



Boy Scouts of the Philippines

National Office

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09 November 2023

NATIONAL OFFICE MEMORANDUM

No. 70 , s. 2023

TO : National Office Directors
Regional Scout Directors
Council Scout Executives/ Officers-in-Charge
Adults in Scouting

SUBJECT : BSP Customer Satisfaction Survey for the Year 2023

1. In compliance with the Governance Commission for Government-owned and Controlled Corporations (GCG) Memorandum Circular Nos. 2012-07 (Code of Corporate Governance), 2013-02 and 2017-02 (Performance Evaluation Scorecard), we are sending this Customer Satisfaction Survey (CSS) to know your feedback regarding the Boy Scouts of the Philippines programs, projects and activities for the year 2023.
2. The Customer Satisfaction Survey (CSS) serves as one of the monitoring tools to measure how GOCCs related their customers as this provides tangible and verifiable data on how GOCCs deliver their services. The target respondents are BSP Local Councils and Adults in Scouting (AIS) duly registered with the BSP for the year 2023. This survey will also give us opportunity to know our performances and which areas of BSP programs and management that need improvement.
3. Attached herewith is the Questionnaire for the BSP Customer Satisfaction Survey for the year 2023. You may print the questionnaire then answer it in handwritten form and send the hardcopy to the BSP National Office- Public Relations and Communications Office.
4. Please answer the survey form diligently. Deadline for answering the survey is on 31 December 2023.
5. Please be guided accordingly. Should you have queries, you may refer them directly to **Ms. Ma. Elaine H. Pare**, Public Relations Officer II at elainnepare@gmail.com or bsp.prc@gmail.com
6. For strict compliance and widest dissemination.


DIOSDADO M. SAN ANTONIO
OIC-Secretary General

PRCO/mehp.



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BSP Customer Satisfaction Survey (2023)

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the BOY SCOUTS OF THE PHILIPPINES (BSP). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the BSP improve its products and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the BSP to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the BSP.

E-mail Address: _____

Respondent Information

Respondent Name: _____

Respondent Address: _____

Respondent Phone Number (House): _____

Respondent Phone Number (Mobile): _____

PART I. TRANSACTING WITH THE BSP

How long have you been availing services from the BSP?

___ Less than a year

___ 6-10 years

___ Don't know/Refused

___ 1-2 years

___ More than 10 years

Thinking about all your dealings/ transactions with the BSP this year, in what ways did you transact with them?

___ Office Visit

___ Sent Text/SMS Messages

___ Send Email

___ Phone Call

___ Online

___ Chat using apps (e.g.Viber, Facebook Messenger, Skype)

___ Mail Delivery

___ Visit website

___ Connected to their Social Media Account (FB, IG, Twitter)

Where do you often get information about the BSP and its services?

- ☐ Information Desk
- ☐ Social Media
- ☐ Bulletins
- ☐ Website
- ☐ Conferences
- ☐ Phone Hotline
- ☐ Text/SMS

PART II. OVERALL SATISFACTION

Overall, how satisfied or dissatisfied are you with the service provided by BSP? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate BSP on the overall?

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Why do you say that you are [RESPONSE] with BSP? What else? Any reasons?

PART III. EXECUTION OF SERVICE

Now, we will talk about the different aspects of BSP's services. Using this rating scale 5 means Strongly Agree (SA), 4 means Agree (A), 3 means Neither Agree nor Disagree (N), 2 means Disagree (D), and 1 means Strongly Disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from BSP. Let's start with....

Staff and Organization

BSP staff treats customers with respect

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

BSP strictly and fairly implements the policies, rules and regulations (e.g., No discrimination, no "palakasan" System)

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

BSP is knowledgeable and competent or skilled in delivering the needed Services.

- ☐ 5 (Very Satisfied)

- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP provides clear and sufficient Information (i.e., solutions to problems, answers to inquiries, and information in products and services).

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP addresses queries/ concerns in a prompt manner.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP demonstrates willingness to assist customers.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP is easy to contact.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP delivers services within the prescribed timeframe.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP appears neat, well-dressed and professional.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP conveys trust and confidence.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

The number of staff/ facilitators are adequate.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Training/Workshop (Trainers)

Trainers are credible and knowledgeable on the subject matter.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Trainers showed equal treatment among participants.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Trainers treat participants with respect.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Trainers communicated with participants clearly and effectively.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Trainers were open to questions, opinions and suggestions.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Trainers were understanding and responsive to participant's needs and requirements.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Training/ Workshop (Training Course and Materials)

Training content was relevant and useful

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Training objectives were met.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Time allocated for training was sufficient.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Training/ Course materials were sufficiently provided.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Training method and activities were appropriate and effective.

- ☐ 5 (Very Satisfied)

- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Training course was well-organized.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Training/ Workshop (Facilities)

Training/ Facilities/ Venues are appropriate and conducive for learning.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Training/ Facilities/ Venues are clean, orderly and well-maintained.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Training/ Facilities/ Venues are safe and secure (e.g., Security measures in place).

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Information and Communications

Information from BSP is easy to obtain.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Information from BSP is clear and relevant.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)

- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Information and Communication (Website)

BSP's website is accessible (e.g., no downtime, loads easily).

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP's website is user-friendly and easy to navigate.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP's website contains up-to-date information.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP's website is useful and reliable when doing desired transaction.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

BSP's website is secured.

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Complaints Handling and Records Keeping

- ___ 5 (Very Satisfied)
- ___ 4 (Satisfied)
- ___ 3 (Neither Satisfied nor Dissatisfied)
- ___ 2 Dissatisfied
- ___ 1 Very Dissatisfied

Complaints are resolved within the prescribed timeframe.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Resolutions to complaints are satisfactory/ acceptable.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

BSP Facilities (National and Regional Offices)

Utilizes up-to-date and modern procedures, facilities, and resources.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Signages are visible and readable (e.g., Citizen's Charter, steps and procedures, directional signages).

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Office is accessible to customers.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Office premises are clean, orderly and well-maintained.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Office premises are well-ventilated and have good lighting.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Office premises are safe and secure (e.g., security measures are in place).

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

Office has priority lane for senior citizens, PWDs and pregnant woman.

- ☐ 5 (Very Satisfied)
- ☐ 4 (Satisfied)
- ☐ 3 (Neither Satisfied nor Dissatisfied)
- ☐ 2 Dissatisfied
- ☐ 1 Very Dissatisfied

What are your suggestions for improvement of BSP's services?

Socio Demographic Profile

Gender:

- ☐ Male
- ☐ Female

Nationality: _____

Civil Status:

- | | |
|----------------------------------|--|
| <input type="checkbox"/> Single | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Married | <input type="checkbox"/> Widow/Widower |

Working Status:

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Working | <input type="checkbox"/> Working/ Studying |
| <input type="checkbox"/> Studying | <input type="checkbox"/> Not Working/Not Studying |

If Working: Occupation: _____

Respondent Age Group:

- ☐ 18-25 years old
- ☐ 26-30 years old
- ☐ 31-35 years old
- ☐ 36-40 years old
- ☐ 41-45 years old
- ☐ 46-50 years old
- ☐ 51-55 years old
- ☐ 56-60 years old
- ☐ 61-65 years old
- ☐ 66 and above

Educational Attainment:

- ☐ No Formal Education☐ Completed High School☐ Some College
- ☐ Some Elementary☐ Some Vocational☐ Completed College
- ☐ Some High School☐ Completed Vocational☐ Post Graduate

Contact Details

Landline:

Cellphone Number:

E-mail Address:

Office landline:

Other contact information: