

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 2024 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 **35 responses** we received:

35 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	4.54	4.76	4.45
Over-all Rating		Verbal Rating	
4.58 (2024 Rating)		Exceeds Expectations: Response consistently meets quality and prescribed timeline	
4.61 (2023 Rating)		-do-	

Although there was a slight decline in the rating, it is an opportunity for the Bureau to look at ways and other efforts to continuously improve how we address all FOI concerns.

Below are some of the **suggestions from our clients**:

1. Commendation for fast and efficient response to inquiry
 - (for 1Q 2024 Standard request where information were readily available and provided to clients on the same day)
2. Improve update on action(s) taken and include contact details of other agencies where requests are referred to.

- Scheduled re-orientation cum training of all (including new staff) in use of the new version of the eFOI portal and advised action officers to include contact details of agencies where requests are referred to.
3. Availability of staff to handle follow-ups on requests through telephone
- The problem with the agency's telephone system was addressed.