



Improving User Experience MNGHA Website

Consultation Date:
2026/03/25
to
2026/04/25



1

Consultation Summary



Overview of the Consultation

01

- ✓ Ministry of National Guard Health Affairs works continuously to enhance electronic participation, where the consultation related to the official website aims to evaluate and analyze the needs and directions of users in order to improve their experience



Objectives of the Consultation

02

- ✓ The consultation aims to enhance User Experience on MNGHA Website by sharing the opinions and advice of general beneficiaries from community members.



Beneficiary Category

03

- ✓ Citizens
- ✓ Resident / Visitor
- ✓ Business
- ✓ Older people
- ✓ Woman
- ✓ Youth
- ✓ People with disabilities



2

Consultation Period – Participation Channel

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



Consultation Participation
Channel

[Ministry of National Guard Health Affairs](#)



Project Start and End Period

2026/03/25
2026/04/25



3

Proposed Options



Proposed options for the consultation

01

Ease of accessing e-services

02

Clarity of information and website content

02

Website design and user interface

*Which aspects of the MINGHA website should be improved to better enhance the beneficiary experience?

Select all that apply

- ☐ Ease of accessing e-services
- ☐ Clarity of information and website content
- ☐ Website design and user interface

Additional comments:

Submit



4

Submissions Analysis



Participation Statistics

01

29

Number of
Participants





4.1

Analysis of Contributions Based on Decisions (1/2)

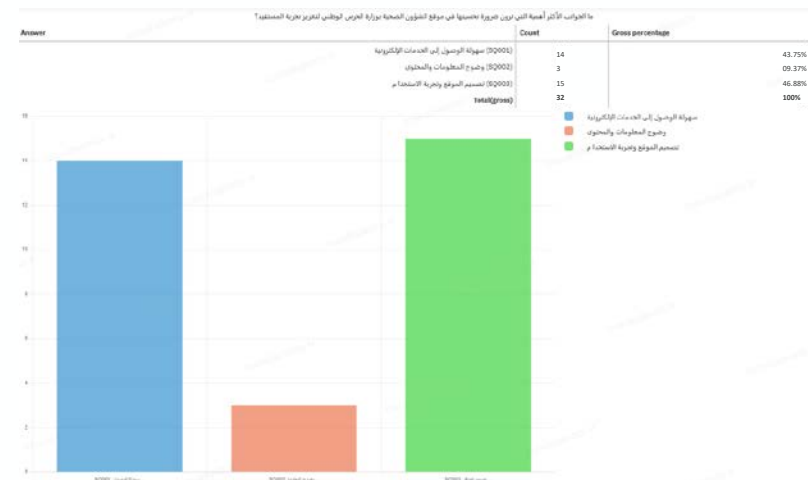
Present the general trends of participants' opinions

01

The results of the consultation regarding Improving User Experience MNGHA Website indicated that the most significant option for improvement was Website design and user interface , with a percentage of 51.72%, followed by Ease of accessing e-services, with a percentage of 48.28%.

* 02

Recommendations & Decisions





4.1

Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

Recommendations & Decisions

46.88%

Website design and
user interface

43.75%

Ease of accessing e-
services



Improving User Experience on MNGHA Website include:

Dark Mode : Implemented to enhance user experience.

Introduction of accessible formats to support persons with disabilities, ensuring content compatibility with Assistive Technologies.

Resolving technical observations to guarantee website compliance with required international standards, facilitating effective use across all user groups.



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

Work on implementing new features to enhance website design and User Experience including:

1. Dark Mode
2. Universal Access via Accessible Formats
3. Compliance with Accessibility Standards



04

Implementation Timeline

2026/04/26

Collect and analyze data

2026/05/05

Based on the results and analysis work has begun to add the new features.

2026/05/17

The new features have been implemented to the website.

