| **Characteristic** | **N = 37**1 |
| --- | --- |
| covid\_19\_whats\_app\_chatbot\_profile\_contain\_its\_purpose |  |
| 2. Inaccurate. The profile contains very few of the described components/functions | 1 (2.7%) |
| 3. OK. the COVID-19 WhatsApp Chatbot profile contains some of the described components/ functions | 8 (22%) |
| 4. Accurate. the COVID-19 WhatsApp Chatbot profile contains most of the described components/functions | 20 (54%) |
| 5. Highly accurate description of the the COVID-19 WhatsApp Chatbot components/functions on the profile. | 8 (22%) |
| covid\_19\_whats\_app\_chatbot\_content\_is\_correct\_well\_written\_and\_relevant |  |
| 3 Moderately relevant/appropriate/coherent/and appears correct | 9 (24%) |
| 4 Relevant/appropriate/coherent/correct | 21 (57%) |
| 5 Highly relevant, appropriate, coherent, and correct | 7 (19%) |
| covid\_19\_whats\_app\_chatbot\_scope\_comprehensive\_and\_concise |  |
| 2 Insufficient or possibly overwhelming | 1 (2.9%) |
| 3 OK but not comprehensive or concise | 9 (26%) |
| 4 Offers a broad range of information, has some gaps or unnecessary detail; or has no links to more information and resources | 14 (40%) |
| 5 Comprehensive and concise; contains links to more information and resources | 11 (31%) |
| Unknown | 2 |
| 1n (%) | |