if there is any addition, reaction for this two 2 days, so far let's discussion, it can be addition to what your group presented or any other group presented or different options [Presenters]

I want to add on that my colleagues have said on the option of languages. there were only two language Chichewa and English and my colleagues from the north could have challenges on the language[ members]

I want add on what my colleague said, our friends from LIN, MZUNI, and PHIM you have seen it vita that for the messages to reach a large number of community members it important to use CBOs, I remember last time, evening the distribution of Condoms it was challenges in one of the district in Malawi , because the ambulance breakdown , and there was no fuel, just to distribute condoms in councils , and when you can look at the cost which was mentions it brought a lot of questions because the CBOs were capable to take and distribute the condoms for free. without cost of vehicle and fuel , it showed that ...[2.16.9 to 2.30.4 min]..last time World Vision Condom program cost 300 Million just to distribute condoms and you want to employ someone with a PhD to handle that. the issue which the CBOs can distribute with only 50 Million. they thought that i was lying. So **the use of CBOs is cheap very cost-effective and efficient**. and this kind of messages ... [] how have access to that chatbot is a sad sorry because COVID-19 affected all areas[ Districts]. so those [CBOs Members] who are see them they stay with the community and you have recognized them to use grassroot intervention because the know the challenges the community face, and the know the households . but we see visit coming , I want to recommend LIN and MZUNI for recognizing . and involving the CBOs to this workshop. it was there pathetic to recruit someone with PhD to distribute Condoms and get 300 Million. 800 Million was there to buy a Van to promote condoms . The CBOs were just getting the condoms and place there in the right hot spot. so some time we make things challenging. while there are people who capable of doing it so in things like this involve CBOs. but we see coming CBOs come just to watch, **but going forward that trust you have CBOs towards the success of these projects. because what is challenges is trust, what ideas can CBOs give to a projects , what now it has to go beyond consultations.** this is was we want this time alone. **let the CBOs lead and participant in your decision making and priority for the research you are doing. this will reach a point where we not need Donor money to support implementation of the activities because the volunteers in the community need to be utilized** thanks [ Present of CBOs Members ]

Mine I think is ... I want to add how the ..... feedback for example the system to point that this issues are coming from Likoma for example. if we can emblem an AI tool that will help to capture the place of the issues coming from Blantyre and then within the system you integrate a resource person from the Districts to say maybe BT you have some issues ..... so such person will be able to follow up how to response to them .....if some one is buy he or she may not be able to see all the issues but an AI can do that, and again it was a good tool but I think it was not adverted properly. we need certain skills to advert this kind because has prove to be a good tool but it did not receive that kind of advert that people can utilized it. someone has mention the issue of the data bundle to use the system. but someone who has WhatsApp data bundle will be able to use of the system, so it was already an opportunity , already for use to revenge on. if possible to make possible to put function to alert uses of this[ chatbot] [ HW member]

Group talk that when one select chichewa [language option] it show that somethings wrong, so when you take person and technical reality it give a sense like I am the one who made that mistake. doing two to three times you concluded that I am the one making the mistake hence i will not use this app again. **The system should include some features to show that something is wrong.** it show point out that which is wrong. so I think is a technical thing you can improve on. while in the English version [option] it is showing when something is not working. [ member of the CBOs].

there was a question relating to entertain something like that , I do not know whether it was meant to be entertainment . but i ensure its to do with giving information not entertainment . but if you want people to be interested and get addicted to it put something to entertainment ..11:29.9-11:33.9.. [hw member]

the MARS too has a section on entertainment [ p.1], chatbot do not have it? [member] , so because that entertainment part was there to evaluate the chatbot whether it was providing something some sort of entertainment to people on that part of engagement, the first part is entertainment. [ p.1] , **I think it was more looking at when an individual is interacting with the chatbot, it giving you the desire to continue**[ p.2]

first i was to add remarks on the presentations made up to day , the presentation were so helpful to the CBOs, what i can ask for this job to go smooth because the chatbot for us CBOs we need to understand it clearly if there can be an opportunity specific to discuss and talk on chatbot with the CBOs because this information we did not have. for them to understand it[CBO member.

