| **Characteristic** | **N = 37**1 |
| --- | --- |
| recommend\_covid\_19\_whats\_app\_chatbot\_to\_people\_who\_might\_benefit\_from\_it |  |
| 1 Not at all I would not recommend this app to anyone | 1 (2.9%) |
| 2 There are very few people I would recommend this app to | 1 (2.9%) |
| 3 Maybe There are several people whom I would recommend it to | 1 (2.9%) |
| 4 There are many people I would recommend this app to | 9 (26%) |
| 5 Definitely I would recommend this app to everyone | 23 (66%) |
| Unknown | 2 |
| number\_of\_time\_to\_use\_covid\_19\_whats\_app\_chatbot |  |
| 1 None | 1 (2.7%) |
| 3 3-10 | 12 (32%) |
| 4 10-50 | 13 (35%) |
| 5 >50 | 11 (30%) |
| star\_rating\_of\_the\_covid\_19\_whats\_app\_chatbot |  |
| 1 ★ One of the worst apps I’ve used | 1 (2.7%) |
| 3 ★★★ Average | 12 (32%) |
| 4 ★★★★ | 19 (51%) |
| 5 ★★★★★ One of the best apps I've used | 5 (14%) |
| 1n (%) | |