Q.1

Emirate:

Total responses 28
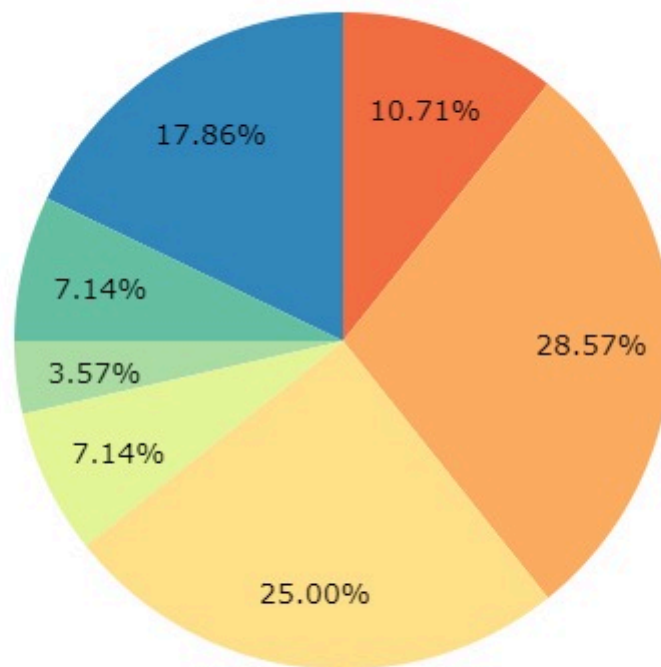
Total skipped 0

	Abu Dhabi	10.71 %
	Dubai	28.57 %
	Sharjah	25 %
	Ajman	7.14 %
	Umm Al-Quwain	3.57 %
	Ras Al Khaimah	7.14 %

Q.2 Age:

Total responses 28

Total skipped 0

1. 23
2. 🗌🗌
3. 46
4. 53
5. 43
6. 18
7. 37
8. 31
9. 20
10. 20
11. 20
12. 18
13. 19
14. 39
15. 37
16. 1
17. 42
18. 37
19. 32
20. 47
21. 45
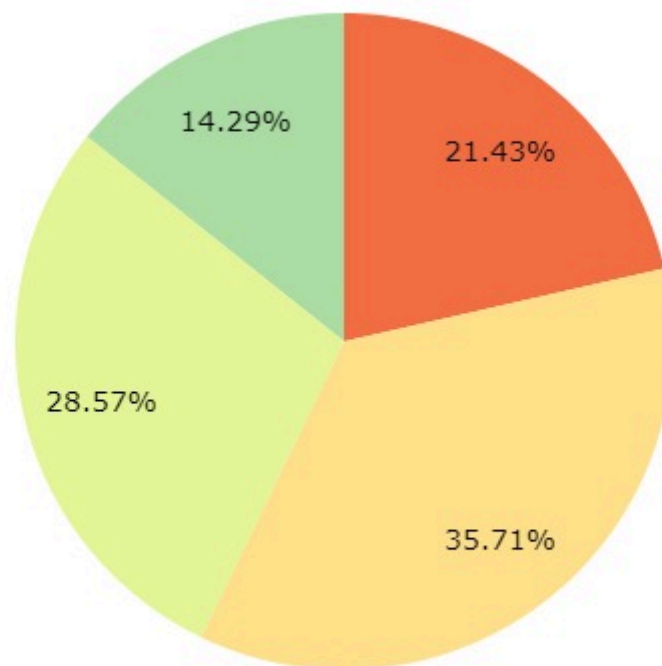22. 53
23. 51
24. 41
25. 44

26. 40

27. 40

28. 24

Q.3

Highest Academic Degree:

Total responses 28

Total skipped 0

	High School Degree	21.43 %
	Bachelor's Degree	35.71 %
	Master's Degree	28.57 %
	Doctoral Degree	14.29 %

Q.4

Field of Study:

Total responses 28

Total skipped 0

1. قانون
2. امن المعلومات و التحول الرقمي
3. تقنية المعلومات
4. هندسة كمبيوتر
5. تقنية المعلومات
6. BSc Computer Science
7. هندسة الإلكترونيات
8. Healthcare managment and innovation
9. B. Sc. Computer Science
10. Computer Science
11. Computer Science
12. Computer Science
13. Computer Science
14. التميز المؤسسي
15. فني طب طارئ اسعافات
16. Computer science
17. Statistics
18. هندسة شبكات
19. علوم الحاسوب
20. علم النفس
21. هندسة جيولوجية
22. اللغة الانجليزية

23. تقنية المعلومات

24. Media

25. فنون تخطيطية

26. ادارة الاعمال

27. ادارة اعمال

28. الشريعة

Q.5

I am currently:

Total responses 28

Total skipped 0

	Employed	71.43 %

| Unemployed | 28.57 % |
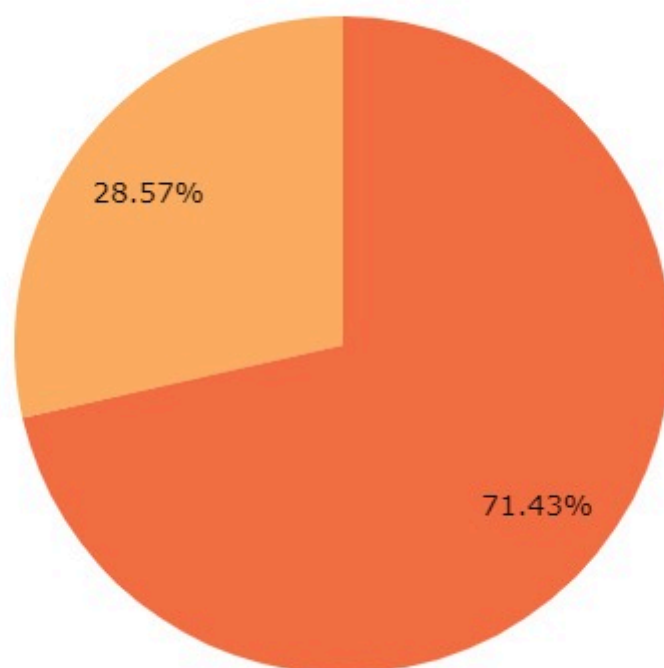
Q.6

Years of work experience after graduation:

Total responses 28

Total skipped 0

1. لا يوجد

2. 🞏🞏

3. 18

4. 29

5. 19

6. Didn't graduate yet

7. 15

8. 4 years (general practitioner)

9. nil

10. Zero

11. .

12. NA

13. Not graduated

14. 12

15. 15 سنة

16. 10

17. 12

18. 17

19. 6

20. 17

21. 15

22. 30

23. 23

24. 18

25. 🔲🔲

26. 🔲🔲

27. 🔲🔲

28. 2

Q.7

How much you are familiar with the concept of Digital Government (DG)?

Total responses 28
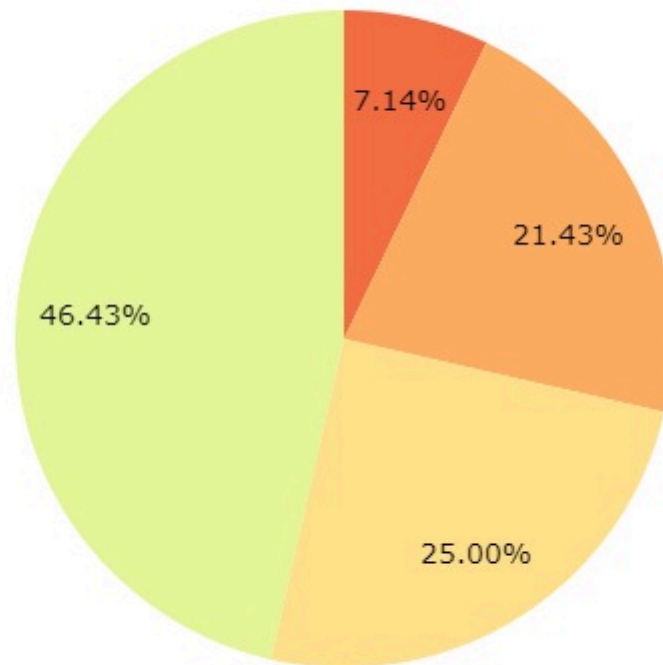
Total skipped 0

🟧	Not at All Familiar	7.14 %
🟧	Slightly Familiar	21.43 %

▨	Somewhat Familiar	25 %
▨	Very Familiar	46.43 %

Q.8

Using DG services is efficient in terms of accessing information.

Total responses 28
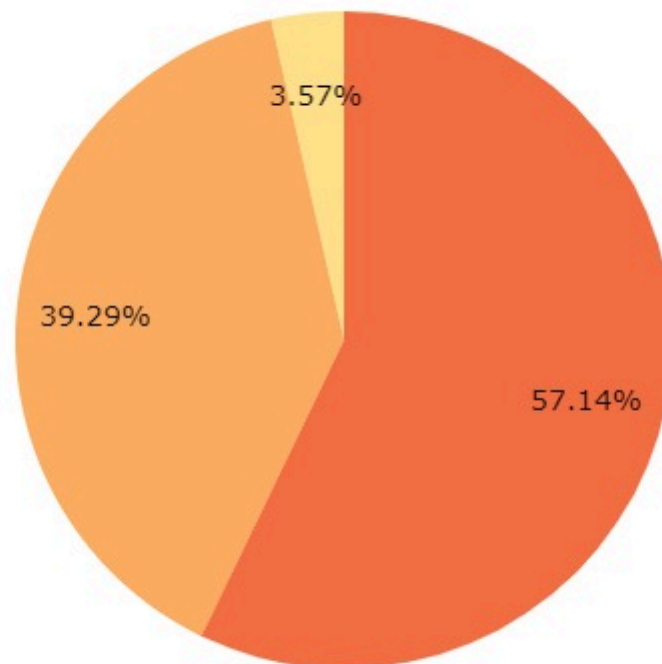
Total skipped 0

▨	Strongly agree	57.14 %
▨	Agree	39.29 %
▨	Neutral	3.57 %

Q.9

Using DG services is efficient in terms of saving time, effort, and cost.

