



Reference Guide #1

MOBILISING Research on Volunteering

An introduction

+CIFRC



**Northumbria
University
NEWCASTLE**

RED CROSS AND RED CRESCENT RESEARCH CONSORTIUM (RC3) REFERENCE GUIDE

Sourcebook & Reference Guide

Research on Volunteering: An Introduction.

1st edition, March 2023.

This reference guide is one of the outcomes of a three-year collaborative project of the Red Cross Red Crescent Research Consortium (RC3) and the International Federation of Red Cross and Red Crescent Societies (IFRC) Global Volunteering Alliance. It was developed in partnership with Northumbria University's Centre for Global Development (CGD).

A special thanks to the authors, Dr Bianca Fadel (Northumbria University) and PhD Candidate Louise Baumann (French Red Cross Foundation) who have contributed equally to this reference guide, as well as key contributors and reviewers including (in alphabetical order) Adjmal Dulloo (IFRC), Professor Dan Elisabeth Ferrand-Bechmann (University of Paris 8 Vincennes-Saint-Denis), Ferran Cobertera (Spanish Red Cross), Joyce Kofi (IFRC), Luciana Escobar (IFRC Interamerican Centre for Volunteering Development), Professor Matt Baillie Smith (Northumbria University), and Virginie Troit (French Red Cross Foundation); and the extended RC3 network for compiling and sharing resources.

Layout: Clothilde Mear
@RC3 2023

<https://www.ifrc.org/who-we-are/international-red-cross-and-red-crescent-movement/reference-centres/rc3>

Suggested citation:

Red Cross and Red Crescent Research Consortium RC3 (2023). *Mobilising Research on Volunteering: An Introduction*. Sourcebook & Reference Guide, First Edition.

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FOREWORD

Across our International Red Cross and Red Crescent Movement, volunteers are our partners and our greatest source of inspiration and innovation. They are the gateway to the communities we serve, offering deep knowledge and insights that make our work relevant and meaningful.

It is therefore vital that we support volunteers as effectively as possible—from motivating and retaining them, to exploring new forms of volunteering relevant to the 21st century.

Understanding the roles and experiences of volunteers has never been more central to inform the most effective ways to respond to disasters, conflicts and emergencies, as well as everyday community needs worldwide.

This first ever edition, global reference guide on volunteering, highlights the International Red Cross and Red Crescent Movement's commitment to fostering learning and encouraging knowledge exchange at all levels. It reinforces our pledge to re-imagine volunteering and generate a healthy and sustainable increase in the engagement, motivation, and retention of volunteers in National Societies. It includes a focus on the safety, security and well-being of volunteers as part of our commitment to ensure their duty of care.

The sourcebook pulls together leading research on volunteering with key sources of information that strengthen evidence-based management practices for volunteer development within National Societies, as well as across the wider volunteer sector. This includes resources relevant to each of IFRC's geographical regions of work, cutting across strategic thematic areas that include volunteering motivation, management and well-being, livelihoods and inequalities, and new technologies.

This guide is a result of a three-year collaboration between the Red Cross and Red Crescent Research Consortium (RC3), and the IFRC Global Volunteering Alliance and was developed in partnership with Northumbria University's Centre for Global Development.

This reference guide is an open invitation to broaden our discussions and to promote critical thinking and continuous learning on the significance of volunteering. It is also a welcome reminder of the importance of evidence-based volunteering strategies that can address the evermore complex needs and challenges that we currently face across the globe.



Jagan Chapagain

Secretary General
IFRC

INTRODUCTION

THE REFERENCE GUIDE

This reference guide is one of the outcomes of a three-year collaborative project of the RC3 and the IFRC Global Volunteering Alliance aimed at strengthening the development of scientific and evidence-based volunteer management and development practices within the Red Cross Red Crescent Movement. It was developed in partnership with Northumbria University's Centre for Global Development and conceived as a 'gateway' to this area of study and practice. Rather than an exhaustive and systematic mapping of all existing research on volunteering, this document includes a selection of key resources for academics, practitioners and volunteers to engage in reflections around their volunteering practices and strategies, aiming to strengthen capacities to generate and analyse meaningful knowledge and data on volunteering and volunteers.

References were identified through existing researchers' bibliographies, review of articles' bibliographies, and keyword research on Scopus and Google Scholar. Keywords included 'volunteers'; 'volunteering'; 'volunteerism'; and 'Red Cross' or 'Red Crescent' 'volunteers'. Where deemed relevant, resources on volunteering experiences in the Red Cross and Red Crescent network were prioritised, however, this sourcebook does not strictly focus on research undertaken by or on Red Cross and Red Crescent Movement's staff and volunteers. Similarly, although peer-reviewed sources published in academic journals were prioritised, references identified as of particular relevance for practitioners in the Movement and wider audiences in the volunteer sector have been included in different sections (e.g. research reports, working papers, and Masters dissertations or doctoral theses).

This guide aims at launching a dynamic of mutual knowledge enrichment anchored in diversity and collaboration. Resources were cautiously selected to balance, as much as possible, not only the regional focus of the manuscripts but also their authors' provenance, attempting to challenge existing systems of knowledge production by providing a diverse set of references. Three main limitations need to be highlighted in this process. First, this edition of the guide is mainly targeted at English-speaking audiences, hence most of the resources are available in English only. Whilst selected sources in French and Spanish were also included across thematic areas in this guide (this is highlighted in the respective sources), a multilingual approach to further editions can make this guide more accessible to wider audiences. Second, some of the thematic areas in this edition have fewer resources focused on the Middle East and North Africa region compared to the other regional groupings. This can be partly explained by the language barriers that prevented this edition of the guide to include Arabic resources. Finally, although the majority of the resources in this guide are openly accessible through the links provided, some of the manuscripts have restricted access (the paywall is highlighted where applicable). When available, the preprint version of the manuscript was linked. For remaining restricted access manuscripts, when institutional access (e.g. through universities) is not available for readers, access might be possible by contacting the manuscript's author(s) directly.

INTRODUCTION

HOW TO USE THIS REFERENCE GUIDE

This reference guide can be used by practitioners, academics and students to access a map of relevant resources on volunteering across themes and regions.

Resources were organised around the following key thematic areas:

I.
Profile and characteristics of volunteers: resources on *who* volunteers are and *how* volunteering happens across geographical areas and demographic factors.

II.
Motivations of volunteers: resources on *why* individuals undertake volunteering, including motivations related to values, altruism, career-building, economic reasons and leisure.

III.
Volunteering management and well-being: resources on management strategies and volunteering development approaches, including the well-being of volunteers.

IV.
Volunteering in crises and emergencies: resources on volunteer experiences in response to disasters, conflicts, epidemics and protracted crises, including spontaneous volunteering.

V.
Volunteering economies, livelihoods and inequalities: resources on the unevenness of volunteering experiences, financial implications and impacts on citizenship and livelihoods

VI.
New technologies and online volunteering: resources on digital experiences of volunteering and new technological tools, particularly emerging from the Covid-19 pandemic.

Resources for each theme are organised in relation to their regional focus, according to the IFRC's regions:

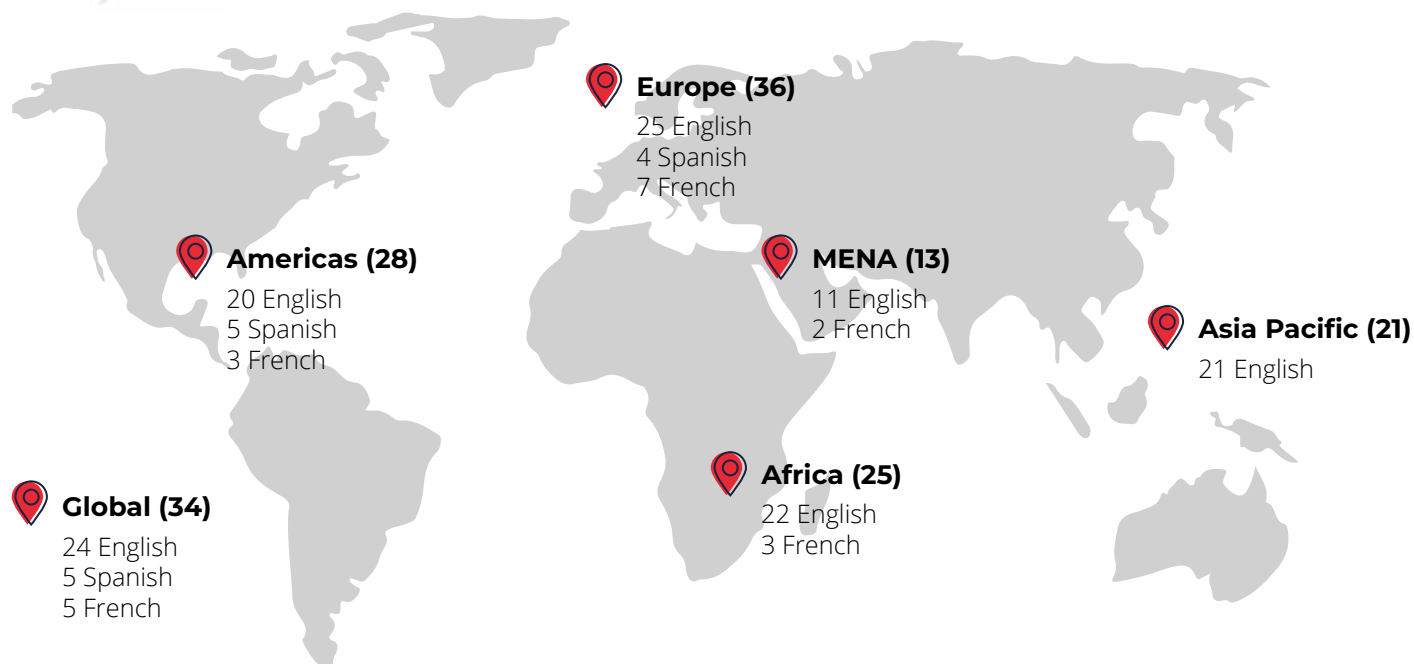
- **Global**
- **Africa**
- **Americas**
- **Asia Pacific**
- **Europe**
- **Middle East and North Africa (MENA)**

Within each theme and region, references are presented in reverse chronological order (i.e. most recent publications first). Each source is presented with full citation (APA style) and includes a brief abstract, the type of source (i.e. journal article; book; book chapter; thesis/dissertation; working paper, research report) and the respective link for online access. The full list of references across themes and regions is available at the end of the document¹.

¹ When the same source is also available in French and/or Spanish, only the reference in English is listed at the end of the document.

OVERVIEW OF SOURCES ACROSS THEMES/REGIONS

157 SOURCES*



I. Profile and characteristics of volunteers (31):

Journal Articles	15
Book Chapters	1
Research Reports:	12
Working Papers	2
Theses & dissertations	1

II. Motivations of volunteers (26):

Journal Articles	21
Books	1
Book Chapters	1
Theses & dissertations	3

III. Volunteering management and well-being (26):

Journal Articles	14
Books	1
Book Chapters	1
Research Reports	4
Theses & dissertations	6

IV. Volunteering in crises and emergencies (30):

Journal Articles	17
Research Reports	10
Theses & dissertations	3

V. Volunteering economies, livelihoods and inequalities (26):

Journal Articles	22
Books	1
Book Chapters	2
Theses & dissertations	1

VI. New technologies and online volunteering (18):

Journal Articles	12
Research Reports	3
Working Papers	1
Theses & dissertations	2

*147 original sources. 10 sources are translated versions with an equivalent in English

I. PROFILE AND CHARACTERISTICS OF VOLUNTEERS



Language:

English: 24
Spanish: 4
French: 3

Regional focus:

Global: 5
Africa: 5
Americas: 7
Asia Pacific: 5
Europe & Central Asia: 6
MENA: 3

Type of source

Journal Articles: 15
Book Chapters: 1
Research Reports: 12
Working Papers: 2
Theses & dissertations: 1

Access:

Open access or preprint
version available: 28
Restricted access: 3

**27 original sources. 4 sources are translated versions
with an equivalent in English*

I. PROFILE AND CHARACTERISTICS OF VOLUNTEERS

There is a significant body of research on the profile and characteristics of volunteers and the multiple trends and ways of volunteering worldwide. Existing evidence shows that volunteers come from a variety of backgrounds and cultures. They are of different age, ethnicity, socioeconomic background, and gender; and can engage regularly or episodically, for short period of times or in the longer term. Volunteering practices also keep evolving over time. Recognising, understanding, and valorising this diversity of patterns and trends in volunteering can allow organisations to target their recruitment and retention efforts more effectively, as well as develop activities and support systems that meet the needs and preferences of volunteers and the communities they serve. This section provides an initial non-exhaustive overview of 'who' volunteers are and 'how' volunteering happens across various geographical areas and demographic factors. It includes resources comparing rates and types of volunteering in the different countries and regions, as well as insights on how such variations affect the dynamics of volunteering at community level.



United Nations Volunteers. (2020). *Volunteering Practices in the 21st Century*. UNV: Bonn.

This paper was commissioned by the Secretariat of the Plan of Action to Integrate Volunteering into the 2030 Agenda for the Global Technical Meeting on Volunteering in 2020. In 1999, the United Nations Volunteers (UNV) programme published the background paper "Volunteering and Social Development" in advance of an expert meeting in New York that year. Both the paper and the meeting informed the design, preparation and outputs of the International Year of Volunteers in 2001 and the associated United Nations General Assembly resolution (A/RES/56/38) and report (A/56/288). This short paper revisits the 1999 background paper after two decades, reviewing and updating the analysis to inform the Global Technical Meeting. This paper is divided into three parts. The first section examines the dominant conceptualisations of volunteering as a social practice and explores how research has taken into account the contribution of volunteering to the Sustainable Development Goals (SDGs) and the 2030 Agenda. The second section briefly revisits the 1999 typology and discusses how it can be revised and updated in light of the changes described. Finally, the third section presents a framework for understanding volunteering practices in the twenty-first century and raises some critical questions for further discussion.

Volontaires ONU. (2020). *Les pratiques de volontariat au XXIème siècle*. UNV: Bonn.

