



**A.) Survey Questionnaire.**

The FOI Requests Feedback Survey must capture the citizen’s/client’s experience, expectations, and satisfaction with the agencies’ compliance to the FOI Program implementation through the following vital questions:

<b>Survey Questionnaire</b>	<b>Response</b>	<b>Rating Scale (1-5)</b>
1) Are you satisfied with the handling of your FOI request?		
2) Did you receive your information within 15 to 35 working days?		
A. For unsuccessful request, are you satisfied with the reason provided?		
B. For successful request, was the response you received easy to understand?		
3) Did you feel that we communicated with you effectively, from start to finish?		
4) Is there anything we could do to improve our service in the future?		

*Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.*

**B.) Rating Scale.**

A 5-point Likert scale is recommended to be used, with the following rating scale:

<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>