Total responses 28
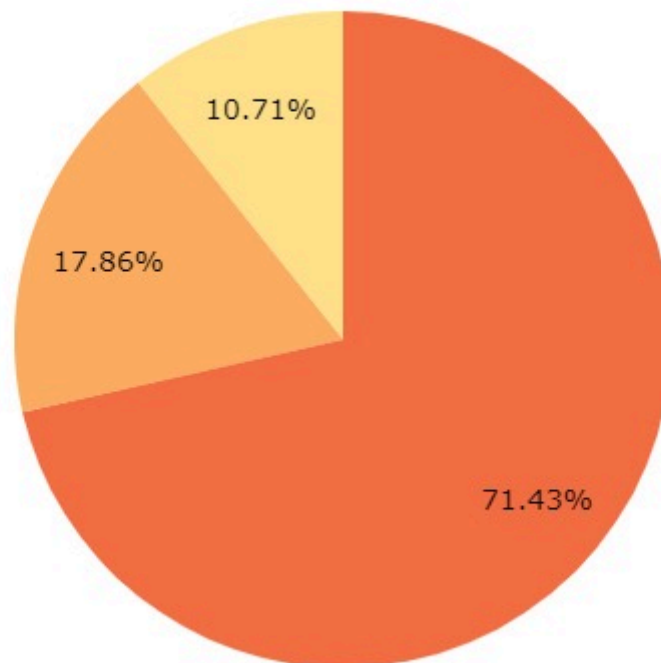
Total skipped 0

	Strongly agree	71.43 %
	Agree	17.86 %
	Neutral	10.71 %

Q.10

Using DG services increases the Government transparency.

Total responses 28
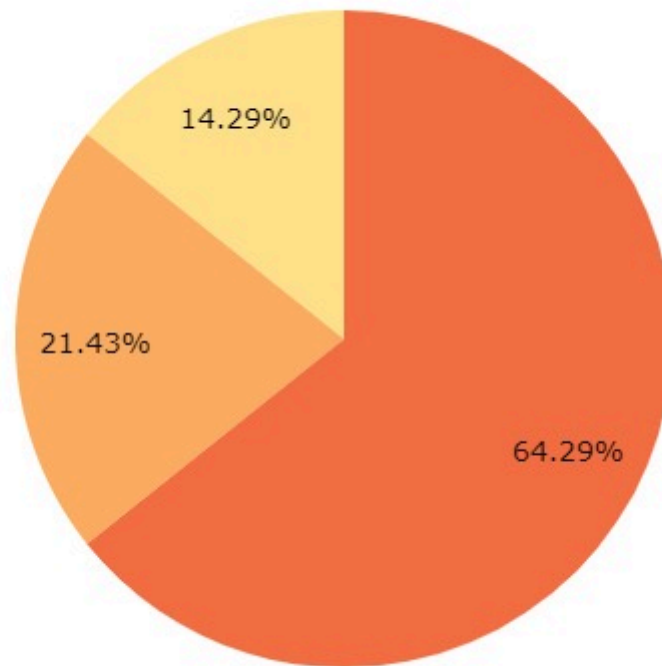
Total skipped 0

	Strongly agree	64.29 %
	Agree	21.43 %
	Neutral	14.29 %

Q.11

Using DG services increases the Government accountability.

Total responses 28
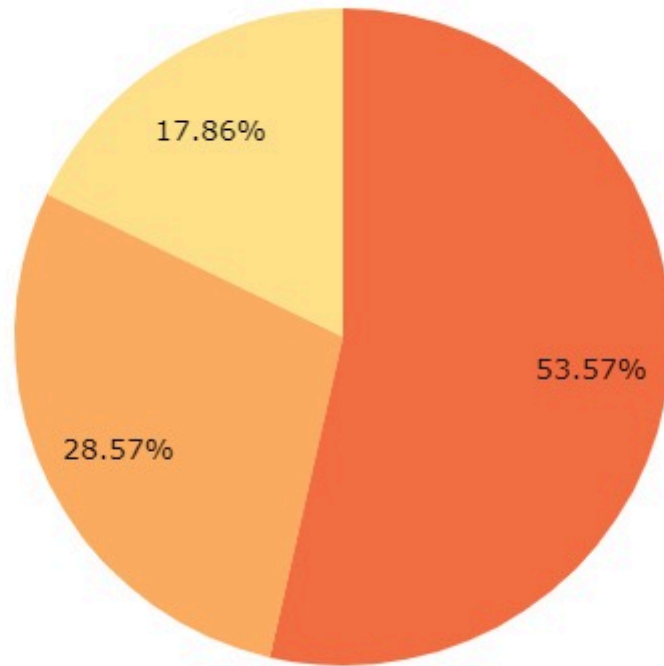
Total skipped 0

■	Strongly agree	53.57 %
■	Agree	28.57 %
■	Neutral	17.86 %

Q.12

Using DG services increases the Government reliability.

Total responses 28
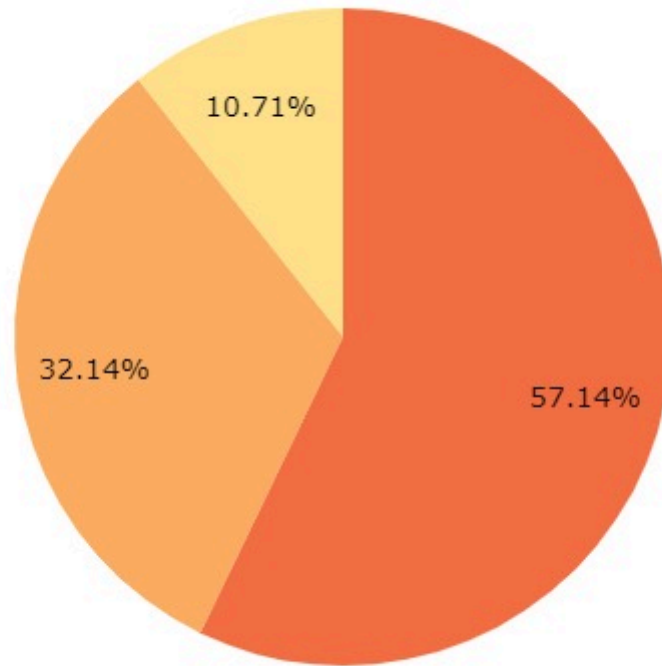
Total skipped 0

	Strongly agree	57.14 %
	Agree	32.14 %
	Neutral	10.71 %

Q.13

Overall, I believe that using DG services provides great public value.

Total responses 28
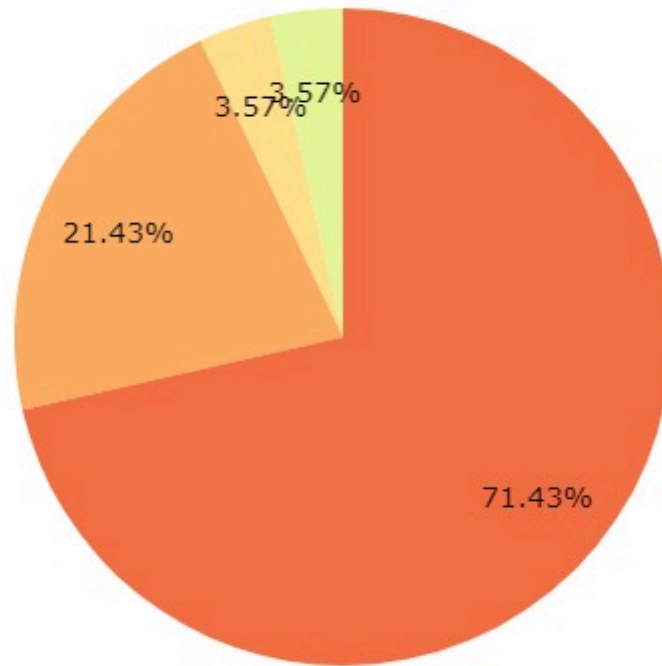
Total skipped 0

	Strongly agree	71.43 %
	Agree	21.43 %
	Neutral	3.57 %
	Disagree	3.57 %

Q.14

Current DG channels and services are accessible for me.

Total responses 28
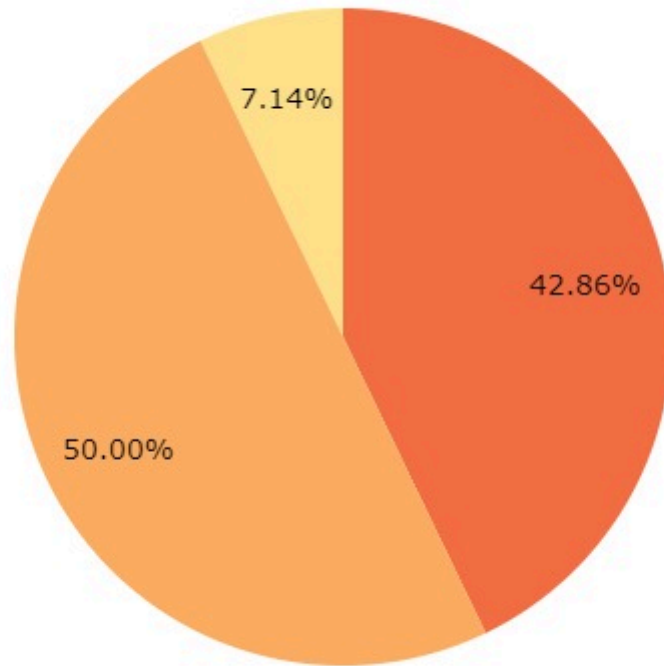
Total skipped 0

	Strongly agree	42.86 %
	Agree	50 %
	Neutral	7.14 %

Q.15

I prefer having all DG services in one channel.

Total responses 28
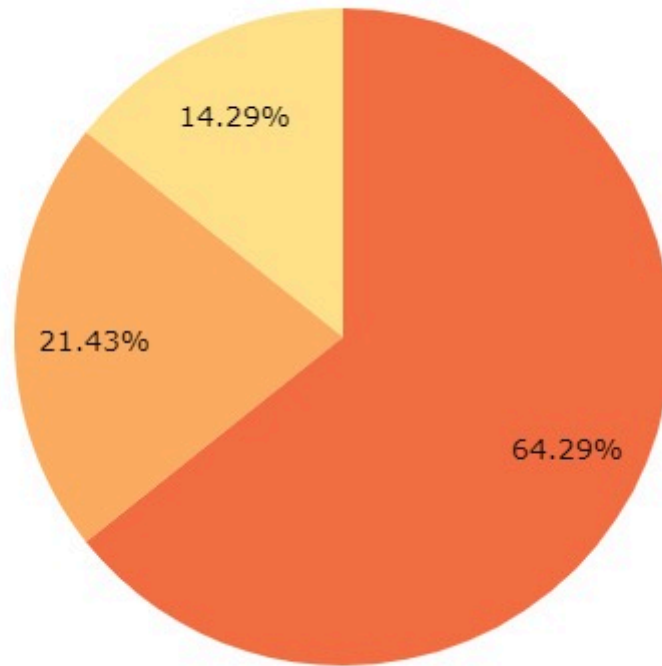
Total skipped 0

■	Strongly agree	64.29 %
■	Agree	21.43 %
■	Neutral	14.29 %

Q.16

Using or learning how to use DG channels is easy for me.

Total responses 28
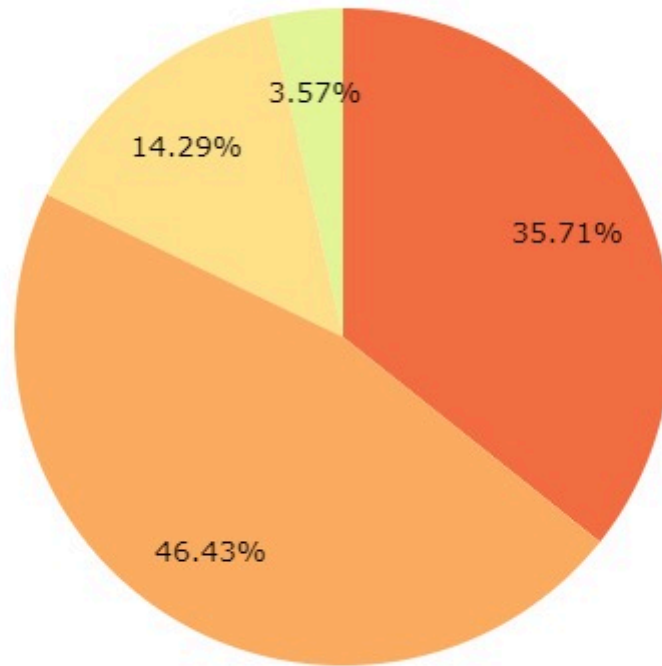
Total skipped 0

🟧	Strongly agree	35.71 %
🟧	Agree	46.43 %
🟨	Neutral	14.29 %
🟩	Disagree	3.57 %

Q.17

It is easy for me to find what I want (information/service) in the DG channels (web/mobile).
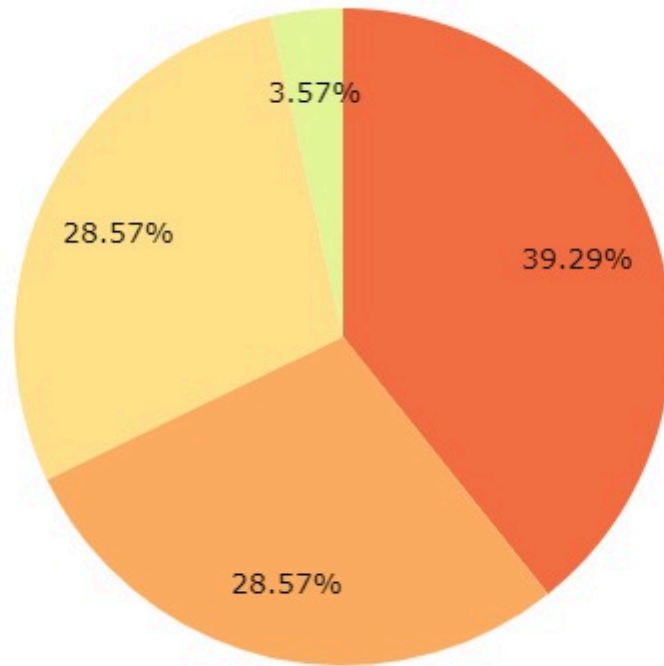
Total responses 28
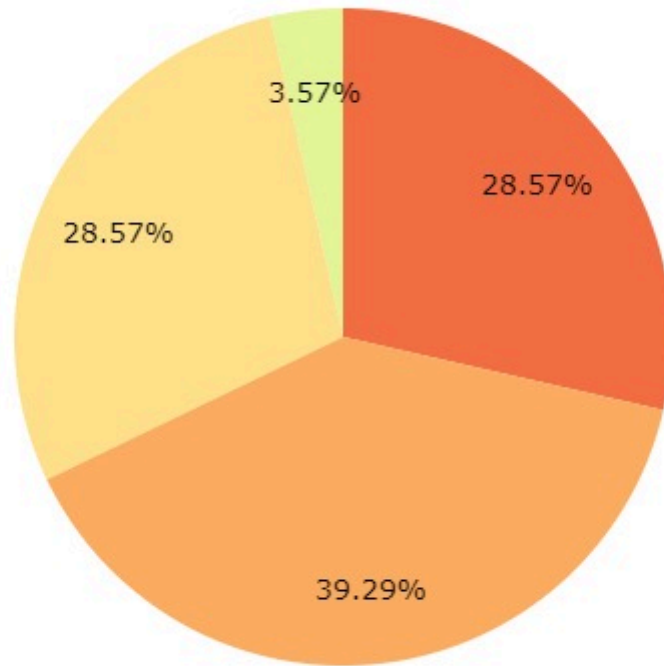
Total skipped 0

■	Strongly agree	28.57 %
■	Agree	39.29 %
■	Neutral	28.57 %
■	Disagree	3.57 %

Q.18

I find DG to be advantageous over traditional Government services (one-on-one human interaction).

Total responses 28

Total skipped 0

■	Strongly agree	39.29 %
■	Agree	28.57 %
■	Neutral	28.57 %
■	Disagree	3.57 %

Q.19

What DG channels do you prefer to access information from the Government? *Select the top three*

Total responses 28

Total skipped 0
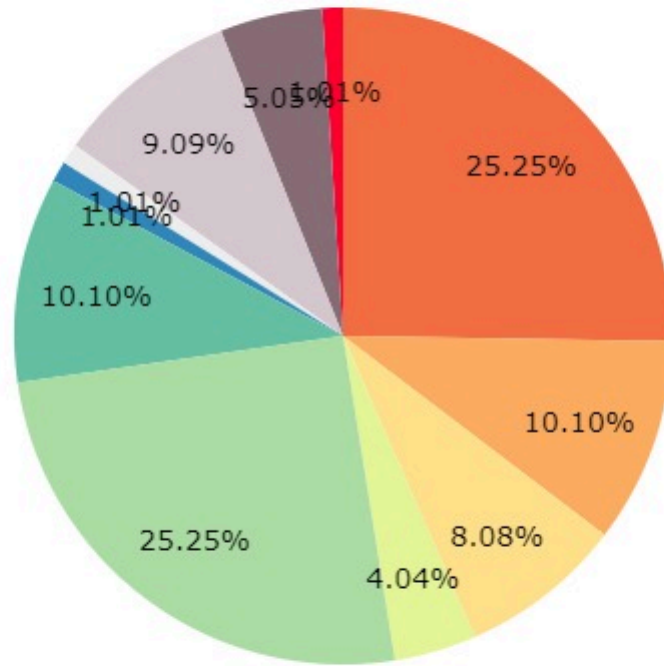
■	Website	25.25 %
■	Email	10.1 %
■	Over the phone	8.08 %
■	In person	4.04 %
■	Smartphone app	25.25 %
■	Online chat with a human being	10.1 %

■	Letter or paper form	1.01 %
□	Text	1.01 %
■	Through social media	9.09 %
■	Online chat with a virtual agent/bot	5.05 %
■	No preference	1.01 %

Q.20

Sometimes, I may experience discomfort related to the use of digital technology and DG services.

Total responses 28
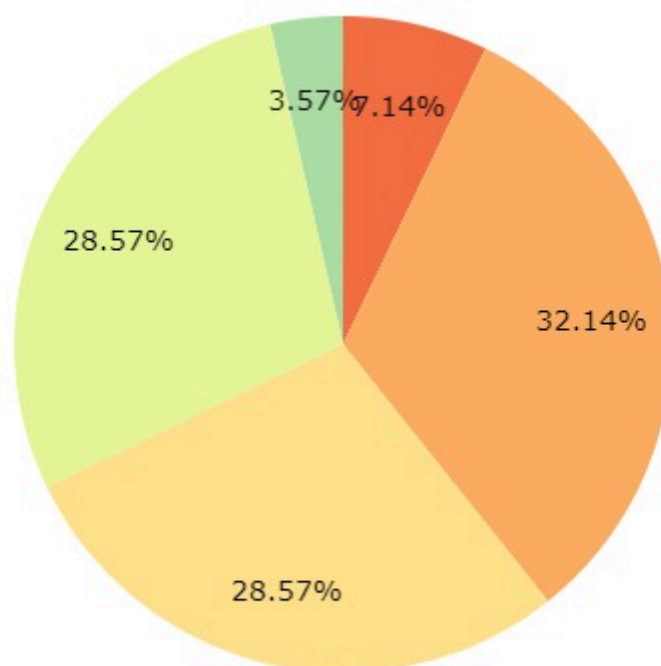
Total skipped 0

■	Strongly agree	7.14 %

	Agree	32.14 %
	Neutral	28.57 %
	Disagree	28.57 %
	Strongly disagree	3.57 %

Q.21 *Please clarify:*

Total responses 11

Total skipped 17

1. لا يوجد

2. الرجاء تفعيل التواصل عبر الفيديو كاستخدام زووم للتواصل مما يفور التفاعل مع مقدم الخدمه كحل من الحلول

3. None

4. NA

5. .

6. لا يوجد اي عوائق للاستخدام

7. Mm.

8. الخدمات الالكترونية متاحة وسهلة الاستخدام وفعالة لاجراءات المعاملات وتخليصها

9. لا توجد اي مشاكل او مشقة في التعامل مع التقنبات الرقمية خاصة خدمات وزارة الداخلية

10. موقع وزارة الصحه موقع الخدمات الصحية لا استطيع ايجاد الخدمة المطلوبة

11. اواجه صعوبه عند استخدام التقنيات الصوتية حيث ان معظم الانظمة لا تفهم اللغة المحلية

Q.22

I think that the DG channels are intuitive and user-friendly.

Total responses 28
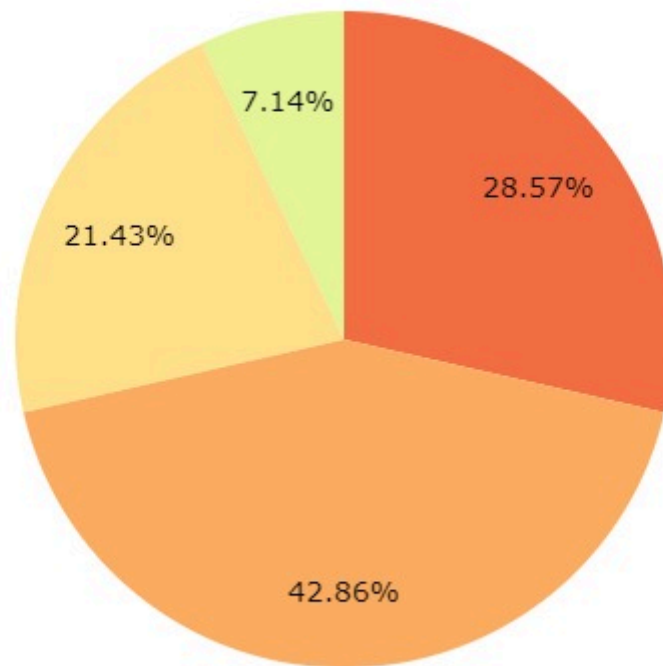
🟧	Strongly agree	28.57 %
🟧	Agree	42.86 %
🟨	Neutral	21.43 %
🟩	Disagree	7.14 %

Q.23

I value the DG services when they are integrated into bundles to reflect life events such as getting married, having a new-born, getting a driving license, hiring an employee, etc.

Total responses 28
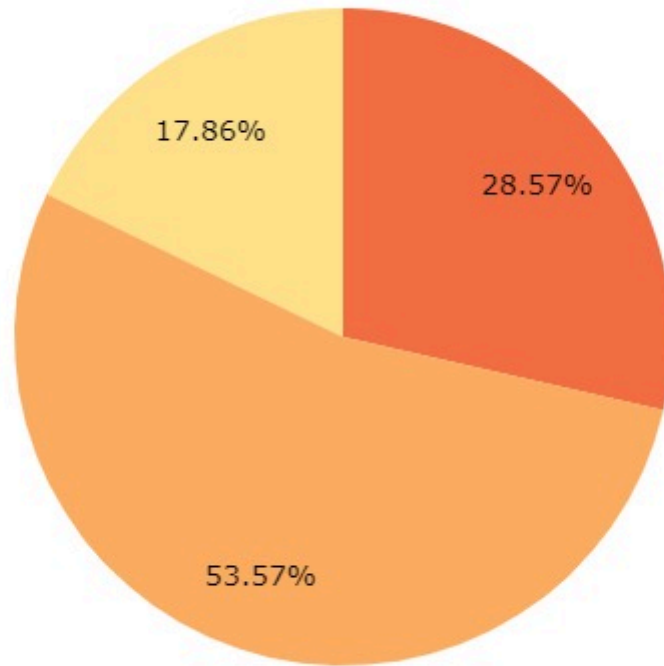
Total skipped 0

■	Strongly agree	28.57 %
■	Agree	53.57 %
■	Neutral	17.86 %

Q.24

I value DG's services when they are personalized to my needs.

Total responses 28
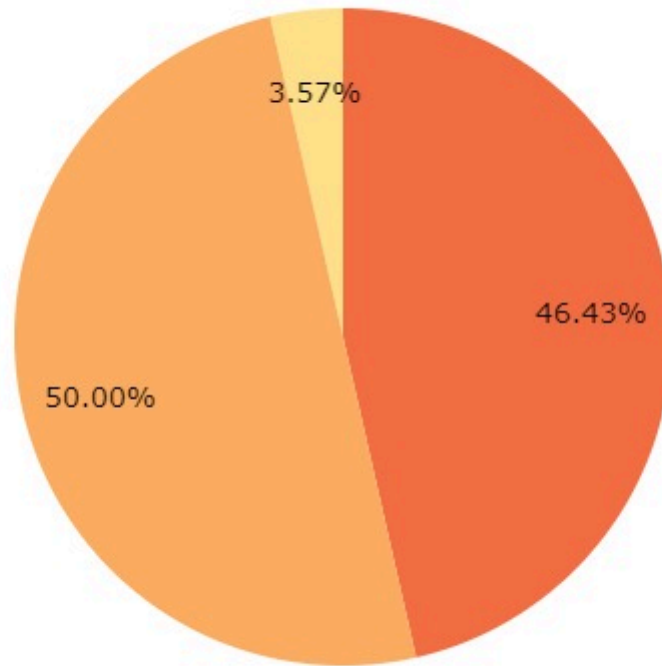
Total skipped 0

	Strongly agree	46.43 %
	Agree	50 %
	Neutral	3.57 %

Q.25

I like it when the DG service is proactive and sends me notifications on my due dates.

Total responses 28
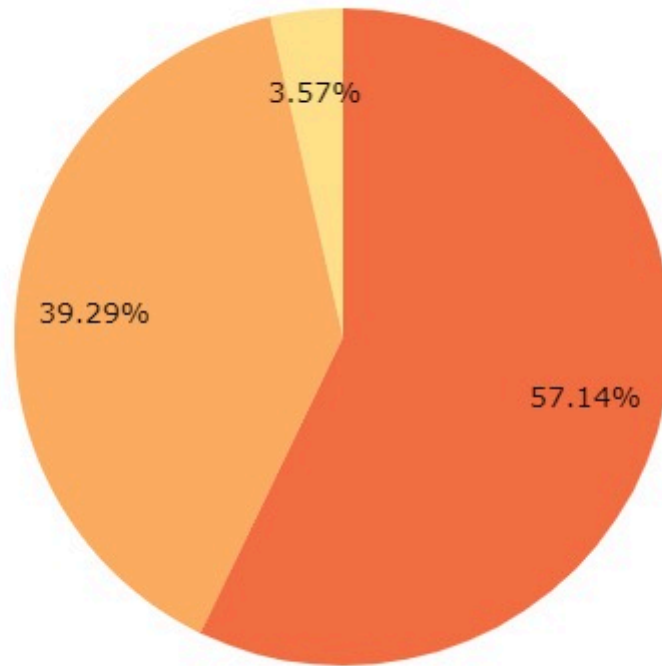
Total skipped 0

	Strongly agree	57.14 %
	Agree	39.29 %
	Neutral	3.57 %

Q.26

The inclusion of a virtual assistant in DG channels enhances my experience as a user.

Total responses 28
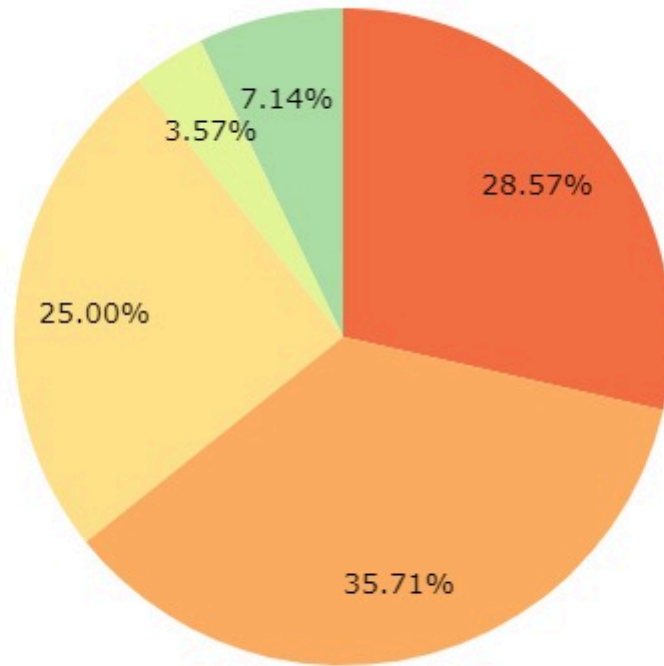
Total skipped 0

■	Strongly agree	28.57 %
■	Agree	35.71 %
■	Neutral	25 %
■	Disagree	3.57 %
■	Strongly disagree	7.14 %

Q.27

I like it when the DG channel predicts my needs and recommends options.

