



2025 FOI Narrative Feedback Report

OVERVIEW

The National Labor Relations Commission (NLRC), in line with Executive Order No. 2, s. 2016, has continuously implemented the Freedom of Information (FOI) Program to uphold transparency, accountability, and the public's right to access information. Since 2017, the Commission has consistently complied with FOI policies and guidelines to ensure timely, accurate, and accessible disclosure of information.

The FOI Program is implemented by the NLRC Main Office, its Regional Arbitration Branches (RABs), and its Seventh and Eighth Divisions, ensuring that services are accessible to its stakeholders nationwide. The RABs and the Divisions regularly submit quarterly FOI Reports to the NLRC Administrative Division and the Research, Information and Publication Division (RIPD), which serve as the Central FOI Focal Office for standard FOI requests and electronic FOI (eFOI) requests, respectively. This provides centralized monitoring and evaluation across the Commission.

This Narrative Feedback Report is in compliance with the directive of the Presidential Communications Office (PCO) Memorandum Circular No. 26-001 on the "Freedom of Information (FOI) Program Criteria and Validation Process for the Determination of Eligibility for the Issuance of a Certificate of Compliance for Fiscal Year 2025." Said MC requires all FOI implementing agencies to submit to the PCO the Institutional FOI Requirements and Enhanced FOI Requirements, including the Narrative Feedback Report, Certificate of No Overdue Pending FOI Requests, and onboarding to the eFOI Portal. These submissions will provide verifiable data to assess the efficiency and effectiveness of FOI program implementation.

To monitor and evaluate its implementation of the FOI Program, the NLRC utilizes client feedback surveys. Feedback is primarily collected through physical feedback forms provided to clients upon receipt of requested information. For requests submitted through the eFOI Portal, clients receive a link to an online survey via Google Forms included in the Commission's official reply. Based on previous experience, however, online responses have been limited, providing an insufficient number of ratings and comments to fully assess service performance.

This Narrative Feedback Report presents the scope, methodology, data interpretation, and recommendations, with the aim of monitoring the effectiveness of the Commission's implementation of the FOI Program through client feedback.

SCOPE

The FOI Feedback Survey covers a total of **976 FOI requests** (Standard and eFOI) received by the NLRC from the First to the Fourth Quarter of 2025. Of these, 966 requests were tagged as "Successful", while 9 requests were "Denied" due to the information being requested falling under FOI exceptions (per Annex A of NLRC's FOI Manual) or being invalid. Meanwhile, 1 request was "Closed" because the requesting party did not proceed with his request.

Accomplished feedback forms were collected for requests submitted to the NLRC Main Office, Regional Arbitration Branches (RABs), and Seventh and Eighth Divisions. The survey captures feedback for the following types of FOI requests handled by the Commission:

- Standard FOI requests - received physically/on-site through the Main Office or RABs;
- Electronic FOI (eFOI) requests - received online through email and eFOI Portal.

The survey is limited to clients who received an official response to their request.

METHODOLOGY

The data for this Narrative Feedback Report were collected from client feedback surveys for all FOI requests that received an official response from the NLRC.

For Standard FOI requests, feedback was primarily obtained through physical feedback survey forms, provided to clients upon receipt of the requested information. While physical forms allowed for direct and immediate client input, completion of the forms was not universal, as indicated in some Regional Arbitration Branches (RABs) reports that did not include corresponding feedback data.

For eFOI requests, feedback was collected via Google Form, accessible at <https://docs.google.com/forms/d/1cCocrk1qn27EtOY5d-FfEuDO39PeLRVKEwqgso3vGyQ/>, which was included in the official reply sent to the requester through the eFOI portal. However, the online mechanism likewise has historically generated a limited number of responses, which may affect the comprehensiveness of the survey results.