Ce document a été commandé par le Secrétariat du Plan d'action pour l'intégration du volontariat dans le Programme 2030 pour la Réunion technique mondiale sur le volontariat en 2020. En 1999, le programme des Volontaires des Nations Unies (VNU) a publié un document d'information intitulé « Volontariat et développement social » avant une réunion d'experts à New York cette année-là. Tant le document que la réunion ont servi de base à la conception, à la préparation et aux résultats de l'Année internationale des Volontaires en 2001 et de la résolution et du rapport connexes de l'Assemblée générale des Nations Unies (A/RES/56/38) et du rapport (A/56/288). Ce bref document revient sur le document d'information de 1999 après deux décennies, en examinant et en actualisant l'analyse pour éclairer la Réunion technique mondiale. Le présent document est divisé en trois parties. La première section examine les conceptualisations dominantes du volontariat en tant que pratique sociale et explore comment la recherche a pris en compte la contribution du volontariat aux objectifs de développement durable (ODD) et au Programme 2030. La deuxième section revient brièvement sur la typologie de 1999 et explique comment elle peut être révisée et mise à jour à la lumière des changements décrits. Enfin, la troisième section présente un cadre pour comprendre les pratiques de volontariat au XXIe siècle et soulève quelques questions cruciales pour un examen plus approfondi.

 English

 [LINK](#)

 Research Report
 Global

 Français

 [LIEN](#)

Butcher, J., & Einolf, C. J. (2017). Volunteering: A Complex Social Phenomenon. In J. Butcher & C. J. Einolf (Eds.), *Perspectives on Volunteering: Voices from the South* (pp. 3–26). Springer.

Volunteering is a worldwide phenomenon but most studies of volunteering focus on the developed countries of North America, the Pacific, and Europe. Studies of less developed countries often use theories and concepts borrowed from developed countries and therefore fail to capture the full range of voluntary helping behaviours. This introductory chapter defines volunteering and examines its relationship to similar constructs such as civil society, social movements, social capital, cooperation, and reciprocity within social networks, citizen participation, service, solidarity, self-help, and mutual assistance. It briefly reviews the literature on why people volunteer, compares rates of volunteering across countries, and analyses reasons for this variation. It reviews the literature on how volunteering can contribute to development, and the role of Northern volunteers in the global South, and concludes with a summary of each chapter.



Global



English



Journal Article



[LINK](#)

Hazeldine, S., & Baillie Smith, M. (2015). *Global Review on Volunteering Report*. IFRC: Geneva.

The Global Review of Volunteering draws on the voices and perspectives of almost 600 volunteer managers, delegates and volunteers from the International Red Cross and Red Crescent Movement, as well as external experts in 158 countries, to explore the challenges of promoting and supporting volunteering in the context of significant local and global change: recent economic crises and austerity in the global South and North changes to the communities in which volunteers work and from which volunteers are drawn, shaped particularly by increasing movements of people the emphases on cost-effective service delivery and associated reporting and accountability requirements in aid spending recent and often sustained conflict and violence in the global South. The Review identifies the challenges these changes present, how they overlap, and how they are changing and transforming what is meant by volunteering. It also highlights how they require volunteer managers and facilitators to negotiate increasingly complex and sometimes dangerous settings with limited resources and high expectations.

Hazeldine, S., & Baillie Smith, M. (2015). *Análisis mundial del servicio voluntario*. IFRC: Geneva.

El Análisis mundial del servicio voluntario se basa en las voces y perspectivas de cerca de 600 gestores de voluntarios, delegados y voluntarios del Movimiento Internacional de la Cruz Roja y de la Media Luna Roja, así como de expertos externos de 158 países, para explorar los retos que plantea la promoción y el apoyo del servicio voluntario en el contexto de importantes cambios locales y mundiales: las recientes crisis económicas y la austeridad en el Sur y el Norte del mundo los cambios en las comunidades en las que trabajan los voluntarios y de las que proceden, determinados en particular por los crecientes desplazamientos de personas el énfasis en la prestación de servicios eficaces en función de los costos y los requisitos conexos de presentación de informes y rendición de cuentas en el gasto de la ayuda los conflictos y la violencia recientes y a menudo sostenidos en el Sur del mundo. El análisis identifica los retos que plantean estos cambios, cómo se superponen y cómo están cambiando y transformando lo que se entiende por voluntariado. También destaca cómo exigen que los gestores y facilitadores de voluntarios negocien en entornos cada vez más complejos y a veces peligrosos, con recursos limitados y grandes expectativas.



English



[LINK](#)



Research Report



Global



Español



[ENLACE](#)



AFRICA

Adamtey, R., Amoako, C., & Doe, B. (2021). Resourcing local government in Ghana: the potential of volunteering to deliver basic services. *Commonwealth Journal of Local Governance*, 25, 79–96.

Both local and foreign volunteers have been involved in community development activities in Ghana. However, there is a dearth of research on the perceived and real impacts of volunteers in delivering services, reasons for volunteering, the potential of volunteering to supplement the human and financial resources of local governments in Ghana, and the conditions required for more successful outcomes. This qualitative study examined volunteering activities across 15 communities of the Komenda-Edina-Eguafo-Abirem (KEEA) Municipality in Ghana's Central Region. It found that volunteering empowered the people, triggered self-help initiatives and improved local people's knowledge of health and environmental issues. However, there are challenges in finding political and social space for volunteers within the current local government system. The study recommends efforts to address that issue.



Ghana



English



Journal Article



[LINK](#)

Lewis, S. (2015). Learning from Communities: The Local Dynamics of Formal and Informal Volunteering in Korogocho, Kenya. *IDS Bulletin*, 46(5), 69–82.

Taking the Korogocho community as its starting point, this article explores the respective roles, dynamics and relationships between formal and informal volunteering. Following an overview of the research's participatory systemic action research (SAR) methodology, the article outlines how the widespread use of stipends and allowances by external development organisations has blurred the distinction between formal volunteerism and low-paid work – something that disincentivises volunteering through local organisations who lack the resources to pay allowances. It examines informal volunteering, such as mutual aid and self-help groups, and highlights how they add significant value when they emerge in response to a directly experienced community need. Finally, it discusses the risks and opportunities associated with formal and informal volunteering. Issues include how volunteering can be used in complementary ways to address community needs, the scales at which they are most effective, and their potential in promoting greater inclusion and more equitable gender roles.



Kenya



English



Journal Article



[LINK](#)

Niyimbanira, F., & Krugell, W. (2014). *The characteristics of volunteers in South Africa* (No. 480; ERSA Working Papers).

Volunteers are people who supply labour for the production of goods and services, for the benefit of others. Volunteer work is of significance at a time when social safety nets are weak and there are ever-increasing demands on welfare organisations. The question is, who are these good Samaritans? This paper uses data from the South African Volunteer Activities Survey and examines the links between individuals' resources and volunteerism, tests the consumption model and looks for confirmation of the investment model of volunteerism. The results show that black populations volunteer on average almost double the number of hours that the other population groups do, but this cannot be explained by individual assets such as gender, education, work status and income. Other factors play a role and more research is needed.



South Africa



English



Working Paper



[LINK](#)

Graham, L., Patel, L., Ulriksen, M., Moodley, J., & Mavungu, E. M. (2013). *Volunteering in Africa: An overview of volunteer effort in Africa and its potential to contribute to development.*

Both local and foreign volunteers have been involved in community development activities in Ghana. However, there is a dearth of research on the perceived and real impacts of volunteers in delivering services, reasons for volunteering, the potential of volunteering to supplement the human and financial resources of local governments in Ghana, and the conditions required for more successful outcomes. This qualitative study examined volunteering activities across 15 communities of the Komenda-Edina-Eguafo-Abirem (KEEA) Municipality in Ghana's Central Region. It found that volunteering empowered the people, triggered self-help initiatives and improved local people's knowledge of health and environmental issues. However, there are challenges in finding political and social space for volunteers within the current local government system. The study recommends efforts to address that issue.



Patel, L., Perold, H., Elzein Mohamed, S., & Carapinha, R. (2007). *Five-country study on service and volunteering in Southern Africa.*

Service and volunteering have deep historical and cultural roots in the African context. Shaped by the service traditions in the societies where it emerged, service reflects the complex contemporary social, cultural, economic and political developments globally and in the Southern African region. These large-scale changes have had profound implications for people's everyday lives and their responses to such changes. The research design was exploratory and of a qualitative descriptive nature. There is a dearth of information on civic service in the region, and this favoured an exploratory research design. The five countries (Botswana, Malawi, South Africa, Zambia and Zimbabwe) were purposively selected based on pre-determined criteria. Three related questions guided the research: firstly, what is the nature and scope of civic service in selected countries in the region? Secondly, what are the implications of these initiatives for civic service policy and practice from a social development perspective? Finally, what is unique about service in the African context and what are the issues and challenges in establishing service as a field of inquiry and an agenda for action in the region? The structure of the report includes four sections: the first section reviews the research and literature on service in the five countries and the conceptual framework informing the study; the second section outlines the history of the development of civic service regionally and the contemporary economic, political and human development situation in the region; the third section sets out the methodology and the findings of the study; the final section contains conclusions and recommendations, including the issues in relation to state-civil society relations and their implications for service policies and strategies.



International Federation of Red Cross and Red Crescent Societies. (2022). *Analysis of Volunteering and Youth in the Americas 2022.*

Volunteers provide value to National Societies in many ways, but this additional value is often unrecognised. Most people think of volunteering as a cheap alternative to paid staff, but volunteers can offer greater value, quality

International Federation of Red Cross and Red Crescent Societies. (2022). *Analisis del Voluntariado y juventud de las Americas 2022.*

Los voluntarios brindan valor a las Sociedades Nacionales de muchas maneras, pero este valor adicional a menudo no se reconoce. La mayoría de las personas piensan que el voluntariado es una alternativa barata al personal pagado,

and opportunities. Volunteering should not be seen as an alternative to paid staff, nor should staff be seen as an alternative to volunteers. They are complementary: one enhances the value and power of the other. The present Analysis, based on the annual Baseline Studies of Volunteering and Youth in the Americas, seeks to recognise and celebrate this value as the fundamental core of the International Red Cross and Red Crescent Movement. With the participation and commitment of National Societies in the region, this document presents data on volunteering and youth development and is intended to be a useful tool for National Societies. By comparing data across the Region, this document serves as a guide to strengthen the actions of the Red Cross through volunteering and youth development on the continent using evidence to achieve progress.

pero los voluntarios pueden ofrecer mayor valor, calidad y oportunidades que el personal pagado. El voluntariado no debe considerarse como una alternativa al personal remunerado, ni el personal es visto como una alternativa a los voluntarios. Son complementarios: uno aumenta el valor y el poder del otro. El presente Análisis, basado en los Estudios de Línea de Base anuales del Voluntariado y Juventud en las Américas, quiere reconocer y celebrar este valor como el núcleo fundamental del Movimiento Internacional de la Cruz Roja y de la Media Luna Roja. Con la participación y el compromiso de las Sociedades Nacionales de la Región, este documento presenta los datos sobre el voluntariado y el desarrollo de la juventud y pretende ser una herramienta útil para las Sociedades Nacionales. Comparando los datos en la Región, este documento sirve como guía para fortalecer la acción de la Cruz Roja a través del desarrollo del voluntariado y la juventud en el continente utilizando evidencia para lograr progreso.



Sinha, M. (2015). *Volunteering in Canada, 2004 to 2013 (No. 3; Spotlight on Canadians - Results from the General Social Survey).*

Volunteering can take many forms, involving a variety of activities and benefiting a diverse range of organizations and groups. It can be episodic, meaning participation in one or two events over the course of a year, or more regular and ongoing involvement, such as a weekly commitment to a specific cause. Regardless of the type and frequency, volunteers play an important role in maintaining and enhancing the wellbeing of communities. Their time commitments not only provide an important source of support for such causes as health care, education and the arts, but also contribute to Canadian society on an economic level (Salamon et. al 2012). For non-profit organisations, knowing the patterns and trends in volunteering can be essential to attracting new volunteers and retaining those already contributing their time and energy to volunteering. Data can help tailor recruitment campaigns for particular population groups, by focusing on motivations underlying the decision to volunteer. It can also provide insight into the development of recognition programs for volunteers, helping to ensure that they remain engaged, committed and happy. This report provides a profile of volunteerism in Canada, examining trends in volunteer rates and hours volunteered, the characteristics of volunteers, the sectors benefiting from volunteering, volunteer activities, and motivations for and

Sinha, M. (2015). *Le bénévolat au Canada, de 2004 à 2013. (No. 3; Mettre l'accent sur les Canadiens - résultats de l'Enquête sociale générale).*

Le bénévolat peut prendre de nombreuses formes, englobe diverses activités et profite à un large éventail d'organismes et de groupes. On peut faire du bénévolat de façon sporadique, c.-à-d. que l'on participe à une ou deux activités au cours d'une année, ou de façon plus régulière et permanente; p. ex., lorsqu'on prend un engagement hebdomadaire à l'égard d'une cause particulière. Peu importe le type et la fréquence des activités de bénévolat, les bénévoles jouent un rôle important dans le maintien et l'amélioration du bien-être des collectivités. Le temps qu'ils consacrent au bénévolat constitue non seulement une source d'aide pour des causes comme les soins de santé, l'éducation et les arts, mais il contribue également à la société canadienne sur le plan économique (Salamon et coll., 2012). Pour les organismes sans but lucratif, le fait de connaître les tendances relatives au bénévolat peut s'avérer essentiel pour attirer de nouveaux bénévoles et conserver ceux qui consacrent déjà temps et énergie au bénévolat. Ces données peuvent les aider à adapter les campagnes de recrutement à des groupes de population particuliers, en se concentrant sur les motivations sous-jacentes à la décision de faire du bénévolat. Elles peuvent également orienter l'élaboration de programmes de reconnaissance des bénévoles, qui contribuent à assurer la motivation, l'engagement et la

barriers to volunteering. Also discussed are patterns in informal volunteering, defined here as acts helping people directly, whether it is family, friends or neighbours.

satisfaction continus des bénévoles. Le présent rapport trace le profil des bénévoles au Canada et permet d'examiner les tendances dans les taux de bénévolat et les heures consacrées au bénévolat, les caractéristiques des bénévoles, les secteurs qui profitent du bénévolat, les activités de bénévolat ainsi que les motivations et les obstacles liés au bénévolat. On y aborde aussi les tendances liées au bénévolat non encadré, défini dans le cas présent comme le fait d'aider des personnes directement, qu'il s'agisse de membres de la famille, d'amis ou de voisins.



English



[LINK](#)



Research Report



Canada



Français



[LIEN](#)

Jenkins, K. (2011). Peruvian community health promoters: Expanding the spaces of health voluntarism. *Health and Place*, 17, 17–23.