Total responses 28
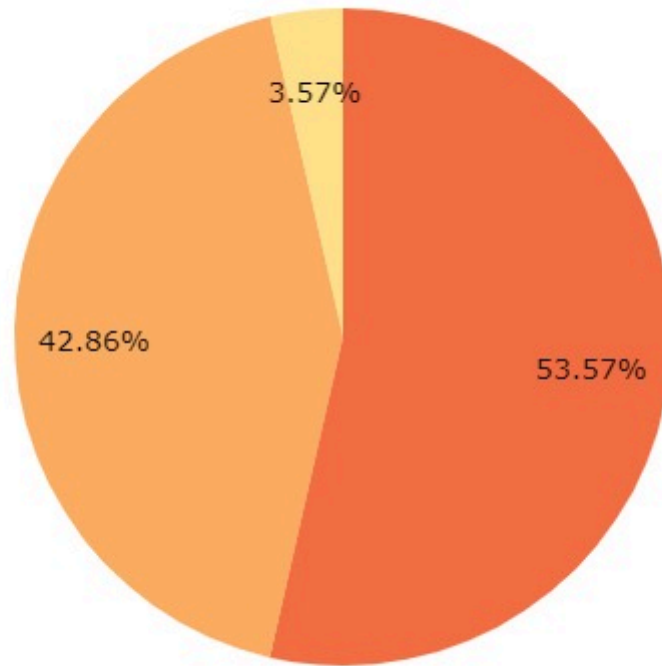
Total skipped 0

	Strongly agree	53.57 %
	Agree	42.86 %
	Neutral	3.57 %

Q.28

I value DG services when I do not add any piece of information twice.

Total responses 28
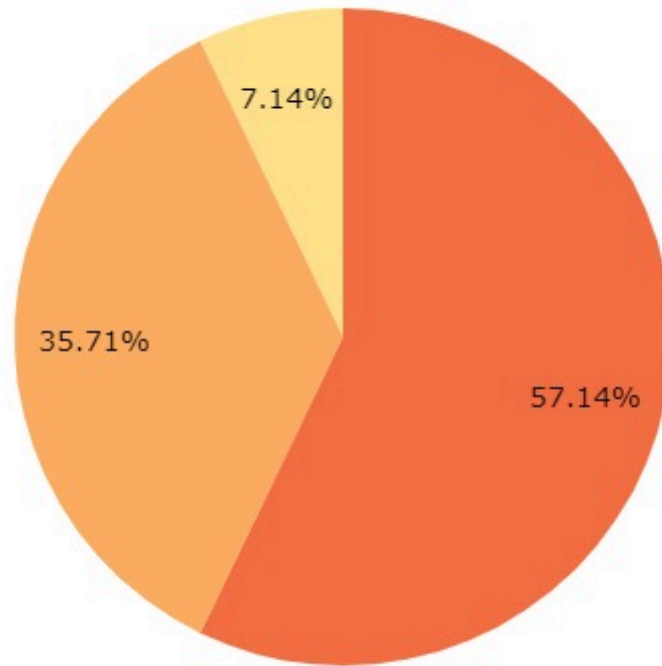
Total skipped 0

Strongly agree	57.14 %
Agree	35.71 %
Neutral	7.14 %

Q.29

Friends and family members have influenced my decision to use DG services.

Total responses 28
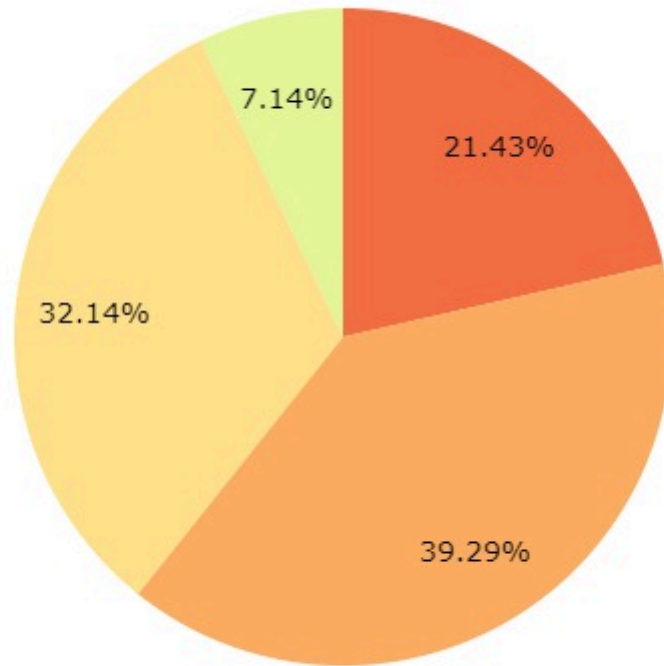
Total skipped 0

	Strongly agree	21.43 %
	Agree	39.29 %
	Neutral	32.14 %
	Disagree	7.14 %

Q.30

Marketing has influenced my decision to use DG services.

Total responses 28
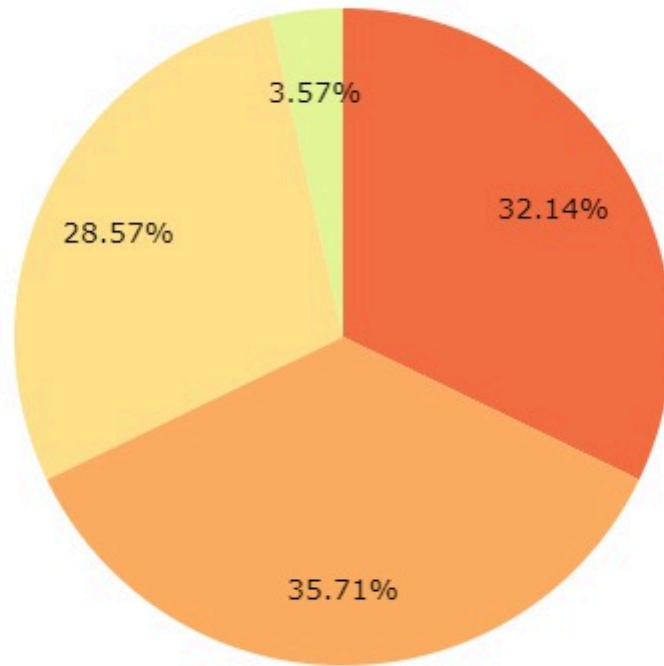
Total skipped 0

■	Strongly agree	32.14 %
■	Agree	35.71 %
■	Neutral	28.57 %
■	Disagree	3.57 %

Q.31

I use DG because it is the current trend.

Total responses 28
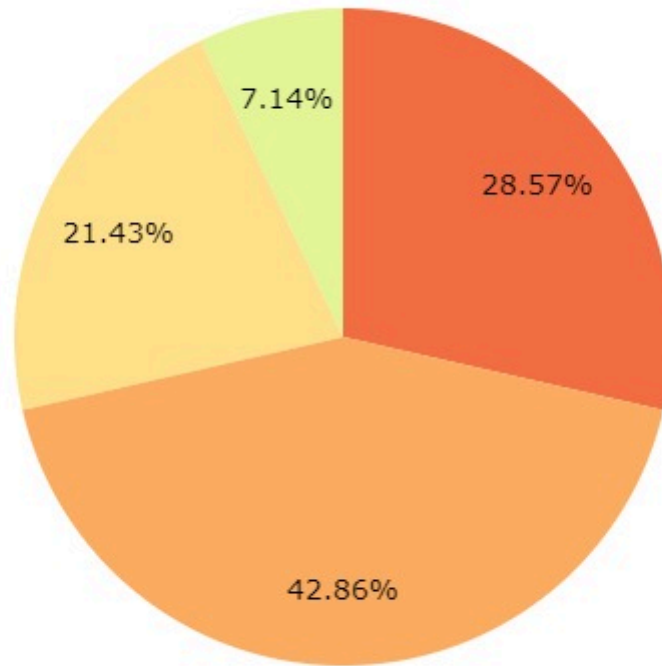
Total skipped 0

	Strongly agree	28.57 %
	Agree	42.86 %
	Neutral	21.43 %
	Disagree	7.14 %

Q.32

People whose opinions I value prefer that I use DG channels.

