



EUROPEANS, FOR EXAMPLE
Volunteering experience

NATIONAL REPORT REGARDING THE TARGET GROUP NEEDS ANALYSIS

The Regional Centre for Teachers' Professional Development
Craiova, Dolj, Romania

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THE OBJECTIVES OF THE RESEARCH:

The general objective:

The needs analysis aimed to identify the target group of direct beneficiaries, their needs, and the cooperation procedures. The structured approach was designed in such a way so as to identify and implement methods of analysing the needs of the target groups in the partner regions.

Specific objectives:

- ✓ analysing the context of each region in terms of volunteering and active citizenship;
- ✓ identifying the volunteers' training needs in terms of topics of discussion and the locations of future activities;
- ✓ raising awareness regarding the value and the importance of volunteering seen as an expression of civic involvement and of harmonious development of the society.

The needs analysis was carried out by teams made up of 2 teachers/researchers for each instrument, using the method of the questionnaire and the method of the focus-group.

METHODS AND INSTRUMENTS USED

The first method used was the questionnaire technique, a quantitative approach to collect data, which used **the questionnaire as investigation tool**. There were three types of questionnaires on volunteering, each adapted to the different target group: active volunteers, non-volunteers and stakeholders. The questionnaires were applied to a number of: 150 volunteers, 151 non-volunteers and 100 stakeholders. This number of respondents is statistically representative for the target group set in the project and it is relevant in terms of analysing the state of volunteering in each country.

Each questionnaire was delivered electronically (posted on the site of the Regional Centre for Teachers' Professional Development and on the site of the project), but also printed for those who are less familiar with ICT. The questionnaire was available in March 2012. From the 1st to the 13th of April 2012 the valid questionnaires were collected and interpreted, phase described in this report and reflected in the transnational report that will be based on the comparative analysis of the national reports from the partners involved in WP4.

The second method used was that of the focus-group, a qualitative approach used in researching/evaluating the state of active volunteering in Romania, in general, and in the South-West of Oltenia, in particular, taking into account people's interpretation of this subject matter, their opinions regarding this topic, this phenomenon, their opinions on the programmes, services, ideas concerning volunteering. In this project, **the instrument of the investigation was the focus-group**. The focus-groups were independent of any other quantitative research, focusing on the opinions, suggestions, reactions of the persons selected for the focus-group, divided into three categories: volunteers, non-volunteers and stakeholders.

Each focus-group involved a discussion between 6-7 people, on a given topic, guided by a moderator and an assistant. The subjects who took part in focus-groups were different from those who



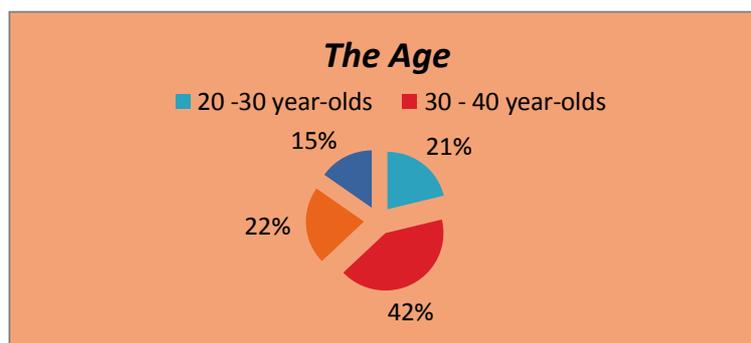
answered the questionnaires. The three focus-groups (one with active volunteers, the other with non-volunteers and the third with stakeholders) were organized in March 2012. The moderator and the assistant tried to achieve a general view on the topic of discussion from each participant's perspective. During 1st – 13th March 2012, they carried out an analysis and centralized the answers, which represent, in fact, the conclusions for each focus-group, phase described in this report and reflected in the transnational report which will be based on the comparative analysis of the national reports from the partners involved in WP4.

REFERENCES ON EACH FOCUS-GROUP:

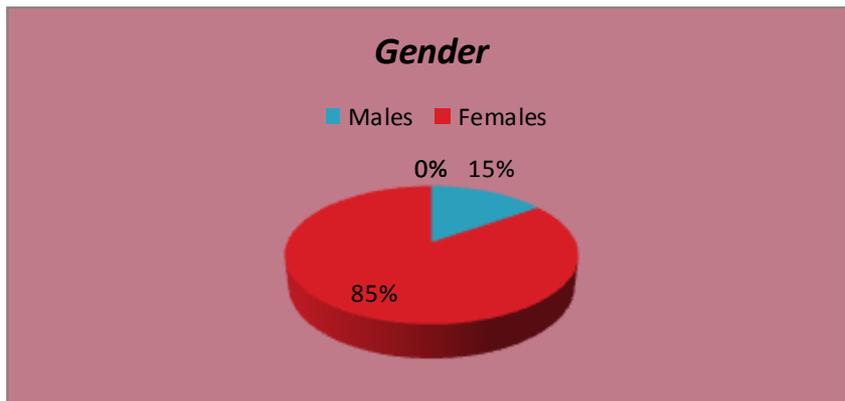
THE QUESTIONNAIRE

1. Non-volunteers:

The age of the people who filled in the questionnaire is between 21 – 59. Most of the young respondents are aged between 30 – 40 (63 respondents). In contrast is the age segment between 50 – 60 years old (23 respondents), which can signify that the elderly are less willing to get involved in volunteering. Equal interest to get involved is shown by the group aged 20 – 30 (32 respondents) and 40 – 50 (33 respondents).

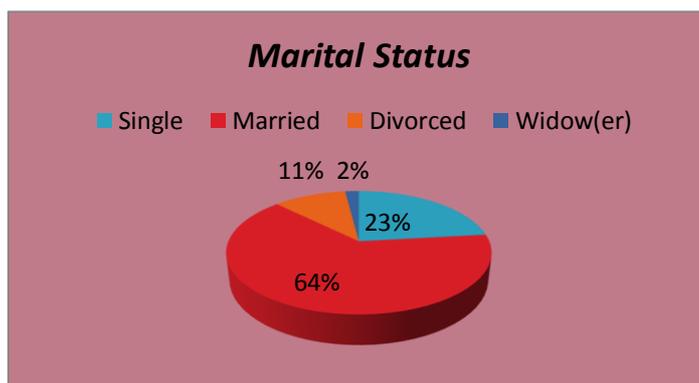


Besides the age, there has been established another criterion of sampling, namely the respondents' sex, because we considered that it will be interesting to notice the differences between the responses given by males and females. Therefore, we surveyed 128 females and 23 males. We noticed a greater interest of females (85%) compared to males (15%), considering that any adult could have access to this questionnaire.

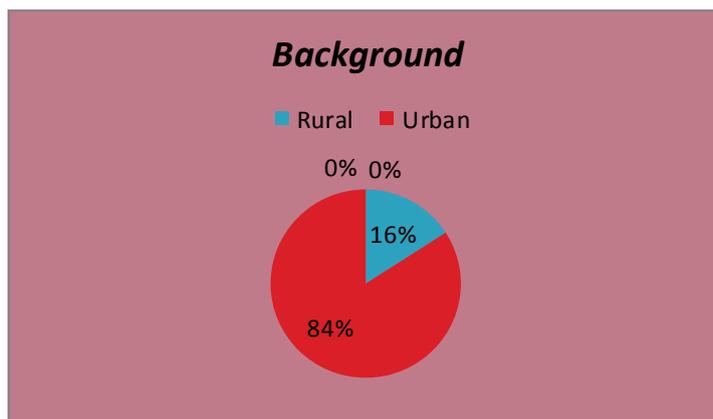


The 151 respondents who filled in the questionnaire were made up of: **employees (148 respondents), senior citizens (1 respondent), students (1 respondent), unemployed (1 respondent).**

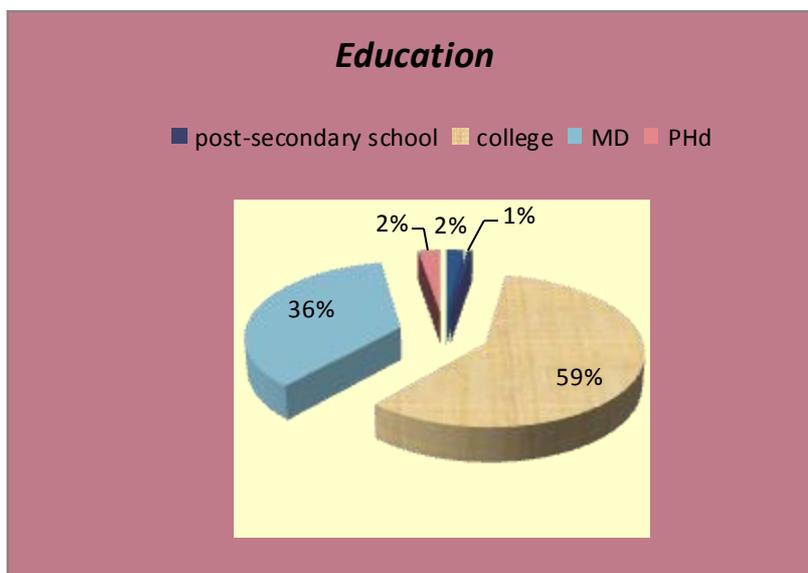
Regarding their marital status, 64% of the respondents are married, 23% are single, 11% are divorced and 2% are widow(er)s. We can interpret this thing thinking that single people can spend more time on volunteering than married people.



From the point of view of their background, 88% of the respondents come from urban areas and 12% of the respondents live in rural areas.



The group of respondents was mainly made up of university graduates. Thus, 60% of the respondents graduated from university, 36% already have a Master's Degree and 2% have a PHd. Only 2% of the respondents have graduated only from high school and 1% have attended a post-secondary school. The questionnaire being filled in mostly by people who have a Bachelor's Degree reflects the fact that people who have higher education want to get involved in volunteering.

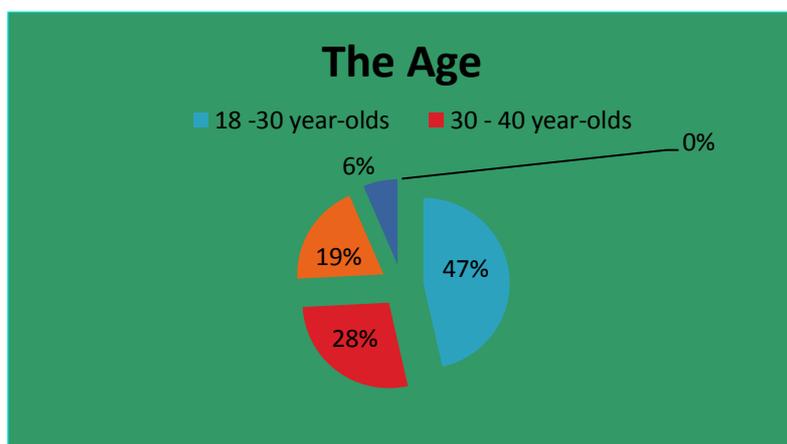




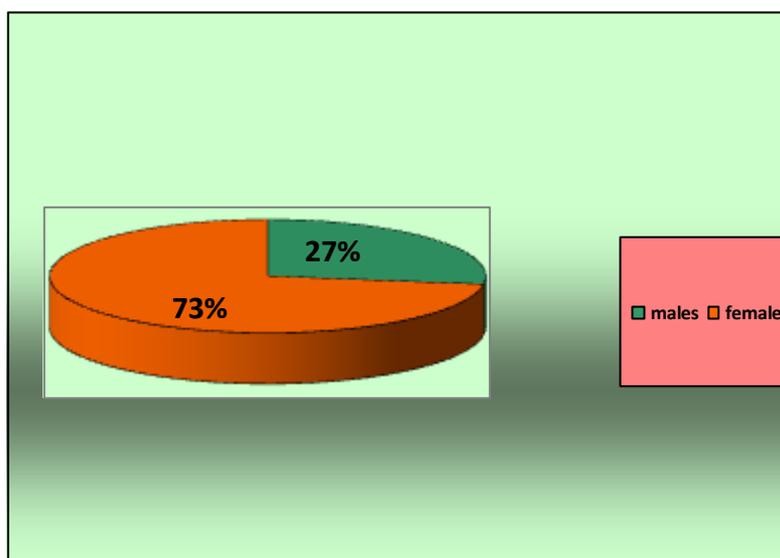
2. Volunteers:

The questionnaire was filled in by people aged 18 – 60 years old.

