



Philippine AIS Client Satisfaction Survey 2011 Questionnaire

This questionnaire is your annual opportunity to contribute to the development of our service to you and seeks to evaluate the level of your satisfaction regarding the Philippine AIS products and services. The results received are used to improve AIS operations and services as well as contribute to future developments.

CLIENT DATA

COUNTRY: _____

EMAIL ADDRESS: _____

NAME (Optional): _____

AGE: 18-25 26-35 36-49 50 and above

PROFESSION: Pilot Dispatcher Aeronautical Engineer

Student Flight Instructor

Others (Pls. specify): _____

ORGANIZATION: _____

SECTOR: Airlines General Aviation Military/Government Agency

CAA Others (Pls. specify): _____

POSITION/LEVEL: Top Management Middle Management

Supervisor Operations

Others (Pls. specify): _____

TYPE OF AIP USER: Flight Operations Flying School Reference

The anonymity of the respondent will be respected and all answers will be treated in complete confidence. In the event that we receive multiple similar comments or requests, we will make a consolidated reply to all respondents.

The questionnaire is structured into 2 separate sections as below. Each of these sections may be subdivided and will contain a variety of questions.

INTEGRATED AERONAUTICAL INFORMATION PACKAGE
AIS SERVICES

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INSTRUCTIONS FOR COMPLETING THE QUESTIONNAIRE

- ✓ Please include your data in the box below, for a better analysis of the results.
- ✓ The characteristics defined for each service shall be evaluated by marking with an "X" the most appropriate option in terms of Satisfaction.
- ✓ Please add suggestions, comments or questions in the corresponding sections.

I. INTEGRATED AERONAUTICAL INFORMATION PACKAGE (IAIP)

A. <u>AIP</u>		
	YES	NO
1. Do you prefer to have the GEN and ENR Sections published in CD and the AD Section and Charts in paper?		
2. With reference to Question # 1, would you like to have the AD Section, excluding charts, in size A5 paper (please see attached sample).		
<p><i>Please indicate any suggestions or relevant comments related to "AIP Manual" that you would like to raise:</i></p> <hr/> <hr/> <hr/>		
B. <u>AIRAC AIP AMENDMENT AND SUPPLEMENT</u>		
	YES	NO
Do you want to receive 42 days in advance an electronic copy (portable document format-pdf) of the regular AIRAC AIP Amendment and Supplement?		
<p><i>Please indicate any suggestions or relevant comments related to "AIP Amendment" that you would like to raise:</i></p> <hr/> <hr/> <hr/>		
C. <u>AIC</u>		
	YES	NO
Do you want to receive in advance an electronic copy (portable document format) of the AIC?		
<p><i>Please indicate any suggestions or relevant comments related to "AIP SUPPLEMENT" that you would like to raise:</i></p> <hr/> <hr/> <hr/>		



D. MONTHLY NOTAM SUMMARY

In support of the Philippine's initiative for a **SUSTENABLE ENVIRONMENTAL PROTECTION**, The Philippine AIS would like to slowly reduce the use of paper for its regular publication, Instead of the regular paper copy of the Monthly NOTAM Summary, an electronic copy will be sent to your email every first working day of the month.

	YES	NO
1. Do you support the above initiative?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you still want to receive both (electronic and paper copy)?	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Please indicate any suggestions or relevant comments related to "Monthly NOTAM Summary" that you would like to raise:</i></p> <p>_____</p> <p>_____</p> <p>_____</p>		

II. AIS SERVICES

WEB SERVICE (<http://www.ats.caap.gov.ph>)

	YES	NO
1. Are the information published in the web helpful to your organization?	<input type="checkbox"/>	<input type="checkbox"/>
2. In order to improve the online services, we will be charging in the future a minimal annual subscription for the online service, do you support this initiative?	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Please indicate any suggestions or relevant comments related to "AIS Web Service" that you would like to raise:</i></p> <p>_____</p> <p>_____</p> <p>_____</p>		

MAILING

	YES	NO
Do you receive our mails on time?	<input type="checkbox"/>	<input type="checkbox"/>
Is the condition of our mails upon receipt still intact?	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Please indicate any suggestions or relevant comments related to "MAILING" that you would like to raise:</i></p> <p>_____</p> <p>_____</p> <p>_____</p>		

CUSTOMER SERVICE

	YES	NO
Are the AIS Officers courteous and friendly to you?	<input type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with the services given by our AIS officers?	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Please indicate any suggestions or relevant comments related to "CUSTOMER SERVICE" that you would like to raise:</i></p> <p>_____</p> <p>_____</p> <p>_____</p>		