| **Characteristic** | **Agree**, N = 961 | **Disagree**, N = 221 | **Neutral**, N = 721 | **Strongly Agree**, N = 811 | **Strongly disagree**, N = 11 |
| --- | --- | --- | --- | --- | --- |
| Perceived Ease of use of COVID-19 chatbot |  |  |  |  |  |
| i find the covid 19 chatbot easy to use | 14 (36%) | 4 (10%) | 10 (26%) | 11 (28%) | 0 (0%) |
| it is easy to become skillful in using the covid 19 chatbot | 16 (42%) | 1 (2.6%) | 8 (21%) | 13 (34%) | 0 (0%) |
| it will be easy for me to find information through the covid 19 chatbot | 18 (46%) | 2 (5.1%) | 8 (21%) | 11 (28%) | 0 (0%) |
| learning how to use the covid 19 chatbot is easy for me | 8 (21%) | 3 (7.7%) | 9 (23%) | 18 (46%) | 1 (2.6%) |
| my interaction with the covid 19 chatbot was clear | 15 (38%) | 5 (13%) | 11 (28%) | 8 (21%) | 0 (0%) |
| my interaction with the covid 19 chatbot was understandable | 12 (31%) | 3 (7.7%) | 13 (33%) | 11 (28%) | 0 (0%) |
| the covid 19 chatbot features are easy to use and follow through | 13 (33%) | 4 (10%) | 13 (33%) | 9 (23%) | 0 (0%) |
| 1n (%) | | | | | |