The most active respondents were youngsters aged 18 – 30 years old (72), showing great interest in volunteering. The next age segment was that between 30 – 40 years old (43), and then the segment of people aged 40 – 50 (30) and the last segment was that of people aged 50 – 60 years old (20).



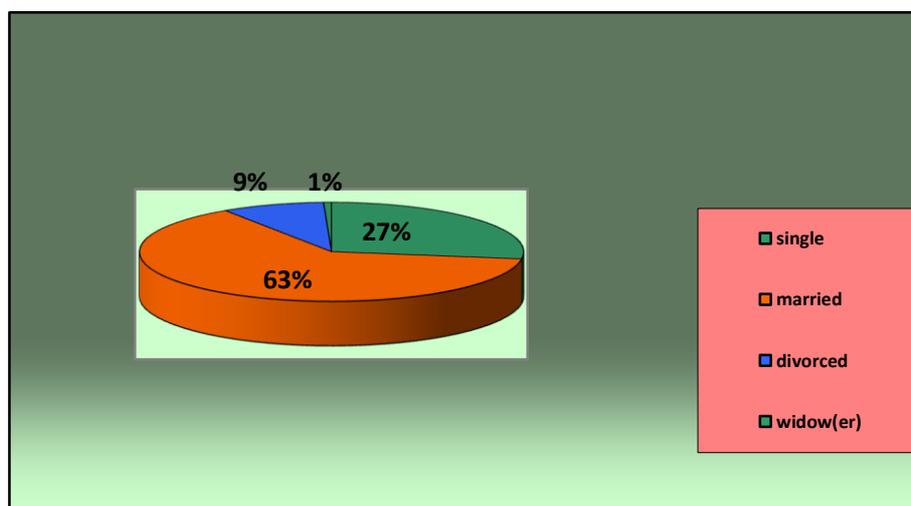
The questionnaire was filled in by 41 males and 109 females, which shows that women are more interested than men in volunteering.



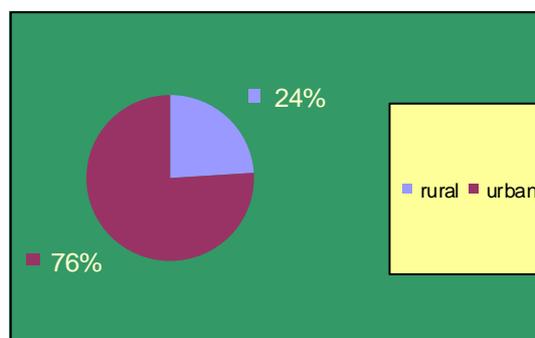
In terms of their marital status, 63% of the respondents are married, 27% are single, 9% of the respondents are divorced and 1% are widow(er)s. It is clear that the respondents who are married



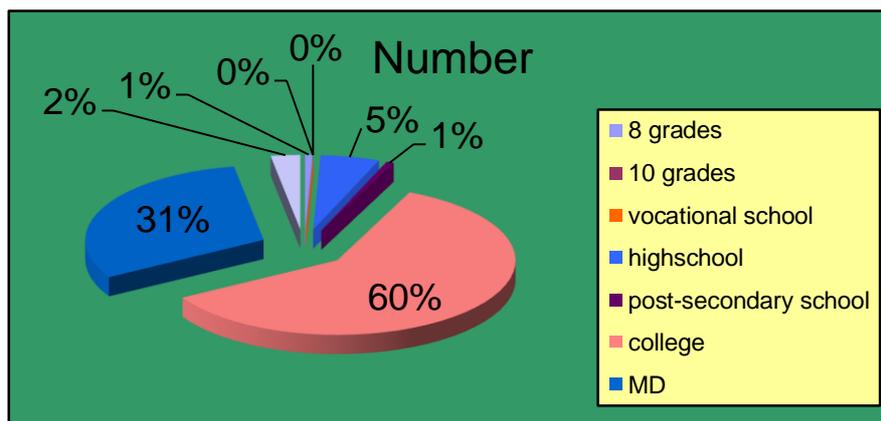
outnumber the respondents who are single, which indicates the fact that having a family does not prevent you from taking part in volunteering.



76% of the volunteers surveyed come from urban areas and 24% live in rural areas, which indicates the fact that people living in urban areas show greater interest in volunteering than those from a rural background.

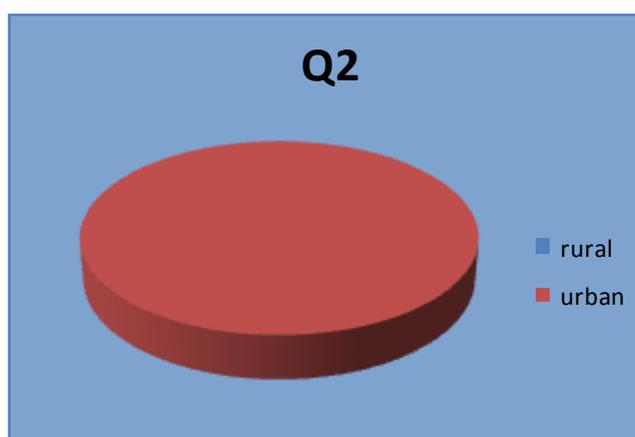


Most respondents have attended university or post-university courses, which proves that those who have higher education get involved in volunteering.



3. Stakeholders:

All those who filled in the questionnaire have an urban background, which can mean, either that rural organizations are not interested in this kind of activities or that they carry out their activity in rural areas but they are registered in urban areas.



THE FOCUS-GROUP

1. Nonvolunteers:

The age of the people who took part in the focus-group is between 21 – 50, of whom 80% are females and 20% are males. We can notice that women take a greater interest in this topic, considering that the invitation to take part in the focus-group was not conditioned in any way from this point of view.

The participants in the focus-group were made up of: **employees (83%), senior citizens (2%), students (10%), unemployed (5%).**



In terms of their marital status, 75% of the participants are married, 13% are single, 10% of the respondents are divorced and 2% are widow(er)s. We can interpret this thing thinking that single people can spend more time on volunteering than married people.

In terms of their background, 95% of the respondents come from urban areas, and 5% live in rural areas.

The respondents are mainly people who have higher education. Thus 75% of the respondents attended a university, 16% have a Master's Degree. Only 10% of the respondents attended only highschool and 1% attended a post-secondary school.

2. Volunteers:

The age of the volunteers who took part in the focus-group is between 21 – 50, of whom 90% are females and 10% are males. We can notice that women show greater interest than males, considering that the invitation to take part in the focus-group was not conditioned in any way from this point of view.

The participants in the focus-group were made up of: **employees (92%), senior citizens (1%), students (5%), unemployed (2%).**

In terms of their marital status, 85% of the participants are married, 13% are single, 1% of the respondents are divorced and 1% are widow(er)s. We can interpret this thing thinking that single people can spend more time on volunteering than married people.

In terms of their background, 99% of the respondents come from urban areas, and 1% live in rural areas.

The respondents are mainly people who have higher education. Thus 79% of the respondents attended a university, 10% have a Master's Degree. Only 10% of the respondents attended only highschool and 1% attended post-secondary school.

3. Stakeholders:

Those who answered to invitation to take part in the focus-group come from urban areas, which can mean, either that rural organizations are not interested in this kind of activities or that they carry out their activity in rural areas but they are registered in urban areas.



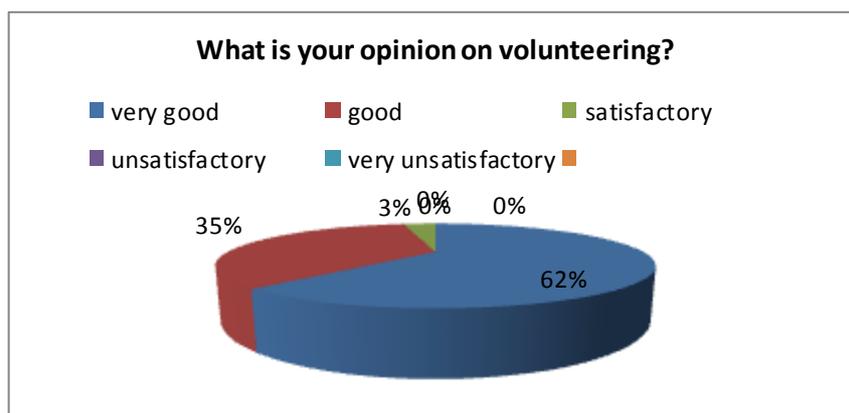
THE QUANTITATIVE REPORT – COLLECTING THE ANSWERS FOR EACH QUESTIONNAIRE

COLLECTING THE ANSWERS FOR EACH QUESTIONNAIRE APPLIED TO NON-VOLUNTEERS

- I. THE PERIOD WHEN THE QUESTIONNAIRE WAS APPLIED: 15th March – 10th April 2012
- II. NUMBER OF VALID QUESTIONNAIRES: 151
- III. NUMBER OF RESPONDENTS: 151

What is your opinion on volunteering?

very good - 93
good - 53
satisfactory - 5
unsatisfactory - 0
very unsatisfactory - 0



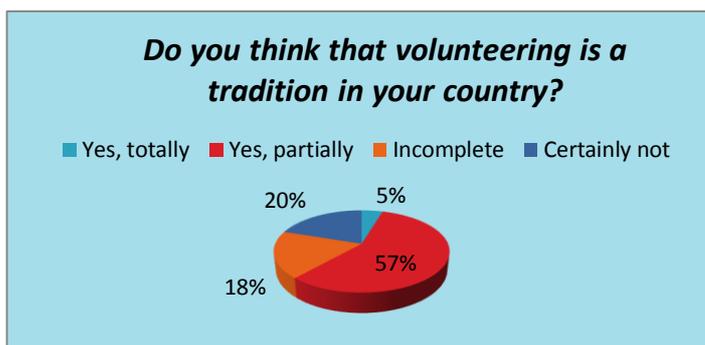
From this diagram, we can see that the perception and the attitude towards volunteering of the people surveyed is, generally, good. 62% of the respondents have a very good opinion about volunteering, whilst 35% have a good opinion, and 5% are satisfied with it.