DATA INTERPRETATION

Based on the consolidated FOI Reports, NLRC's feedback survey form consisted of the following questions to capture the clients' satisfaction for the information provided by the NLRC to its clients. These questions were rated using a 5-point Likert scale, with 5 being the highest rating:

- *Are you satisfied with the handling of your FOI request?*
- *For unsuccessful requests, are you satisfied with the reason provided?*
- *For successful requests, was the response you received easy to understand?*
- *Did you feel that we communicated with you effectively, from start to finish?*
- *Was the information provided for your request "complete/sufficient"?*
- *How do you find the mode of requesting information?*
- *How would you rate your overall satisfaction with regard to the quality of FOI service delivery?*

For the First Quarter of 2025, the NLRC received a total of 384 FOI requests, consisting of 345 standard FOI requests and 39 eFOI requests, which were processed by RAB CAR, RAB III, RAB VIII, Seventh Division, Administrative Division, and Research, Information and Publication Division (RIPD). Out of these requests, the Commission recorded a total of 327 client feedback responses.

During the Second Quarter of 2025, a total of 167 standard FOI requests were received and acted upon by RAB III and RIPD. No eFOI requests were recorded during this period due to the temporary maintenance of the eFOI Portal. Based on the FOI Registry reports submitted by the concerned offices, no client feedback responses were received for this quarter.

For the Third Quarter of 2025, the Commission received 228 FOI requests, comprising 202 standard FOI requests and 26 eFOI requests, which were processed by RAB III, RAB XIII, Seventh Division, Administrative Division, and RIPD. A total of 56 client feedback responses were recorded for these requests.

In the Fourth Quarter of 2025, the NLRC received 197 FOI requests, including 162 standard FOI requests and 35 eFOI requests, which were handled by RAB CAR, RAB III, Seventh Division, Administrative Division, and RIPD. Similarly, 56 client feedback responses were documented for this quarter.

RATING SCORE PER QUARTER

Survey Questionnaires	Average Feedback Score			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Are you satisfied with the handling of your FOI request?	4.92	N/A	4.93	4.87
For unsuccessful request, are you satisfied with the reason provided?	N/A	N/A	N/A	N/A
For successful request, was the response you received easy to understand?	4.93	N/A	5.00	N/A
Did you feel that we communicated with you effectively, from start to finish?	4.89	N/A	5.00	N/A
Was the information provided for your request "complete / sufficient"?	4.82	N/A	4.75	4.93
How do you find the mode of requesting for information?	4.55	N/A	4.75	4.87
How would you rate your OVERALL Satisfaction with regard to the quality of FOI Service Delivery?	4.83	N/A	4.78	4.88
OVERALL AVERAGE SCORE	4.82	N/A	4.87	4.89

The FOI Feedback Survey results for the First, Third, and Fourth Quarters of 2025 indicate an **Outstanding satisfactory rating** in the Commission’s FOI implementation, with overall average ratings of 4.82, 4.87, and 4.89, respectively. These ratings were generated primarily from Standard FOI requests, as feedback from eFOI requests remained limited. Only two (2) responses were recorded through the Google Form, received in January (First Quarter) and October (Fourth Quarter), which were insufficient to yield representative evaluative results.

For the Second Quarter of 2025, no client feedback was submitted for Standard FOI requests, resulting in the absence of measurable satisfaction ratings for that period. Moreover, during the Fourth Quarter, certain survey indicators could not be quantitatively assessed due to the submission of “Yes” responses instead of the prescribed 5-point Likert scale, as reflected in the submitted FOI Registry of RAB III.

It is further noted that no feedback responses were received for unsuccessful FOI requests across all quarters, limiting the Commission's ability to evaluate client perceptions on the adequacy of explanations for denied requests.

Overall, the results underscore the effectiveness of the FOI Program's implementation based on available client feedback.

RECOMMENDATION

Although client feedback reflects an Outstanding satisfactory rating, the NLRC recommends strengthening the eFOI feedback mechanism to increase participation, standardizing the collection of physical feedback forms across all offices, and capturing responses for unsuccessful or closed requests. Survey questions should consistently use the 5-point Likert scale, and quarterly reviews of feedback collection should be conducted to identify gaps and implement corrective measures. These steps will enhance the comprehensiveness of feedback and support continuous improvement in NLRC's implementation of the FOI Program.

Prepared by:



JERDINE DE GUZMAN

FOI Receiving Officer

Administrative Officer IV, RIPD

Reviewed by:



KATHERINE MAE B. PEREZ

Main FOI Decision Maker

Officer-in-Charge, Administrative Division

Approved by:



MA. MINERVA S. PAEZ-COLLANTES

Chairperson, NLRC FOI Committee

Commission Member IV