This paper emphasises the importance of recognising the global South as a key site for understanding the patterning of geographies of health voluntarism. Feeding into a broader critique of neoliberal health and development policies, the paper explores what a case study of health promoters in a popular settlement in Lima, Peru, can add to our understanding of practices of health voluntarism rooted in distinct places, emphasising the uneven and gendered nature of such voluntary activity. In particular, the paper considers the ways in which urban community spaces are negotiated, inhabited and shaped by volunteer women health workers, arguing that an exploration of these everyday practices provides a more nuanced picture of the role of voluntarism in healthcare provisioning under neoliberal regimes.



Peru



English



Journal Article



[LINK](#)

Butcher, J. (2010). Mexican Solidarity: Findings from a National Study. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 21, 137–161.

This article presents the results of a two-year nationwide study presenting the structure and methodology utilised for the National Survey on Solidarity and Volunteer survey (ENSAV), one of the first national volunteer surveys ever undertaken in Mexico. This study is designed in two distinct segments to be able to engage all formal and informal volunteering in Mexico. The first segment is the analysis of a nationwide survey which presents the main data and findings plus the analysis of these numbers. The second segment reveals some of the main motivations that individuals have for giving and for participating both within and outside of group settings. The national nature of this research project reveals interesting patterns of volunteerism and citizen action by gender, location, and motivation, plus various forms of solidary participation that may be useful guides in the prevailing need to build and strengthen civil society organisations in Mexico and in this region of the world. These results provide an informed basis for decision-making in the government public policy arena and reveal distinct and diverse ways for established CSOs to promote and enable citizens for more effective participation in community issues.



Mexico



English



Journal Article



[LINK](#)

Muñoz Reyes, D. M. (2008). *Perfil y Motivaciones de los Jóvenes Aspirantes Voluntarios de la Cruz Roja Seccional Valle-Cali* [Universidade Del Valle].

La pretensión de la monografía era realizar una aproximación al fenómeno del trabajo voluntario en jóvenes en la ciudad de Santiago de Cali, especialmente el voluntariado de la Cruz Roja Seccional Valle; por ello se indagó por la motivaciones que se encontraban presentes en las acciones de un grupo de jóvenes aspirantes voluntarios de esta institución, en el que se analizó los diferentes motivos y expresiones de algunos jóvenes de la institución manifestaron para llevar a cabo diversas acciones voluntarias; de igual forma se identificó el perfil social de estos jóvenes aspirantes, relacionado con aspectos socioeconómicos de ellos y de su hogar, así como el nivel educativo y la actividad económica de los padres y algunas prácticas lúdico recreativo de la familia.

[The aim of this monograph was to study the phenomenon of voluntary work in young people in the city of Santiago de Cali, especially the volunteers of Sectional Valle Red Cross. For this reason, the motivations that were present in the actions of a group of young volunteer aspirants of this institution were investigated, in which the different motives and expressions of some young people of the institution manifested to carry out various voluntary actions were analysed. The social profile of these young applicants was identified, related to the socioeconomic characteristics of themselves and their home, as well as the educational level and economic activity of their parents and some recreational practices of their family.]



Liu, F., & Zhang, X. (2021). Who are Volunteers in Urban China? *Voluntas: International Journal of Voluntary and Nonprofit Organizations*, 32(6), 1359–1374.

Although government-organised volunteering is common in China, the Chinese government has also sought to encourage the development of grassroots volunteer service organisations (VSOs) given the tremendous social service burden and the complexity of social governance. Motivated by the lack of systematic studies on volunteering in China, this study explores predictors of volunteering in urban China using data from the 2013 Survey on Philanthropic Behaviours of Urban Citizens in China. The findings indicate that generalized trust, membership in the Chinese Communist Party and type of work unit are significantly associated with government-organised volunteering. Similar to Western countries, education, religiosity and social capital variables all help in explaining grassroots VSO-organised volunteering. Interestingly, the association between grassroots VSO-organised volunteering and trust in the central government with regard to both participation probability and time devoted to volunteering is significantly positive, whereas the association between grassroots VSO-organised volunteering and trust in local government, for both participation probability and time devoted to volunteering, is significantly negative.



Kragt, D., & Holtrop, D. (2019). Volunteering research in Australia: A narrative review. *Australian Journal of Psychology*, 71(4), 342–360.

Australian research on volunteering is rich and diverse, but also increasingly fragmented. In an attempt to promote a more integrated study of volunteering, we review volunteering research conducted in Australia, using the volunteering journey as a framework. Specifically, we summarise the literature on volunteer characteristics, motivations, benefits, psychological contracts, commitment, and withdrawal. After a comprehensive review yielded 152 studies on volunteering conducted in Australia, we found that volunteers have distinct characteristics, such as being older, better connected, employed, and residing in rural areas. There are a variety of reasons that prompt individuals to volunteer, and this motivation does change over time. Volunteering leads to better psychological well-being, as well as increases in social and human capital. Volunteer expectations and commitment are key drivers of ongoing volunteering. Finally, stress, work-family conflict, and negative interactions with others lead to volunteer withdrawal. In conclusion, the research shows how a lot is known about volunteering, however, future advancement of the field will depend on better integration across disciplines and domains. Currently, volunteering is viewed as a set of distinct stages, and a more integrated approach is required. We also note a lack of theoretical and methodological rigour in many Australian studies on volunteering.



Jakimow, T. (2018). Volunteers' practices of care in community development as a model for citizenship in Medan, Indonesia. *Citizenship Studies*, 22(2), 145–159.

Voluntary action in Indonesia is often state-driven, emerging not in relation to bottom-up grassroots initiatives, but encouraged or even enforced by the state. This article examines the ways volunteers in a development programme in the city of Medan use state-created opportunities for volunteering to critique the practices of the state and experiences of citizenship. Volunteers articulate an ideal relationship between citizens and the state, based not on the impartial distribution of welfare according to rights, but on personalized relationships of care. Volunteers suggest that their position outside of formal state structures makes them better able to form these relationships with citizens. In making these claims, volunteers both carve out a role for themselves within state-led development, while also conveying the impossibility that state-actors can achieve this citizenship ideal. At the same time, volunteers' entanglement with the state—their association with the norms and practices that constitute it—limit their ability to transform citizenship practices.

 **Indonesia**

 **English**

 **Journal Article**

 [LINK](#)

Georgeou, N. (2010). From Hōshi to Borantia: Transformations of Volunteering in Japan and Implications for Foreign Policy. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 21(4), 467–480.

This study explores the relationship between state-citizen relations and changing notions of volunteering in Japan. I map Japan's state-citizen relations through an analysis of the transformations of volunteering in Japan from "hōshi" (mutual obligation) to "borantia" (borrowed from the English "volunteer"). The article broadly considers these paradigm shifts in terms of the context of the role International Non-Profit Organisations (INPOs) play in Japanese foreign policy.

 **Japan**

 **English**

 **Journal Article**

 [LINK](#)

Agerhem, S. (2002). *Volunteering in South Asia and Southeast Asia. A snapshot of volunteering practice in seven Red Cross and Red Crescent National Societies: Cambodia, Indonesia, Myanmar, Nepal, Pakistan, Sri Lanka, Vietnam and a review of the implementation of the plan Volunteer 2005.*

This document is the final report of a review that explored the implementation of Volunteer 2005, volunteering, and how volunteers are managed in seven National Red Cross and Red Crescent Societies in South Asia and South East Asia (Cambodia, Indonesia, Myanmar, Nepal, Pakistan, Sri Lanka, Vietnam). The Federation and the National Societies have regarded the development of volunteering and volunteer programmes as a key strategic issue that needs to be addressed. The Federation Secretariat developed, after consultation with National Societies, a five-year secretariat plan "Volunteer 2005." The aim was to put into place and run a support system for five years that helps National Societies to improve their ability to organize volunteers in programmes that serve vulnerable people. The principal aim of the plan was to provide a framework within which National Societies can develop and exchange knowledge on volunteering and volunteer management, thus contributing to their development as well as of others. The plan Volunteer 2005 was launched in 2001 with the hope of increasing National Societies' understanding of the issues facing the Movement in this critical area, and of gaining support for the knowledge-sharing approach taken. In South Asia and South East Asia, the Federation supported the implementation of the plan through the Regional Delegations in Delhi and Bangkok as well as through various Country Delegations.

 **Asia Pacific Region**

 **English**

 **Research Report**

 [LINK](#)



EUROPE

Bazin, C., Duros, M., Ben Ayed, A., Bonneau, P., & Malet, J. (2022). *La France Bénévole : Evolutions et Perspectives. Recherches et Solidarités.*

Cette édition de La France bénévole, s'inscrit dans le cadre du baromètre du bénévolat mis en place par Recherches & Solidarités en 2010. Elle s'appuie sur les résultats de deux enquêtes triennales réalisées début 2022, l'une auprès des Français sur le thème de l'engagement (IFOP auprès de 3 155 personnes) et l'autre auprès des bénévoles associatifs eux-mêmes (Baromètre d'Opinion des Bénévoles comportant 4 395 témoignages). Le rapprochement avec les précédentes enquêtes 2010, 2013, 2016 et 2019 à partir de questions strictement identiques permet de suivre les évolutions du bénévolat en France.

This edition of 'La France Bénévole' is part of the volunteer barometer set up by Recherches & Solidarités in 2010. It is based on the results of two triennial surveys conducted in early 2022, a broad one on the topic of commitment (survey with 3,155 people) and the other with associative volunteers themselves (Volunteer Opinion Barometer with 4,395 testimonials). The comparison with the previous surveys of 2010, 2013, 2016 and 2019 on the basis of strictly identical questions allows to follow the evolution of volunteering in France.]



France



Français



Rapport de Recherche



[LIEN](#)

Enjolras, B. (2021). Explaining the Varieties of Volunteering in Europe: A Capability Approach. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 32(6), 1187–1212.

Volunteer rates vary greatly across Europe despite the voluntary sector's common history and tradition. This contribution advances a theoretical explanation for the variation in volunteering across Europe – the capability approach – and tests this approach by adopting a two-step strategy for modelling contextual effects. This approach, referring to the concept of capability introduced by Sen (Choice, welfare and measurement, Oxford University Press, 1980/1982), is based on the claim that the demand and supply sides of the voluntary sector can be expected to vary according to collective and individual capabilities to engage in volunteering. To empirically test the approach, the study relied on two data sources – the 2015 European Union (EU) Survey on Income and Living Conditions (EU-SILC), including an ad hoc module on volunteering at the individual level, and the Quality of Government Institute and PEW Research Centre macro-level data sets – to operationalise economic, human, political, social, and religious contextual factors and assess their effects on individuals' capability to volunteer. The results support the capability hypothesis at both levels. At the individual level, indicators of human, economic, and social resources have a positive effect on the likelihood of volunteering. At the contextual level, macro-structural indicators of economic, political, social, and religious contexts affect the individuals' ability to transform resources into functioning – that is, volunteering.



Europe



English



Journal Article



[LINK](#)

Dawson, C., Baker, P. L., & Dowell, D. (2019). Getting into the 'Giving Habit': The Dynamics of Volunteering in the UK. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 30(5), 1006–1021.

Scholarship on volunteering has paid insufficient attention to how experiences of volunteering in the past affect current and future participation. The importance of this relationship is emphasised by the introduction of public policies across the globe focusing on national service programmes and community service in schools with the underlying intention of inducing ongoing pro-social behaviour. Using the UK longitudinal data, this article analyses the prevalence of persistent individual volunteering behaviour over the life-course, and most importantly, the extent to which past volunteering has a causal influence on current and future participation. Strong evidence of this relationship is provided, suggesting that volunteer-stimulating policy measures – such as the UK government's National Citizen Service initiative for all young people between 16 and 17 years of age – will have a more profound effect because they do not only affect current volunteering activities but are also likely to induce a permanent change in favour of volunteering.



United Kingdom



English



Journal Article



[LINK](#)

Akboga, S. (2017). The Current State of Volunteering in Turkey. In J. Butcher & C. J. Einolf (Eds.), *Perspectives on Volunteering: Voices from the South* (pp. 245–261). Springer.

Turkey has low levels of volunteering. This chapter gives an overview of the current state of volunteering in Turkey by investigating both structural and individual-level factors causing people not to volunteer. The historical development of the relationship between civil society organisations and the state is an important structural factor that causes low levels of volunteering. The historically centralizing, controlling, and restricting attitude of the Turkish state toward civil society organisations have discouraged people from volunteering. By using youth volunteering as a case, this chapter also reveals that individual-level factors, such as education, income, and gender, play an important role in people's volunteering and nonvolunteering behaviour in Turkey.



Medina Ruiz, E. (2016). El voluntariado en España: situación actual, tendencias y retos. *La Razón Histórica: Revista Hispanoamericana de Historia de Las Ideas Políticas y Sociales*, 33, 110–129.

El voluntariado es la expresión práctica de la solidaridad y la participación social ciudadana. En los últimos años se ha producido un importante incremento de la actividad voluntaria adquiriendo un importante peso en el sector de la acción social. De la mano de este incremento se ha producido una diversificación de los perfiles de las personas voluntarias derivados de los cambios demográficos, económicos y sociales de la propia sociedad. La importancia económica y social del voluntariado contrasta, sin embargo, con la escasez de conocimiento científico sobre el fenómeno. En los próximos años, las entidades deberán afrontar importantes retos como la mejora de la gestión. En este trabajo abordamos una revisión sobre las principales cifras, normativas, perfiles y futuro del voluntariado en España.

Volunteerism is the practical expression of solidarity and citizen participation. Volunteer activity has experienced a relevant raise during last years, getting a crucial role within the social action. As volunteerism increased so did the heterogeneity of volunteers' profiles owing to demographic, economic and social changes. Nevertheless, the economic and social importance of volunteerism contrasts with the lack of scientific knowledge. In the next year, the non-profit organisations should address key challenges for volunteerism as better management. On this paper we review the main facts and figures, regulation and future of volunteerism in Spain.



Grönlund, H. (2011). Identity and Volunteering Intertwined: Reflections on the Values of Young Adults. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 22(4), 852–874.

Volunteering motivation has been studied from many perspectives during the last few decades. These studies have increased our understanding of the individual, dynamic, and reflexive nature of volunteering. Moreover, research that combines volunteering with the concept of identity or role identity has deepened this understanding. Nevertheless, the ways individual volunteers experience and associate volunteering with their personal identities have been little studied. Values can provide an empirical window into the core of personal identity. Identity, values, and volunteering are combined in the approach used in this study, which introduces the theoretical viewpoints of narrative identity and value identity. The analyses of 24 life course interviews demonstrated volunteering can be used in identity work for expressing the core values of individuals. The results also indicate the variety and range of values, which can be associated with volunteering.





