



وزارة الحرس الوطني - الشؤون الصحية

MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS

MNGHA

Analysis of Portal Performance

Ministry of National Guard Health Affairs (MNGHA) Website

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Analysis Objective

Participation in and exchanging opinions and functional suggestions is one of the most important pillars of enhancing any work that needs contact among the parties involved.

As a result, MNGHA recognizes the value of public engagement in all activities and services delivered.

As part of E-Participation, portal pages' evaluation was developed at the end of every page in the portal to evaluate the content and ease of access to the necessary information.

Was this page useful?

Yes

No

Evaluation Questions

The evaluation has one question: Was this page useful?

In case, the visitor answers "Yes": one or two options can be selected from the following options:

- It was helpful
- Easily found the information
- It was well written
- The layout made it easy to read
- Something else: to write another comment

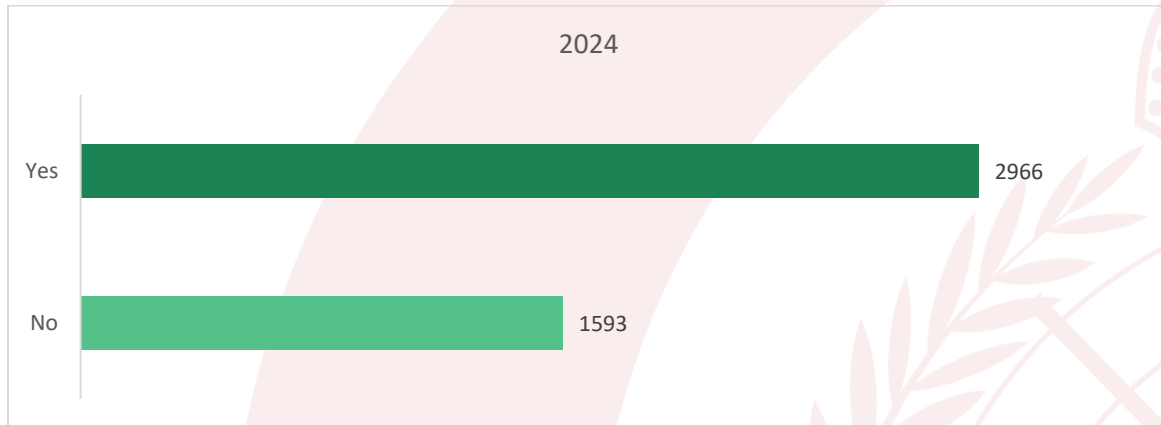
In case, the visitor answers "No": one or two options can be selected from the following options:

- It was poorly written
- Could not find the information
- There was a technical problem

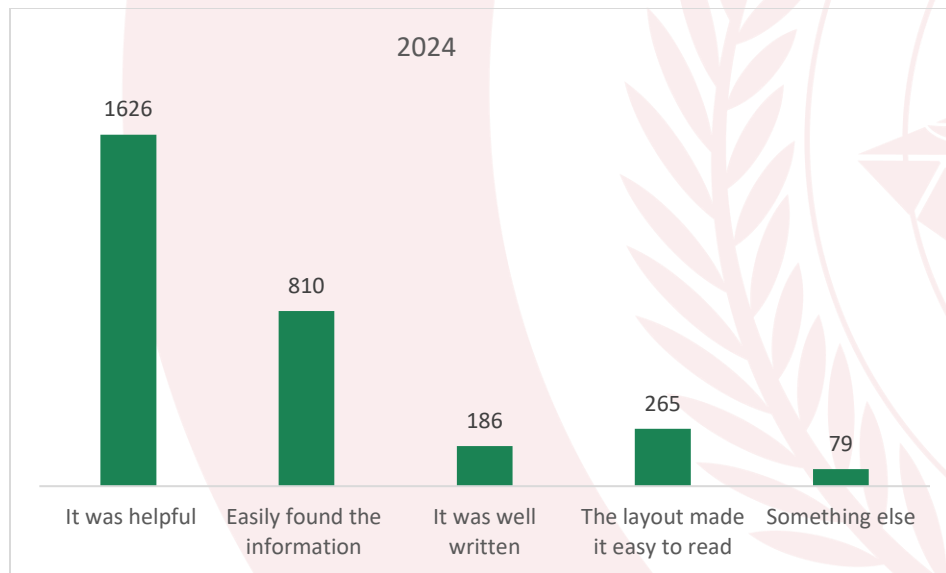
- The layout made it difficult to read
- Something else: to write another comment

