



نتقدم بثقة  
Moving Forward  
with Confidence



Al Buraimi  
Governorate



# Survey Results on Improving Portal Services

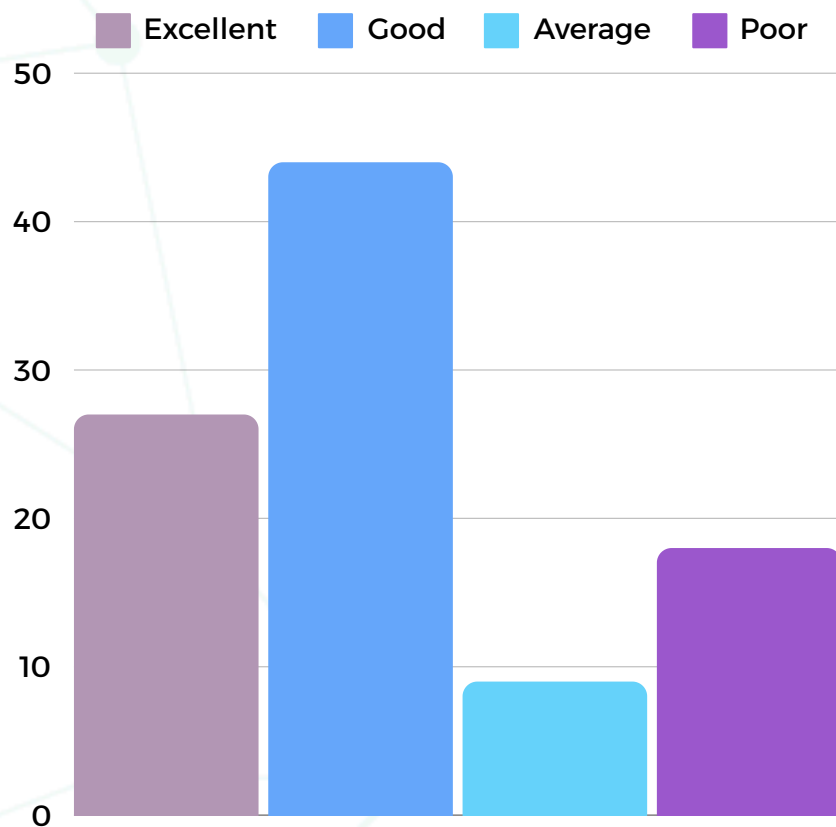
**The purpose of the electronic survey for the Al Buraimi Governorate website was to gather user opinions to enhance the services of the site and better meet their needs.**

**Number of responses: 43**

The survey included several questions to evaluate the website from different aspects, including:

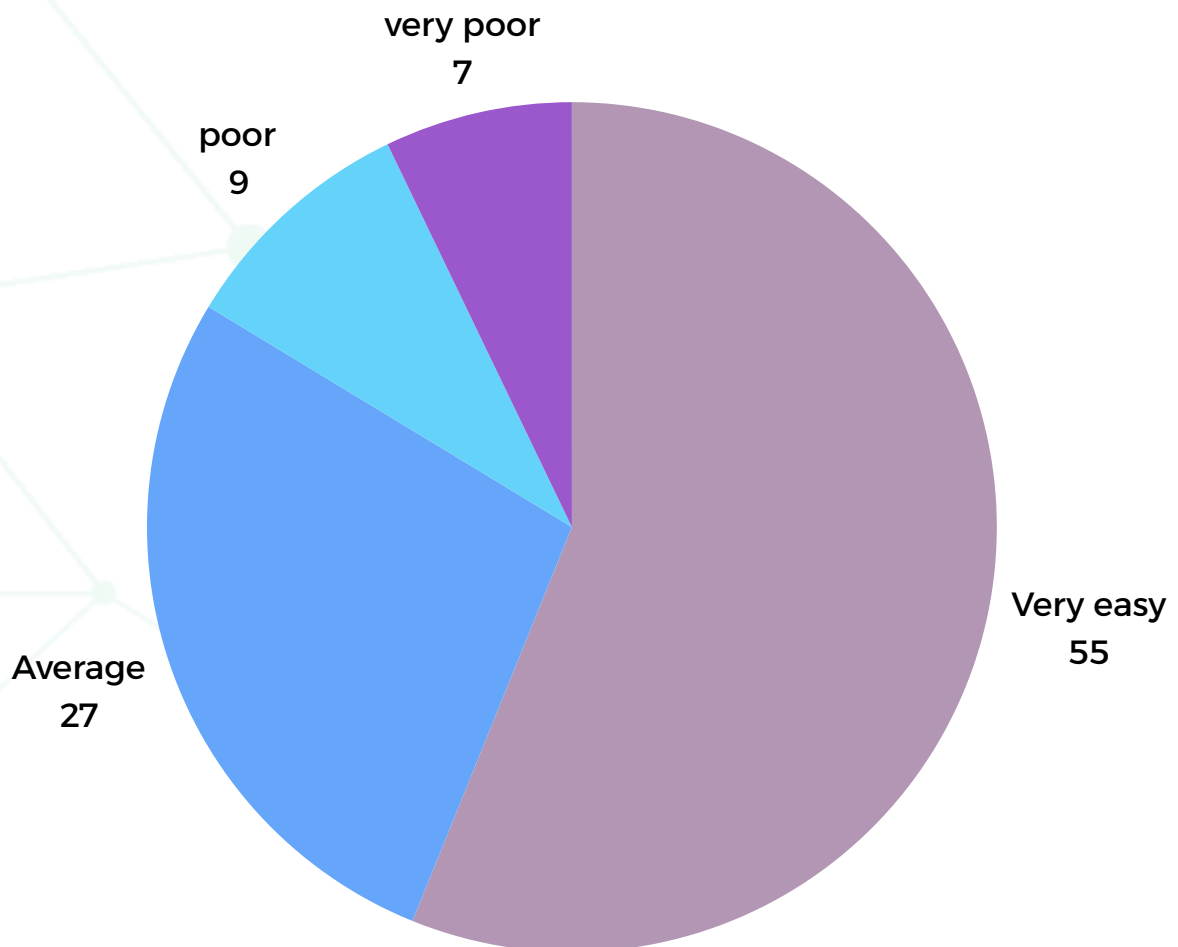
**1** How do you rate your overall experience on the Al Buraimi Governorate website?