United Nations Volunteers. (2019). *Reimagining Volunteering in the Arab States: a discussion paper.*

This paper provides the background for the 2019 regional consultation organised by the UNV Regional Office for the Arab States and IFRC Regional Office in the MENA region. It aimed to stimulate understanding and discourse among stakeholders on how volunteer engagement in the region may be “reimagined” in such a way as to elevate consideration of its contribution to improving people’s lives. Following this brief introduction, some areas where volunteerism makes a significant contribution to meeting the SDGs in the region are considered. Finally, following overall conclusions, there are a set of areas for action for the principal stakeholders. While far from exhaustive, it provides a basis for further discussion on concrete steps to be taken to help ensure volunteerism in the Arab States reaches its full potential. The paper draws on a variety of information sources. First are the National Situation Analyses on volunteerism developed in consultation with the United Nations, civil society and volunteer-involving organisations to generate evidence and data on the scale, scope and impact of volunteerism for the Plan of Action. The second source is information on volunteerism reported on by member States in their 2018 VNRs on progress towards the 2030 Agenda. Third, evidence is drawn from recent reports, including the 2018 Secretary-General’s report on volunteering, global, regional and national level data from Member States and regional bodies, and key reports from United Nations agencies and programmes.



Haddad, T. (2015). *Volunteering in the Arab world: Bringing back people into politics? Democracy and Security*, 11(2), 145-159.

This article analyses the concept of volunteering in the Arab world. The main argument is that the nature of the Arab world in addition to the historical development of civil society directly affected the philosophy of volunteering in the region. Since civic services were not framed nor included in the national agendas of the state, this had a direct negative effect on the development of the act. However, due to social, economic, and political factors, this trend is changing: As of 2000, organisations and societies started to understand the importance of volunteering and its link to the social and economic revival of societies; Arab states started to encourage the act by providing the right legal and political environment. However, these different policies are not building democratic societies nor encouraging civic engagement. The article concludes with recommendations for how to bring people back into civic and political society as well as suggestions for future research.



Mirghani, Z. (2013). *Healing through sharing: an outreach project with Iraqi refugee volunteers in Syria. Intervention*, 11(3), 321-329.

In 2003, civil conflict and war broke out in Iraq, leading to the displacement of millions across the region. This report describes a project initiated by UNHCR, the UN Refugee Agency, in 2007 that sought to draw on the skills and experiences of Iraqi refugee women, in Syria, in order to assist in identifying and supporting the most vulnerable refugees in the population. Among the 180 Iraqi outreach refugee volunteers were teachers, doctors, psychologists, artists and others. These women assisted more than 6000 refugees every month, with remarkable outcomes for the community, the aid operation, and their own well-being.



II. MOTIVATION OF VOLUNTEERS



Language:

English: 21
Spanish: 2
French: 3

Regional focus:

Global: 4
Africa: 5
Americas: 5
Asia Pacific: 4
Europe & Central Asia: 5
MENA: 3

Type of source

Journal Articles: 21
Books: 1
Book Chapters: 1
Theses & dissertations: 3

Access:

Open access or preprint
version available: 22
Restricted access: 4

II. MOTIVATIONS OF VOLUNTEERS

What drives people to volunteer? Understanding volunteers' motivation is crucial for organisations to plan adequate recruitment messages, ensure volunteers' satisfaction and well-being, reduce resentment and attrition, and therefore improve volunteers' retention. This section includes a diverse set of research mobilising theories from different disciplines to explore some of the factors influencing the motivation and commitment of volunteers across the globe. Studies suggest that people are motivated to volunteer for many reasons that may overlap or change and evolve over time, affecting their episodic or sustained involvement with an organisation. If altruistic concerns and the desire to help others and the community are often recognised as key motivational factors for volunteers; research shows that personal decisions to volunteer are sometimes also driven by individualistic considerations such as learning new skills, meeting friends and having fun, gaining community recognition or achieving professional development. In parallel, a growing body of evidence emphasises the need to consider volunteering practices and motivations in relation to the labour market constraints to understand the impact of financial incentives on volunteer spaces and its intricate connections with livelihood strategies. Unpacking these complex tendencies through existing literature can allow individuals and organisations to explore the variety of reasons driving volunteer participation in different contexts and support evidence-based strategies for volunteering recruitment and development.



Cnaan, R. A., Meijs, L., Brudney, J. L., Hersberger-Langloh, S., Okada, A., & Abu-Rumman, S. (2022). You Thought That This Would Be Easy? Seeking an Understanding of Episodic Volunteering. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 33, 415–427.

This article is devoted to episodic volunteering from a cross-cultural perspective. It focuses on summarising and distilling knowledge about episodic volunteering. Based on a thorough literature review, the authors present state-of-the-art knowledge about episodic volunteering divided into key subsections that include: (1) is episodic volunteering a new area or a new era in volunteering? (2) defining the concept and motivations for episodic volunteering, (3) the singularity of episodic volunteering, (4) assessment of the domains where episodic volunteering is most prevalent, (5) the impact of episodic volunteering on the participating individuals, (6) new parties in volunteer organisations, and (7) managing episodic volunteers. Finally, we present current gaps in our knowledge of episodic volunteers, some of which will be covered in this Special Issue, especially in understanding episodic volunteering in non-English-speaking countries.



Smith, D. H., Sardinha, B., Moldavanova, A., Dong, H. K. D., Kassam, M., Lee, Y. J., & Sillah, A. (2017). Conducive motivations and psychological influences on volunteering. In David Horton Smith, R. A. Stebbins, & J. Grotz (Eds.), *The Palgrave Handbook of Volunteering, Civic Participation, and Nonprofit Associations* (Vol. 1, pp. 702–751). Palgrave Macmillan UK.

For over 60 years, research has shown that formal volunteering (FV) is influenced significantly by psychological factors and variables, which many scholars see as the results of individual genetics, socialization into one's culture and social roles, and idiosyncratic personal experiences. Such predictors are sometimes referred to as dynamic variables. This chapter reviews research from various nations mainly on such motivational factors as personality traits, values, general and specific attitudes, habits, intentions, and goals/values as influences on FV. Less research is available on other, potentially relevant, psychological factors, such as affects-emotions, intellectual capacities, cognitions– information–perceptions, and the self, let alone on serious pain as a factor affecting volunteering. Yet some, often much, empirical evidence and also relevant theory support the necessity of studying such psychological factors, as well as motivations in understanding FV, partially validating the recent S-Theory of Smith (2014b, 2015a, 2017b).



Aydinli, A., Bender, M., Chasiotis, A., van de Vijver, F. J. R., Cemalcilar, Z., Chong, A., & Yue, X. (2016). A Cross-Cultural Study of Explicit and Implicit Motivation for Long-Term Volunteering. *Nonprofit and Voluntary Sector Quarterly*, 45(2), 375–396.

We propose a model of volunteering and test its validity across four cultural groups. We hypothesise that individuals' explicit prosocial motivation relates positively to sustained volunteering, which is conceptualised as a latent factor comprising activity as a volunteer, service length, service frequency, and hours of volunteering. Moreover, we introduced implicit prosocial motivation and hypothesised that the relationship between explicit prosocial motivation and sustained volunteering would be amplified by implicit prosocial motivation. Data were collected from samples in China, Germany, Turkey, and the United States. Results confirmed our expectation that, across cultures, sustained volunteering was associated with explicit prosocial motivation and that the relationship between explicit prosocial motivation and sustained volunteering was strongest when implicit prosocial motivation was also high. By including implicit prosocial motivation, our study offers a novel approach to identifying sustained volunteer involvement, which can be of particular relevance for recruitment activities of voluntary organisations across various cultural contexts.



Global



English



Journal Article



LINK

Clary, E. G., Snyder, M., Ridge, R. D., Copeland, J., Stukas, A. A., Haugen, J., & Miene, P. (1998). Understanding and Assessing the Motivations of Volunteers: A Functional Approach. *Journal of Personality and Social Psychology*, 74(6), 1516–1530.

The authors applied functionalist theory to the question of the motivations underlying volunteerism, hypothesised 6 functions potentially served by volunteerism, and designed an instrument to assess these functions (Volunteer Functions Inventory; VFI). Exploratory and confirmatory factor analyses on diverse samples yielded factor solutions consistent with functionalist theorising; each VFI motivation, loaded on a single factor, possessed substantial internal consistency and temporal stability and correlated only modestly with other VFI motivations (Studies 1, 2, and 3). Evidence for predictive validity is provided by a laboratory study in which VFI motivations predicted the persuasive appeal of messages better when message and motivation were matched than mismatched (Study 4), and by field studies in which the extent to which volunteers' experiences matched their motivations predicted satisfaction (Study 5) and future intentions (Study 6). Theoretical and practical implications are discussed.



Global



English



Journal Article



LINK



AFRICA

Compion, S., Cnaan, R. A., Brudney, J. L., Jeong, B. G., Zhang, C., & Haski-Leventhal, D. (2021). 'Young, Fun, and Free': Episodic Volunteers in Ghana, South Africa and Tanzania. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*.

As scholarship on episodic volunteering expands, researchers question if episodic volunteering is similar to, and/or different from, long-term, membership-based volunteering. This article examines the motivations of Ghanaians, South Africans, and Tanzanians to engage in event-based, episodic volunteering. Based on surveys collected from over 1000 participants in 2018, we use logistic regression models to distinguish differences in motivations between novice, occasional, and regular episodic volunteers. The results show that age and student status are influential in distinguishing novice volunteers from regular volunteers, but more importantly that novices are motivated for primarily social reasons, while regular volunteers are motivated by more altruistic reasons. Our study reinforces established knowledge that people are motivated to volunteer for many reasons that may overlap or occur simultaneously and that these motivations differ by stage of life.



Ghana, South Africa, Tanzania



English



Journal Article



LINK

Singh, D., Cumming, R., Mohajer, N., & Negin, J. (2016). Motivation of Community Health Volunteers in rural Uganda: the interconnectedness of knowledge, relationship and action. *Public Health*, 136, 166–171.

In some countries, full-time Community Health Workers (CHWs) have contributed to improvements in under-5 morbidity and mortality. Based on these successes, other low- and middle-income countries are in the process of reconsidering their current healthcare delivery systems and integrating CHWs as a means by which to fill the gaps. It may be important to make the distinction between CHWs and Community Health Volunteers (CHVs), both of which have a unique but complementary roles. While remuneration in the motivation of CHWs has been extensively discussed in the literature, other motivators that may prevent high attrition rates amongst volunteers have gained less attention. The objective of this study was to understand whether full-time professional CHWs can potentially work with volunteers in the community to widen their reach and scope and if so what motivators might be of key importance to the CHVs remaining active in the field. Study design: CHVs were selected and trained in eight villages in East Uganda as part of a mixed-method trial conducted between March 2014 and February 2015.



Uganda



English



Journal Article



LINK

Kouakou, K. R. (2016). *Les déterminants de l'engagement bénévole en Côte d'Ivoire* [Université Alassane Ouattara de Bouaké].

À la fin de la crise postélectorale, il est constaté un accroissement des engagements bénévoles à travers les entreprises associatives. La population qui a besoin de travail (salarié) pour améliorer son bien-être, se voit fournir du travail dit travail non rémunéré. L'objectif de comprendre la disposition des individus à oeuvrer de façon bénévole a guidé une enquête sur les motivations des bénévoles. L'analyse des données de cette enquête et de celles issues d'un retraitement de la base de données de l'enquête emploi a permis de comprendre que : les bénévoles ivoiriens sont des religieux (86,87% sont des chrétiens), des chômeurs ou étudiants qui font ce travail pour acquérir des compétences et qualifications. Aussi, ils s'engagent à oeuvrer pour la justice sociale surtout parce qu'ils sont témoins de situations nécessitant des actions bénévoles. Il serait donc nécessaire de promouvoir ce secteur qui est un moyen de lutte contre le chômage, la pauvreté, les inégalités et surtout pour consolider la cohésion sociale.

[At the end of the post-electoral crisis, there was an increase in voluntary work through associative enterprises. People who need (paid) work to improve their well-being are provided with so-called unpaid work. The objective of understanding the willingness of individuals to volunteer guided a survey on the motivations of volunteers. Analysis of the data from this survey and from a reprocessing of the employment survey database revealed that: Ivorian volunteers are religious (86.87% are Christians), unemployed or students who do this work to acquire skills and qualifications. They are also committed to working for social justice, especially because they witness situations that require voluntary action. It would therefore be necessary to promote this sector as a means of fighting unemployment, poverty, inequality and above all to consolidate social cohesion.]



Côte d'Ivoire



Français



Thèse/Mémoire De Recherche



LIEN

Kenyatta, G. N., & Zani, A. P. (2014). An Evaluation of the Motives behind Volunteering and Existing Motivational Strategies among Voluntary Organisations in Kenya. *Research on Humanities and Social Sciences*, 4(23), 84–96.

Given that volunteers offer their services without compensation, it is widely assumed that the presence or absence of any form of motivation cannot deter their desire to volunteer. This study used 120 purposively selected respondents comprising 90 volunteers and 30 non-volunteers to identify the factors that make people volunteer and explore existing motivational strategies in three voluntary organisations in Kenya - Kenya Red Cross Society, the United Nations Volunteers and the St. Johns Ambulance Kenya. The research grouped the strategies into intrinsic and extrinsic factors as categorized by Herzberg's (1959) theory to try and understand if both motivational and hygienic factors play a role in making people volunteer. The research also utilised the Social Exchange Theory to establish whether volunteers expect social rewards to continue volunteering. The research established that people volunteer to obtain learning opportunities and gain experience (51.1%), due to encouragement from peers (18.8%), to complete school projects (16.7%) and due to lack of employment (13.3%). The study also established that though the voluntary companies employed both intrinsic and extrinsic motivational strategies, they did not properly communicate the strategies to the respondents. Some 44.4% of volunteers continued volunteering because they felt that motivational strategies geared towards personal growth and development (intrinsic) were present, while

33.3% of non-volunteers said organisational motivational strategies (extrinsic) created a conducive work environment. The study concluded that any voluntary organisation should ensure that it has aligned its volunteer management processes of recruitment, induction, training and motivation to reap maximum benefits from volunteers.