first I want to appreciate that you reach out to the whole country, to seek representation I think the feedback you are getting is representative National feedback. I want understand is this part of the first session or second session ? .. it is a continues [p.1] . I worry was meeting .... so you need to balance it up with those individuals who have frequently used the application. and second for question number 19 to 20 where we are saying the group has agreed i think like is leading like this is what we want people to say. so leading[ hw members]

I feel like the problem there is technology acceptance model has that part to say have people accepted to use this application so that's where this question is going to be drive from, I understand your concern. [p1]

I think those were my observations. I feel like maybe it there were presented differently as there other groups. so that we come to the majority after the discussion. then we continue doing ....[hw member]

I think riding on this comment and people who have truly used the application. is it possible for you to identify them and get feedback from them. because you will going to get true feedback and unlike what we are going you. will be more theoretical but those who have truly used the platform and if you are able to kick them out and also have a meeting with them and understand from them I am ensure the segment could be a bit different from what you are getting from this group. [ hw member]

That one let me refer to my PI. because is a big question for me to answer[p.1].

for that one will seat down with Joseph and see how best we can handle it.[p.2]

So after the study design the reason we did not ... from the technology perceptive yes we can identify who used the system. but all this data is personnel data so its protected by government. the ministry of health and government is protecting everyone privacy. its a law and we have to follow the law. So to redesign the study some researchers were thinking can we get the contact number from the system user and select them to participant in the study. I told them No we can not do that , because upon use services, there is no any inform concern, agreement, saying that government can share data with research. so we do not want to breach that route. even i working with the ministry, I am supporting the system. but there is no way I can just get the data and say researchers these are the data study. it not okay. [ PI]

and in academic training there is one mandatory course that is research ethics. Yes it is possible to get that but then if really to interact with the user that means in the beginning that kind of agreement has to be there with the end user. and that government is between the user and the government. and who can use that data is the government. government has that responsibility to protect that data. thanks [PI]

(p1 translated to chichewa on what the PI said 0.17:58.1 to 0.19:15.7)

I think that is what is there and if you can recall again previous before you come to this , when you are looking at the data, we want to look into the real data but we had other issues in relation to ethics. that is is protected information so for us to go deep, for the question of there were some individuals who were entering into the system two to three times. that was one of the issues we could not address because we could not get in the deep to identify the individuals person identifies. otherwise the protection was stopping us to go that deep. we had that discussion initial, thanks. [p2]

is there any question? [p1]

Just a comment to say, what we look at this intervention, Surveillance we could see the gaps that are there I think some of this gaps have be address by a number of interventions. I remember ........ Surveillance assistance there complement IDSR surveillance, 21:.05 to 0.22.06 [ the audio was not Cleary]

I think you have touch on one part which was presented by her to say, thing need people to have bundle or airtime , unfortunate if you look at the chatbot , its a WhatsApp chatbot the way it way it was make it was that all most very Malawian can use it. where every they are because the message where to say if you have anything to ask on you can send the message or you wan to send information you can do it. and the like. that became a problem really it terms of bundle distribution. because how would the government airtime or bundle to all most every Malawian because evening those in town. who are capable of having airtime will also go behind saying they do not have airtime or data bundle . this is like when we are receiving maize, those that are capable they also come to receive it the same like free fertilizer so that becomes a problem. otherwise maybe if we can make it to work offline and sync the time they are now online that would work better but to buy everyone airtime bundle that can not be visible. just try to image how can the government buy everyone airtime. the population of Malawi is around 21 million currently[p.2]

is there any comment [p.1]

Sorry if i might be repeating on what was already said. I just want to say they say on this project by LIN and MZUNI they have a target and with the target they have ways how to carry out the project but then the president of CBOs was talking there about the involvement of the CBOs. which i think and believe is well and bidding for you( LIN, MZUNI) to succeed in this project because yes we live directly with the people who you want to reach now as he said our involvement is of great importance because the information taken from here will go direct to people in the community. now again to talk of expending too much money to meet the needs of the people, the CBOs uses very few money to perform the duties in the villages. so out involvement may help you to run those project with very few money. and again as well as we are discussing the chatbot here i think we not know about the people in village who most of them do not have smartphone , yes there is a possibility that others might just follow but the information was not in the village. now for us the CBOs would come in villages as you said that this might be ongoing because the pandemic come and will come so such initiative will be just changing names and working , so let me on this you can just name the chatbot some other way delivery of the message to the community so that each and every person is have access to the information so that in the next pandemic they should be able to report to us and do what every they can do so that the project, because we believe that project you need to achieve your goals. because that is set. so to achieve the goals is when the information goes to the people so i think with this i would want you to improve the national, government is here, Mzuzu university not to spare the CBOs were not so much include in the meets. the information pass here will be taken to the community, people will benefit because not in two month to come but from tomorrow. [CBO]