Analysis Results

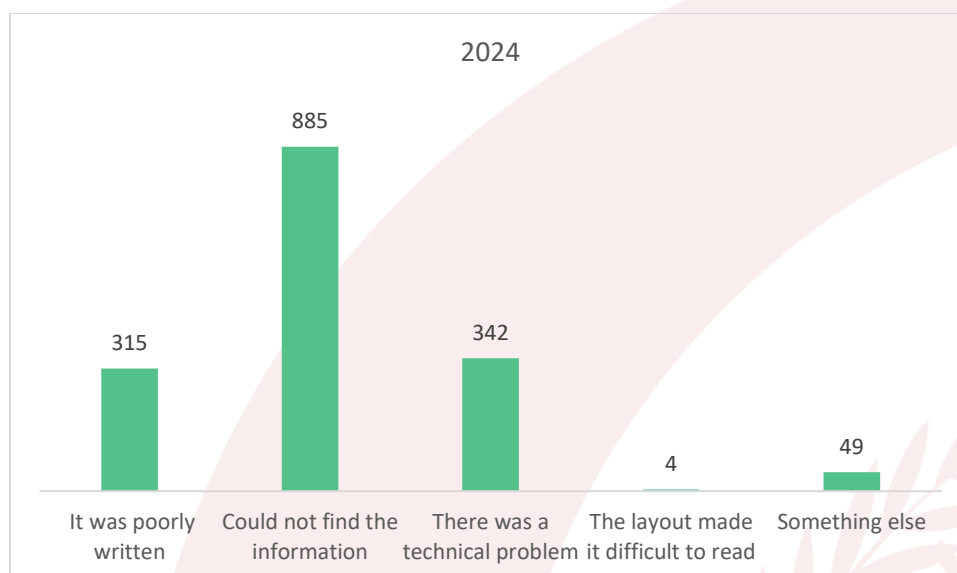
We observed that website pages were evaluated (4,559) times after analyzing the data, as follows:



Answers of Visitors Who Answered “Yes :”



Answers of Visitors Who Answered “No :”



Answers of Visitors Who Answered “No:”

Category	What is done	Decision
The content is not updated	A list of pages that has outdated content were identified	Work on updating pages that have been identified with the latest information
No content	A list of pages that has no content were identified	<ul style="list-style-type: none"> Work on assessing pages that have been identified if they are still needed. Work on providing the required content for the visitor
No English content	A list of pages that has no English content were identified	Work on creating and translating the pages that have been identified
Rephrase the content	To work on making the content easy to read and simplifying vocabulary	Assessing the website language and the terms of MNGHA them or develop a feature in the platform that explains the meaning next to each term
Contact us” Page is not clear“	To re-develop the page of “Contact us”	Work on a new design of “Contact us” page to be developed on the website to make all communication channels, working times and response time for each
No user manual or to use the services	A plan was done to design the user manual for every service for the most important services	A set of manuals and the remaining manuals will be done based on the work

Inquiries about MNGHA medical and operational services	A list of these inquiries was identified to include them in FAQs	Work on providing answers to each inquiry, and add them to the FAQs
Technical Problem or changes	<ul style="list-style-type: none"> • A list of pages that has technical problems were identified to work on them • A list of technical changes was identified to work on developing them 	<ul style="list-style-type: none"> • Work on fixing pages that have technical problems • Assess the technical changes if it needed, and then submit change requests to be developed on the site
Others	Some comments contain specific inquiries about the users, these inquiries were identified, and will be transferred to the concerned department.	They will be transferred to the concerned department to work on them.

Decisions

This analysis was done for the first time through the evaluation that was developed in the portal last period. After analyzing the visitors' comments, importance of this kind of evaluation were recognized to improve MNGHA Portal. Therefore, the following tasks will be done:

- Working on what have been identified in the previous table in Analysis Results.
- Conducting the same analysis in quarterly basis to improve the quality of content and services in MNGHA Portal.