Akintola, O. (2011). What motivates people to volunteer? The case of volunteer AIDS caregivers in faith-based organisations in KwaZulu-Natal, South Africa. *Health Policy and Planning*, 26, 53–62. Kenyatta, G. N., & Zani, A. P. (2014).

Volunteers are increasingly being relied upon to provide home-based care for people living with AIDS in South Africa and this presents several unique challenges specific to the HIV/AIDS context in Africa. Yet it is not clear what motivates people to volunteer as home-based caregivers. Drawing on the functional theory of volunteer motivations, this study uses data from qualitative interviews with 57 volunteer caregivers of people living with HIV/AIDS in six semi-rural South African communities to explore volunteer motivations. Findings revealed complex motivations underlying volunteering in AIDS care. Consistent with functional theorizing, most of the volunteers reported having more than one motive for enrolling as volunteers. Of the 11 categories of motivations identified, those relating to altruistic concerns for others and the community, employment or career benefits and a desire by the unemployed to avoid idleness were the most frequently mentioned. Volunteers also saw volunteering as an opportunity to learn caring skills or to put their own skills to good use, for personal growth and to attract good things to themselves. A few of the volunteers were heeding a religious call, hoping to gain community recognition, dealing with a devastating experience of AIDS in the family or motivated for social reasons. Care organisations' poor understanding of volunteer motives, a mismatch between organisational goals and volunteer motivations, and inadequate funding meant that volunteers' most pressing motives were not satisfied. This led to discontentment, resentment and attrition among volunteers. The findings have implications for home-based care policies and programmes, suggesting the need to rethink current models using non-stipended volunteers in informal AIDS care. Information about volunteer motivations could help organisations plan recruitment messages, recruit volunteers whose motives match organisational goals and plan how to assist volunteers to satisfy these motives. This could reduce resentment and attrition among volunteers and improve programme sustainability.



Amaya García, L. M., & Vera Castro, M. F. (2020). *Caracterización del perfil del voluntario de la Cruz Roja, sede Bucaramanga* [Universidad Autónoma de Bucaramanga].

La motivación es un tema fundamental en la psicología, desde que se inicia su estudio ha tenido diversos abordajes, definiciones, explicaciones a través de diferentes autores. Se podría asegurar que cada uno de los teóricos a lo largo de la historia de la psicología, ha empleado diversas variables motivacionales a estudiar, para explicar el comportamiento, un gran número de autores ha definido el concepto a lo largo del tiempo, adaptándole lo encontrado en las diversas investigaciones. El objetivo de la presente investigación es caracterizar el perfil motivacional de los voluntarios de la Cruz Roja de Bucaramanga, mediante la aplicación del Inventario de Funciones del Voluntariado de Clary, con el fin de identificar las principales motivaciones de los voluntarios y la influencia que tienen los factores sociodemográficos en la permanencia de los voluntarios dentro de la institución. El estudio fue cuantitativo de alcance descriptivo, con un diseño de tipo transversal descriptivo, conformado por una muestra de 103 voluntarios de diversas edades, pertenecientes a los grupos compuestos dentro de la población. Los resultados, han señalado como caracterización del perfil del voluntario, que los estratos 3 y 4 presentan mayor participación, de igual manera sucede con el género femenino, el cual presenta mayor asistencia a actividades. Se evidenció

a través del análisis de cada dimensión que los factores más influyentes en la motivación son los que componen las dimensiones: comprensión (factores asociados con el aprendizaje de experiencias nuevas), valores (altruismo, conductas solidarias y prácticas humanitarias) y social (motivos relacionados con el hecho de compartir la actividad voluntaria con amigos).

[Motivation is a fundamental theme in psychology. Since the beginning of its study it has had different approaches, definitions, explanations through different authors. It could be assured that each of the theoreticians throughout the history of Psychology, has employed various motivational variables to study and explain the behaviour. A large number of authors has defined the concept over time, adapting what was found in the various investigations. The objective of this research is to characterise the motivational profile of volunteers of the Red Cross of Bucaramanga, through the application of the Inventory of Functions of volunteers of Clary, in order to identify the main motivations of volunteers and the influence of socio-demographic factors on the permanence of volunteers within the institution. The study was quantitative in scope, with a descriptive cross-sectional design, consisting of a sample of 103 volunteers of various ages, belonging to the composite groups within the population. The results indicate that the profile of the volunteer is characterised by the fact that strata 3 and 4 have a greater participation, as is the case with the female gender, which has a greater attendance at activities. It was evident through the analysis of each dimension that the most influential factors in motivation are those that compose the dimensions: understanding (factors associated with learning new experiences), values (altruism, solidarity behaviors and humanitarian practices) and social (reasons related to sharing voluntary activity with friends).]



Wagner Mainardes, E., Lauret, R., Venturim Lasso, S., Bastituta Novaes, C., & Maffei Spinasse, G. (2017). Time donation: Factors Influencing Volunteering. *Revista Pensamento Contemporâneo Em Administração*, 11(4), 151-174.

This study had as its general objective to identify the variables that motivate Brazilian individuals to get involved in volunteer work. As the specific objective, we sought to identify what motivates Brazilian individuals to get involved with voluntary work in three different types of organisations: Public/Private Foundations, Religious organisations and charitable organisations. To achieve these goals, a literature review was conducted and 18 variables were identified. These variables indicate the importance of volunteering for individuals and are associated according to their similarity in relation to internal and external factors. The research methodology was descriptive and quantitative, cross-sectional and used primary data. The variables were tested with 321 volunteers from various organisations and data were collected by questionnaires. Data analysis presented the sample characterisation and descriptive statistics of volunteers and four multiple linear regressions. Results for the volunteer's behaviour demonstrated that self-esteem and social responsibility are positively associated with attribution of volunteering importance. On the other hand, feeling obligated to volunteer and seeking a better professional image through volunteering are negatively associated with attribution of volunteering importance. For volunteers who donate time for public/private foundations, self-esteem was positively associated and personal obligation was negatively associated regarding the importance of volunteering. As for volunteers providing services for religious organisations, the variable self-esteem was positively associated and the affinity with other donors was negatively associated with the importance of volunteering. Finally, for those donating time to charitable organisations, self-esteem and solidarity were positively associated and personal obligation was negatively associated with the importance of volunteering.



Dunn, J., Chambers, S. K., & Hyde, M. K. (2016). Systematic Review of Motives for Episodic Volunteering. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 27, 425-464.

Although episodic volunteers are a critical resource for many organisations, their motives for volunteering are poorly understood. A systematic review was conducted to describe empirical evidence about motives for episodic volunteering (EV) across sectors (sport, tourism, events, health and social welfare). Identified EV motives were then categorised using core functions from the Volunteer Functions Inventory (VFI) for comparison across studies. Twelve databases (1990-December 2014) were searched. Thirty-three English language studies included results describing EV motives. Studies were predominantly cross-sectional, quantitative, event-based and originating in North America. Measurement of motives was also inconsistent. Common motives were helping others and socialising. The physical challenge and healing motives were

specific to sport-based events and charity sports events, respectively. Over 80 % of motives were classified using VFI functions, particularly enhancement, values and social functions. The VFI supplemented by qualitative work may be efficacious to further identify EV motives and retention strategies.



North America



English



Journal Article



LINK

Cavalcante, C. E. (2015). Motivación de voluntarios en América Latina: un ensayo de revisión. *Espacio Abierto*, 24(3), 131-140.

A pesar de estar bajo las dictaduras militares y las formas verticales tradicionales de la política social, como la concentración de la propiedad de la tierra y el sistema de patrocinio en el actual sistema político durante los años 1960, 1970 y 1980 , América Latina cuenta con diversos ejemplos de participación ciudadana, como los trabajadores voluntarios. En este ensayo se presentan investigaciones sobre el voluntariado de los países de América Latina. Preguntas como las relaciones interpersonales influyen en la decisión de ser voluntario, cómo las relaciones interpersonales y las redes sociales influyen en el voluntariado, cómo influyen los acontecimientos de vida individuales y familiares en la decisión de ser voluntario y cuáles son los vacíos en la actual literatura sobre los micro- contextos que necesitan una mayor investigación, se discuten aquí. Para las organizaciones sin fines de lucro, este estudio puede ayudar a reflejar en el campo de las organizaciones sociales, específicamente en relación con la gestión del voluntariado, ya que estas instituciones han experimentado dificultades , entre otras, en la contratación y retención de sus voluntarios.

[Despite being under military dictatorships and traditional vertical forms of social policy, such as the concentration of land ownership and the patronage system in the current political system during the 1960s, 1970s and 1980s, Latin America has diverse examples of civil participation, like volunteers. In this essay are presented researches about volunteering from countries of Latin America. Questions like how do interpersonal relationships influence the decision to volunteer, what empirical evidence details how interpersonal relationships and social networks influence volunteering, how do individual and family life events influence the decision to volunteer and time volunteered and what are the gaps in the current Latin American literature on micro-contexts that need further research are discussed here. For nonprofit organisations, this study can help reflect on the field of social organisations, specifically in relation to volunteer management, because, these institutions have experienced difficulties, among others, in recruiting and retaining their volunteers.]



Sudamerica



Español



Articulo Academico



ENLACE

de Espanés, G. M., Villar, F., Urrutia, A., & Serrat, R. (2014). Motivation and Commitment to Volunteering in a Sample of Argentinian Adults: What is the Role of Generativity? *Educational Gerontology*, 41(2), 149-161.

This study explores the motivations and commitment to volunteering in a sample of Argentinian adults, and it analyses the role of generativity. The sample consisted of 200 volunteers who were purposively selected from five volunteer organisations in the city of Córdoba (Argentina). Participants were assigned to three age groups: young volunteers (18-39 years old), middle-aged volunteers (40-59 years old), and older volunteers (60 or plus years old). The motivations of "values" and "understanding" obtained the highest scores. No relevant differences were found between age groups in the motivations and commitment to volunteering. Generative concern showed more predictive value for motivations and commitment to volunteering than any of the sociodemographic variables considered in the study. The results are discussed in light of considering volunteering as an expression of generativity in different stages of the life cycle.



Argentina



English



Journal Article



LINK



ASIA PACIFIC

Amin, M. R. (2012). *Motivating volunteers: A case of cyclone preparedness programme volunteers in Bangladesh* [BRAC University].

Cyclone Preparedness Programme (CPP) volunteers are increasingly being relied upon to aware people living in the coastal belt of Bangladesh for reducing the loss of lives and assets due to cyclones. This volunteerism is continuing for the last four decades with several unique challenges specific to the availability of adequate equipment and limited resources for the capacity of volunteers to play their roles during the cyclone. The purpose of this study is to examine the factors affecting the motivation of volunteers. Another aim was to identify the underlying causes and/or hindering factors that discourage or demotivate volunteers and finally to find out factors affecting female volunteers to work as volunteers at the time of disasters. This study uses data from qualitative interviews with 10 volunteer groups, 5 community groups and 16 key informants dealing with CPP to explore volunteer motivations. Besides, quantitative data was also used from an assessment conducted by CPP with support from Save the Children in 2009. Findings revealed that most of the volunteers reported having more than one motive for enrolling them as volunteers. Of the several categories of motivations identified, those relating to altruistic concerns for others and the community, social responsibility, religious benefits, reputation and hoping to gain community recognition/honour were the most frequently mentioned. Volunteers also saw volunteering as an opportunity to gain knowledge and skills and or to put their own skills to good use. A few of the volunteers were hoping to gain financial benefits in course of their volunteerism. The CPP has a good understanding of volunteers' motives but a mismatch between organisational goals and volunteer motivations, and inadequate funding meant that volunteers' most pressing motives were not satisfied. This led to discontentment and resentment among volunteers.



Bangladesh



English



Thesis/Dissertation



[LINK](#)

Ghose, T., & Kassam, M. (2012). *Motivations to Volunteer Among College Students in India. Voluntas: International Journal of Voluntary and Nonprofit Organisations, 25, 28–45.*

India's cultural context suggests that student volunteering may be influenced by a constellation of factors. However, scholars have not examined student volunteering in India. Addressing this, we examine motivations to volunteer in a sample of 596 Indian college students. A majority of students volunteered. Three types of volunteering emerged: formal volunteering in non-profit agencies, informal volunteering outside these agencies, and hybrid volunteering consisting of volunteering informally in non-profit agencies. Structural and individual-level factors influenced volunteering. Altruism was associated with volunteering in all three sectors but did not influence volunteering frequency. Parents, friends, and the internet were salient sources of information that encouraged volunteering. Two instrumental pathways of volunteering emerged: poor- and upper-class students volunteered to secure educational opportunities, while middle-class students volunteered to secure employment. Institutional opportunities to volunteer in religious settings and as mentors facilitated volunteering, while mandated volunteering in educational institutions, decreased engagement in it later.



India



English



Journal Article



[LINK](#)

Law, B. M. F., & Shek, D. T. L. (2009). Beliefs about Volunteerism, Volunteering Intention, Volunteering Behaviour, and Purpose in Life among Chinese Adolescents in Hong Kong. *The Scientific World Journal*, 9, 855–856.

The relationships among beliefs about volunteerism, volunteering intention, volunteering behaviour, and purpose in life were examined in this study. A total of 5,946 participants completed a series of scales, including the Revised Personal Functions of Volunteerism Scale, Volunteering Intention Scale, and Purpose in Life Scale. The results showed that participants whose purpose in life had different levels also had varied prosocial beliefs about volunteerism, volunteering intention, and volunteering behaviour. Purpose in life was associated more strongly with prosocial value function than with other types of beliefs (except understanding function). When different beliefs are grouped, the correlation between purpose in life and other-serving beliefs was higher than that between purpose in life and self-serving beliefs. Purpose in life was also associated with volunteering intention and behaviour. Path analyses showed that purpose in life predicted volunteering behaviour via beliefs and intention. While other-serving beliefs predicted volunteering behaviour directly, self-serving beliefs did not have such a direct effect.



Nakano, L. Y. (2004). *Community Volunteers in Japan: Everyday stories of social change* (1st ed.). Routledge.

Volunteering is a highly visible phenomenon in Japan, adopted as a meaningful social activity by millions of Japanese and covered widely in the Japanese media. This book, based on extensive original research, tells the stories of community volunteers who make social change through their everyday acts. It discusses their experiences in children's activities, the parent-teachers association, juvenile delinquency prevention campaigns, and care of the elderly. It explores their conflicts and their motivations, and argues that personal decisions to volunteer and acts of volunteering, besides being personal choices, are productive of larger discussions of the needs and directions of Japanese society.



Heyerdahl, L. W., Vray, M., Leger, V., Le Foulher, L., Antouly, J., Troit, V., & Giles-Vernick, T. (2021). Evaluating the motivation of Red Cross Health volunteers in the COVID-19 pandemic: a mixed-methods study protocol. *BMJ Open*, 11, 42579.

Voluntary organisations provide essential support to vulnerable populations and front-line health responders to the COVID-19 pandemic. The French Red Cross (FRC) is prominent among organisations offering health and support services in the current crisis. Comprised primarily of lay volunteers and some trained health workers, FRC volunteers in the Paris (France) region have faced challenges in adapting to pandemic conditions, working with sick and vulnerable populations, managing limited resources and coping with high demand for their services. Existing studies of volunteers focus on individual, social and organisational determinants of motivation, but attend less to contextual ones. Public health uncertainty about the COVID-19 pandemic is an important feature of this pandemic. Whether and how uncertainty interacts with volunteer understandings and experiences of their work and organisational relations to contribute to Red Cross worker motivation is the focus of this investigation. This mixed-methods study will investigate volunteer motivation using ethnographic methods and social network listening. Semi-structured interviews and observations will illuminate FRC volunteer work relations, experiences and concerns during

the pandemic. A questionnaire targeting a sample of Paris region volunteers will allow quantification of motivation. These findings will iteratively shape and be influenced by a social media (Twitter) analysis of biomedical and public health uncertainties and debates around COVID-19. These tweets provide insight into the French lay public's interpretations of these debates. We evaluate whether and how socio-political conditions and discourses concerning COVID-19 interact with volunteer experiences, working conditions and organisational relations to influence volunteer motivation.



Kals, E., & Strubel, I. T. (2017). Volunteering to Support Refugees: A Question of One's Scope of Justice. *Refuge: Canada's Journal on Refugees*, 33(2), 66–77.

Who volunteers on behalf of refugees, and based on what motives? Questionnaire data (N = 271) reveal that people who volunteer, and those who do not, share differentiated perceptions of fairness about refugee aid. However, volunteers have a broader and more inclusive scope of justice than a matched group of non-volunteers. The scope of justice proves to be a powerful construct when explaining the willingness to volunteer beyond group membership (volunteers vs. non-volunteers) and the functional approach. Perceptions of fairness, especially the scope of justice, should therefore be considered to understand differences in reactions towards refugees if the moral exclusion is to be avoided.



Meneghini, A. M. (2016). A Meaningful Break in a Flat Life: The Motivations Behind Overseas Volunteering. *Nonprofit and Voluntary Sector Quarterly*, 45(6), 1214–1233.

International Voluntary Service (IVS) is slowly becoming more popular as more and more people take breaks from their studies or careers to volunteer abroad. However, research on the motivation of volunteers is quite limited and mainly conducted using qualitative methods. This study attempts to analyze the motivations that prompt people to serve internationally. I used the Volunteer Functions Inventory (VFI) plus some items that refer to specific motives gathered from the literature. The results show multiple and mixed motivations that, according to the correlational analysis, can be grouped into two motivational patterns, one "outward focused" and the other "inward focused." These patterns are variously associated with some perceived facets of the experience abroad. Finally, the importance of understanding the various motivations and how matching them to the sending program might enhance volunteer satisfaction is discussed.



Combes-Joret, M., & Lethielleux, L. (2012). Le sens du travail à la Croix-Rouge française: entre engagement pour la cause et engagement dans le travail. *Revue Internationale de l'économie Sociale (Recma)*, 323, 64–81.

Au travers de la perception des salariés et des bénévoles de la Croix Rouge française (CRF), l'article met en évidence les tensions et les ambivalences du « sens du travail » dans les organisations de l'économie sociale et solidaire. Pour les salariés qualifiés, travailler à la CRF est clairement un choix rationnel, tandis que pour d'autres (qualifiés ou non), c'est un choix contraint par l'absence d'alternative sur le marché du travail local. Pour les bénévoles, le sens de l'engagement à la CRF est résolument pluriel (entre vocation, carrière et quête identitaire) et fortement lié à leur trajectoire personnelle. Un sentiment est au contraire largement partagé par tous les bénévoles, les élus comme ceux de terrain : celui d'être soumis, dans leur travail quotidien, à une exigence de professionnalisation de plus en plus forte et à des contraintes très proches de celles des salariés (charge de travail, flexibilité, respect de normes).

[Looking at paid and volunteer staff in the French Red Cross (CRF), the article highlights the contradictions and ambivalence inherent in the meaning of work in social and solidarity economy organizations. For skilled paid employees, working in the CRF is clearly a rational choice, while for others (skilled and unskilled) it is a constrained choice due to the absence of an alternative in the local labour market. For the volunteers, the meaning of the commitment to the CRF definitely has various dimensions (vocation, career and the search for identity) and is closely tied with personal development. However, there is one feeling that is largely shared by all the volunteers, both elected officers and volunteers working on the ground. In their daily work, volunteers feel they are subject to growing demands for professionalisation and requirements very much like those for paid staff (workloads, flexibility and meeting standards).]



Boz, I., & Palaz, S. (2007). Factors influencing the motivation of Turkey's community volunteers. *Nonprofit and Voluntary Sector Quarterly*, 36(4), 643–661.

Although Turkish society has traditionally valued volunteering, it has not fully utilized the potential of such contributions. This is because the country lacks professional volunteer organisations, and limited research has evaluated Turkish volunteers. The main aims of the current study were to describe the personal characteristics of Turkey's community volunteers and to determine the influence of various motivational factors on their decision to serve in the Community Volunteer Foundation. The participants were a randomly selected sample of 175 community volunteers from different regions of Turkey. Findings showed that the average community volunteer was a 22-year-old, male college student pursuing a career in engineering, economics, or business. The most important motivational factors for volunteering were altruism, affiliation, and personal improvement (in that order). Completing an orientation course before working as a volunteer was considered useful. Recognition, by contrast, was not considered to be a vital factor.



Dahmani, A., & Saidani, C. (2020). L'empowerment citoyen des jeunes bénévoles tunisiens est-il en marche ? Une étude exploratoire. *Management International*, 24(3), 115–128.

Ce travail cherche à saisir les attentes renouvelées des jeunes bénévoles en matière de participation citoyenne dans un pays en contexte de transition démocratique. Sa visée est de comprendre comment l'engagement bénévole des jeunes peut être un levier potentiel d'empowerment citoyen. Les résultats de l'étude menée dans le secteur associatif en Tunisie ont révélé que l'engagement bénévole est mu par un maillage de motifs intrinsèques et extrinsèques. Le regard croisé porté sur les attentes des jeunes bénévoles tunisiens a souligné qu'ils sont en quête d'une citoyenneté habilitante et inclusive où ils seraient les véritables artisans du changement social et politique.

[This work seeks to capture the renewed expectations of young volunteers in terms of citizen participation in a context of democratic transition. It aims to understand how the voluntary commitment of young people can be a potential lever for citizen empowerment. The results of the study conducted in the non-profit sector in Tunisia revealed that volunteering commitment is driven by a set of intrinsic and extrinsic factors. An examination of the young Tunisian volunteers' expectations revealed that they are in quest of enabling and inclusive citizenship where they would be the effective architects of social and political change.]



Jiang, G., Garris, C. P., & Aldamer, S. (2018). Individualism Behind Collectivism: A Reflection from Saudi Volunteers. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 29, 144–159.

Volunteering is growing rapidly worldwide and has been recognised as a significant social force, contributing to social development. Motives for volunteering vary widely, ranging from collectivistic factors to individualistic ones. Collectivism is often identified as a main factor that contributes to volunteering, especially in collectivist societies. Our analysis shows that in Saudi Arabia—typically classified as a collectivist society—individualistic considerations such as learning skills, meeting friends and releasing guilt mediate the effect that collectivistic motivations (e.g., prosocial personality and community identity) have on the decision to continuously volunteer. This finding applies to both males and females, to people in different forms of employment, across ages, and regardless of family members’ volunteering behaviour, according to moderation analyses.



Saudi Arabia



English



Journal Article



[LINK](#)

Mittermaier, A. (2014). Beyond compassion: Islamic voluntarism in Egypt. *American Ethnologist*, 41(3), 518–531.

Resala, one of Egypt’s largest volunteer-driven charity organisations, engages in a range of activities, from distributing food in slums to visiting orphanages. Although its volunteers may appear to participate in a global moral economy of compassion, many of them articulate an Islamic voluntarism that contrasts with what they see as a Christian approach to suffering and with the more secular motivations of so much civic and humanitarian work today. Focusing on three Resala volunteers, I look at how Islam is imagined and mobilised to compel, make sense of, and justify giving in particular contexts and in practice. The volunteers’ stories reveal the multilayeredness of their ethics and trouble the link between compassion and voluntarism. By foregrounding religious duty, the volunteers offer insight into a nonliberal, nonhumanist ethics of voluntarism and question the centrality of compassion as a mobilizing force in the world and as an explanatory force in anthropology.



Egypt



English



Journal Article



[LINK](#)

III. VOLUNTEERING MANAGEMENT & WELL-BEING



Language:

English: 21
Spanish: 2
French: 3

Regional focus:

Global: 5
Africa: 5
Americas: 4
Asia Pacific: 4
Europe & Central Asia: 6
MENA: 2

Type of source

Journal Articles: 14
Books: 1
Book Chapters: 1
Research Reports: 4
Theses & dissertations: 6

Access:

Open access or preprint
version available: 23
Restricted access: 3

III. VOLUNTEERING MANAGEMENT AND WELL-BEING

Engaging, motivating and effectively managing volunteers is often more complex than it is acknowledged in policy and practice. If volunteering actions can hold positive benefits on volunteers' physical and mental health, evidence shows that it can also have adverse effects. Volunteers can for instance sometimes experience physical and emotional exhaustion, burnout syndrome or depression, particularly when involved in disasters response or working in complex environments. Evidence from different contexts shows the importance of understanding these risks and setting up systems to adequately protect volunteers' safety, security and well-being. In practice, studies show that numerous organisational factors can affect volunteers' engagement, well-being and retention, including organisational attitudes towards volunteers, training and support practices, as well as organisations' embedded values. Relationships between volunteers and employees have also been identified as key factors affecting volunteer experiences, positively or negatively. Resources included in this section document good practice and case studies of recruitment, leadership, learning, and management models developed to ensure volunteers' satisfaction, safety and intention to stay in an organisation. The section also encompasses resources on volunteer data management, an emerging area of study highlighting trends in volunteering information systems. Lessons learned and practical recommendations included in the references can finally be used to develop strategies to address organisational factors and enhance the experience, well-being and retention of volunteers worldwide.



Spanish Red Cross. (2022). *The Study of 4 Cases of Volunteer Data Management: Fiji Red Cross Society, Kyrgyzstan Red Crescent Society, Honduran Red Cross, British Red Cross.*

The study accurately describes and analyses volunteering data management in four National Societies (British Red Cross, Fiji Red Cross, Honduran Red Cross and Kyrgyz Red Crescent). The aim is to enable other National Societies to learn from the experience of particular cases, to identify and extrapolate key lessons relevant to choosing or developing their own volunteering data model, and to anticipate challenges that may not be visible on the horizon, but it will not be long before it is a reality. The four models are neither exclusive nor mutually exclusive, but we have chosen four typologies that could bring together the major models of volunteer data management that are present in National Societies by trying to identify the most salient features of each one.



Arnon, L., Almog-Bar, M., & Cnaan, R. A. (2022). *Volunteer Engageability: A Conceptual Framework. Non-profit and Voluntary Sector Quarterly, 0(0).*

In this article, we introduce the concept of "engageability," which refers to the ability of volunteer-employing non-profit organisations to engage, motivate, and manage volunteers to maximise their potential and sustain the volunteering human resource. Engageability conceptually complements the two well-established concepts of volunteerability and recruitability. By offering this conceptual framework, we enable volunteer-employing organisations to assess the degree to which they are engaging volunteers and to make improvements in this regard. Engageability questions how organisations that have already recruited volunteers make themselves volunteer-friendly and engage volunteers effectively. Based on the literature, we offer a comprehensive framework that considers a large set of organisational practices from germane to engageability, framing them into four fundamental clusters: (a) value-based (ideological), (b) managerial, (c) physical, and (d) supportive connections. We introduce the conceptual model and provide an explanation for each cluster and each with-cluster organisational practices and discuss the potential contribution of this conceptual model.



Lough, B. J. (2019). Voluntary “organic” leadership for community resilience. *Voluntary Sector Review*, 1–18.

This article investigates the qualities of bottom-up leadership that emerge voluntarily and collectively in response to adverse events. With an eye on better understanding the resilience of marginalised communities in the Global South, it seeks to illustrate how bottom-up ‘organic’ leadership is a clear manifestation of place leadership at the local level. Findings are drawn from qualitative field data gathered in 10 Southern communities. These data illustrate that people are often willing and able to organise organically in response to adversity – and are largely successful at navigating the complex challenges they encounter. However, the long-term sustainability of organic leadership in self-organised groups often requires balanced support from external actors. Better recognition of the added value of voluntary self-organisation happening in vulnerable communities can provide a platform for more innovative, experimental and co-creative solutions to manage risk.



Global



English



Journal Article



[LINK](#)

Karahasanovic, D. (2017). *Combined Strategic and Transformational Leadership Paradigm for Red Cross/Red Crescent Organisations to Increase Age Diversity among Volunteers* [University of Liverpool].

National Red Cross and Red Crescent organisations represent one of the bigger and more widely spread networks in the world. Having such a character, they also have the potential to contribute to any global initiative, under the condition that it is in line with their mission. The services and activities of the national Red Cross and Red Crescent organisations are traditionally implemented by their volunteers. Currently, 17 million Red Cross and Red Crescent volunteers worldwide provide support to vulnerable people. However, it is observed that volunteers in a lot of the national Red Cross and Red Crescent organisations belong to one major age group, or are of similar age: either the volunteers are only young people or they are mainly senior citizens. The leadership of these organisations are aware of this issue and shows interest in improving age diversity among the organisations’ volunteers. The research studied this particular situation and came up with recommendations as to how leadership can reach or improve age diversity among volunteers associated with their organisations. The study included action research, which involved 30 individuals – leaders of different national Red Cross or Red Crescent organisations, who shared their stories on the age diversity among their volunteers and offered their recommendations on how to achieve it, increase it and sustain it. Based on the research findings, the results of the literature review, and the personal knowledge and experience of the author, guidelines for the leadership of Red Cross and Red Crescent organisations aimed at increasing and achieving age diversity among volunteers of their organisations were developed.