Do you think that volunteering is a tradition in your country?

Yes, totally - 7
Yes, partially - 86
Incomplete - 28



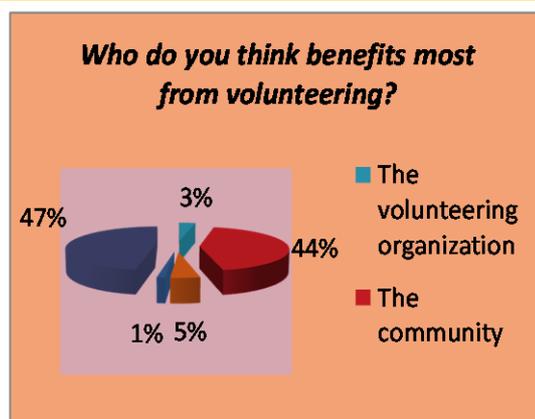
Certainly not – 30



More than half of the respondents surveyed (57%) think that, in Romania, volunteering has, somehow, a tradition, while 18% of the respondents believe that Romania is a country with tradition in volunteering. Only 5% of the respondents are sure that volunteering, in Romania, is an activity which has just begun. We can now see that the low coverage of this subject has made it an unknown phenomenon among respondents even though they come from urban areas.

Who do you think benefits most from volunteering?

- The volunteering organisation - 5
- The community - 66
- The NGO's - 7
- The volunteers - 2
- People in need - 71
- Public institutions - 0
- Somebody else. Who? – 0



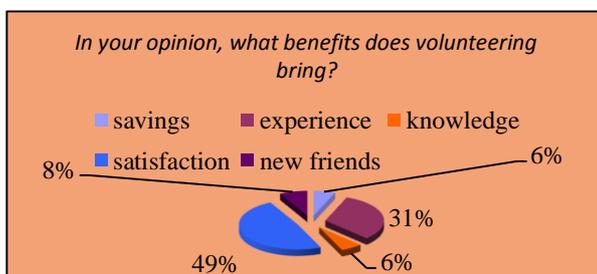
Most of the respondents, when asked this question (47%), said that people in need benefit most from volunteering activities. 44% think that the community is the main beneficiary of volunteering. Only 5% of the respondents see the NGO's as the main beneficiary of these activities, which means that the perception of the respondents is a good one, taking into account that those who organize this kind of activities are not the ones who benefit from them.

In your opinion, what benefits does volunteering bring?

- savings -7
- experience - 37



- knowledge - 7
- satisfaction - 57
- new friends - 9
- personal development - 34
- Other benefits. Which ones? - 0



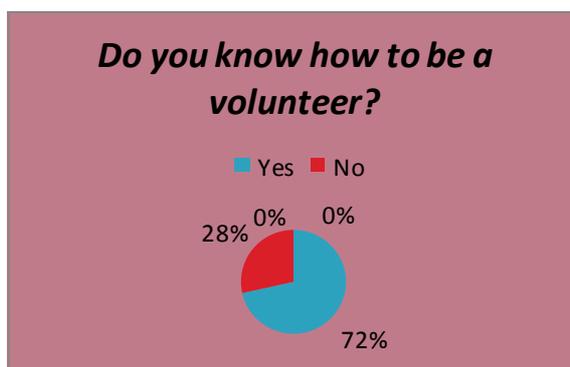
From the diagram above we can see that the main purpose of those who would like to take part in volunteering is represented by self-satisfaction (49%). A great percentage (31%) think that volunteering is a way of gaining experience that is necessary for personal or professional development.

In a descending order of the percentages to this question, come the answers *new friends* (8%), then *knowledge and savings* (6%).

After analyzing these answers, we see that the majority of the people who want to get involved in volunteering do not expect to be paid for the services offered, which shows that they are altruist, because they are willing to give more to other people. What most of them seek are social benefits: they want to meet people, to make new friends. The pragmatic side is also well-represented at this age: volunteers want to help people, to feel useful, to gain new skills and to develop professionally.

Do you know how to be a volunteer?

- yes -108
- no – 43

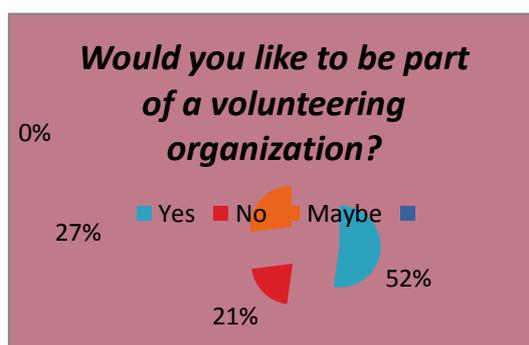




The answers given to this question show us that more than a half of the respondents (72%) know how to become volunteers and only 28% do not know how to do this thing. The lack of information can be a problem for those who want to be part of a volunteering organization or for the ones who would like to take part individually in this kind of activities, but they do not know who to talk to or what to do.

Would you like to be part of a volunteering organization?

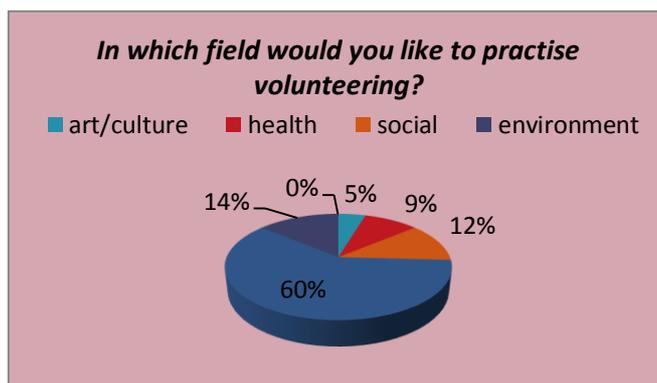
yes - 91
maybe - 56
no - 4



The key point of this questionnaire is represented by the question *Would you like to be part of a volunteering organization?*, through which we tried to determine the degree of interest in volunteering of the people surveyed. The answer given by 52% of the respondents was affirmative, which means that only half of them are truly interested in providing free services for themselves or for the community. There is a connection between the very good perception of volunteers (62%) and the desire to get involved (52%), the difference residing in the relatively large number of irresolute people (27%). What is important to know are the main reasons that determine the respondents not to get involved, because we will know exactly how to relate to the problem in question.

In which field would you like to practise volunteering?

art/culture -7
health -14
social -18
education - 91
environment -21
Another one. Which one? – 0



The areas in which they want to practice cover a large variety, from a social one to an educational one, from an ecological to a cultural one. The main area in which the respondents want to work as volunteers is represented by education (60%). The next one in line is the environment (14%) and the social field (12%). This big difference between figures can be explained by the fact that the majority of the respondents work in education. Only 5% of the respondents want to activate in the cultural field, and 9% want to be involved in the field of health.

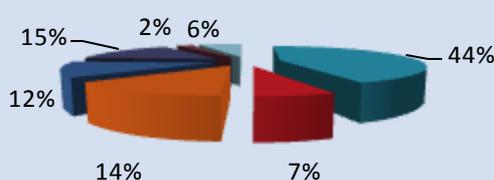
What type of activities would you like to do? (you can choose two answers)

- activities that involve children and youngsters - 95
- activities that involve the elderly - 14
- activities that involve children and grown-ups with special needs - 30
- activities that involve poor families - 26
- activities protecting the environment - 33
- activities that involve sports - 5
- activities that involve office work - 14
- cultural and artistic activities - 27
- activities that involve foreign citizens - 10
- activities that involve communication and raising awareness on volunteering – 15
- others. Which ones? - 0



What kind of activities would you like to do as a volunteer?

- activities with children and youngsters
- activities with the elderly
- activities with adults and children with special needs
- activities with poor families
- environmental activities
- activities for sports associations



Taking into account that the main areas in which the respondents would like to work are education, the environment and the social field, at this question, 44% of the respondents would like to get involved in activities with children and teenagers. Second in line are the activities for protecting the environment (15%) and the activities that involve children and grown-ups with special needs (14%). On the other side, only 2% of the respondents want to get involved in sport activities.

The involvement in social activities represents 12% of the options of the respondents.

There are also persons (1%) who would like to take part in activities that involve helping the animals.

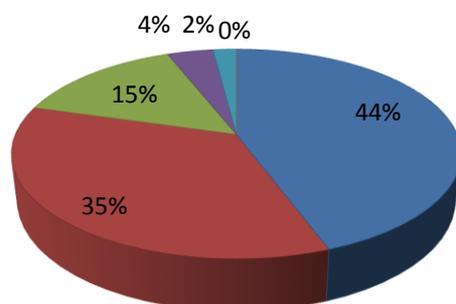
On average, how many hours a week would you be willing to spend on volunteering?

- 2 h - 67
- between 2 and 4 h - 53
- between 4 and 6 h - 22
- between 6 and 8 h - 6
- over 10 h - 3



On average, how many hours would you be willing to spend on volunteering?

■ 2 hours ■ between 2 - 4 hours ■ between 4 - 6 hours
■ between 6 - 8 hours ■ over 10 hours ■



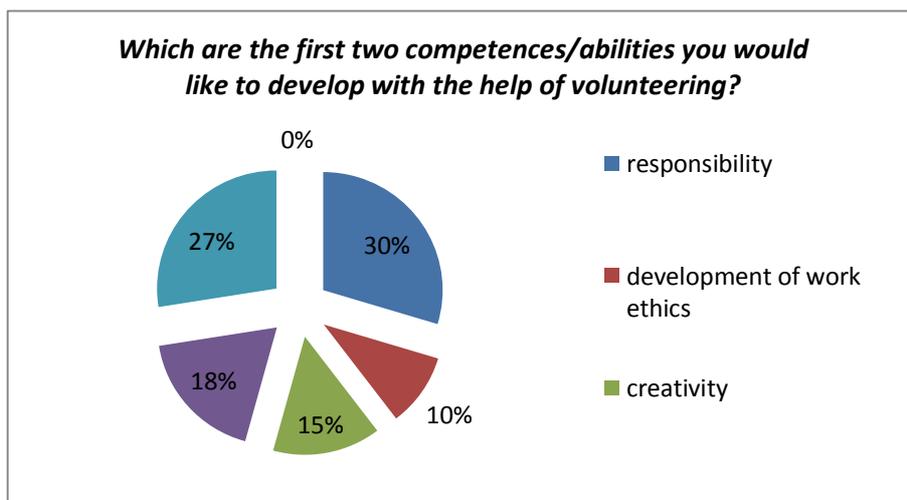
As we can see in the above diagram, the people surveyed manage to dedicate 2 h a week to volunteering (44%). 35% of the respondents want to dedicate between 2 and 4 h of their weekly schedule to volunteering. Only 2% want to dedicate more than 10 h a week to volunteering activities, 4% - between 6 and 8 h and 15% between 4 and 6 h.

The explanation of this result lies in the fact that 98% of the interviewed persons are full-time workers, and, so, they give grant much time to volunteering. Also, the majority of them have a family, children and the time left for other activities is too short.

From these findings, we can see that the majority of the people surveyed, regardless of their gender and occupation, are willing to dedicate, on average, between 2 and 4 h to volunteering.

