



نتقدم بثقة
Moving Forward
with Confidence



Al Buraimi
Governorate



Analysis of the results of the questionnaire measuring the quality of call center services (the Communications Department of the Customer Service Department) in Al Buraimi Governorate

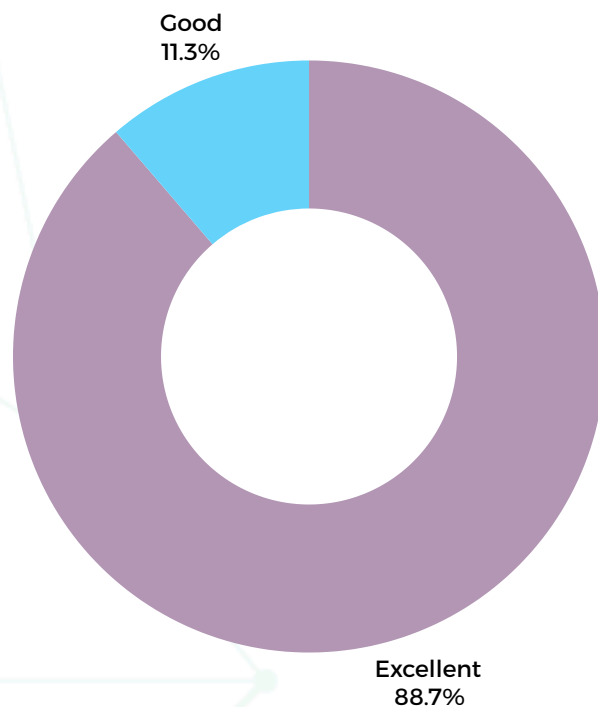
This questionnaire was prepared to measure customer satisfaction with the quality of services provided by the Call Center (Communication Department of the Customer Service Department) in Al Buraimi Governorate to support the Tajawub platform.

Number of responses: 43

The questionnaire questions to measure the quality of call center services (communication department) in Al Buraimi Governorate to support the Tajawub platform included the following:

1 | Do you have prior knowledge of the Tajawub platform for submitting complaints, suggestions, and inquiries?

Yes	no
%88.7	%11.3

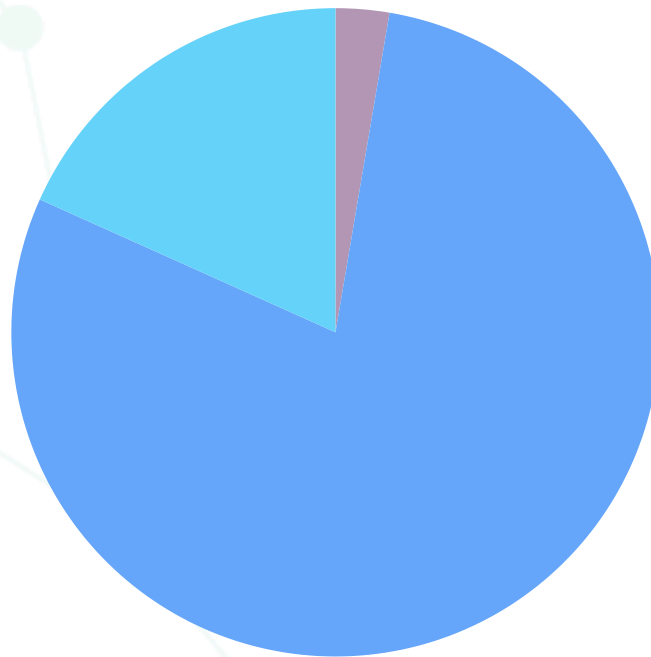


2 How did you learn about the Tajawab platform?

Through the government agency's website	via social media	Through the call center or customer service employee	Through an event or awareness campaign	Other
%2.7	%80	%18.3	%0	%0