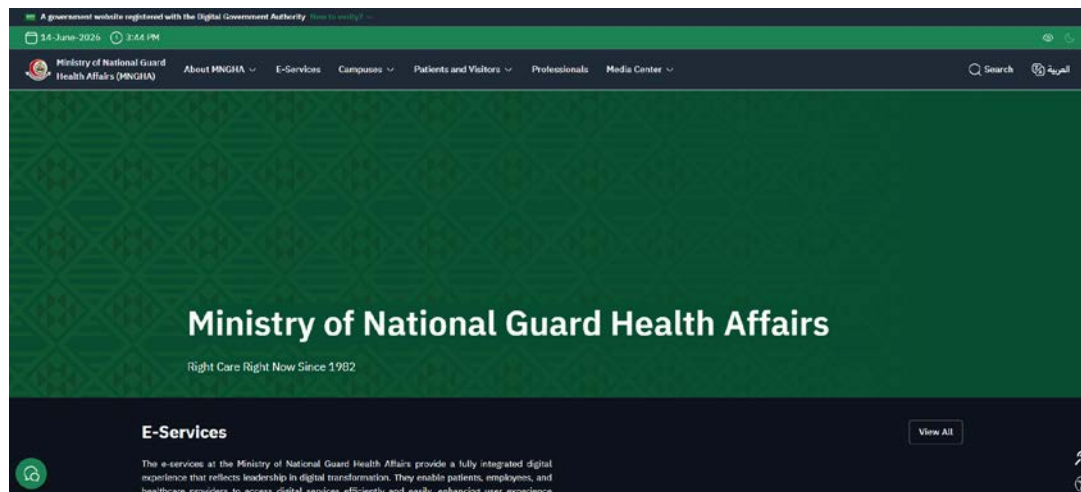


5

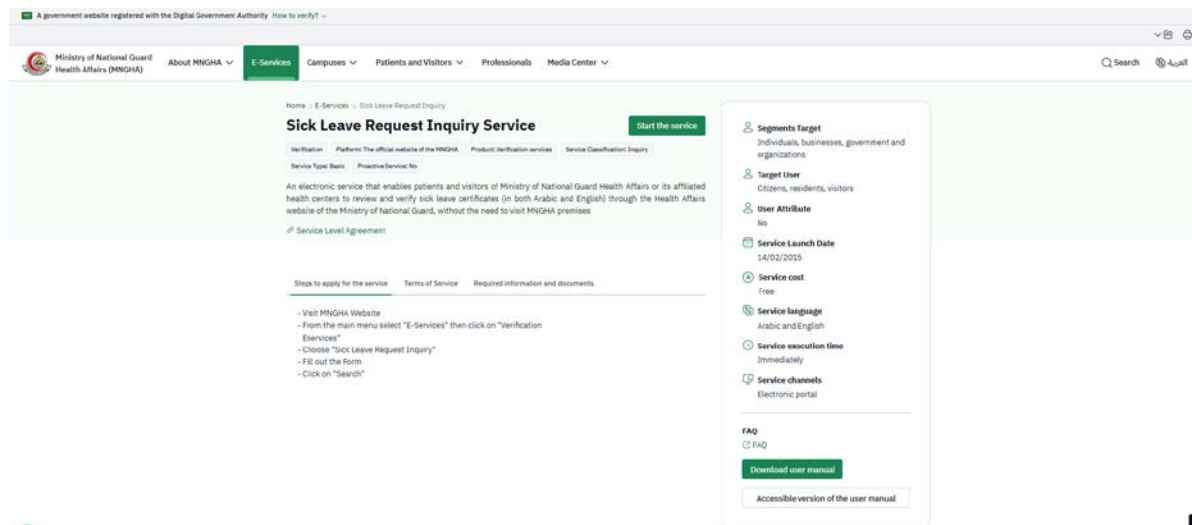
Results and Decisions

As part of ongoing efforts to improve user experience, enhance digital accessibility, and promote digital inclusion, Dark Mode and accessible formats were implemented in Q2 2026. These enhancements provide greater visual comfort, improve access for persons with disabilities, ensure compatibility with assistive technologies, and support compliance with approved accessibility requirements and standards.

Dark Mode Feature



Supporting Universal Access via Accessible Formats



Public



Thank you