



# Developing and improving the Ministry of National Guard Health Affairs application

Co-creation Date: 2025-12-1



1

# Co-creation Summary



## Overview of the Co-creation

01

- ✓ The Health Affairs at the Ministry of National Guard is working on developing and improving its digital health application by listening to beneficiaries' feedback and identifying the services they wish to enhance and improve.



## Objectives of the Co-creation

02

- ✓ This Co-creation aims to open the door for beneficiaries to participate by sharing their opinions, with the goal of identifying development priorities and improving the services provided through the application in a way that better meets their needs and expectations.



## Beneficiary Category

03

- ✓ Citizen
- ✓ Resident
- ✓ Visitor
- ✓ Business sector
- ✓ Elderly
- ✓ Women
- ✓ Youth
- ✓ Persons with disabilities



2

## Co-creation Period – Participation Channel

Indicates the project start and end dates, along with the channel of project launch



Co-creation Participation  
Channel

On the official website of the Health  
Affairs at the Ministry of National  
Guard  
[Co-Creation](#)



Project Start and End Period

From date: 2025/12/1  
Until date: 2025/12/30

## Proposed Options



Proposed options for the Co-creation

01

How satisfied are you with your knowledge of the services provided in the Malafi application?

04

How satisfied are you with the advertising campaigns and awareness materials related to the Malafi application?

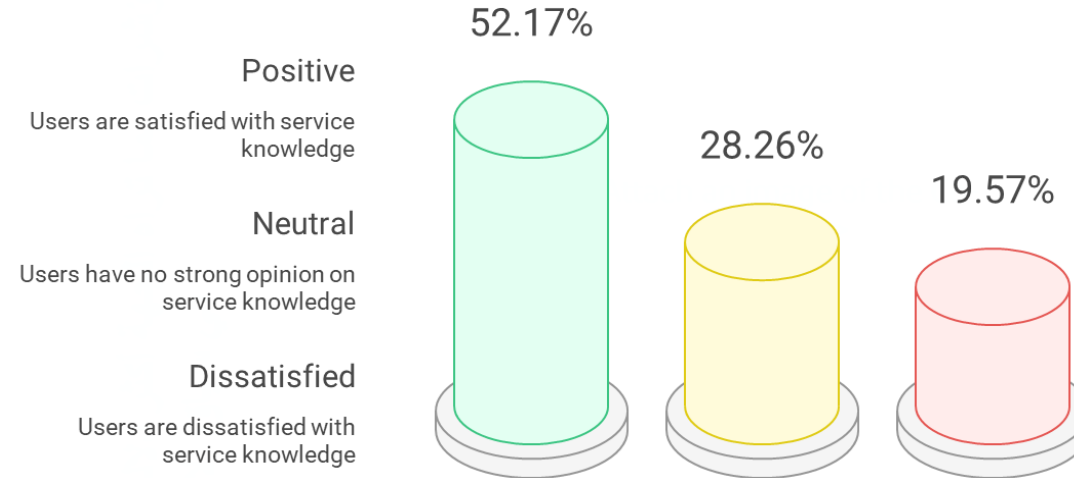
02

How easy is it to use the application and navigate between services/pages?

03

How easy is it to find the information you are looking for in the application?

### User Satisfaction with Malafi Application Services



3

## Proposed Options



What is your preferred channel to follow updates and news about the Malafi application?

01

X (formerly Twitter):

02

Website:

03

Email:

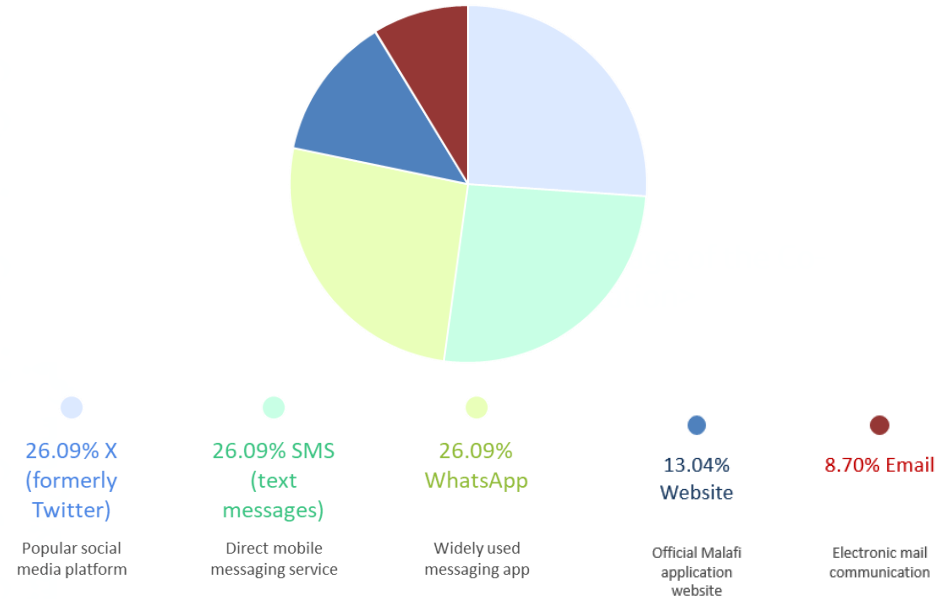
04

SMS

05

WhatsApp:

