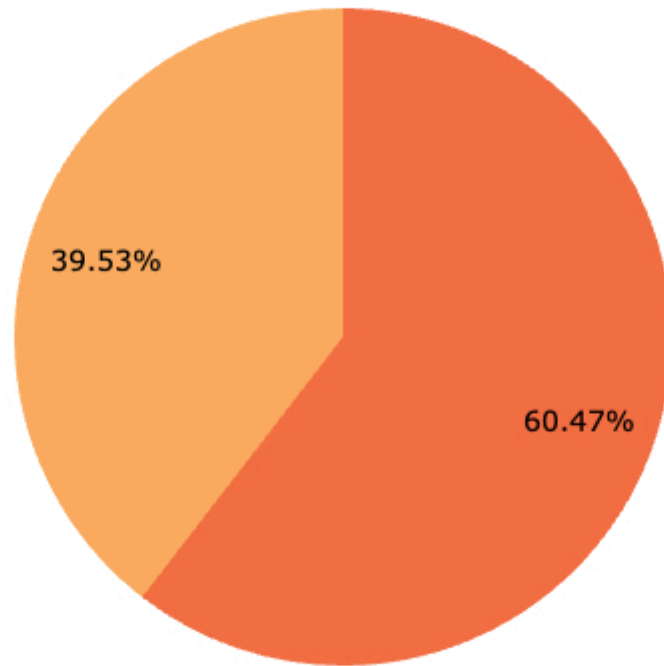


| | | |
|---|-----|---------|
|  | Yes | 46.51 % |
|  | No | 53.49 % |

Q.3 Did you find the chatbot support to be responsive and helpful?

Total responses 43

Total skipped 0

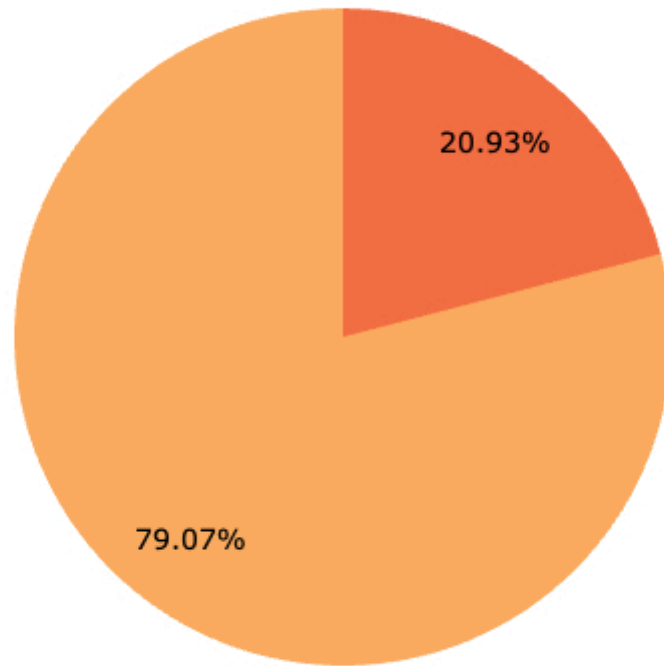


| | | |
|---|-----|---------|
|  | Yes | 60.47 % |
|  | No | 39.53 % |

Q.4 Did you avail a MOHAP service through WhatsApp before?

Total responses 43

Total skipped 0



| | | |
|---|-----|---------|
|  | Yes | 20.93 % |
|  | No | 79.07 % |

Q.5 Is it easy to find the chatbot in the MOHAP website and smart application?

Total responses 31

Total skipped 12

Yes

Yes

Yes

Yes

Yes

Yed

Yes

Yes

Yes

Yes but you wait ages no response so useless

انا اصحاب الهمم اقول شكرا

نعم

لم اجرب بعد

Yes

Yes

t

Yes

yes

نعم

نعم

yes

نعم

نعم

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نعم

نعم

NO

نعم

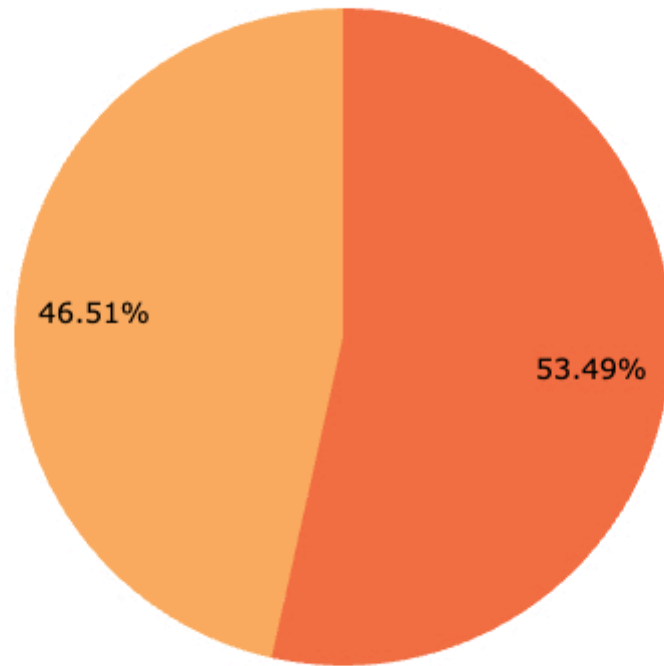
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الموقع الالكتروني

Q.6 Are you an Emirati national or a resident?

Total responses 43

Total skipped 0



| | | |
|---|------------------|---------|
|  | Emirati national | 53.49 % |
|  | Resident | 46.51 % |