Which are the first two competences/abilities that you would like to develop with the help of volunteering? (you can choose two answers)

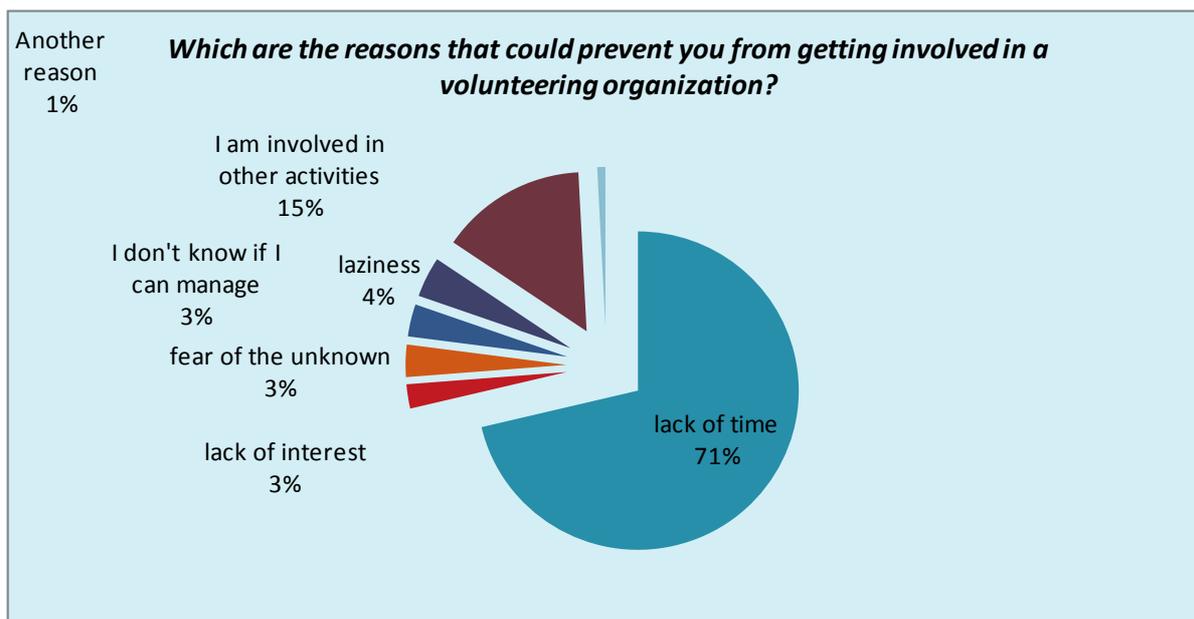
- responsibility – 83
- development of work ethics – 28
- creativity – 41
- professional skills in my field of activity – 51
- social skills – 77
- Others. Which ones? – 0



For a very large number of respondents, the main abilities they would like to develop with the help of volunteering are responsibility (30%) and social skills (27%). They think that, in order to help others, you have to be a responsible person, one that can acknowledge their role in such activities. Also, being involved in volunteering should develop their creativity (15%) and their professional skills in their field of activity (18%). Only 10% of the respondents consider the development of work ethics as being a priority.

Which are the reasons that could prevent you from getting involved in a volunteering organization?

- Lack of time – 87
- Lack of interest – 3
- Fear of the unknown – 4
- I do not know if I can manage – 4
- Laziness – 5
- I am involved in other activities – 18
- Lack of information – 27
- Another reason. Which one? – 1 – I have not come across this type of activity



At the question *Which are the reasons that could prevent you from getting involved in a volunteering organization?*, the pre-established answers were: lack of time (71%), I am involved in other activities (15%), laziness (4%), I do not know if I can manage, fear of the unknown, lack of interest (3%). One volunteer claims that he has never heard of this type of volunteering activities.

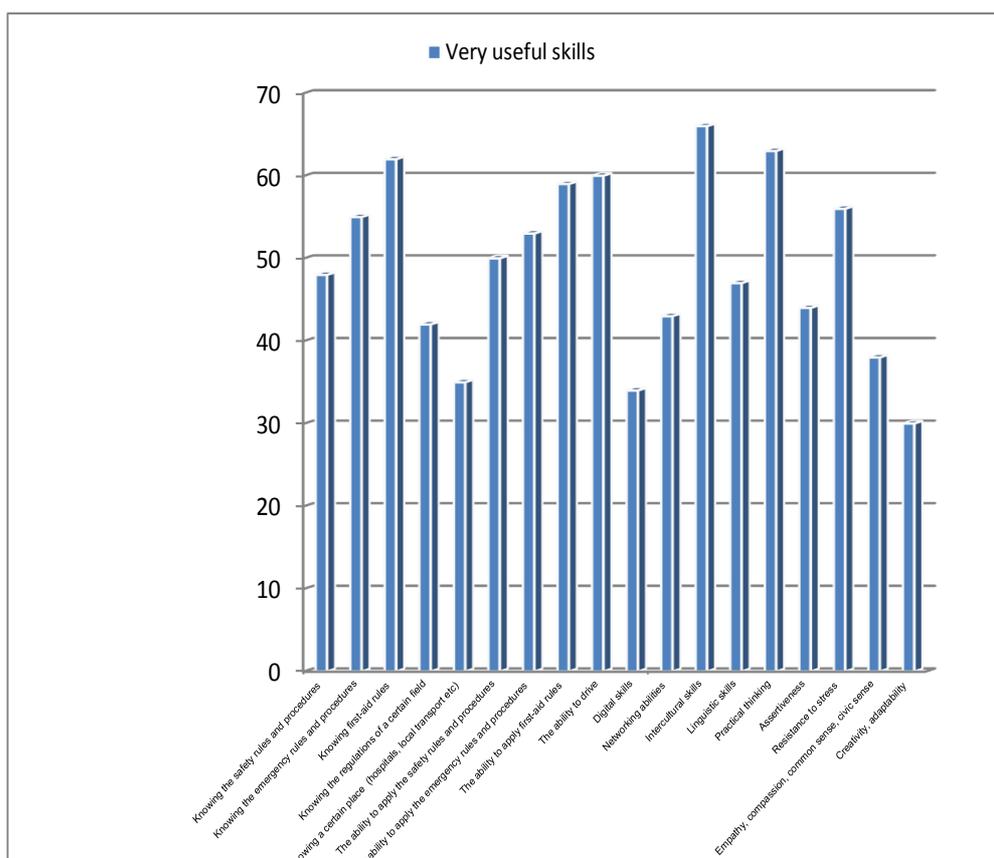
After analyzing the results, we can notice that the lack of time is the main obstacle for the persons who are willing to get involved in volunteering. Due to the fact that the majority of the respondents are employed and have a family, time represents for them a priceless element, and they are unwilling to offer it to someone else.

What kind of skills (with regard to knowledge, abilities, attitudes) are you looking forward to use as a volunteer? Also, you should mention how useful you think these skills are. (1-useless, 4-extremely useful). Add other ideas if you consider it necessary.

Item	Usefulness			
	1	2	3	4
<i>Knowing the safety rules and procedures</i>	6	8	39	48
<i>Knowing the emergency rules and procedures</i>	4	6	35	55
<i>knowing first-aid rules</i>	5	5	29	62
<i>Knowing the rules and regulations specific to a certain field of activity</i>	4	9	45	42
<i>Knowing a certain place (hospitals, local transport etc)</i>	3	19	44	35
<i>The ability to apply the safety rules and procedures</i>	3	7	41	50
<i>The ability to apply the emergency rules and procedures</i>	4	6	38	53



Item	Usefulness			
	1	2	3	4
<i>The ability to apply first-aid rules</i>	5	5	32	59
<i>The ability to drive</i>	5	5	32	60
<i>Digital skills</i>	9	17	41	34
<i>Networking abilities</i>	3	11	44	43
<i>Intercultural skills</i>	1	3	30	66
<i>Linguistic skills</i>	2	9	43	47
<i>Practical thinking</i>	2	5	30	63
<i>Assertiveness</i>	4	9	44	44
<i>Resistance to stress</i>	1	6	37	56
<i>Skills specific to a certain field (please, describe)</i>	7	11	44	38
- Empathy, compassion, common sense, being a good citizen				
<i>Others:</i>	22	10	39	30
- Creativity, adaptability				





After the interpretation of the above results, we can conclude that the majority of the respondents consider all skills and abilities as being very useful on a scale from 1 to 4.

The most useful skills are considered to be: *networking skills* (65,56%), *practical thinking* (62,91%), *knowledge of first-aid rules* (60,93%) and *the ability to apply the first-aid rules* (58,94%). On a reverse scale, the most useless are considered to be *creativity and adaptability* (30,46%), *the ability to drive* (33,11%), *knowledge of a certain place* (34,44%), *skills specific to a certain field* (38,41%).

VI. RECOMMENDATIONS

1. Specific competences

By analyzing the questionnaires filled in by the 150 non-volunteers, we can point out the following competences which are necessary to acquire:

- networking skills, the ability to have practical thinking, intercultural skills;
- knowledge of basic first-aid rules and the ability to apply basic first-aid rules;
- taking responsibility;
- social skills, development of civic responsibility.

2. Guidelines for organizing the course

Organizing a course on volunteering management which includes theoretical and practical activities as follows:

1. Management of Volunteering
2. Team building non-volunteers – volunteers.

3. Contents/Topics

- Management of volunteers from the educational field;
- Examples of good practices in volunteering;
- Knowing basic first-aid rules;
- Practical activities – Methods and techniques of first-aid;
- Interculturality;
- Creativity and practical thinking.



COLLECTING THE ANSWERS FOR THE QUESTIONNAIRES APPLIED TO VOLUNTEERS

I. THE PERIOD DURING WHICH THE QUESTIONNAIRE WAS APPLIED: March – 10th April 2012

II. NUMBER OF VALID QUESTIONNAIRES: 150

III. NUMBER OF RESPONDENTS: 150

IV. QUESTIONS

How long have you been a volunteer?

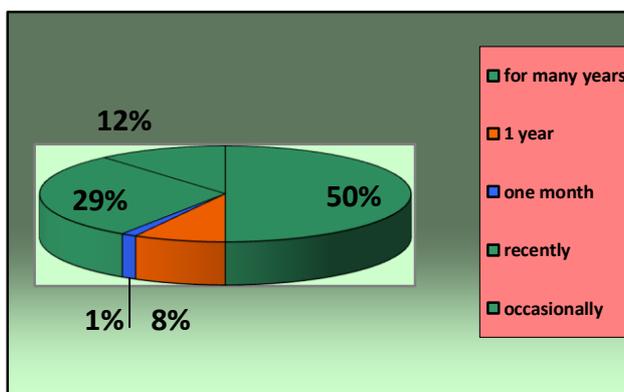
For many years - 75

1 year - 12

one month - 2

recently - 44

occasionally - 17



A large number (75) of the volunteers surveyed proved that they had been carried out these activities for a long time, and the next category, that of those who have recently engaged in these activities (44) proves that volunteering will always have followers.

On average, how many hours a week do you practise volunteering?