Total responses 28
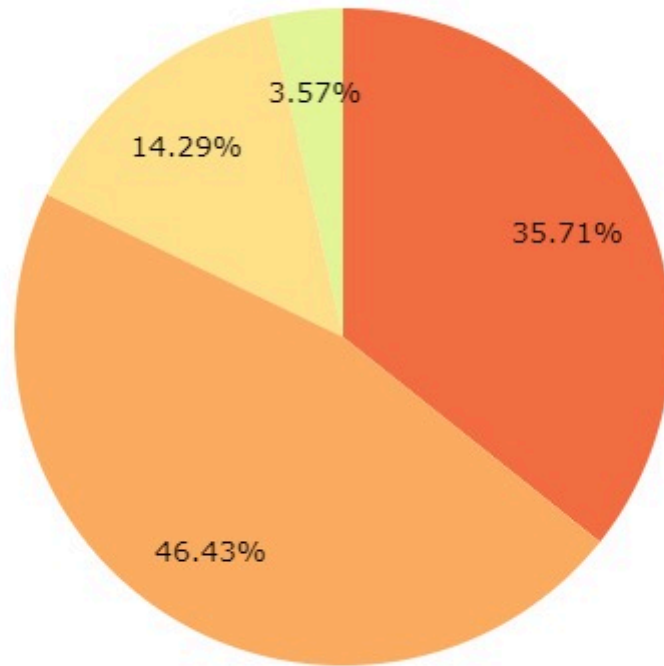
Total skipped 0

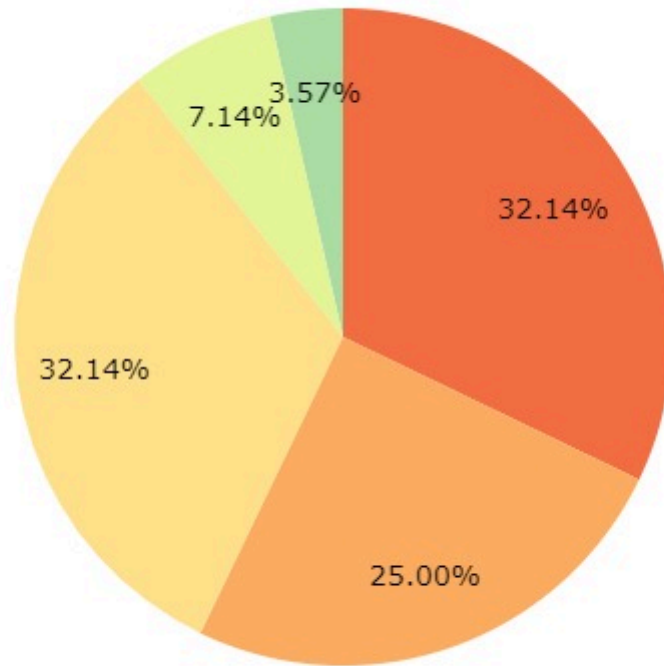|		
■	Strongly agree	35.71 %
■	Agree	46.43 %
■	Neutral	14.29 %
■	Disagree	3.57 %

Q.33

The community is in favor of DG to ensure social distancing.
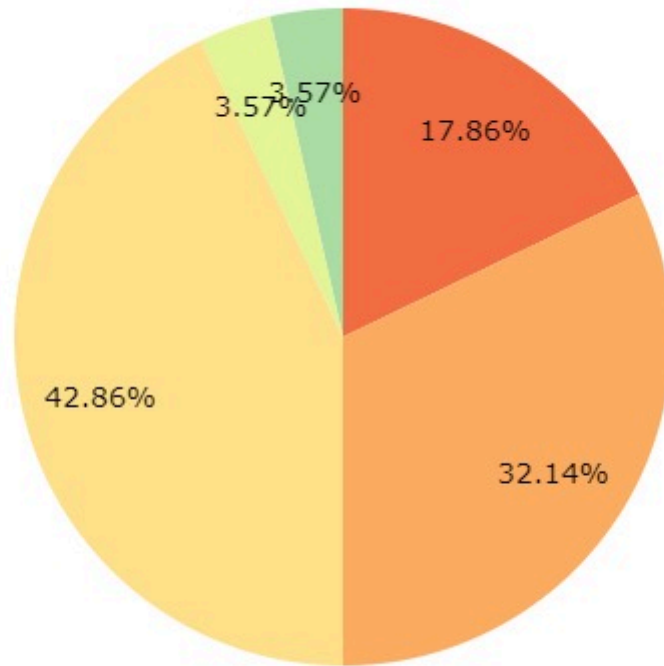
Total responses 28

Total skipped 0

	Strongly agree	32.14 %
	Agree	25 %
	Neutral	32.14 %
	Disagree	7.14 %
	Strongly disagree	3.57 %

Q.34

I use DG services because I believe that people who use DG channels are more prestigious.
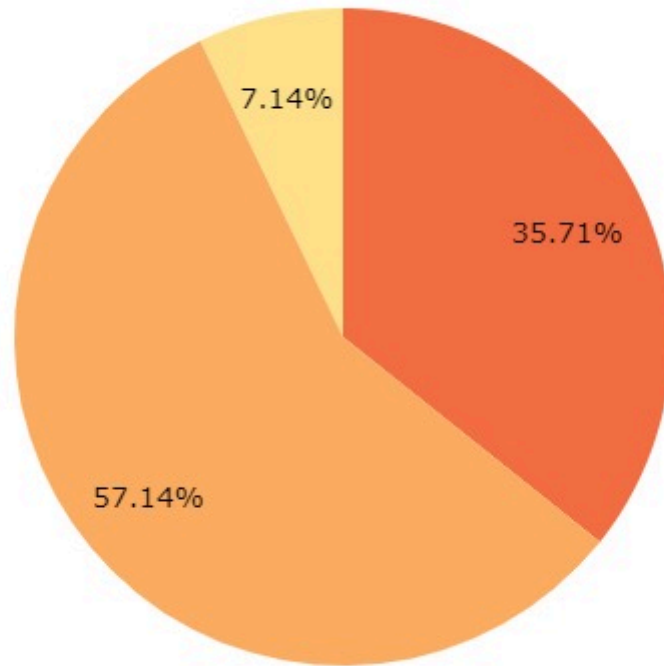
Total responses 28

Total skipped 0

■	Strongly agree	17.86 %
■	Agree	32.14 %
■	Neutral	42.86 %
■	Disagree	3.57 %
■	Strongly disagree	3.57 %

Q.35

DG channels have enough security measures to make me feel comfortable using them.

Total responses 28

Total skipped 0

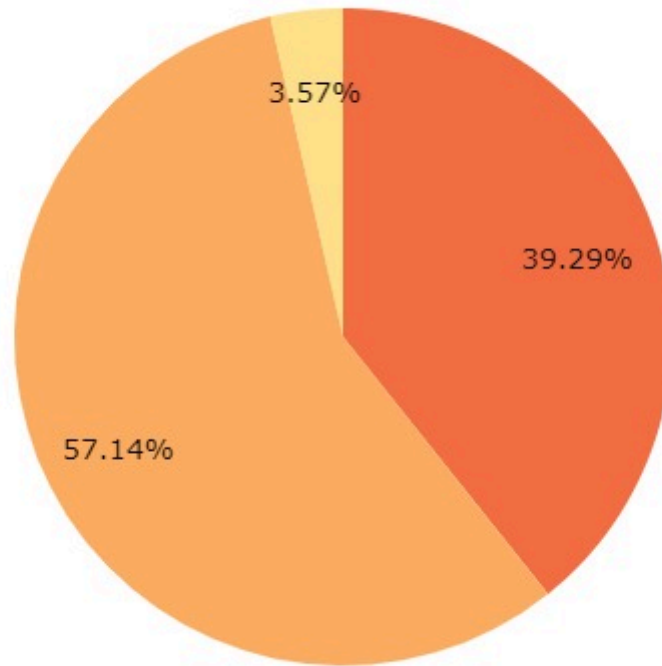|		
■	Strongly agree	35.71 %
■	Agree	57.14 %
■	Neutral	7.14 %

Q.36

I am confident that the government's legal and technological frameworks will protect me while I use DG services.
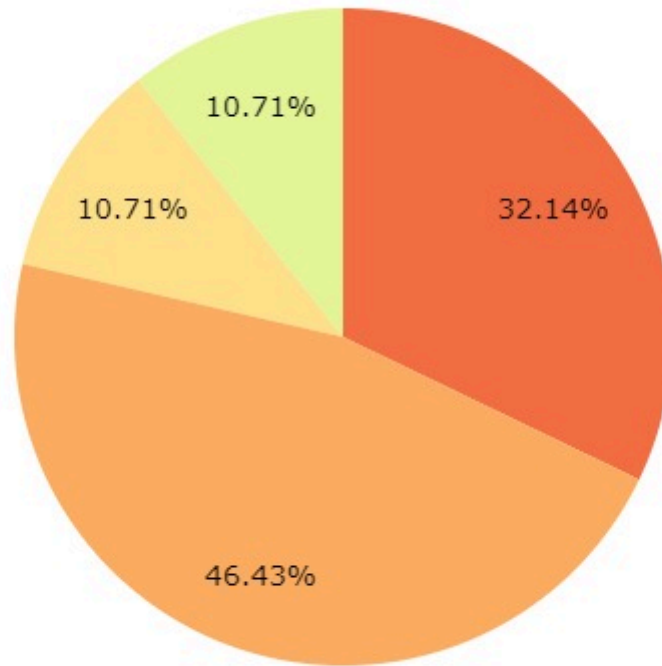
Total responses 28

Total skipped 0

	Strongly agree	39.29 %
	Agree	57.14 %
	Neutral	3.57 %

Q.37

I am not concerned about the privacy and security of my data when using DG.
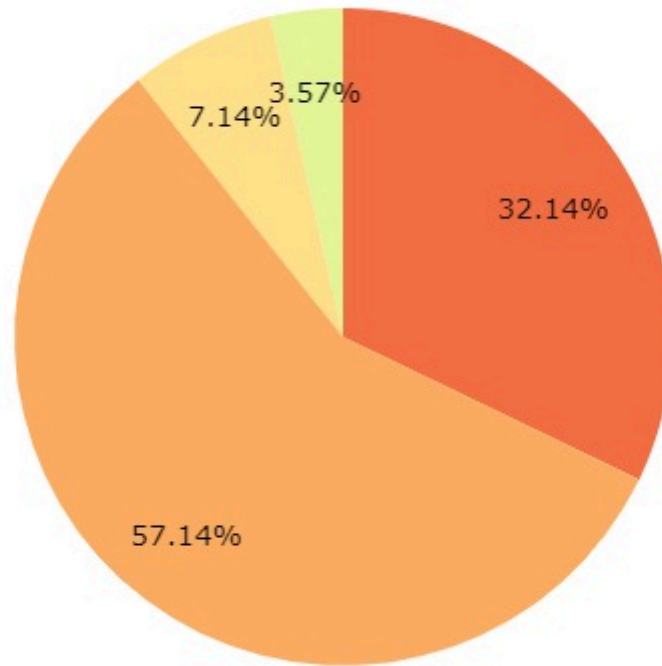
Total responses 28

Total skipped 0

	Strongly agree	32.14 %
	Agree	46.43 %
	Neutral	10.71 %
	Disagree	10.71 %

Q.38

In general, I consider DG channels to be robust and safe environments to access government services.