By calling or customer service representative

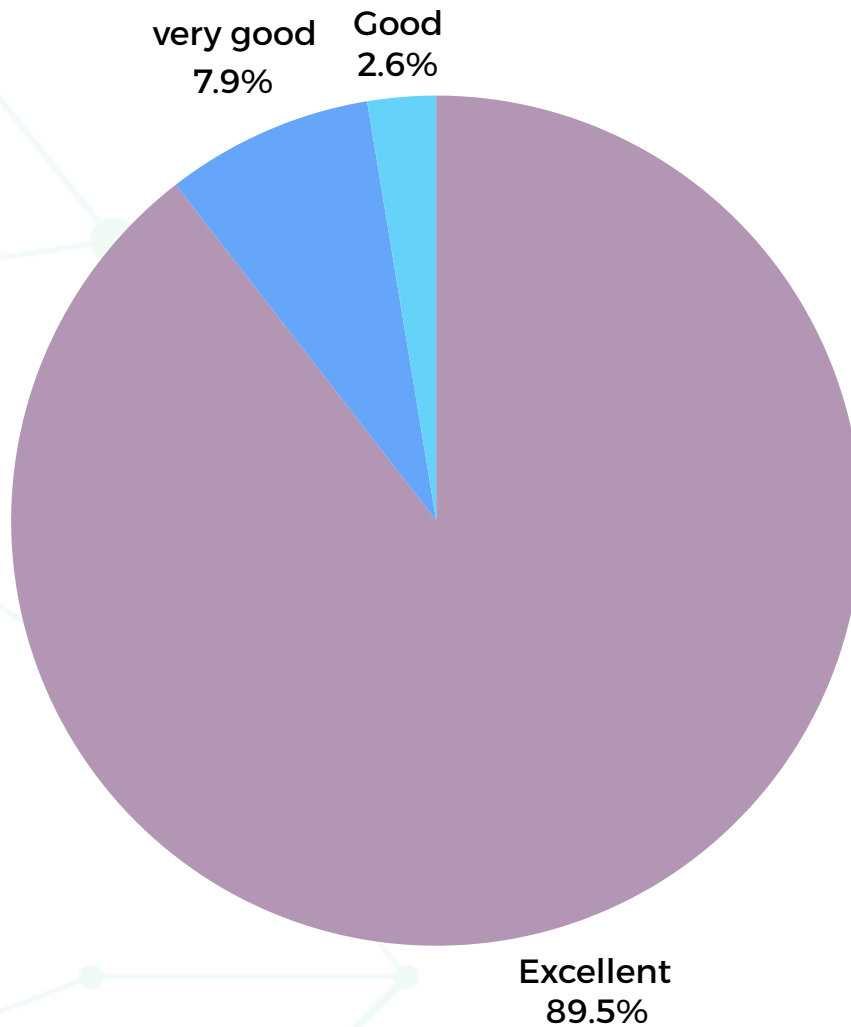
18.3%



via social media
79.1%

3 | What do you think of the Communications Department's efforts to direct you to communicate through official platforms such as Tajawab?

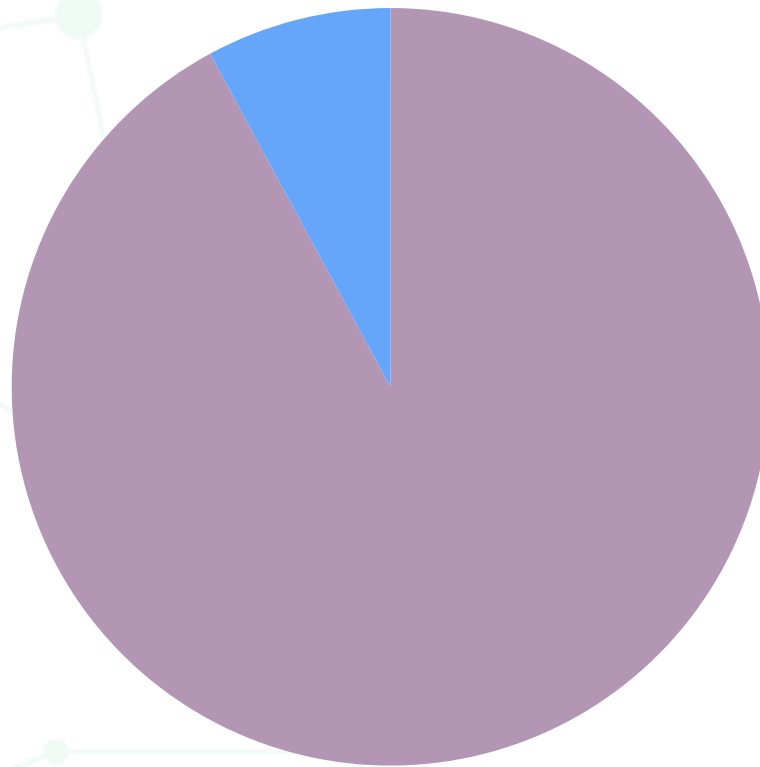
Excellent	very good	Good	weak
%89.5	7.9 %	2.6 %	0 %



4 In your experience, do you think the information provided by the Communications Department (whether via the website or social media) was clear and made the Tajawab platform easier for you to use?

Yes, it was helpful and easy to understand.	Partially, some of the information was clear.	No, I did not benefit from these channels.	I have not viewed any content from the contact section.
%92.1	7.9 %	0 %	0%

Partially, some of the information was clear.
7.9%



Yes, it was helpful and easy to understand.
92.1%

5 | What are your suggestions for enhancing the role of the Communications Department in guiding beneficiaries towards using government digital platforms such as Tajawub?

- 1 | Intensify awareness campaigns through various media channels (radio, newspapers, official channels, social media) explaining the use and benefits of the Tajawub platform.
- 2 | Use real-life stories of cases where beneficiaries successfully resolved their problems quickly through the platform.
- 3 | Short videos explaining how to use the platform step by step, as well as infographic designs.
- 4 | Publish periodic reports on the number of reports successfully processed through Tajawub.
- 5 | Share real reviews from satisfied users.

Buraimi
Governorate



غد متجدد ... مستقبل واعد