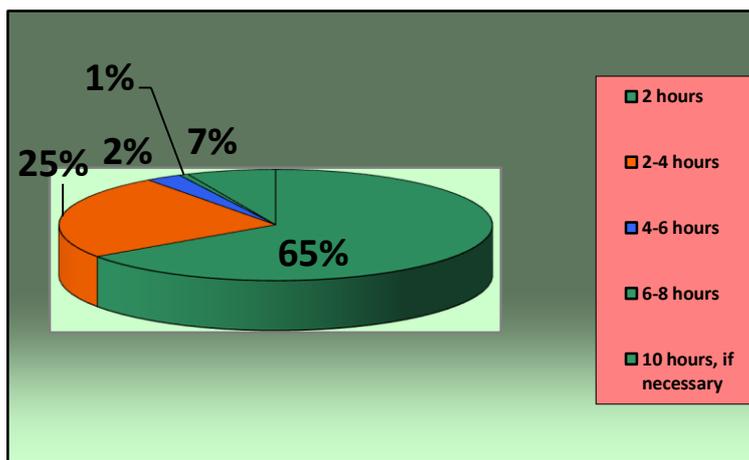
2 hours - 98

2-4 hours - 37

4-6 hours - 4

6-8 hours - 1

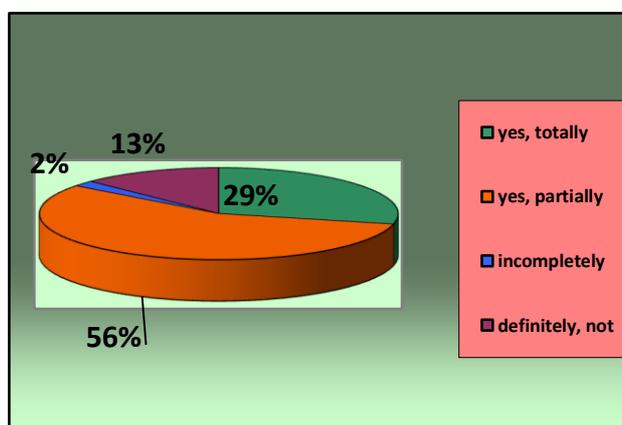
10 hours, if necessary - 10



Most volunteers, more exactly 98 of the respondents, said that they spent around 2 hours a week on volunteering. Other volunteers who have more free time spend between 2 and 4 hours on volunteering. A few volunteers committed to the cause for which they were carrying out the activity said that they could spend 10 hours a week on volunteering if necessary.

Do you think that volunteering is a tradition in your country?

- Yes, totally - 43
- Yes, partially - 85
- Incompletely - 3
- Definitely, not - 19



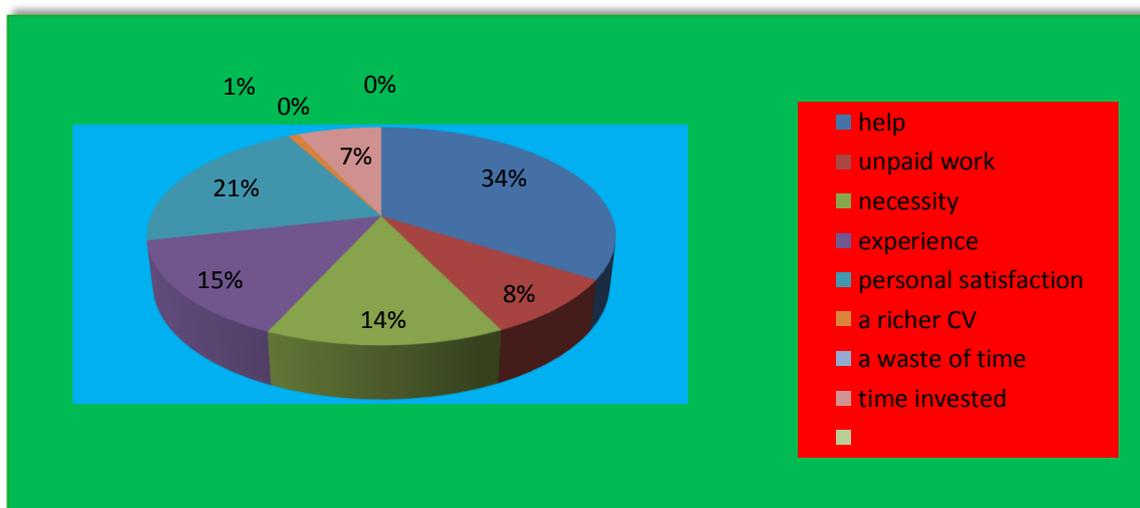
57% of the volunteers surveyed consider that in Romania volunteering is something new, recently introduced in the Romanian culture and that is why we cannot talk about a tradition of volunteering in our country, but rather of a trend which is about to become a tradition. This explains why the number of those



who believe that Romania has a tradition of volunteering is quite high. The number of the pessimists is insignificant.

What do you associate the term “volunteering” with?

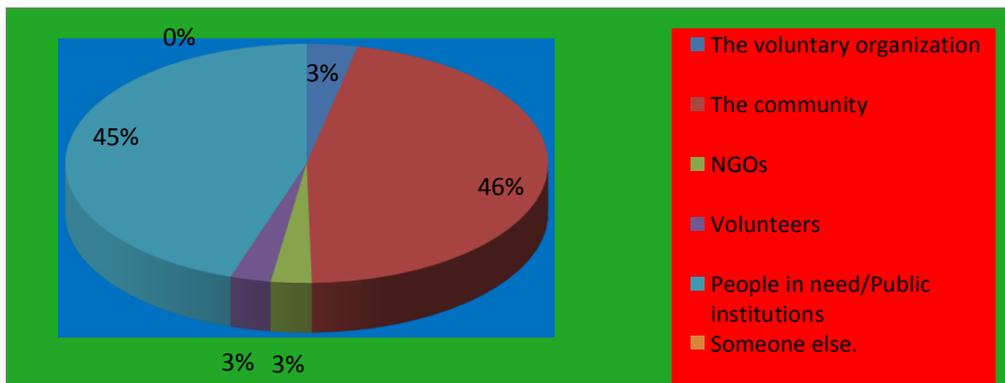
- help; 79
- unpaid work; 20
- necessity; 32
- experience; 34
- personal satisfaction; 48
- a richer CV; 2
- a waste of time; 0
- time invested; 16



The volunteers surveyed associated the term “volunteering” with help (98 respondents), the reason why you become a volunteer, namely, to help, to offer your help. Other associations referred to personal satisfaction (48 respondents), personal experience, but also to time invested and unpaid work.

Who do you think benefits most from volunteering?

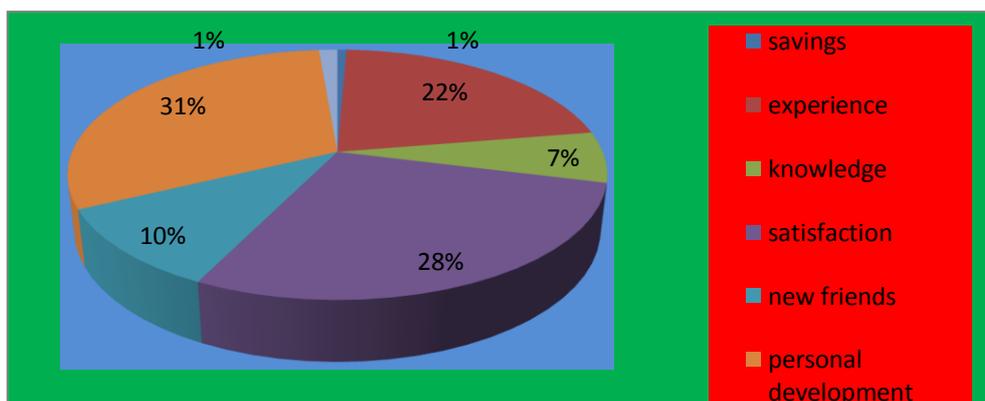
- The voluntary organization; 5
- The community; 68
- NGOs; 4
- Volunteers; 4
- People in need/public institutions; 69



69 volunteers said that those who benefit from their work are either people in need or the institutions which look after these people, and 68 volunteers consider that the community in general benefits from their work, that is all of us, after all.

What benefits can volunteering bring?

- savings - 1
- experience - 33
- knowledge - 10
- satisfaction - 45
- new friends - 6
- personal development - 43
- Other benefits. Which ones? 2
- helping people in need
- an improvement in the Romanian society and of the level of civilization



Personal satisfaction (30%) ranks highest in the preferences of the volunteers surveyed, in terms of the benefits that volunteering brings. Personal development is the second option of the volunteers surveyed. The experience gained and making new friends represent two other benefits of volunteering.

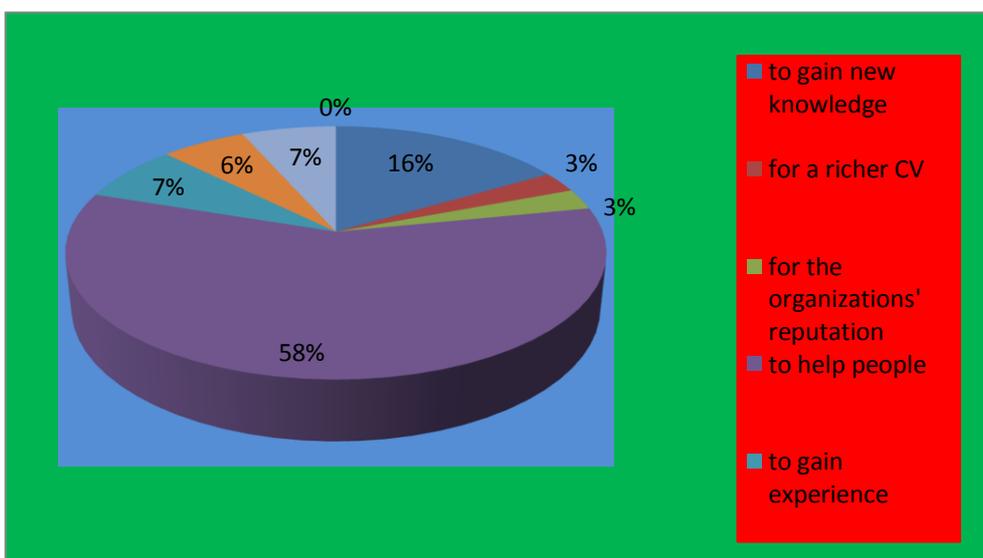


After all, these are the “gains” that a volunteer takes home with him: the satisfaction of work well done, experience and friends.

When asked this question, the respondents found two other benefits: helping the people in need, or who are in trouble and the development of the Romanian society and of the level of civilization.

Why do you practice volunteering?

