



## WOSM Services Satisfaction Survey

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In September 2009, a total of 938 official National Scout Organization (NSO) representatives registered in the WOSM directory were invited to participate in an electronic survey to rate the level of satisfaction with the services provided by WOSM to NSOs. For the sole purpose of this survey "WOSM services" were referred to as comprising "the work of volunteer committees and the World Scout Bureau Central and Regional Offices". This was an initiative from the World Scout Committee (WSC) supported by the Strategy Coordination Group (SCG), which fitted directly into the first of the commitments which the Secretary General, had expressed since taking up his position: "to develop a customer oriented mentality to better serve NSOs".

With a 20% response rate (194 responses out of 938 invitations to participate), this study constitutes only a baseline against which the results of follow-up surveys will be measured. This initial survey was only available in English and French, language difficulties may have influenced the response rate. A follow-up survey has been launched in early February in 5 languages: Arab, English, French, Spanish and Russian. Gauging satisfaction trends is part of a process of improving WOSM services to support NSOs.

From the 194 questionnaires completed, specific suggestions or comments were included in almost half of all questionnaires. One out of every four people who responded the survey provided an email address and/or telephone for follow up. 61% of all survey respondents held a governance-related role including: Chief Scout, Chief Commissioner, Chief Executive or President, International Commissioner and Board or Committee member. The remaining 32% of respondents held support roles related to Adults in Scouting or Youth Programme (22%), followed by Finances/Administration, Scouting's Profile or ?Other? roles.

We greatly appreciate the feedback of those who provided it and encourage further participation in future surveys. We want and we need to hear from you. Your opinion is valuable and highly appreciated. Please study this report and results closely. If you have further comments or suggestions feel free to contact the World Scout Bureau.

The survey can be downloaded here:

[1st WOSM Services Satisfaction Survey](#)

[2nd WOSM Services Satisfaction Survey](#)

[3rd WOSM Services Satisfaction Survey](#)