Global



English



Thesis/Dissertation



[LINK](#)

Studer, S., & Von Schnurbein, G. (2013). Organisational Factors Affecting Volunteers: A Literature Review on Volunteer Coordination. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 24, 403–440.

While volunteer literature presents diverse insights into the motives, personal dispositions, and sociodemographic characteristics of volunteers, research comparatively seldom focuses on the incentives and organisational context affecting volunteers. This review aims to shed light on the organisational factors affecting volunteers collectively and to discuss the coordination of volunteers. Systematic research of the literature revealed 386 publications that are relevant to volunteer coordination. Their abstracts were analysed in a process of open and selective coding, which led to the identification of three main clusters. This literature review produced the following propositions: it is argued that the practices and instruments of volunteer management (Cluster 1), and, even more strongly, the organisational attitudes towards volunteers as well as the organisations’ embedded values (Cluster 2), co-determined by social processes (integration and production of meaning), are crucial factors affecting volunteers. The review also deals with structural features that limit the action space of volunteers and volunteer coordination (Cluster 3). It concludes by discussing the limitations present in the current volunteer research and provides implications for future research endeavours. Thus, this piece of work presents a holistic view of volunteer coordination and theory building by carefully synthesizing information about the organisational context of volunteering from different disciplines and research traditions, resulting in different intervention logics, and integrating these data in an analytical framework.



Global



English



Journal Article



[LINK](#)



Furtak, A., & Barnard, A. (2021). Flourishing in trying circumstances: A hermeneutic phenomenological exploration of volunteer well-being. *SA Journal of Industrial Psychology*, 47(0), 12.

Owing to the reliance on volunteer labour for their success, the behaviour and attitudes of volunteers are of central concern to non-profit organisations (NPOs). To optimise volunteer functioning and retention in a unique and challenging work context, it is necessary to understand their well-being. The objective of this study was to explore the work-life experiences of volunteers to better understand the manifestations of well-being in the volunteering work context. Because of the unique and challenging work setting that constitutes volunteering, and the important contribution volunteers make to society and the economy, research is needed from an industrial and organisational psychology (IOP) perspective on the well-being of volunteers. This study was directed by a hermeneutic phenomenological methodology. Eight volunteers from an NPO operating in the South African provincial health sector participated in in-depth interviews. The data obtained were analysed using a six-stage theoretical thematic analytical process. Main findings: Guided by 'flourishing at work' as the theoretical framework, four themes were co-constructed from the data: learning and growing in competence, demonstrating an engaged state of mind, exhibiting emotional well-being and feeling socially integrated and connected. The results of this study may assist NPOs in developing context-specific interventions aimed at managing and enhancing the well-being of volunteers. This study contributes to the body of knowledge on the well-being of volunteers, who are considered a distinct workforce in the field of IOP.



Kabonga, I. (2020). Volunteers as enablers or disablers of community development in Chegutu District, Zimbabwe. *Southern African Journal of Social Work and Social Development*, 32(2).

This paper analyses the potential contributions of volunteers to community development. Little is known about the contribution of volunteers to community development although almost every non-governmental organisation in Zimbabwe relies on volunteers. This research used a qualitative approach with in-depth interviews, key informant interviews and focus group discussions to collect data from community volunteers, officials of non-governmental organisations, and government officials. Community volunteers play an important role in driving and sustaining community development. The researcher established that volunteers act as an intermediary between the community and non-governmental organisations. Moreover, activities like the targeting of beneficiaries and the implementation of activities are unthinkable without the involvement of volunteers. Despite volunteers' importance, there are serious drawbacks that influence the effective contribution of volunteers to community development. Volunteers disable community development through corruption, polarisation, falsifying reports and a lethargic approach to work. These drawbacks contradict the ubuntu value system that underlines the concept of volunteerism. Some of the drawbacks can be rectified by incentivising community volunteers, and by recruiting volunteers with acceptable levels of literacy.



Fraser, L. (2019). *Southern Host Organisations: At the Forefront of Discussions on International Volunteerism* [University of Ottawa].

Volunteers, governments, agencies and organisations from the North have too often defined the benefits and limitations of international volunteer programmes without incorporating the perspectives of the organisations they seek to help. In fact, scholars and practitioners have relied on Northern experiences to develop a critical analysis of this development practice. As the experiences of the South are often absent from the conversations about international volunteerism, the goal of this thesis is to leverage the voices and the stories of Southern hosts to further understand the impact of international volunteerism. The research draws on the experiences of host organisations in Uganda. The interviewed participants are Ugandans who have worked with international volunteers to address various development issues. A review of the existing literature on international volunteerism, combined with the field research, supports the analysis

of the benefits and limitations of international volunteerism from the perspectives of host organisations. It also enables an exploration of the agency of volunteerism and determines key principles to empower host organisations and their employees. Thus, the analysis establishes the following conclusions: international volunteers are valuable actors for Southern hosts; volunteer programmes must consider the impact, the challenges and the recommendations identified by host organisations and their communities; international volunteers enable alternative voices to be heard; and volunteerism fosters cooperation and partnerships within the global South.



Usadolo, S. E., & Usadolo, E. Q. (2019). The Impact of Lower Level Management on Volunteers' Workplace Outcomes in South African Non-profit Organisations: The Mediating Role of Supportive Supervisor Communication. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 30, 244–258.

This study examined the influence of leader-member exchange on volunteers' job satisfaction and intention to stay, using supportive supervisor communication as a mediator. A regression analysis undertaken showed that the independent variable (leader-member exchange) had a direct and significant impact on the dependent variables (volunteers' job satisfaction and intention to stay) in community-based organisations in Eastern Cape, South Africa. Further analysis showed that supportive supervisor communication partially mediated the influence of leader-member exchange on job satisfaction and intention to stay in the community-based organisations examined. These findings confirm previous findings about the impact of workplace relationships on volunteers' attitudes and behaviours, especially as they relate to the influence of supportive supervisor communication on the relationship between leader-member exchange and the identified workplace outcomes in this study. Implications of the findings for the management of volunteers in community-based organisations are discussed.



Larsen, T. M., Mburu, C. B., Kongelf, A., Tingberg, T., Sannoh, F., & Madar, A. (2017). Red Cross volunteers' experience with a mobile community event-based surveillance (CEBS) system in Sierra Leone during and after the Ebola outbreak - A qualitative study. *Health and Primary Care*.

The study shows that volunteers believe community event-based surveillance (CEBS) positively impacts their communities. CEBS increases knowledge and behaviour change, contributing to the prevention of Ebola and other diseases and decreasing overall mortality. Volunteers are motivated to participate by an aspiration of helping their community, although many volunteers also participated in the hope of receiving monetary incentives. Communities were initially reluctant to participate in surveillance due to fear of Ebola, but acceptance increased with improved community engagement. Reporting by phone call and SMS was perceived as a quick and simple way of reporting, although challenges with access to a mobile network, sim registration and cost for charging were identified. Many of the volunteers could not repeat or explain the different case definitions and explained reporting on symptoms solely or other health events, suggesting that the volunteers did not have a clear understanding of the case definitions or purpose of CEBS.



AMERICAS

Del Fa, S., Lamoureux, S., & Vásquez, C. (2018). *Répertoire des (nouvelles) pratiques de bénévolat. Rapport pour le groupe de recherche Bénévolat en mouvement/Volunteering on The Move (VOTM)*.

Le but de ce répertoire est de cerner les nouvelles pratiques bénévoles identifiées par des chercheurs anglophones et francophones depuis les années 2000 issues de plusieurs disciplines (gestion, éducation, management, sociologie, sciences politiques). Ensuite il s'agit d'en définir les enjeux et de tenter d'ouvrir des pistes de réflexion autour de la question suivante : comment organiser le bénévolat aujourd'hui ?

[The purpose of this directory is to identify new volunteer practices identified by Anglophone and Francophone researchers since the 2000s from several disciplines (management, education, management, sociology, political science). Then it is a question of defining the issues and trying to open avenues of reflection around the following question: how to organise volunteering today?]



Moravick, S. M. (2016). *Factors Involved in the Retention of American Red Cross Disaster and Emergency Services Volunteers* [Walden University].

According to the Corporation for National and Community Service (2007), 33% of workers who volunteer in one year do not volunteer the next year. Retention of disaster and emergency services volunteers is a problem because permanent disaster volunteers save governments and society millions of dollars each year. The purpose of this quantitative, cross-sectional study was to address the problem of retention of American Red Cross disaster and emergency services volunteers. The primary research question for this study examined the predictive strength of positive emotions, resiliency, coping, and post-traumatic growth, in the retention of disaster and emergency services volunteers. The broaden-and-build theory of positive emotions combined with the organismic valuing theory of growth through adversity created the optimal research foundation for driving the hypotheses for the research question. This study used a self-report survey to collect data from a nonprobability convenience sample of 120 American Red Cross Disaster and Emergency Services volunteers. Standard multiple linear regression analyses revealed that none of the independent variables statistically predicted retention. Independent groups t-tests revealed that a debriefing at the disaster location showed significant mean differences when examining retention. The American Red Cross and other disaster relief organisations can use the results of this study to develop strategies to address organisational factors that enhance the experiences of their disaster and emergency services volunteers and thus strive to improve retention.



Akingbola, K., Duguid, F., & Viveros, M. (2013). *Learning and Knowledge Transfer in Volunteering: Exploring the Experience of Red Cross Volunteers*. In F. Duguid, K. Mündel, & D. Schugurensky (Eds.), *Volunteer Work, Informal Learning and Social Action* (Vol. 7, pp. 63–78). Brill.

In this chapter, we focus on a community service non-profit organisation as a space and place of work and learning for volunteers. Using a sample of Canadian Red Cross-Toronto Region volunteers, we investigate three important dimensions of learning among volunteers: what types of knowledge and skills do volunteers acquire, how do they learn, and who is likely to benefit from the learning acquired through volunteer work—the volunteer or the organisation? We are interested in the learning dimensions of the volunteer from the angles of personal and professional development and organisational effectiveness. The Canadian Red Cross (CRC) has been working with volunteers for over one hundred years, offering them a wide range of volunteer activities. These activities appeal to a wide range of people in terms of interest, age and aptitude. Despite the diversity of people in the Red Cross (RC), there is a common thread among the volunteers: the desire to help others in need. This common thread expresses itself throughout the many day-to-day community services of the Red Cross, as well as through the Red Cross's disaster services responses to intermittent emergency situations. Similar to other case studies in this book, we begin with a discussion of the context of the Red Cross. We then turn to discuss the methodology used in this research project. Following this, we review the literature on volunteering, volunteer learning and organisational effectiveness. The findings section discusses the learning dynamics of volunteering at the Red Cross. Here we present what volunteers have learned and how they learn to do their volunteer work. In the discussion section, we consider the benefits of learning for volunteers and organisational effectiveness. We conclude the chapter with a summary of the main findings, recommendations and suggestions for further research.



International Federation of Red Cross and Red Crescent Societies. (2012). *El desarrollo del voluntariado en América. Historias y buenas practicas desarrolladas por voluntarios, para voluntarios*.

Esta publicación busca reunir una serie de artículos cortos que describen buenas prácticas y casos de éxito de estas Sociedades Nacionales para promover el intercambio de experiencias y la cooperación. Esperamos que esta publicación también funcione como plataforma para establecer contacto con socios o posibles socios externos que trabajen o incidan sobre el tema en cualquier nivel.

[This publication seeks to bring together a series of short articles describing good practices and success stories of National Societies to promote the exchange of experiences and cooperation. We hope this publication will also work as a platform to establish contact with partners or potential external partners who work or influence the topic at any level.]

 **Americas**

 **Español**

 **Reporte de Estudio**

 **[ENLACE](#)**



ASIA PACIFIC

Chew, T.-W., Ong, C. S.-L., Oh, V. Y. S., & Tong, E. M. W. (2022). Does volunteering improve the psychosocial well-being of volunteers? *Current Psychology*, 1, 1-13.

Recent experimental randomised controlled trial studies suggest that volunteering might not have beneficial effects on the general population. We revisit this issue by examining whether volunteering might produce general psychosocial benefits for volunteers over time. Actual volunteers and matched controls completed measures on a wide range of psychosocial variables – life satisfaction, self-esteem, purpose in life, positive and negative affect, gratitude, charitable intention, empathic concern, and relational well-being – before and after community service engagements by the volunteers (N = 369). We found little evidence to support the hypothesis that volunteers should exhibit improved psychosocial health relative to matched controls over time. In general, both volunteers and matched controls showed no change in all outcomes. We outline our key thoughts on the null effects and suggest avenues for future research.

 **Singapore**

 **English**

 **Journal Article**

 **[LINK](#)**

Wood, N., Charlwood, G., Zecchin, C., Hansen, V., Douglas, M., & Pit, S. W. (2019). Qualitative exploration of the impact of employment and volunteering upon the health and wellbeing of African refugees settled in regional Australia: a refugee perspective. *BMC Public Health*, 19(143).

People from refugee backgrounds face various challenges after moving to a new country. Successfully securing employment has been linked to positive health outcomes in refugee populations; there is less research into the impact of volunteering on health outcomes in refugees, or the role of employment and volunteering in regional or rural communities. This study aims to explore how employment and volunteering influence the health and well-being of refugees settled in regional Australia, and identify areas for appropriate service provision. Nine adults of refugee backgrounds in regional Australia were purposively sampled through community organisations using word-of-mouth referrals for semi-structured interviews. Interviews were transcribed. Thematic analysis was used to uncover emergent themes and identify relationships between themes. A strengths-based theoretical framework was adopted to inform the further analysis. Findings: Paid work and volunteering engender a sense of self-fulfilment and a sense of belonging, facilitating successful integration into a new community. Employment further allows the maintenance of an adequate standard of living, thus improving healthcare access and promoting healthy lifestyle behaviours. Adverse effects from employment include difficulties managing work-life balance, disconnect with family and loss of traditional heritage, but these were significantly outweighed by the positive effects. Volunteering provides no financial incentive, but similarly promotes community connections and positive self-worth, preparing refugees for the workforce. Both employment and volunteering held direct positive benefits for their physical and mental health, improved healthcare access and promoted cultural and social integration. These factors enabled successful settlement and subsequently improved the overall well-being of participants. A strengths-based approach demonstrated how participants used employment as a tool for seeking purpose and ongoing self-development.