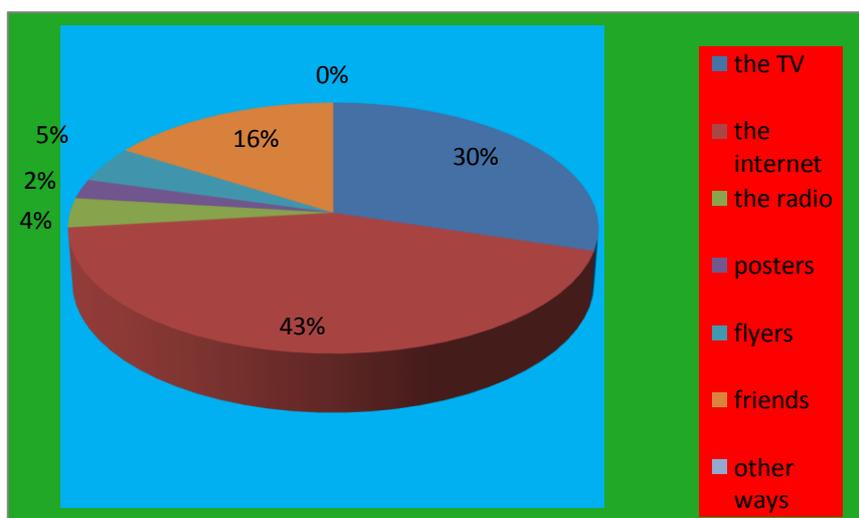
- to gain new knowledge - 25
- for a richer CV - 4
- for the organization’s reputation - 4
- to help people - 88
- to gain experience - 11
- for personal satisfaction - 9
- as an expression of personal value - 8



To this question, 88 of the volunteers surveyed said that they did this activity to help other people, which is the main purpose of volunteering.

What are the two main means of getting information on the organizations that need volunteers?

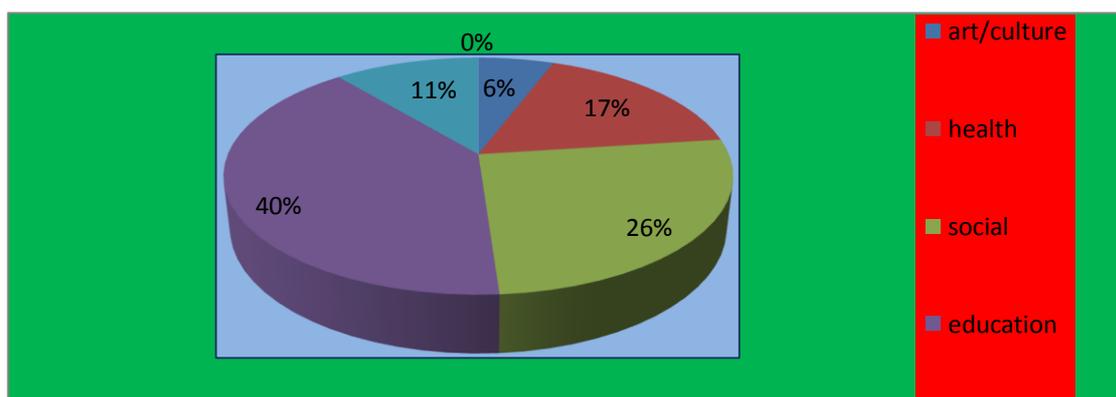
- the TV 71
- the internet 103
- the radio 9
- posters 6
- flyers 11
- friends 38



The main way through which volunteers interact with NGOs and not only is the internet, thanks to the popularity it has with young people and not only. The TV ranks second in the volunteers' preferences because it is very easy to advertise a voluntary activity on TV.

In what field of activity do you practice volunteering? (you can chose two answers)

- art/culture - 13
- health - 39
- social - 59
- education - 91
- the environment -25

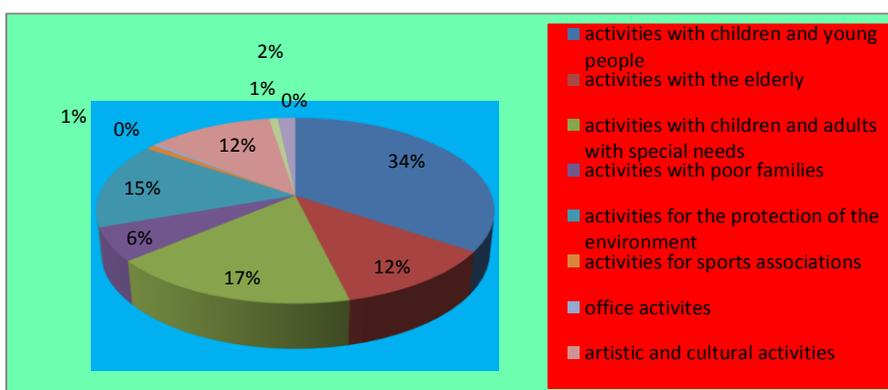


The volunteers surveyed operate in different areas, but a large number of the respondents get involved in educational activities from teaching reading and writing to teaching very gifted children. Then, volunteers get involved in helping homeless people and people who live alone and need help.



What kind of activity did you perform in volunteering?

activities with children and young people; 83
 activities with the elderly; 28
 activities with children and adults with special needs; 42
 activities with poor families; 14
 activities for the protection of the environment; 36
 activities for sports associations; 2
 office activities; 1
 artistic and cultural activities; 28
 activities with foreign citizens; 2
 communication and volunteering awareness activities. 4

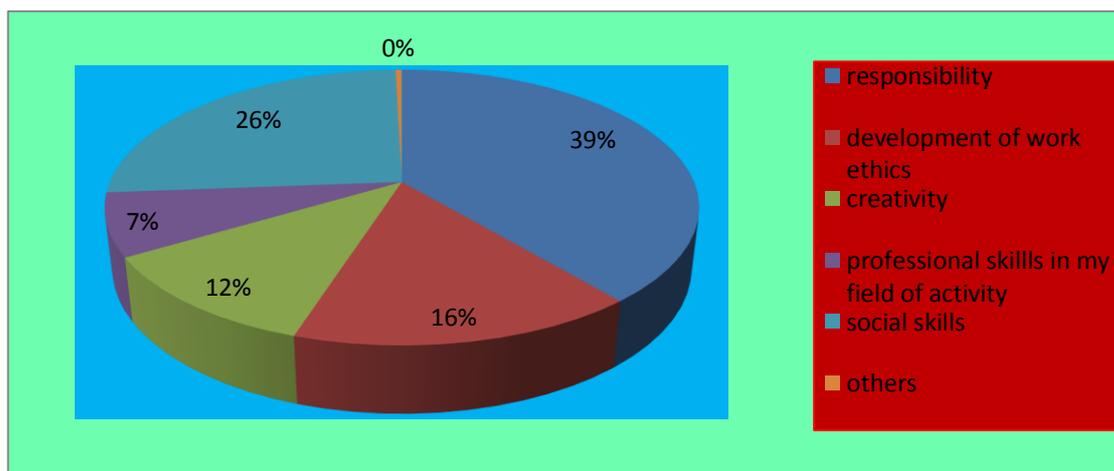


Most activities carried out by the volunteers surveyed involved children and young people, children and young people from families with low income or children whose parents work abroad, or Roma children. Many activities carried out by the volunteers surveyed also involved children with special needs, blind children or children with hearing problems, or children with Down syndrome.

There were also volunteers involved in activities for the protection of the environment, participants in numerous greening campaigns both locally and nationally.

What are the two first competences/skills you have developed from volunteering?

responsibility; 95
 development of work ethics; 39
 creativity; 28
 professional skills in my field of activity; 18
 social skills; 63



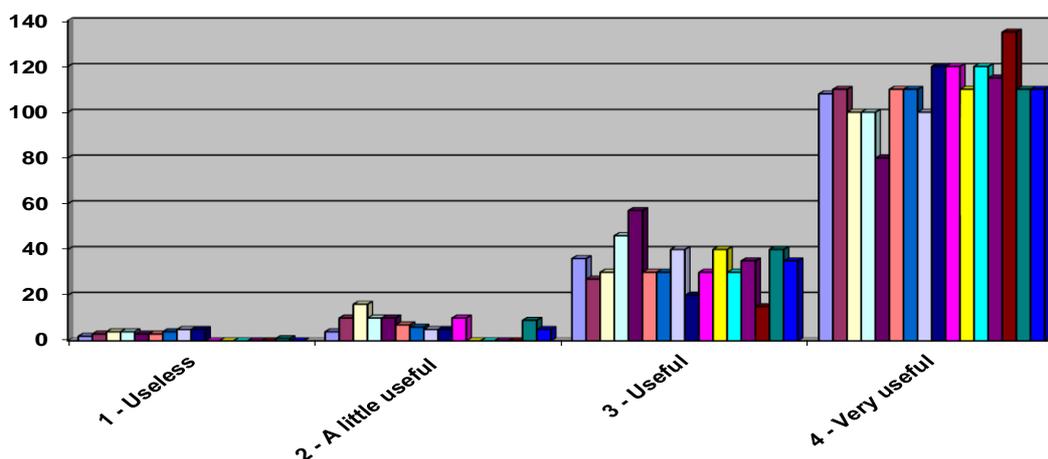
Volunteering leaves “marks” on those who are faithful to it: these can be called responsibility, creativity, personal development, teamwork spirit and not only. In other words, the most important benefits that a person can enjoy.

What kind of skills (in terms of knowledge, abilities, attitudes) do you consider useful to practice volunteering? Mention to what extent you consider them useful (1 – useless, 4 – very useful). Add other ideas if necessary.

Item	Usefulness			
	1	2	3	4
<i>Knowing the safety rules and procedures</i>	2	4	36	108
<i>Knowing the emergency rules and procedures</i>	3	10	27	110
<i>Knowing first-aid rules</i>	4	16	30	100
<i>Knowing the rules and regulations specific to a certain field of activity</i>	4	10	46	100
<i>Knowing a certain place (hospitals, local transport etc)</i>	3	10	57	80
<i>The ability to apply the safety rules and procedures</i>	3	7	30	110
<i>The ability to apply the emergency rules and procedures</i>	4	6	30	110
<i>The ability to apply first-aid rules</i>	5	5	40	100
<i>The ability to drive</i>	5	5	20	120
<i>Digital skills</i>	0	10	30	120
<i>Networking abilities</i>	0	0	40	110
<i>Intercultural skills</i>	0	0	30	120
<i>Linguistic skills</i>	0	0	35	115
<i>Practical thinking</i>	0	0	15	135
<i>Assertiveness</i>	1	9	40	110



<i>Resistance to stress</i>	0	5	35	110
<i>Skills specific to a certain field of activity (please, describe)</i>	0	0	0	0
.....				
<i>Others</i>	0	0	0	



- Knowing the safety rules and procedures
- Knowing the emergency rules and procedures
- Knowing first-aid rules
- Knowing the rules and regulations specific to a certain field of activity
- Knowing a certain place (hospitals, local transport etc)
- The ability to apply the safety rules and procedures
- The ability to apply the emergency rules and procedures
- The ability to apply first-aid rules
- The ability to drive
- Digital skills
- Networking abilities
- Intercultural skills
- Linguistic skills
- Practical thinking
- Assertiveness
- Resistance to stress

On the data scale analysis from 1 to 4, most respondents' answers were at the highest level, but there were also respondents who ticked the bottom of the scale.

A great number of respondents chose practical thinking (135) as being very useful in volunteering.

The main skills used in volunteering were: practical thinking, the ability to drive and intercultural skills.



VI RECOMMENDATIONS

The following recommendations can be drawn:

1. Specific competences

- linguistic skills,
- digital skills,
- social skills.

2. The course that is to be held or proposed to be organized

- Courses based on practical activities

3. Contents/Topics

- Examples of good practice in volunteering projects.