Excellent	Good	Average	Poor
% 27.9	% 44.2	% 9.3	% 18.6



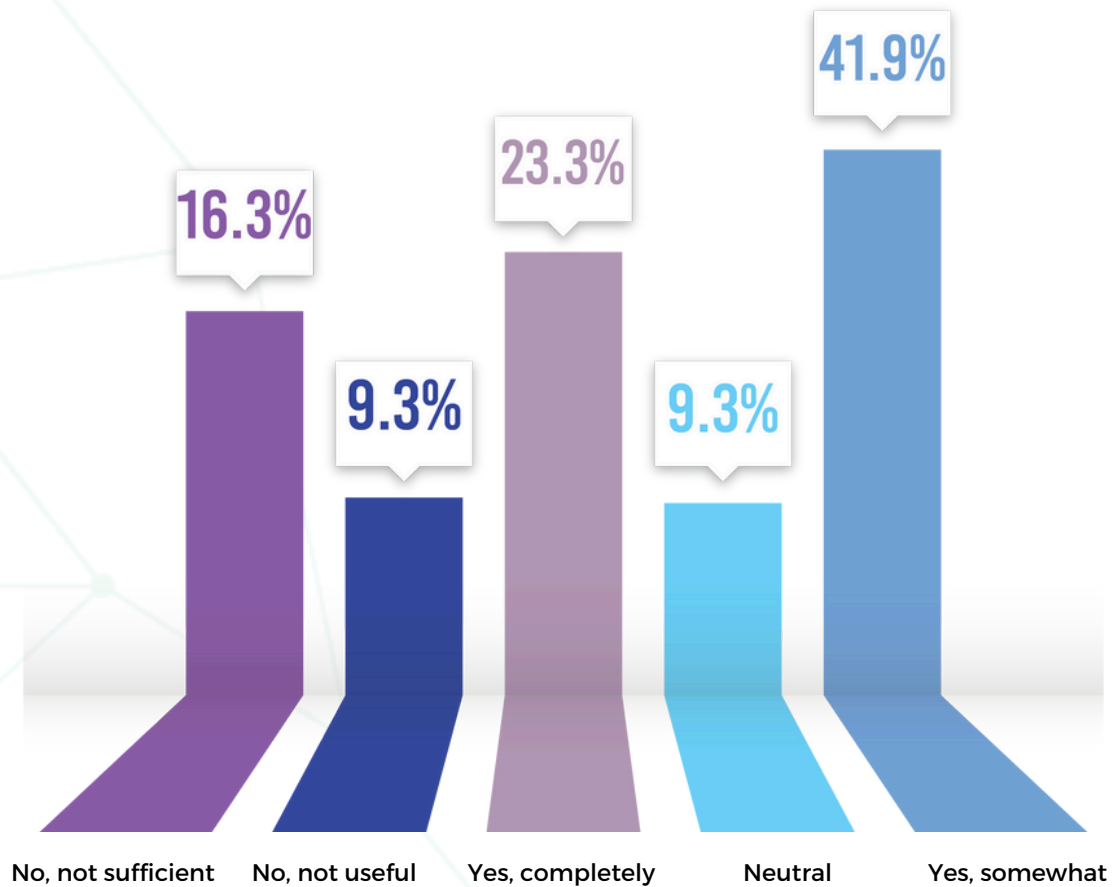
## 2 | How easy is it to navigate the Al Buraimi Governorate website?

Very easy	Average	Poor	Very poor
% 55.8	% 27.9	% 9.3	% 7



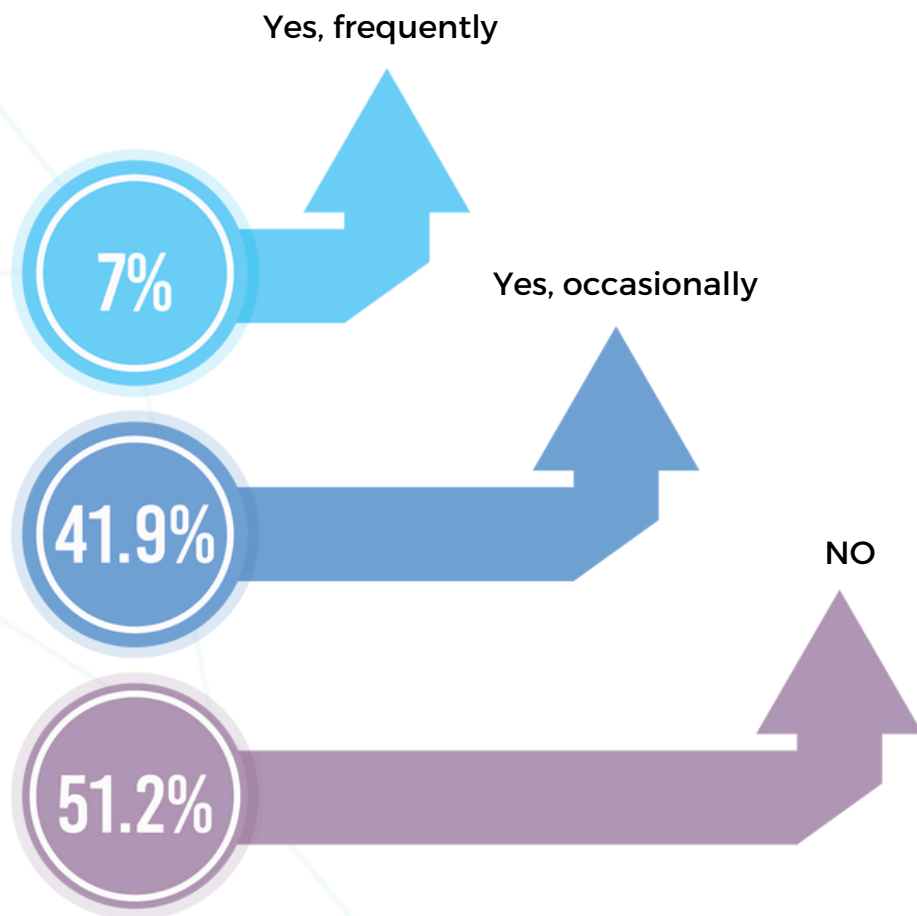
### 3 | Do you find the information available on the website useful and comprehensive?