Total responses 28

Total skipped 0

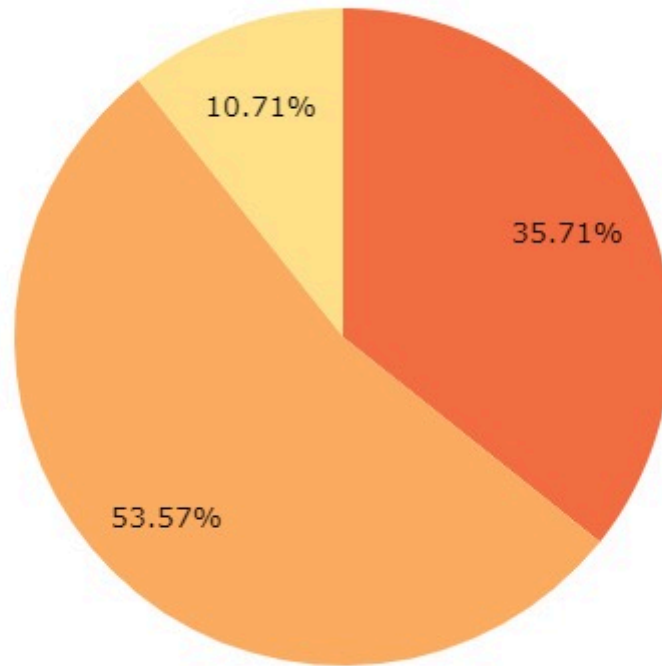|	Strongly agree	32.14 %
	Agree	57.14 %
	Neutral	7.14 %
	Disagree	3.57 %

Q.39

I believe that payments made through DG are securely processed.

Total responses 28

Total skipped 0

■ Strongly agree	35.71 %	
■ Agree	53.57 %	
■ Neutral	10.71 %	

Q.40

I will depend more on DG services if I have more confidence in data security and privacy through additional laws and frameworks.

Total responses 28
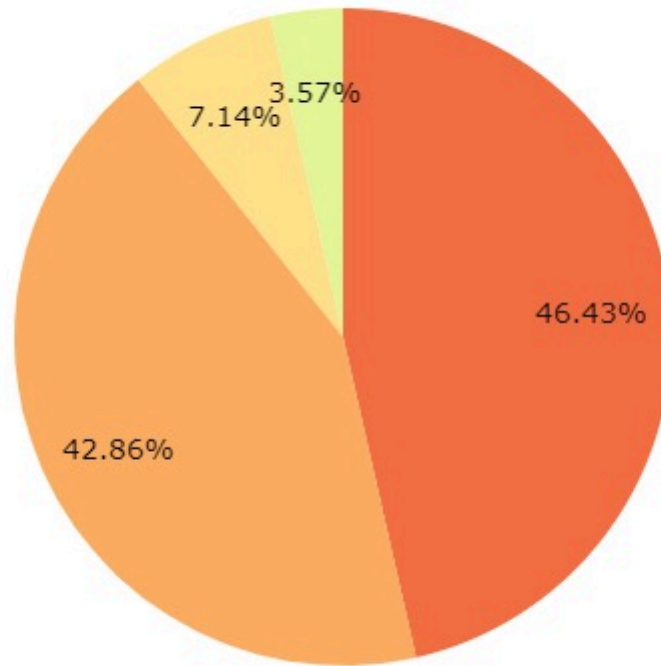
Total skipped 0

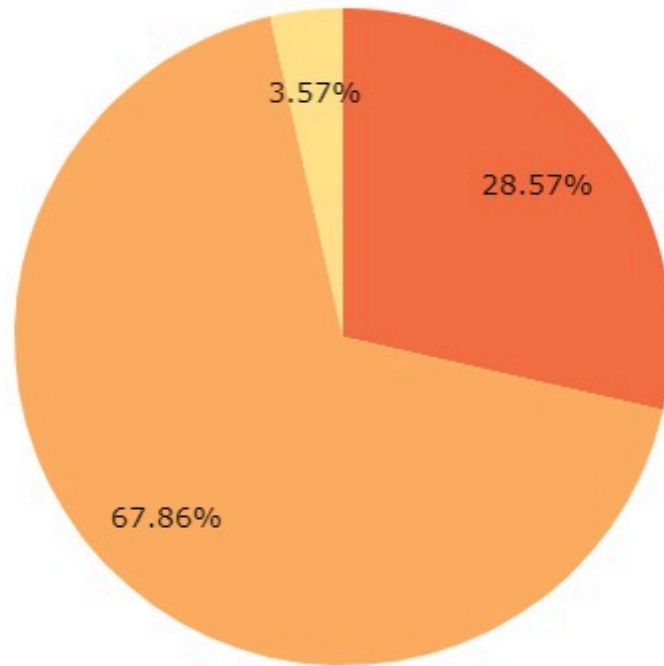|	Strongly agree	46.43 %
	Agree	42.86 %
	Neutral	7.14 %
	Disagree	3.57 %

Q.41

Generally, I consider DG channels to be trustworthy.

Total responses 28
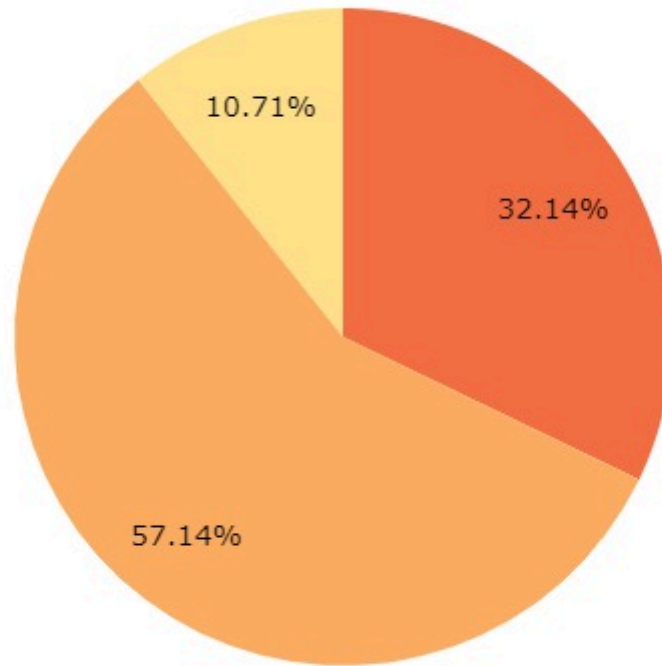
Total skipped 0

■	Strongly agree	28.57 %
■	Agree	67.86 %
■	Neutral	3.57 %

Q.42

I feel that DG's presence on social media makes it easier to know about new services.

Total responses 28

Total skipped 0

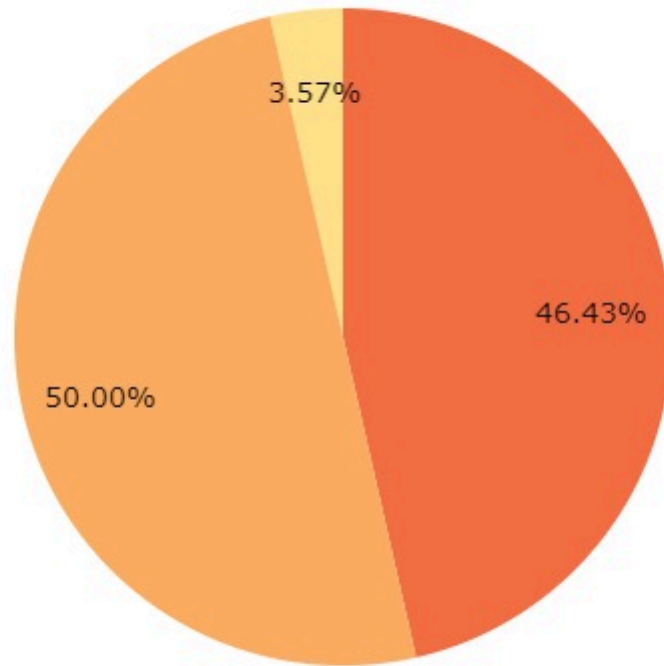|		
🟧	Strongly agree	32.14 %
🟧	Agree	57.14 %
🟨	Neutral	10.71 %

Q.43

I like it when the DG asks me for my opinion.

Total responses 28

Total skipped 0

	Strongly agree	46.43 %
	Agree	50 %
	Neutral	3.57 %

Q.44

I like it when the DG responds to my feedback.

