| **Characteristic** | **N = 37**1 |
| --- | --- |
| accurately\_fastest\_of\_covid\_19\_whats\_app\_chatbot\_features\_functions\_and\_components |  |
| 2. Some functions work but lagging or contain major technical problems | 1 (2.7%) |
| 3. works overall. Some technical problems need fixing/Slow at times | 14 (38%) |
| 4. Mostly functional with minor/negligible problems | 13 (35%) |
| 5. Perfect/timely response; no technical bugs found/contains a ‘loading time left’ indicator | 9 (24%) |
| ease\_of\_use\_of\_covid\_19\_whats\_app\_chatbot |  |
| 3. Useable after some time/effort | 5 (14%) |
| 4. Easy to learn how to use the COVID-19 WhatsApp Chatbot | 20 (54%) |
| 5. Able to use the COVID-19 WhatsApp Chatbot immediately; intuitive; simple | 12 (32%) |
| the\_chatbot\_is\_interactive\_consistent\_and\_intuitive\_across\_all\_components |  |
| 2. Often inconsistent/confusing | 1 (2.7%) |
| 3. OK with some inconsistencies/confusing elements | 12 (32%) |
| 4. Mostly consistent/intuitive with negligible problems | 12 (32%) |
| 5. Perfectly consistent and intuitive | 12 (32%) |
| 1n (%) | |