Yes, completely	Yes, somewhat	Neutral	No, not sufficient	No, not useful
% 23.3	% 41.9	% 9.3	% 16.3	% 9.3



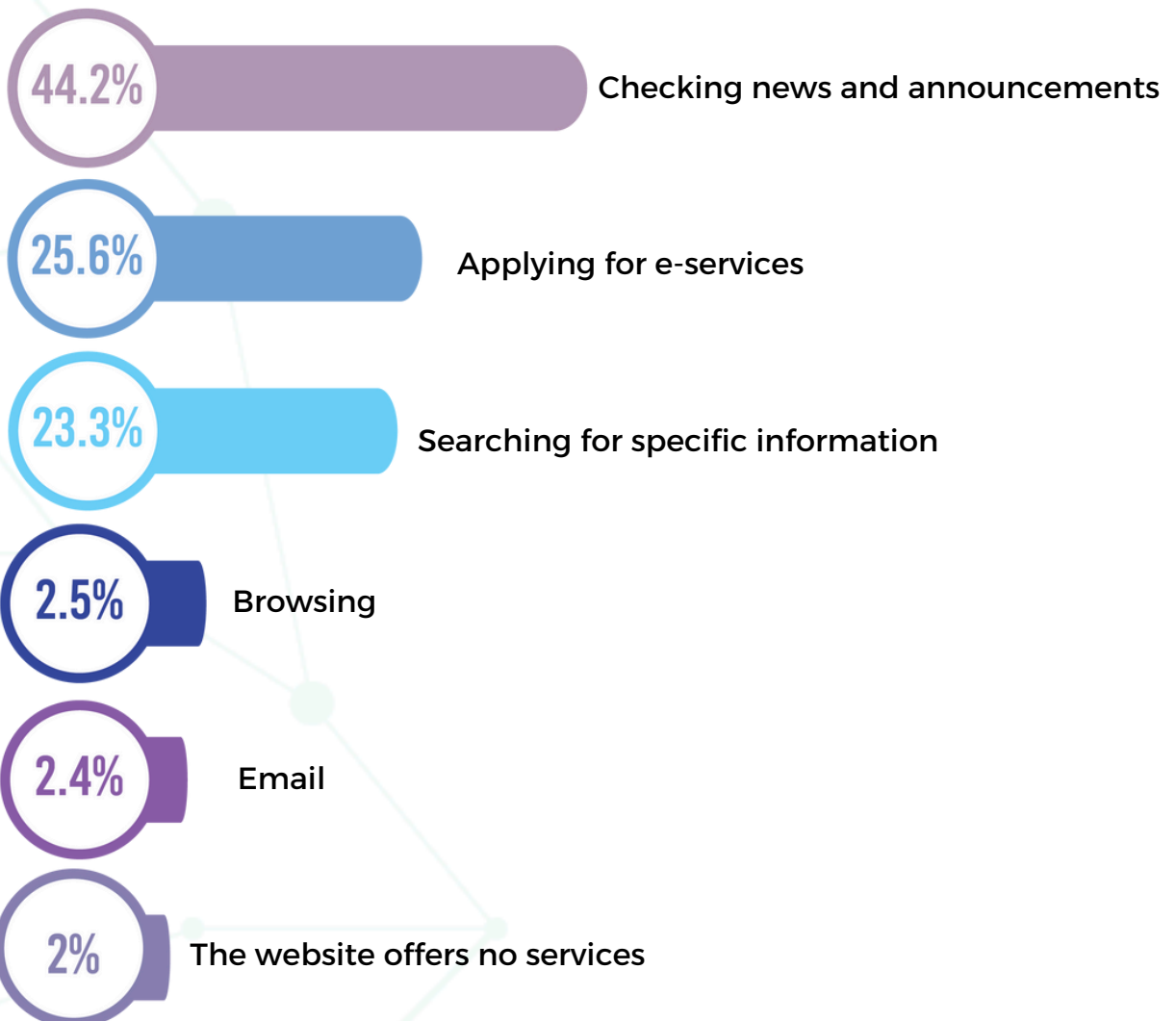
#### 4 Did you experience any technical difficulties while using the website?