Total responses 28
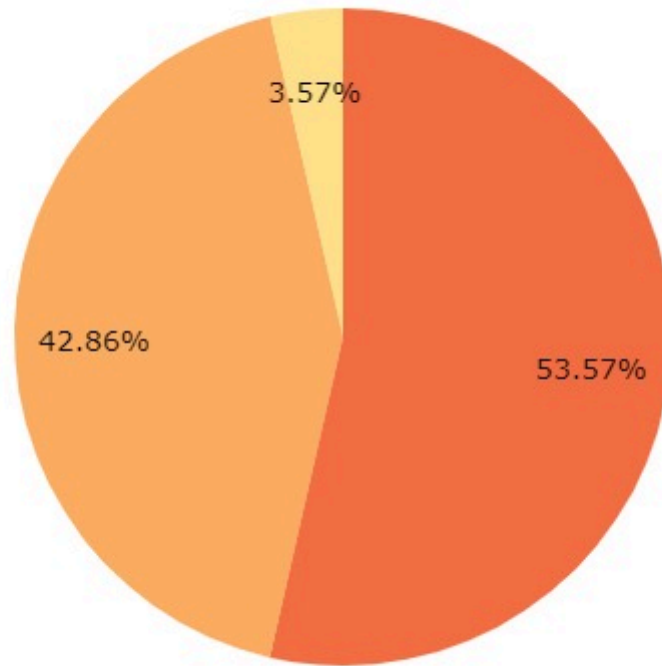
Total skipped 0

■	Strongly agree	53.57 %
■	Agree	42.86 %
■	Neutral	3.57 %

Q.45

I like it when the DG engages me in enhancing and developing current or new DG services.

Total responses 28
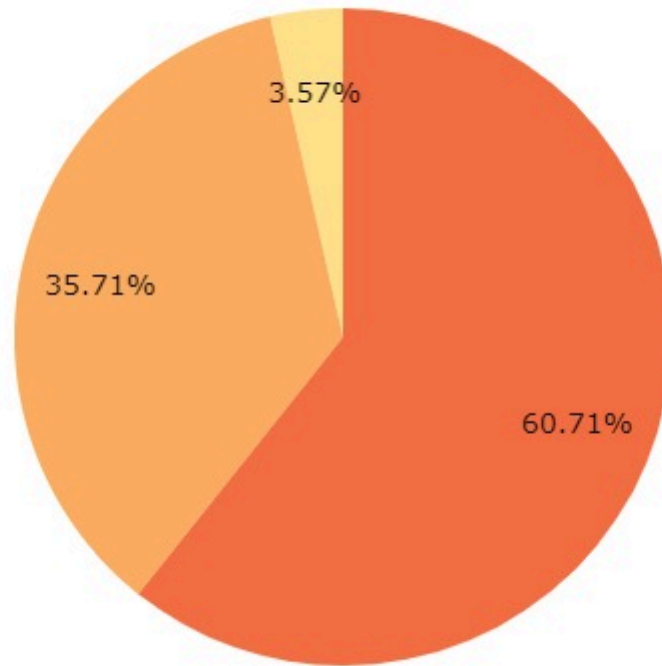
Total skipped 0

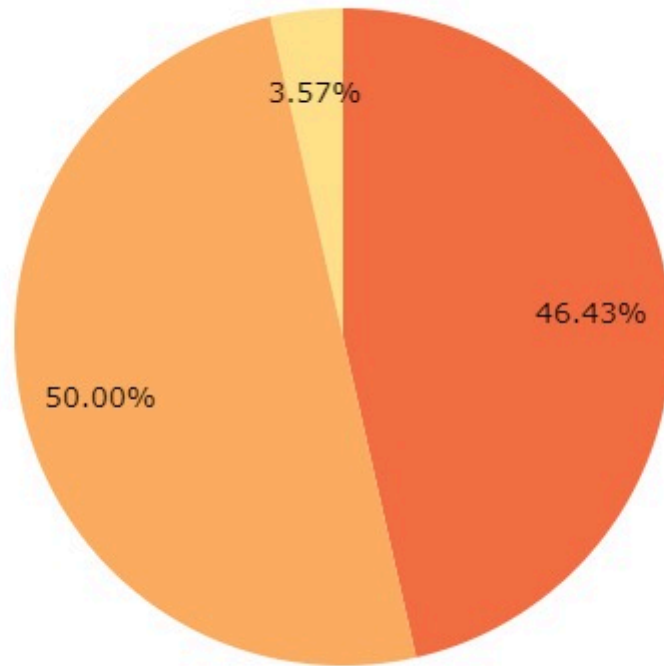|		
■	Strongly agree	60.71 %
■	Agree	35.71 %
■	Neutral	3.57 %

Q.46

Using the DG channels to access Government services makes it easier for citizens.

Total responses 28

Total skipped 0

■	Strongly agree	46.43 %
■	Agree	50 %
■	Neutral	3.57 %

Q.47

I am satisfied with my experience using DG channels to access Government services.

Total responses 28
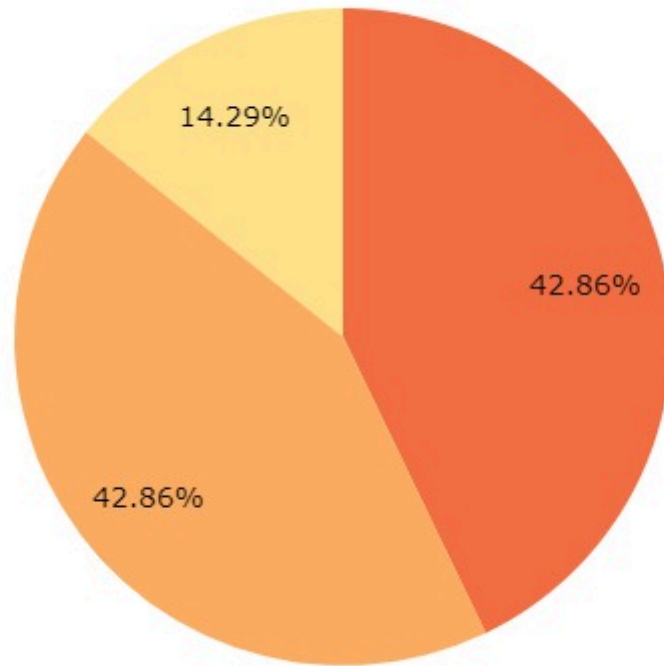
Total skipped 0

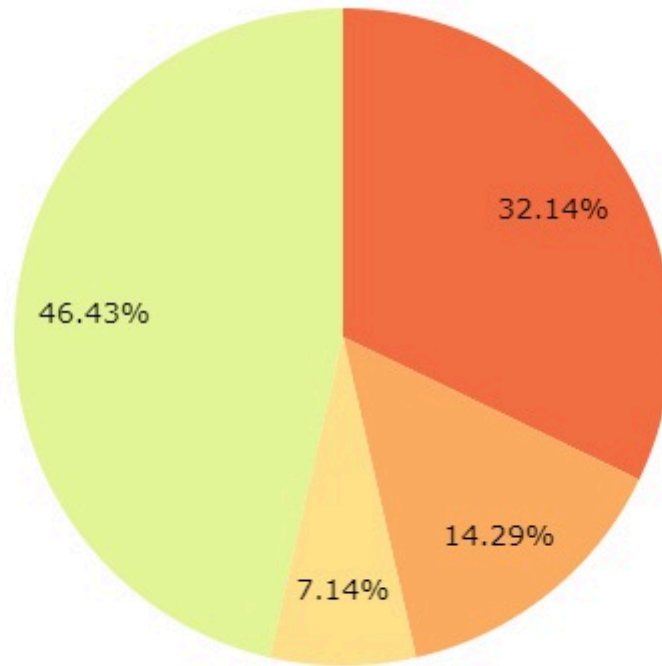|		
■	Strongly agree	42.86 %
■	Agree	42.86 %
■	Neutral	14.29 %

Q.48

Choose one option:

Total responses 28

Total skipped 0

| | I intend to use DG channels to access government services frequently | 32.14 % |
	I predict that I should use the DG channels to access government services in the future	14.29 %
	I will use DG channels in the near future	7.14 %
	I am currently using DG channels frequently	46.43 %

Q.49

Please select the type of services/information that you think are the most important for you to be provided by the DG channels:

Total responses 28

Total skipped 0
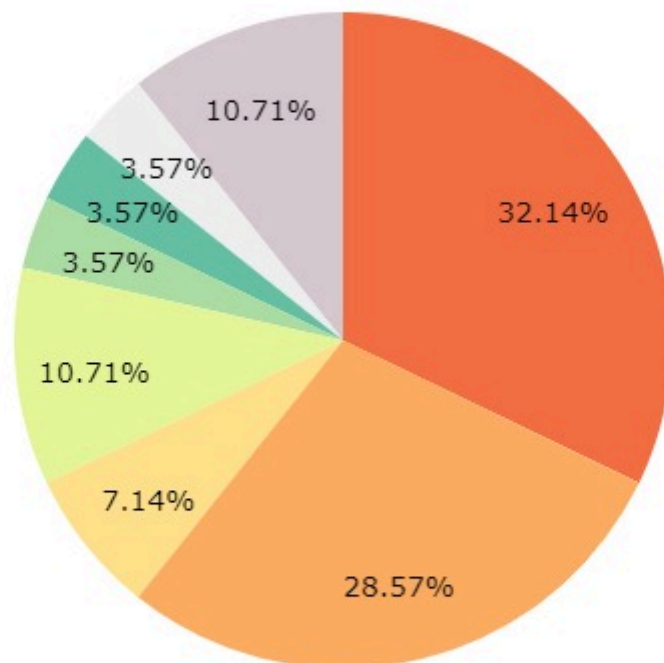
	Visa and Emirates ID	32.14 %
	Jobs	28.57 %
	Education	7.14 %
	Health and fitness	10.71 %
	Business	3.57 %
	Social affairs	3.57 %
	Transportation	3.57 %

■ Justice, safety and the law   10.71 %