

WhatDoTheyKnow User Survey

About your request

1. What kind of authority was your request sent to? *

- Local and regional
- Central Government
- Education
- Health
- Transport
- Military and Security Services
- Emergency services and the courts
- Environment
- Media and Culture
- Don't want to answer
- Other

2. Did you get a reply from the authority you contacted? Ignoring any email that just acknowledged your request was received.

If you made a batch request, answer Yes if at least some authorities have responded. *

- Yes
- No
- Prefer not to answer

3. Did you get the information you requested?

If you submitted a batch request, select the option that matches most responses. *

- I received all of the information
- I received some of the information
- The request was refused
- I am waiting for a full response.

4. Was this request made as part of your employment or studies? *

- Yes
- No
- Prefer not to answer

5. Have you made an FOI request before this request? [tick as many as apply]

*

- No, I have never made an FOI request before this one
- Yes, I made a request using offline means (e.g. letter)
- Yes, I made a request using email
- Yes, I made a request using WhatDoTheyKnow
- Yes, I made a request using other online means (Authority website, Twitter, Facebook...)
- Prefer not to answer

6. Is this request part of a series of requests to similar authorities?

*

- Yes
- No
- Prefer not to answer

7. Roughly, how many Freedom of Information requests have you made in the last few years? *

- 1
- 2-5
- 6-10
- 11-50
- 50+
- Prefer not to answer

8. Which of these categories best describes who your request is relevant to?
Select as many as apply. *

- Yourself, or your family
- People in the local community
- People in an excluded or marginalised group (people with a disability, LGBT, women, belong to an ethnic minority, homeless, etc)
- People who share a commercial interest
- General interest
- Don't know
- Prefer not to answer
- Other - Write In (Required)

9. Are you a user of the Pro features of WhatDoTheyKnow? (Batch requests, embargos) *

- Yes, current user
- No, former user
- No

10. Have you already, or do you plan to, take any of the following actions?

*

- Ask for internal review
- Appeal decision to ICO
- Share the information with others
- Send a more specific FOI request
- Ask for similar information from another authority
- Contact elected representative about information received
- Use information in a campaign
- Use information in research
- Use information in journalism
- Use information in consultation evidence
- Use information in legal evidence
- None of the above
- Prefer not to answer

A few questions about you

11. Is your main residence in the United Kingdom? *

- Yes
- No
- Prefer not to answer

12. Which country is your main residence?

(Optional)

Afghanistan
Albania
Algeria



Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda,
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Brazil
Brunei
Bulgaria
Burkina Faso
Burundi
Cambodia
Cameroon
Canada
Cape Verde
Central African Republic
Chad
Chile
China
Colombia
Comoros
Congo, Democratic Republic of the
Congo, Republic of the
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
East Timor (see Timor-Leste)
Ecuador
Egypt
El Salvador

Equatorial Guinea
Eritrea
Estonia
Ethiopia
Fiji
Finland
France
Gabon
Gambia, The
Georgia
Germany
Ghana
Greece
Grenada
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Holy See
Honduras
Hong Kong
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Kosovo
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia
Madagascar
Malawi

Malaysia
Maldives
Mali
Malta
Marshall Islands
Mauritania
Mauritius
Mexico
Micronesia
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Netherlands Antilles
New Zealand
Nicaragua
Niger
Nigeria
North Korea
Norway
Oman
Pakistan
Palau
Palestinian Territories
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Portugal
Qatar
Romania
Russia
Rwanda
Saint Kitts and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore

Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Korea
South Sudan
Spain
Sri Lanka
Sudan
Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
Timor-Leste
Togo
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
United Kingdom
United States
Uruguay
Uzbekistan
Vanuatu
Venezuela
Vietnam
Yemen
Zambia
Zimbabwe

13. If you are in the UK, what is your postcode? We will not write to you, but use this to understand where in the country you are.

Postcode:

14. Which option best describes your gender? *

- Female
- Male
- Prefer not to say
- Prefer to self-describe

15. **What is your ethnic group?** Choose one option that best describes your ethnic group or background *

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other White background, please describe

Mixed / Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed/Multiple ethnic background, please describe

Asian / Asian British / Asian Scottish / Asian Welsh / Asian Irish

- Indian
- Pakistani
- Bangladeshi

- Chinese
- Any other Asian background, please describe

Black / African / Caribbean / Black British / Black Scottish / Black Welsh / Black Irish

- African
- Caribbean
- Any other Black/African/Caribbean background, please describe

Other ethnic group

- Arab
- Any other ethnic group, please describe

- Prefer not to answer

16. How is your health in general?

- Very good
- Good
- Fair
- Bad
- Very bad

17. A disabled person is defined under the Equality Act 2010 as someone with a 'physical or mental impairment which has a substantial and long term adverse effect on that person's ability to carry out normal day-to-day activities.'

Do you consider yourself to be disabled under the Equality Act 2010?

*

- Yes
- No
- Prefer not to say
- Don't know

18. What is the form of your disability? Please tick all that apply (or tick 'Prefer not to say') *

- Prefer not to say
- Hearing impairment
- Visual impairment
- Speech impairment
- Mobility impairment
- Physical co-ordination difficulties
- Reduced physical capacity
- Learning difficulties (e.g. dyslexic)
- Mental ill health
- Progressive conditions
- Other

19. How much do you agree with the following statements about how you use technology?

	Agree	Slightly agree	Neutral	Slightly disagree	Disagree
I can usually deal with most difficulties I encounter when using computers.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find working with computers very easy.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often have difficulties when trying to learn to use a new computer package or website.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer jargon baffles me.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I consider myself a skilled computer user.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use a mobile phone for most online tasks.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Thinking now about how active you are in politics and community affairs, during the last 12 months, have you done any of the following?

- Contacted a politician, government or local government official?
- Signed a petition on the Internet?
- Signed a petition not on the internet?
- Done any work on behalf of a political party or action group?
- Given any money to a political party, organization or cause?
- Taken part in a public demonstration?
- Bought – or refused to buy – any products for political or ethical reasons?
- Gone on strike or taken industrial action?
- None of these
- Prefer not to say

21. Did you vote in the last national election?

- Yes, I voted
- No, I did not vote
- No, I was not eligible to vote
- Prefer not to say

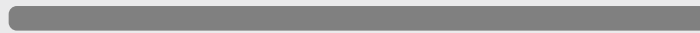
What did you think of WhatDoTheyKnow?

22. How did you find out about WhatDoTheyKnow? *

- From media, such as newspapers, etc
- From a search engine (e.g. Google or Yahoo)
- Recommendation by friends or colleagues
- From a campaigning website
- From another mySociety site (TheyWorkForYou, WriteToThem, FixMyStreet)
- Can't remember
- Prefer not to say

23. How likely is it that you would recommend this site to a friend or colleague?

Not at all
likely



Neutral

Extremely
likely

24. Do you sometimes make FOI requests outside of WhatDoTheyKnow?

*

- Yes
- No
- Prefer not to answer

25. If so, in what situations do you make requests via other means?
(optional)

26. How much do you agree with the following statements?

Disagree

Neutral

Agree

WhatDoThe, _____
made it
easy to
make an
FOI
request.

WhatDoThe, _____
has good
resources
to help
me make
an FOI
request.

WhatDoThe, _____
kept me
well
informed
about the
progress
of my
request.

WhatDoThe, _____
provides
information
in an
unbiased
and
nonpartisan
way

27. Did you have any problems or struggles to use the website?
(Optional)

28. Do you have any additional feedback about WhatDoTheyKnow or this survey? (Optional)