No	Yes, occasionally	Yes, frequently
% 51.2	% 41.9	% 7



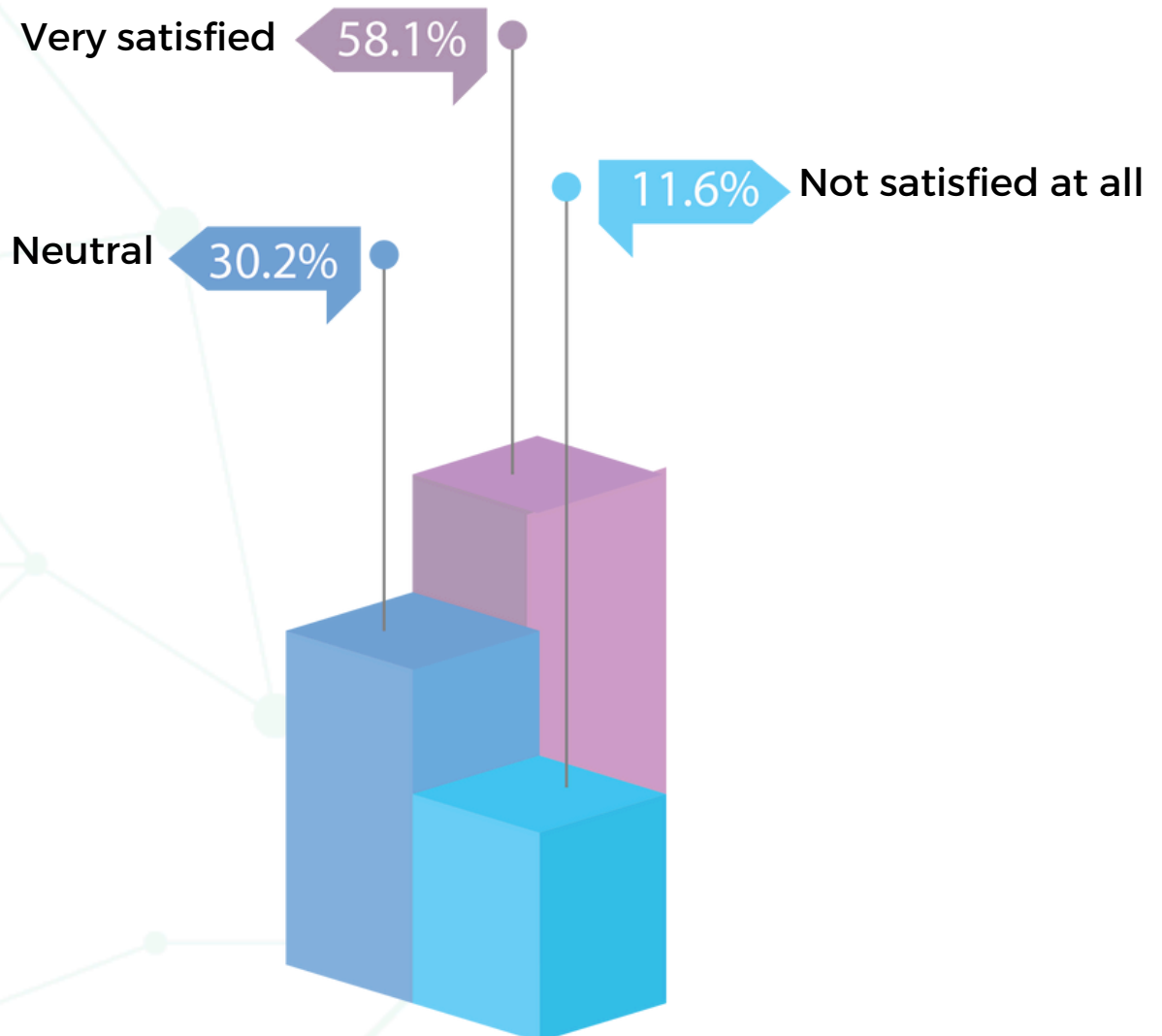
## 5 | What services do you primarily use on the governorate's website?

