



Road Level Request Survey

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

Q1

All the information required to apply for this e-service is clear.

Answered: 25 Skipped: 0

4.2★
average rating



	لا اوافق STRONGLY DISAGREE	(NO LABEL)	(NO LABEL)	(NO LABEL)	ارفق STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
☆	12.00% 3	0.00% 0	12.00% 3	4.00% 1	72.00% 18	25	4.24

Q2

The eService is simple to use.

Answered: 25 Skipped: 0

4.6★
average rating



	لا اوافق STRONGLY DISAGREE	(NO LABEL)	(NO LABEL)	(NO LABEL)	ارفق STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
☆	4.00% 1	0.00% 0	8.00% 2	4.00% 1	84.00% 21	25	4.64

Q3

The contact information is available in case you face a difficulty using the service.

Answered: 24 Skipped: 1

4.0★
average rating



	لا اوافق STRONGLY DISAGREE	(NO LABEL)	(NO LABEL)	(NO LABEL)	ارفق STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
☆	16.67% 4	4.17% 1	12.50% 3	0.00% 0	66.67% 16	24	3.96



Q4

The e-service procedural steps are easy to follow.
من السهل اتباع الخطوات الإجرائية للخدمة الإلكترونية

Answered: 25 Skipped: 0

4.4★
average rating



	لا أوافق STRONGLY DISAGREE	(NO LABEL)	(NO LABEL)	(NO LABEL)	أوافق STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
★	4.00% 1	0.00% 0	20.00% 5	4.00% 1	72.00% 18	25	4.40

Q5

The e-service has kept me updated about the status of my application.
تمكنني الخدمة الإلكترونية من الاطلاع على حالة طلبي

Answered: 22 Skipped: 3

4.6★
average rating



	لا أوافق STRONGLY DISAGREE	(NO LABEL)	(NO LABEL)	(NO LABEL)	أوافق STRONGLY AGREE	N/A لا ينطبق	TOTAL	WEIGHTED AVERAGE
★	4.55% 1	0.00% 0	9.09% 2	4.55% 1	77.27% 17	4.55% 1	22	4.57

Q6

Generally, how satisfied are you with the e-service?
بشكل عام ، ما مدى رضاك عن الخدمة الإلكترونية؟

Answered: 25 Skipped: 0

4.2★
average rating



	VERY DISSATISFIED غير راضٍ تماماً	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED راضٍ تماماً	TOTAL	WEIGHTED AVERAGE
★	4.00% 1	8.00% 2	16.00% 4	4.00% 1	68.00% 17	25	4.24



Q7

What additional features/information to this e-service would improve your experience?
ما الميزات الإضافية لهذه الخدمة الإلكترونية التي من شأنها تحسين تجربتك؟

Answered: 13 Skipped: 12

وجود خدمة التواصل المباشر

1/7/2025 07:59 AM

OK

10/14/2024 01:06 PM

توفير خدمة الترشح

10/9/2024 09:43 AM

تسهيل الإجراءات

8/8/2024 11:12 AM

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