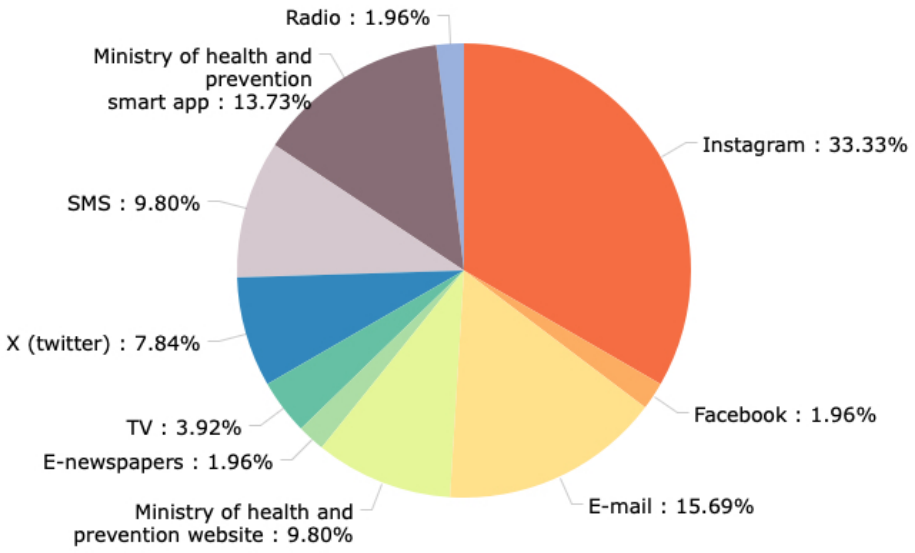
Q. 1 What communication channel do you prefer to stay updated on MoHAP updates?

Total responses 26

Total skipped 0



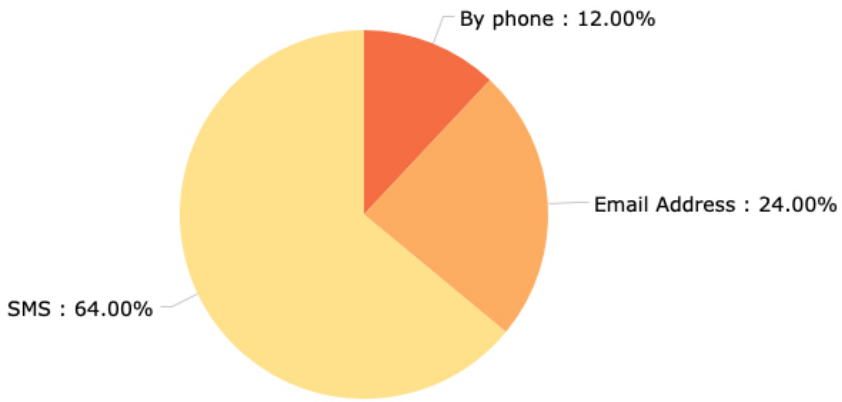
Instagram	33.33 %
Facebook	1.96 %
E-mail	15.69 %
Ministry of health and prevention website	9.8 %
E-newspapers	1.96 %
TV	3.92 %

	X (twitter)	7.84 %
	SMS	9.8 %
	Ministry of health and prevention smart app	13.73 %
	Radio	1.96 %

Q. 2 What is your preferred channel for the Ministry to communicate with you?

Total responses 25

Total skipped 1



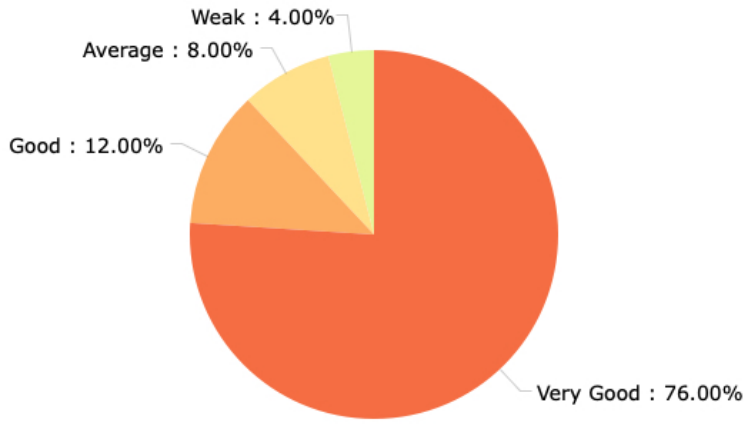
	By phone	12 %
	Email Address	24 %
	SMS	64 %

Q. 3 How familiar are you with the Ministry's communication channels for

inquiries, complaints, or suggestions?

Total responses 25

Total skipped 1



Very Good	76 %
Good	12 %
Average	8 %
Weak	4 %

Q. 4 Do you have any comments or suggestions to enhance communication between the Ministry and the public?

Total responses 8

Total skipped 18

Yes, I have a problem for registration. I live in Iran and I can't register on website because I can't receive confirmation sms in Iran.Please add email option in this part.

الاتصال المرئي

Faster and more reliable communication should be provided

لاتوجد

لا

قترح إنشاء برنامج رقمي مخصص وسهل الاستخدام يهدف إلى تسهيل تواصل الجمهور مع الجهات المعنية، وتمكينهم من الوصول إلى الخدمات المطلوبة بكل يسر ووضوح. يركز البرنامج على تقديم تجربة استخدام سلسة، ويعزز من مستوى الشفافية والكفاءة في تقديم الخدمات.

Better options to communicate is via phone calls/texts and then emails

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