Checking news and announcements	Applying for e-services	Searching for specific information	Browsing	Email	The website offers no services
% 44.2	% 25.6	% 23.3	% 2.5	% 2.4	% 2



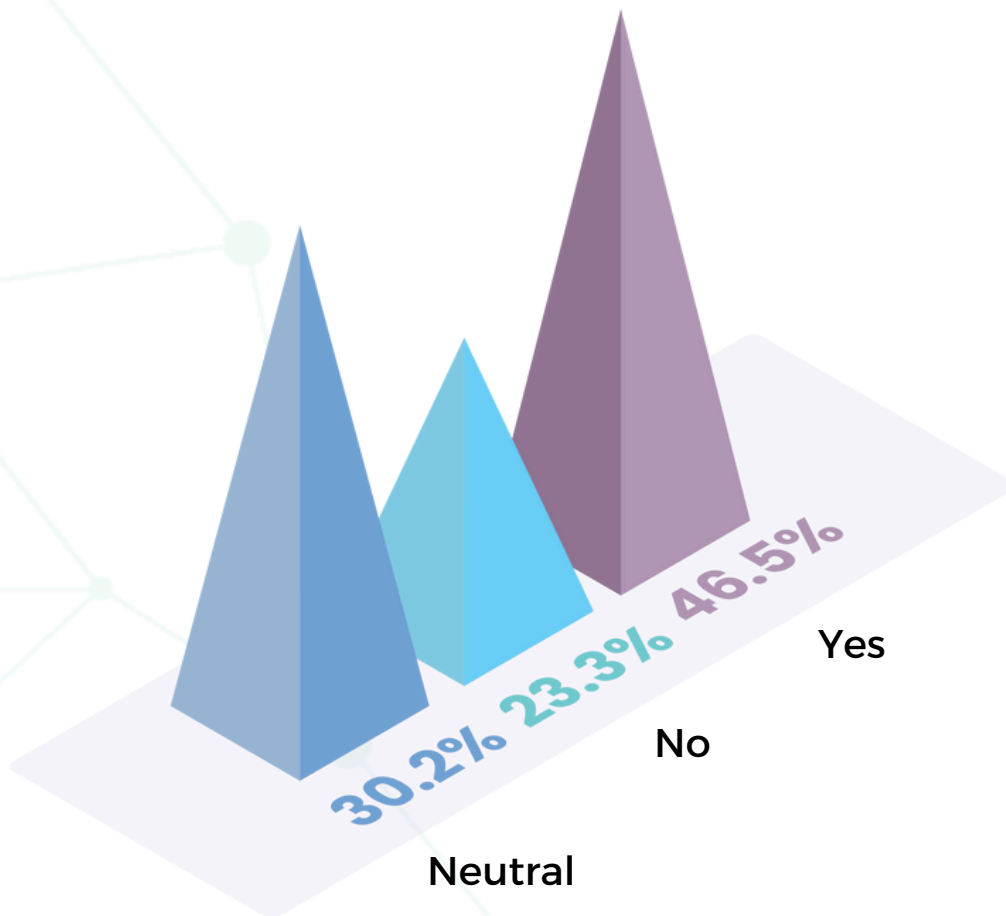
## 6 | How satisfied are you with the page loading speed?