Yes i think on our group on we will going through the MAS tool, Q 13 about quantity of information, **right now the chatbot has COVID-19 static and Vaccination, but we are think of other important areas that we feel that were missed, things to do with infection prevention, or case management, in cases of someone who report himself/herself that I am sick. if felt like if they can put, if they can go on the what's and have some management ideas of COVID may help.** so maybe you have to look it the quantity , actually we find it difficult to rate that one Q. we gave it a 4 , which says it has a range of information but with gaps , so the gaps we are considering, IPC, case management and also other pillars may think of add[hw].

any more comment[p.1]

before we take a break have one question**, there is a concern about literacy level and then you said chatbot was more favourable to people that can read and write, are they suggestion on how we can assist people that can not read and write ?** to use the what's chatbot ? [p.1]

I think if we can make it to **receive voice note**[hw],

because if you look at the chatbot the way it was deign, I am not sure if the voice note can direct you where you want to get the information. maybe the designer can help them. because the chatbot was design to give you to get the information as part of the interaction.

we have representative from digital health, can comment on that

actually we discussed that at our end. We are like a simple clip of COVID-19 something considering that of entertainments so maybe a show of something concerning COVID-19 but we felt that will be a difficult thing. considering what you said that it is following a track, so the system is get information from somewhere, so if you need technical experts to direct that to get back to you . so for us just left it out.

I think let's not complete rule it out will present the issue the technical team to say how can we go about helping those that they do not have what's, but then they have these ordinary phone, could actually send the messages, or the same what's being created on other platform that use SMS to see if it can work. and the issue of the Voice note will be discussed with the team if its something that can be done because normally what we do in this kind of things as a user or as client you just present what you want to see its them how have to figure out how they are going to do it so that you get what you want so we are going to present those as some of the needs that have come out from here that may add in to the use of the chatbot and then we see how they can get out on how to come out feature you suggested[p.3].

riding on his point we can expand it to other who are physically challenges / disabilities how it can be more inclusive to consider those that have other disabilities.

I think you can include it on the ordinary Phone to educate the volunteers, so that they use messages like the options to go to the next step as it was used in the rapidpro. so we can like from them as well [hw]

even as 321 as well, 321 its a vayamo platform, they also use the audios that evening the ordinary person can select numbers to listen to what they want[hw]

I just want to hear from you, **as a suggestion can the app include some of the things like this time we are talking of Mpox, and cholera**[hw]

let me invite two authorial from the ministry [p.1]

I have already put my interest yesterday, that this app might not be limited to COVID-19, if possible can it also take care of the other epidemic, emerging or re-emerging infections so I think the team is considering that. because if COVID doesn’t come, how are we going to use it. [hw]

I think what I can say it when we are designing the systems within the ministry to be like the vision or the focus is not only on one thing but building on the same platform expanding or including so many components because what we want is to have a system that response to the needs of different entities or department of the ministry or the health sector so this issues will actual be taken. actually they have already built the platform , the foundation it will just be an issue of include those other emerging issues that may come so these issue about cholera they will be going to be included. I am not sure about the Mpox because it depends on how the ministry is looking at it, how severe it is so that the team also take it on board, and now we have zero cases , but I am sure behind the scenes they maybe working on something just to make sure they address. I think with Joseph here will talk to some of the guys are involved in the development work but what i can assure you is that these suggestions will be included in the report because this report will going to be shared ministry of health management, for them to see what is it that can be done and particularly the digital health division , because they have to see what are the issues come out of this assessment that we have done and how they are going to address them . but be assure that this information will be taken to them so that they see how they can incorporated this issue.