COLLECTING THE ANSWERS FOR THE QUESTIONNAIRES APPLIED TO STAKEHOLDERS

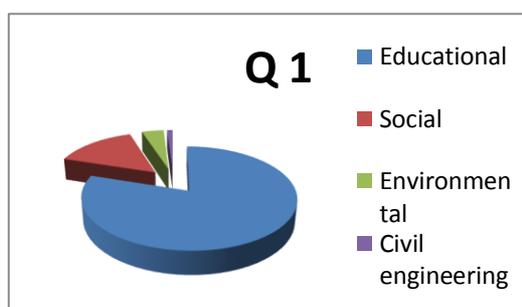
I. The period during which the questionnaires were applied: **March 2012**

II. Number of valid questionnaires: **100**

III. Number of respondents: **100**

IV. Collecting the data.

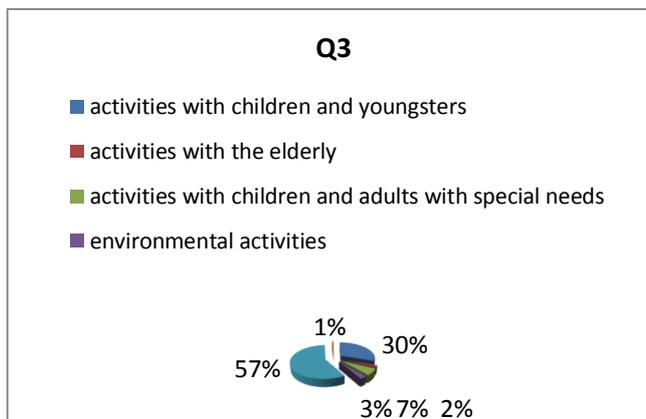
Mention two main activities of your institution.



Interpreting the results: Most respondents carry out educational activities (80) and social activities (15), for either state institutions or private associations or foundations. It is so either because such activities could have a greater impact on the population or these two areas have been identified as having the greatest needs.

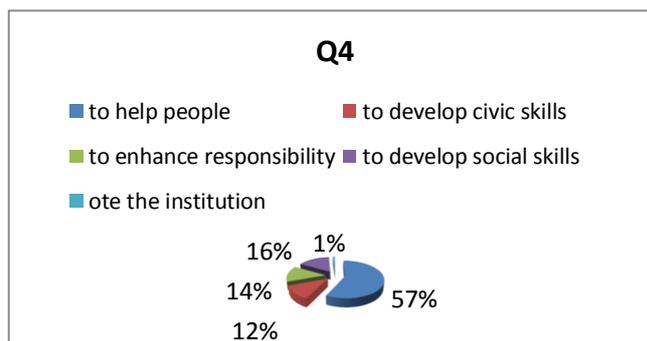


What type of voluntary activity takes place in your institution?



Interpreting the results: Most respondents carry out artistic and cultural activities (61) and activities with children and young people (32). We can infer that it is easier to organize such activities and that they have a greater impact.

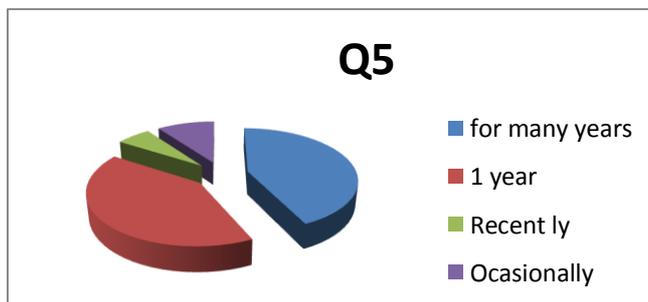
Why are you interested in supporting volunteering?



Interpreting the results: 58 of the respondents consider that they support volunteering because they want to help people and only one respondent does this to promote the institution. Those who support volunteering to develop civic skills among employees (12), to enhance the sense of responsibility (14) and to develop social skills (16) are in a balanced proportion, but their number is rather low.

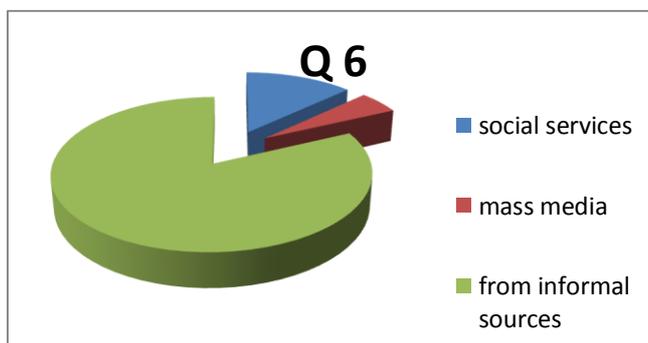


How long has your institution been involved in volunteering?



Interpreting the results: The answers given reinforce the idea that volunteering is not unknown to the institutions in Romania: most of them have been practicing volunteering for many years (43), 41 have been practicing volunteering for one year, 6 have got involved recently and 10 get involved in volunteering occasionally.

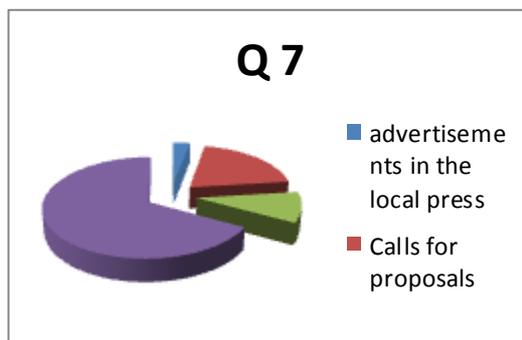
How does your institution find people who need assistance? (Who might need assistance or social intervention?)



Interpreting the results: Most stakeholders (82) use informal sources to identify people who need help, whereas 13 appeal to social services and 5 use the mass-media to identify people in need.

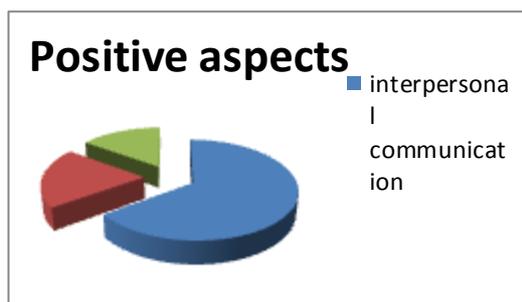


How do you find volunteers?

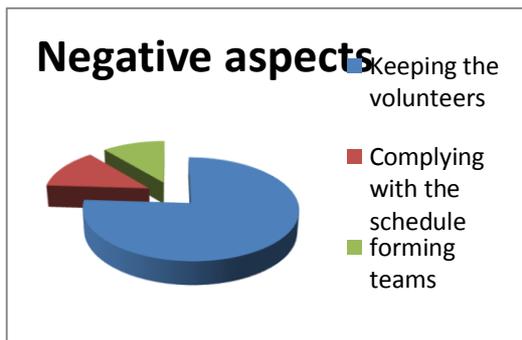


Interpreting the results: In order to find volunteers, the institutions, the associations and the foundations who need people for various campaigns, events, to help people in need, appeal to friends (67), launch calls for proposals (20), study the sites of the institutions with experience in volunteering (10) or place ads in the press (3).

What are the positive/negative aspects of working with volunteers? (mention a positive aspect and a negative one)

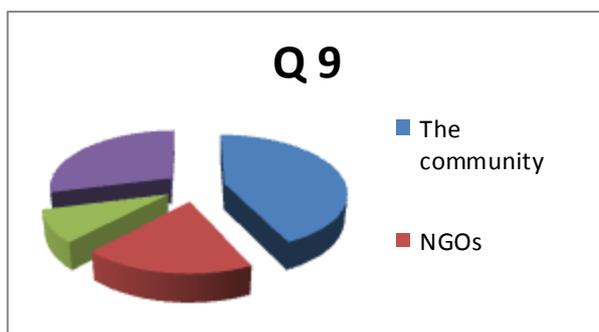


Interpreting the results: Interpersonal communication (65) is the most important positive aspect identified by the respondents, then the creation of social networks (20) and knowing new people (15). These three positive aspects were identified by the stakeholders as being the positive aspect highlighted throughout the cooperation and collaboration with volunteers.



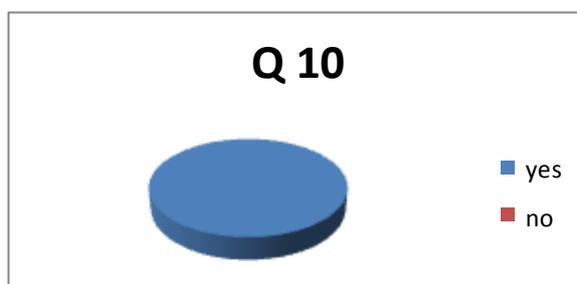
Interpreting the results: One of the negative aspects identified is the difficulty to keep the activity going on after the volunteering campaign has ended (76), in fact, this seems to be the most difficult thing to achieve. Without volunteers who get involved constantly, we cannot develop functional networks (11) to work in the best interest of the community nor can we keep the commitments made within a programme (13).

In your opinion, who benefits most from volunteering? (multiple choice)



Interpreting the results: The community (43) is the one that benefits most from volunteering, then the people (29) involved directly and indirectly in volunteering activities, NGOs (19) and volunteers (9), gaining both at the personal and interpersonal level.

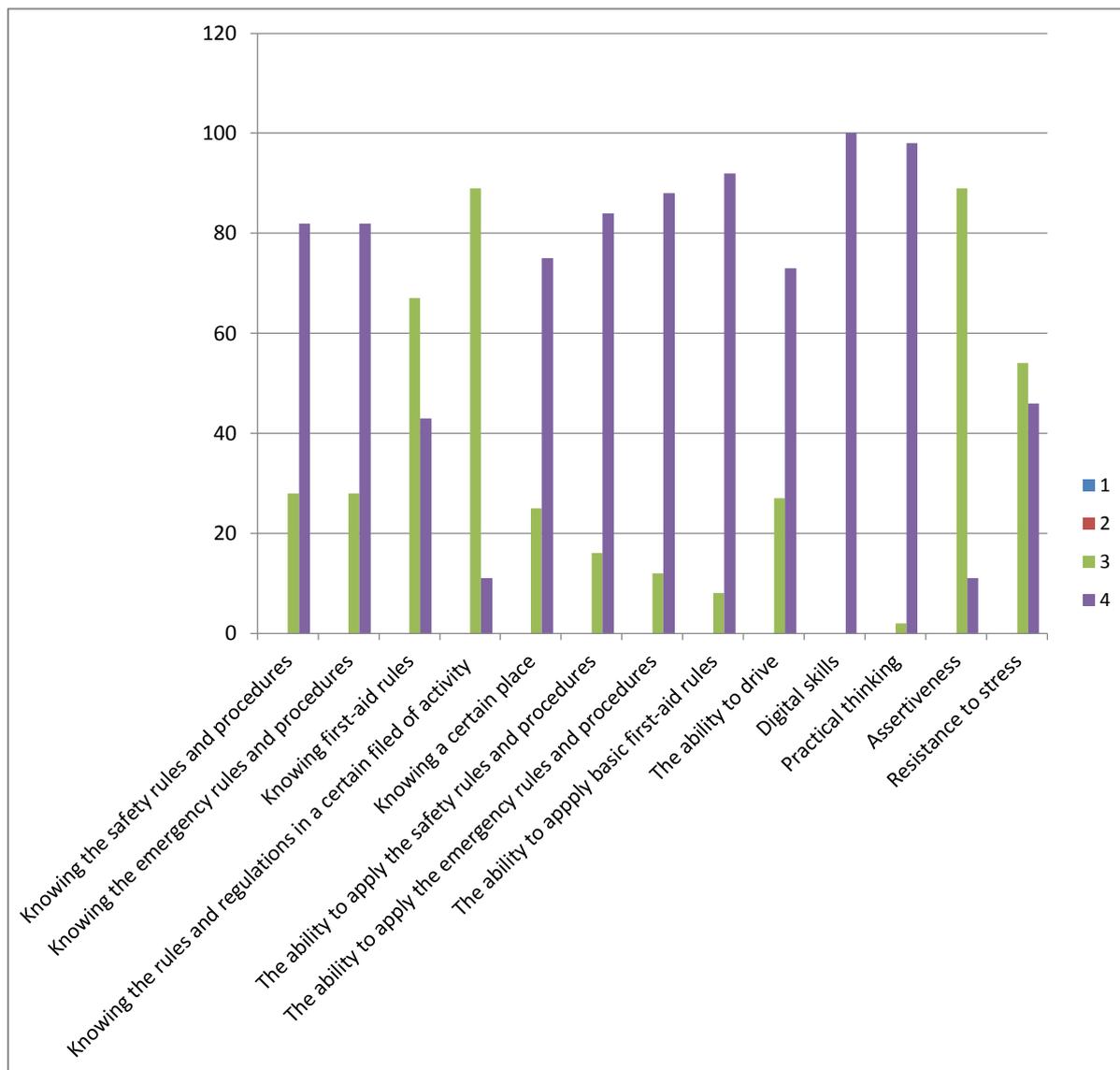
Are you interested in training volunteers?