Preferred Channels for Malafi Application Updates





4

## Submissions Analysis



Participation Statistics

01

27

Participants

● Finished

### Develop and improve chatbot

The initiative aims to provide opportunities for development and enrichment of the chatbot through the participation of all members of society with opinions and advice.

📅 Start date: 2025-11-1

📅 End date: 2025-12-1

Initiative

All beneficiaries

🔗 Participate

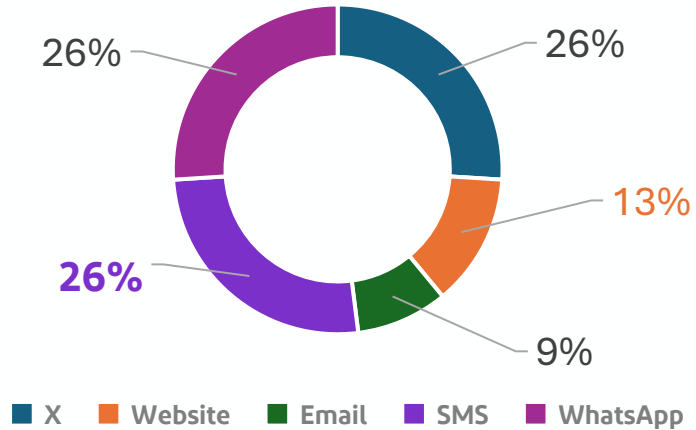
📄 Results and Decisions

# Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

## Data Collection & Analysis



02

## Recommendations & Decisions

The Co-creation results showed that participants expressed varied levels of satisfaction with the application's services, with a clear preference for improving ease of use, clarity of information, and accessibility of services, while some participants indicated the need to enhance awareness and guidance related to the application.



Based on the participants' feedback, it was decided to develop and improve the application's services by enhancing usability, improving access to information, and strengthening communication and guidance mechanisms to better meet beneficiaries' needs.



4.1

# Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

03

## Linking the Decision to the Final Decision

Participants' feedback was analyzed, and a decision was made to enhance and improve the application services and communication channels, contributing to better service for beneficiaries.

04

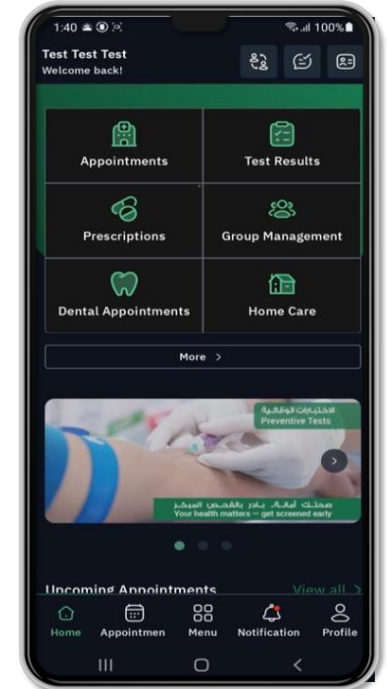
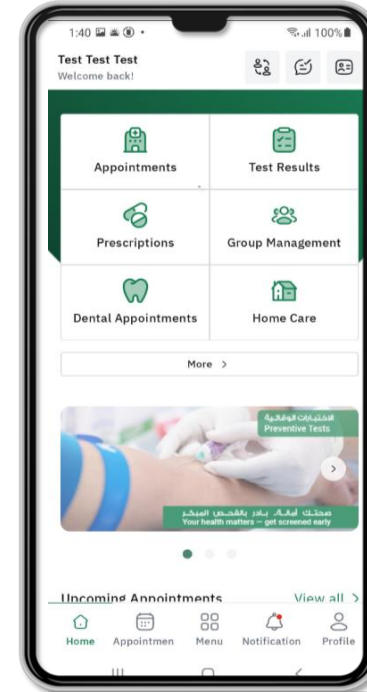
## Implementation Timeline



## Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on participants' feedback, dark mode was enabled in the application to enhance viewing comfort and reduce eye strain, with the option to switch between light and dark modes through the application settings.



## Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on participants' feedback, several communication channels were activated in line with the target audience and the type of information. SMS messages were enabled to share updates and facilitate beneficiaries' access to information, in addition to in-app notifications to enhance guidance and awareness.



**Thank you**