Very satisfied	Neutral	Not satisfied at all
% 58.1	% 30.2	% 11.6



## 7 | Do you find the visual design of the website attractive and easy to read?

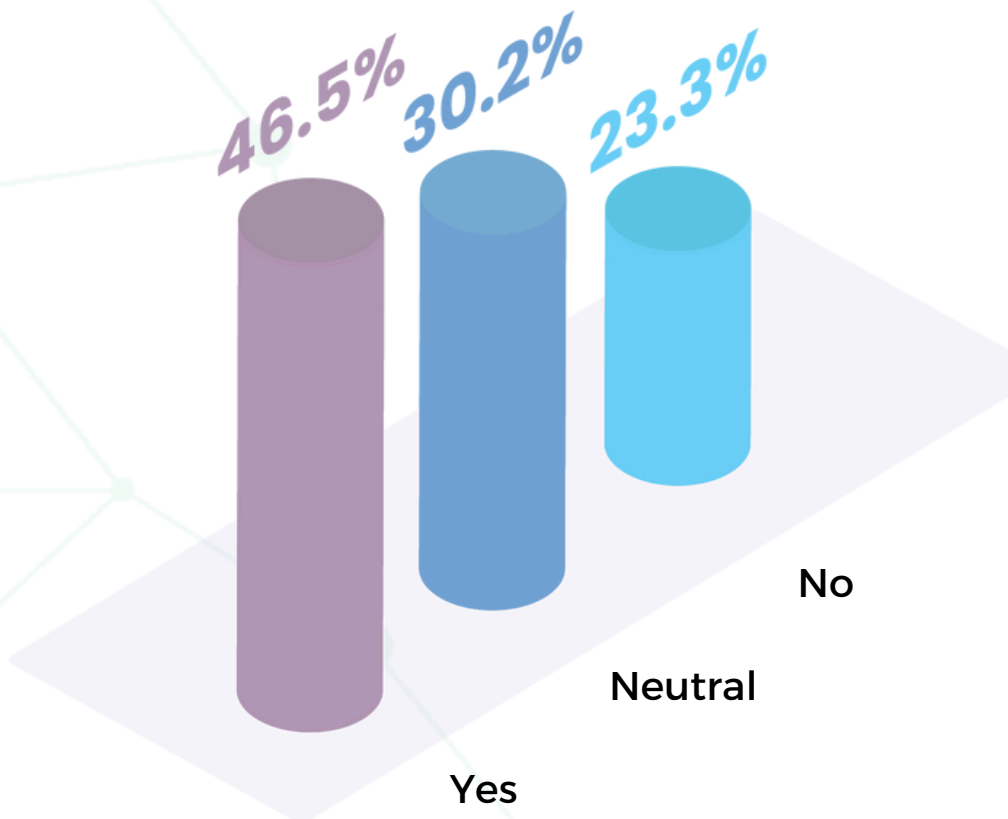
Yes	Neutral	No
% 46.5	% 30.2	% 23.3





## 8 | Does the website meet your needs as a citizen/resident of Al Buraimi Governorate?

Yes	Neutral	No
% 46.5	% 30.2	% 23.3



## Improvement Suggestions:

Users requested the following:

- 1 | Inclusion of more interactive features
- 2 | Better organization and clearer categorization of content
- 3 | Enhancement of the e-services available on the website
- 4 | Addition of customization options and notifications
- 5 | Improvement of the website's speed and technical performance

Buraimi  
Governorate



غد متجدد ... مستقبل واعد