Interpreting the results: All the stakeholders are interested in training volunteers, thus being able to work more easily with them, to motivate them, to determine them for further cooperation.

What skills (in terms of knowledge, abilities, aptitudes) do you consider useful to practice volunteering?





Interpreting the results: Most knowledge, abilities and skills enumerated are considered very useful (4) for a volunteer, except for the knowledge of rules specific to a certain area and assertiveness, which are considered less useful (3), although they cannot be considered useless. No skill, knowledge or ability was considered useless, so as to be marked 1 or 2.

RECOMMENDATIONS:

1. Specific competences:

By analyzing the questionnaires filled in by the 100 respondents, represented by stakeholders with experience in working with volunteers, we can highlight the following skills which were considered necessary:

- Digital skills
- Practical thinking
- The ability to apply basic first-aid rules
- Interpersonal communication skills

2. Recommendations regarding the organization of the courses

The training programme can be modular, with fewer theoretical hours and more practical activities;

3. Contents/Topics:

- ICT in voluntary activities;
- Step-by-step from theory to practice in volunteering;
- Means of communication in different situations and with different people (young people, the elderly, the sick, the people with disabilities, etc.);
- The management of volunteering (organizing voluntary activities, finding volunteers, volunteer motivation techniques, etc.).

THE QUALITATIVE REPORT – COLLECTING THE ANSWERS FOR EACH FOCUS-GROUP:

COLLECTING THE ANSWERS FOR THE FOCUS-GROUP ORGANISED WITH NON-VOLUNTEERS

I. **The period during which the focus-group was organized:** 19th - 29th March 2012

II. **Number of participants:** 7

III. **Topics of discussion:**

1. *Do you know what volunteering means?*
2. *Can you work for others without being paid?*
3. *When do you help others? Give details.*
4. *Do you have time to help others who are in need?*
5. *Do you know your own skills?*
6. *What kind of activities can you do?*



I. Answers:

1. Do you know what volunteering means?

- volunteering means helping those who are in need without being paid;
- volunteering means work for the community;
- helping without expecting anything in return;
- volunteering offers you great spiritual satisfaction;
- it is considered a moral duty.

2. Can you work for others without being paid?

- Yes

3. When do you help others? Give details.

- when we see people need us, without being asked for help;
- when we are asked to;
- when I feel someone needs my help;
- unfortunately, we have volunteered mostly when we were asked for help, but we are willing to offer our help on our own initiative.

4. Do you have time to help others who are in need?

- Yes

If you want to, you will find the time!

5. Do you know your own skills?

- fund raising activities;
- educational and cultural activities for the elderly or for people belonging to disadvantaged groups;
- giving first aid to people with various disabilities;
- environmental activities, waste collecting and recycling;
- help offered in hospitals, in the social field, schools.

6. What kind of activities can you do?

Listening skills: we are able to receive information; to be open to new ideas.

- *Skills related to social life (socializing):* communicating with others, interacting positively with colleagues and other people, working with other people, treating others with respect, being friendly and polite.
- *Skills related to the way of thinking:* we show flexibility in thinking, we manage to evaluate different ways of acting in a certain situation, we can analyse problems and find solutions.
- *Teamwork skills:* we are able to work together with other people;
- *Personal management skills:* we have a positive attitude, we are consistent, diligent, disciplined and motivated to carry out our work successfully, we are able to overcome new, stressful or crisis situations.



II. Interpreting the answers:

The participants have proved that they understand volunteering as an activity carried out on their own initiative, to the benefit of others, without being paid for it. The respondents have a high opinion of volunteer work.

The participants have shown their willingness to take part in volunteer activities not to pursue a financial gain or material rewards but for their personal satisfaction. They want to get involved because they want to contribute to the well-being of others, of the community and not least of all to their own development, either in an organized or an individual way. Volunteer work means, first of all, caring about problems that others have to confront with. Volunteer work means the willingness to help, to do something good for the community, to support it.

Being a volunteer means spending some of your time to help others solve their problems. The participants considered that the challenge lay in finding the necessary time to support a cause.

The skills that a volunteer needs to carry out an activity are easily identifiable through discussions with the participants. Many of the volunteer activities involve a large number of participants, who must function as a team. They consider that being a volunteer means having or developing communication skills, having a positive attitude, being a good listener, treating the others respectfully, being friendly and polite and also being responsible.

According to their abilities, the participants identify the activities that they can carry out. They consider they can engage in social activities, help in hospitals, homes for children and the elderly, fundraising for various humanitarian causes, in the educational field by organizing various cultural and artistic activities involving the elderly and the disabled, or waste collecting activities.

After discussions, the participants stated that they did not know how to get informed, and were not aware of the sites that promote volunteer activities. Moreover, they expressed their desire to work in certain fields of activity (in healthcare, to help the sick), but they considered it was necessary to have a minimum training in those areas.

III. Recommendations:

After discussions, the following recommendations emerged:

- Informing those who want to become volunteers by organizing, in groups or individually, information sessions run by organizations that have experience in volunteer work;
- Organizing training activities for people who want to become volunteers, in areas such as: social assistance, help given to people in hospitals, homes for children and the elderly, fundraising for various humanitarian causes, activities in the educational field, cultural and artistic activities involving the elderly and the disabled, waste collecting activities.
- Organizing practical training in the area in which the person wants to get involved.



- public information/awareness campaigns;
- advocacy.

2. *What volunteer project are you involved in?*

- “Five o’clock” – a cultural project which recreates the atmosphere of the 19th century, the time when the writer Ion Luca Caragiale lived; a project in which young people act and discover or use their artistic skills;
- “Poetess Elena Farago Days”;
- The humanitarian show “Soul of Oltenia” performed by the artists Constantin Enceanu and Petrica Matu Stoian, the beneficiary being the Association “Beyond Autism”;
- The projects described at question no. 1 run permanently.

3. *What is the context of the volunteer project implementation?*

- fundraising for “The Summer school”;
- activities dedicated to the writer Ion Luca Caragiale;
- the necessity of using the cultural heritage;
- homage paid to the poet Elena Farago;
- following the response to various needs of beneficiaries.

4. *What are positive/negative aspects of working with volunteers?*

a) positive aspects;

- increasing civic participation;
- promoting the institutions and the services they offer;
- increasing the human resources potential, to ensure continuity of activities with autistic children;
- valorizing the experience;
- motivation;
- setting an example to change the mentality of the community.

b) negative aspects;

- the difficulty to keep the volunteers;
- the flaws in the Law on volunteering;
- lack of appreciation of volunteer work from the general public;
- short-term commitments;
- inability to keep the human resource;
- the expected results are sometimes altered because of legislation or ignorance of the area.

5. *Are you interested in training volunteers?*

- yes



V. Interpreting the answers:

The representatives of the public institutions and the NGOs of the focus group work intensively with volunteers, in different areas. The discussions with them on the topics proposed for discussion proved that they have experience with volunteers and they have the willingness to get involved in as many projects as possible, projects useful to the community. They would also like to discover new ways of training and motivating volunteers.

The state and the private sectors were equally represented, and the activities they get involved in or coordinate differ according to either the needs identified or the specificity of the institution: activities with the young, on volunteer agreement, mostly in cultural, educational or sports projects but also courses of IT, foreign languages, first aid, civic education, activities within the National Strategy for Community Action, recreational activities of a social nature, education for children, young people and disadvantaged groups, rehabilitation services (physiotherapy, psychology), public information/awareness campaigns, advocacy.

The projects in which the associations are involved are carried out mostly in the cultural, educational and artistic field for children and young people. The activities in which the public institutions and most NGOs act as volunteers are addressed to children and young people, with or without disabilities, with or without a family, coming from disadvantaged backgrounds, either from rural or urban areas.

The present NGOs and public institutions motivated the running of volunteering projects through fundraising activities for the "Summer School", through the Caragiale year, the necessity of valorizing the cultural heritage, the homage paid to the poetess Elena Farago inside the memorial house, but also as a response to the beneficiaries' various needs.

The representatives of the stakeholders identified as **positive aspects** of running volunteering activities: increasing civic participation, promoting the institutions and the services they offer, increasing the human resources potential, to ensure continuity of activities with autistic children, valorizing the experience, motivation, setting an example to change the mentality of the community. As **negative aspects** they identified: the difficulty to keep the volunteers, the flaws in the Law on volunteering, inadequate to reality, lack of appreciation of volunteering work from the general public, short-term commitments, the inability to keep the human resource, the expected results are sometimes altered because of legislation or ignorance of the area. We have noticed the presence or the absence, to a small extent, of volunteers in geriatrics and social assistance. This was motivated by the small number of people with specialized training in social welfare, psychology or medicine, because it is difficult for these social categories to accept easily even help.

The positive and the negative aspect outlined in volunteering are connected to the instability of both legislation and human resources. It is necessary to have acknowledged training programmes for volunteers. Training is an attractive way of motivating volunteers, it facilitates the exchange of good practices and helps strengthen certain networks of volunteers involved constantly.

All those present were interested in training volunteers.



VI. Recommendations:

Following the discussions on these topics but also as a result of the participants' answers, several ideas generating action have emerged, but also ways of improving work with volunteers, and most importantly, the necessity of training volunteers, and of certifying/recognizing their training through certificates and accredited diplomas.

Recommendations were made regarding the setting-up of a database of institutions and volunteers, useful to the beneficiaries of the volunteer work but also to the volunteers who would like to get involved and can thus choose the project, the activity or the area in which they would like to do volunteer work.

The syllabus of a training course on volunteering might include the development of first-aid skills, communication skills, relationships and emotional involvement, the management of volunteer work.