

ANNEX E: FOI FEEDBACK REPORT

In alignment with our compliance to the implementation of the FOI program, Quality Management System (System) and the Ease of Doing Business and Efficient Government Service Delivery Act (EODB-EGSD), the Biodiversity Management Bureau conducts a Client Satisfaction Survey as part of our service delivery.

For the feedback related to 2023 FOI request, we have received few responses in spite of our efforts requesting from our clients using our Standard Client Satisfaction Measurement (CSM) which we usually include in our communication and responses.

We used the 5-point Likert Rating scale below to determine the respondents experience, expectation and satisfaction with our response to their request/inquiry.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree
1	2	3	4	5

Below are the details of our analysis of the **41 responses** we received:

41 Responses	I am satisfied with the handling of my FOI request (Experience)	I received the information I needed within 15-35 from the office (Expectation)	My concern was effectively communicated to me (Satisfaction)
Average Rating	4.49	4.68	4.66
Over-all Rating		Verbal Rating	
4.61		Exceeds Expectations: Response consistently meets quality and prescribed timeline	

Below are some of the suggestions from our clients:

1. Commendation for good service and easy transaction
2. Commendation for fast and efficient transaction. Courteous staff
3. Provide technical assistance in a way assisting our needs. Pay attention to the needs of the clients
4. Availability of landline telephone lines that must be accessible during Office hours.

Link to the matrix of responses: https://docs.google.com/spreadsheets/d/1-ZROkhGRBOoePHIC0uClhA_AwmRy6wPV/edit?usp=sharing&oid=116440885332491164897&rtopof=true&sd=true