



استبيان خدمة متابعة الطلبات الإلكترونية (المواطنين والمجالس البلدية)
Application Follow Up eService Survey

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

Q1

جميع المعلومات المطلوبة لتقديم لهذه الخدمة الإلكترونية واضحة
All the information required to apply for this e-service is clear.

Answered: 9 Skipped: 0

3.4★
average rating



| | لا اوافق STRONGLY DISAGREE | (NO LABEL) | (NO LABEL) | (NO LABEL) | ارافق STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|---|----------------------------------|---------------|---------------|---------------|----------------------------|-------|---------------------|
| ☆ | 11.11% 1 | 22.22% 2 | 22.22% 2 | 0.00% 0 | 44.44% 4 | 9 | 3.44 |

Q2

الخدمة الإلكترونية سهلة الاستخدام
The eService is simple to use.

Answered: 9 Skipped: 0

3.6★
average rating



| | لا اوافق STRONGLY DISAGREE | (NO LABEL) | (NO LABEL) | (NO LABEL) | ارافق STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|---|----------------------------------|---------------|---------------|---------------|----------------------------|-------|---------------------|
| ☆ | 0.00% 0 | 33.33% 3 | 22.22% 2 | 0.00% 0 | 44.44% 4 | 9 | 3.56 |

Q3

تتوفر معلومات الاتصال في حال مواجهة صعوبة في استخدام الخدمة
The contact information is available in case you face a difficulty using the service.

Answered: 9 Skipped: 0

2.9★
average rating



| | لا اوافق STRONGLY DISAGREE | (NO LABEL) | (NO LABEL) | (NO LABEL) | ارافق STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|---|----------------------------------|---------------|---------------|---------------|----------------------------|-------|---------------------|
| ☆ | 33.33% 3 | 11.11% 1 | 22.22% 2 | 0.00% 0 | 33.33% 3 | 9 | 2.89 |



Q4

The e-service procedural steps are easy to follow.

Answered: 9 Skipped: 0

3.2★
average rating



| | لا اوافق STRONGLY DISAGREE | (NO LABEL) | (NO LABEL) | (NO LABEL) | ارفق STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|---|----------------------------------|---------------|---------------|---------------|---------------------------|-------|---------------------|
| ★ | 33.33% 3 | 11.11% 1 | 0.00% 0 | 11.11% 1 | 44.44% 4 | 9 | 3.22 |

Q5

The e-service has kept me updated about the status of my application.

Answered: 9 Skipped: 0

4.0★
average rating



| | لا اوافق STRONGLY DISAGREE | (NO LABEL) | (NO LABEL) | (NO LABEL) | ارفق STRONGLY AGREE | لا ينطبق N/A | TOTAL | WEIGHTED AVERAGE |
|---|----------------------------------|---------------|---------------|---------------|---------------------------|-----------------|-------|---------------------|
| ★ | 11.11% 1 | 0.00% 0 | 11.11% 1 | 33.33% 3 | 44.44% 4 | 0.00% 0 | 9 | 4.00 |

Q6

Generally, how satisfied are you with the e-service?

Answered: 9 Skipped: 0

3.8★
average rating



| | VERY DISSATISFIED | (NO LABEL) | (NO LABEL) | (NO LABEL) | VERY SATISFIED | TOTAL | WEIGHTED AVERAGE |
|---|----------------------|---------------|---------------|---------------|-------------------|-------|---------------------|
| ★ | 11.11% 1 | 11.11% 1 | 22.22% 2 | 0.00% 0 | 55.56% 5 | 9 | 3.78 |



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: 5 Skipped: 4

التابعه

11/29/2023 12:41 PM

يرجى وضع رقم اتصال في حال التأخر على الطلب.. يكون للجسطنر

9/21/2023 02:06 AM

لحالف لا يوجد متابعة من الموظفين لعائلات التقديم صرنا نقدم طلبات ومالي اي تجارب من الموظفين

8/17/2023 08:54 AM

سهلة وسريعة

2/12/2023 11:29 PM

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