 **Australia**

 **English**

 **Journal Article**

 **[LINK](#)**

Hyde, M. K., Dunn, J., Bax, C., & Chambers, S. K. (2016). Episodic Volunteering and Retention: An Integrated Theoretical Approach. *Nonprofit and Voluntary Sector Quarterly*, 45(1), 45–63.

Episodic volunteers (EVs) are vital for non-profit organisation activities. However, theory-based research on episodic volunteering is scant and the determinants of episodic volunteering are not well understood. This study integrates the volunteer process model and three-stage model of volunteers' duration of service to explore determinants of EV retention. A cross-sectional survey of 340 EVs assessed volunteering antecedents, experiences, and retention. Social/enjoyment ($\beta = .17$) and benefit ($\beta = -.15$) motives, social norm ($\beta = .20$), and satisfaction ($\beta = .56$) predicted Novice EV (first experience) retention; satisfaction ($\beta = .47$) and commitment ($\beta = .38$) predicted Transition EV (2-4 years intermittently) retention; and supporting the organisation financially ($\beta = .31$), social norm ($\beta = .18$), satisfaction ($\beta = .41$), and commitment ($\beta = .19$) predicted Sustained EV (5-6 years consecutively) retention. Integrated theoretical approaches appear efficacious for understanding EV retention. An Episodic Volunteer Engagement and Retention model is proposed for further testing in prospective work.



Australia

English

Journal Article

 [LINK](#)

International Federation of Red Cross and Red Crescent Societies. (2015). *Urban Volunteering in Asia Pacific: A study of recruitment, engagement and retention*.

The Urban Volunteering Study provides descriptive evidence from seven National Red Cross and Red Crescent Societies in 13 cities in the Asia Pacific region. The data was collected from focus group discussions with around 120 volunteers, interviews with a broad range of staff in each National Society and a comprehensive survey of 1,360 volunteers. Additionally to this, using a randomly sampled Hong Kong survey, ordinary least squares regression modelling estimated the significance of a number of potentially important influences on volunteer engagement, including age, length of service, training, motivation, volunteering history, education, employment status and other demographic variables. The two measures of engagement modelled were the number of days volunteered in a typical week in 2013 and the number of services volunteered for in 2013. The regression results show that when all other influences are accounted for training and the length of voluntary service (independently) increase both the number of days volunteered per week and the number of services volunteered for. And, even when the length of service, training and other variables associated with age are taken into account, those aged 50 years and over contribute, on average, half a day more per week than those aged 15 to 19 years. These results suggest that National Societies wanting to increase diversity and, at the same time, maximise scarce resources could benefit from more diverse strategies, including strategies to recruit "senior citizens". The finding that length of service and training independently lift engagement suggests, moreover, that strategies that foster the retention of existing volunteers through better training and support could enhance sustainability more effectively than strategies focused on lifting volunteer numbers.

 Asia Pacific Region

English

Research Report

 [LINK](#)



 **EUROPE**

Chirico, F., Crescenzo, P., Sacco, A., Riccò, M., Ripa, S., Nucera, G., & Magnavita, N. (2021). Prevalence of burnout syndrome among Italian volunteers of the Red Cross: A cross-sectional study. *Industrial Health*, 59, 117–127.

Burnout syndrome (BOS) is a work-related constellation of symptoms characterized by emotional exhaustion, depersonalization, and personal accomplishment. A cross-sectional survey was performed to study the prevalence of BOS among a randomly selected sample of 280 Italian Red Cross volunteers. A socio-demographic questionnaire and the Maslach Burnout Inventory (MBI)-HSS were used to collect data. 241 volunteers participated (response rate: 86.1%). A significant proportion of the workers had BOS subscale scores in the highest tertile: Emotional exhaustion 8.0%, depersonalisation 35.9% and perceived lack of accomplishment 23.5%, respectively. Volunteers in emergency care reported higher levels of emotional exhaustion ($p=0.004$) and depersonalisation ($p=0.001$), and lower levels of personal

accomplishment (p=0.042) than volunteers engaged in nonhealthcare social and administrative duties. These findings support the opportunity of a set of administrative, organisational and individual preventive interventions for emergency volunteers' mental health.



Bartel-Radic, A. (Ed.) (2021). *Bénévolat et management. Pratiques, paradoxes, préconisations*. EMS Editions.

Associer bénévolat et management ? Tout un programme ! 14 universitaires et responsables d'associations abordent les pratiques et paradoxes du management de bénévoles et du management par des bénévoles, tout comme la collaboration entre bénévoles et salariés. 12 chapitres soulèvent les questions qui se posent dans toute organisation mobilisant des bénévoles. Ils sont complétés par 12 chapitres de cas d'organisations ayant vécu cette problématique. Bien qu'ancré dans l'état actuel des connaissances développées par la recherche en sciences sociales, cet ouvrage est résolument orienté vers la pratique, et propose de nombreuses recommandations pour réussir l'association entre bénévolat et management.

[Combining volunteering and management? What a programme! 14 academics and association managers discuss the practices and paradoxes of volunteer management and management by volunteers, as well as collaboration between volunteers and employees. 12 chapters raise the questions that arise in any organisation that mobilises volunteers. They are complemented by 12 case studies of organisations that have experienced this problem. Although rooted in the current state of knowledge developed by social science research, this book is resolutely oriented towards practice, and offers numerous recommendations for successfully combining volunteerism and management.]



Tiltay, M. A., & Islek, M. S. (2020). Volunteer Management of Local and National Nonprofit Organisations: an exploratory study from Turkey. *International Review on Public and Nonprofit Marketing*, 17, 183–201.

The present study aims to reveal how volunteer management is executed from the perspective of managers and volunteers of non-profit organisations operating in Turkey at the local and national levels. For the research design, Waikayi et al.'s in *Management Decision*, 50(3), 349–367 (2012) modified framework was used. Four separate focus-group interviews were conducted with managers and volunteers of local and national non-profit organisations located in Eskisehir, Turkey. The study provided insight into the motivations of volunteers, the sustainability of volunteerism, and the acquisition of volunteers through volunteer management. The design of the research was exploratory, and the assessments were made based on the data collected from four separate focus groups. Within this context, even though the research results are limited, they provide some implications for understanding the volunteer management processes of local and national non-profit organisations. Strategies and tactics that can be used in the context of the human resource approach for both local and national non-profit organisations may be deduced from this study. The present study is the first to address voluntary management in an emerging market from a holistic perspective, which will provide significant tips to both theorists and practitioners. The research contributes to the volunteer management of non-profit organisations in developing markets at local and national levels, and it also adds to the relevant literature.



Poudel, A. (2017). *Improving Volunteer Recruitment and Retention Practices - Finnish Red Cross, Helsinki and Uusimaa District* [Helsinki Metropolia University of Applied Sciences].

Amidst unstable global political and economic order, the number of people seeking refuge in the world has increased. Effective settlement and integration of this population in the host country are only possible if the organisations facilitating the settlement and integration are also running effectively and efficiently. This study, by focusing on the Helsinki, and Uusimaa District, explores the challenges the Finnish Red Cross has faced in the recruitment and retention of multilingual and multicultural volunteers who are crucial actors in the effective settlement and integration of the asylum seekers, quota refugees and immigrants alike. With

this challenge in mind, the objective of this thesis is to develop a set of practical recommendations that improve the current approach to the recruitment and retention of immigrant volunteers. The study uses quantitative surveys to find some of the Pinch Points associated with the volunteer recruitment process. Similarly, it uses qualitative interviews with the staff and past volunteers to find the Pinch Points of volunteer retention. The study finds six themes through inductive analysis that have affected the recruitment and retention process of volunteers. Building on existing knowledge in the literature and best practice in volunteer management, the outcome of the study is a set of recommendations that improve the current process of volunteer recruitment and retention. It also provides practical tools for the volunteer leaders and volunteers to self-manage and increase the efficiency of the volunteer recruitment and retention process. The proposal, developed using the collaborative efforts of key stakeholders, was presented to the organisation to validate the recommendations and ensure that they offered practical utility. Here, they were well-received and immediately implemented. This study can provide a reference point for other non for profit and international organisations that work with volunteers and are looking for ways to make volunteer recruitment and retention processes more effective.



Finland



English



Thesis/Dissertation



[LINK](#)

Corral Martínez, M. (2015). *Inteligencia emocional, estrategias de afrontamiento y bienestar psicológico en el voluntariado de Cruz Roja: estudio preliminar para el diseño de acciones formativas* [Universitat de Valencia].

El voluntariado es un pilar fundamental en las organizaciones de ayuda. Por eso hay que cuidarlo y favorecer su satisfacción y permanencia. El objetivo de este estudio fue investigar las relaciones entre la inteligencia emocional, las estrategias de afrontamiento y el bienestar psicológico en voluntariado de Cruz Roja. Un total de 52 voluntarios completaron medidas de inteligencia emocional (TMMS-24), estrategias de afrontamiento (CSI) y bienestar psicológico (BIEPS). Se incluyó un grupo control para comparar las puntuaciones. Los resultados mostraron que el bienestar psicológico está relacionado significativamente con Claridad Emocional y Reparación Emocional. Las estrategias de afrontamiento relacionadas significativamente con el bienestar fueron Resolución de problemas, Expresión emocional, Reestructuración cognitiva y Apoyo social. Claridad emocional y Resolución de problemas predijeron el Bienestar psicológico Total. Se discuten las implicaciones de estos resultados para el diseño de formación destinada a favorecer el bienestar psicológico del voluntariado.

[Volunteers are an important asset in humanitarian organisations. In order to promote their satisfaction and permanence, organisations have to care for them. The aim of this study was to investigate the relationship between emotional intelligence, coping strategies and psychological well-being in Red Cross volunteering. A total of 52 Red Cross volunteers completed measures of emotional intelligence (TMMS-24), coping strategies (CSI) and psychological well-being (BIEPS). Control group was included in order to compare scores. The results revealed significant relationship between psychological well-being and emotional Clarity and Repair. Coping strategies that showed significant relationship with well-being were Problem Solving, Express Emotions, Cognitive Restructuring and Social Support. Total well-being was significantly predicted by emotional Clarity and Problem Solving. Implications for the design of volunteers' well-being training programmes are discussed.]



España



Español



Trabajo De Grado



[ENLACE](#)

Waikayi, L., Fearon, C., Morris, L., & Mclaughlin, H. (2012). Volunteer management: An exploratory case study within the British Red Cross. *Management Decision*, 50(3), 349–367.

Increasingly, post credit crunch, organisations are seeking to develop new ways of attracting, recruiting and retaining staff in the UK high street for less or even no financial reward. This paper aims to investigate volunteerism and volunteer management, based on an exploratory case study of two British Red Cross (BRC) shops. It also aims to examine the reasons why people volunteer and why they keep doing so in the context of BRC, as a charitable organisation. Design/methodology/approach: An exploratory case was used to gain insight into how BRC recruit and retain volunteer staff. This was achieved by interviewing volunteers and the shop management personnel. An overview of BRC structures, strategic direction and views on volunteerism is also developed as part of the case study. Exploratory findings from the research show that people decide to volunteer mainly for a variety of reasons such as social interaction, to carry out work that is valued in the local community and for self-satisfaction. Volunteer satisfaction is derived

from helping BRC to help others and also being part of The Red Cross. Volunteer retention is attributed to a proactive management style in terms of creating a favourable work environment. The shop manager's leadership skills are crucial in establishing a friendly and positive attitude towards volunteers. In addition, youth volunteers are attracted to gaining work experience and learning new skills. The study is exploratory, based on preliminary interview findings from 17 informants in two BRC shops. However, the insight gained helps in understanding the reasons why volunteerism is successful within the BRC. The paper can help policymakers reflect and decide on useful tactics and strategies for developing and improving volunteer management within the retail sector. Originality/value: There is a paucity of literature in relation to retailing and volunteerism and this study contributes to the literature by identifying reasons why this charity has been so successful in attracting and retaining volunteers.

 **United Kingdom**

 **English**

 **Journal Article**

 **[LINK](#)**



Bakkar, I. (2014). *Validation of a structured interview in the selection of the Lebanese Red Cross volunteers* [American University of Beirut].

Structured interviewing is a prominent method of assessment that has higher levels of predictive validity than other methods of assessment. Predictive validity however can only be established after the interview is developed and used to make high-stakes decisions about candidates. Content validity, on the other hand, is a type of validity that can be done while the interview is being developed and before it is used to assess candidates. Although this method is used extensively by researchers and practitioners alike, the method for conducting it is unclear, making it seem less robust than other methods of validity. In this paper, we discuss the use of cognitive interviewing as a method of content validation of structured selection interviews. We do this by 1) developing an interview protocol for selecting volunteers for the Lebanese Red Cross, and 2) pre-testing the questions on the protocol through cognitive interviewing technique. The results show that 19 out of the 20 questions developed needed revising, but for different reasons. Our analysis revealed six different reasons for amending the questions including Missing details, Misleading situations, Misleading order of probes, Complex nature of competency, Misleading terminology, and Irrelevant details. This study reveals the importance of pre-testing selection interview questions and gives tips for constructing future questions and guidance on how to test these questions through the cognitive interviewing technique.

 **Lebanon**

 **English**

 **Thesis/Dissertation**

 **[LINK](#)**

Hagon, O. M., Pecorini, B. C., Jabr, N., & Stamm, J.-P. (2009). *Croix Rouge Libanaise : un authentique partenariat pour un projet de formation des volontaires. Revue Médicale Suisse, 5, S28-S31.*

Les volontaires de la Croix-Rouge libanaise fournissent des services de soins préhospitaliers d'urgence dans tout le pays en temps de paix et de conflits. Leurs services comprennent les premiers soins, les soins de base aux patients à domicile et en station mais aussi le transport de patients en soins intensifs souvent sans aucune assistance médicale. Ce projet vise à améliorer la formation des volontaires par la mise en œuvre d'un modèle de formation des formateurs. Ce programme a permis la formation de 24 instructeurs avec des critères de certification supérieurs à 75%. Ces instructeurs formeront les formateurs qui, à leur tour, formeront les bénévoles. Ce projet, soutenu par Swiss Humanitarian Aid Unit, est un partenariat entre les Hôpitaux universitaires de Genève, le CICR et le lycée paramédical de Genève.

[Lebanese Red Cross volunteers provide pre-hospital emergency care services throughout the country in times of peace and conflict. Their services include first aid, basic patient care at home and in stations, as well as transporting patients in intensive care, often without any medical assistance. This project aims to improve the training of volunteers through the implementation of a train-the-trainer model. This programme has resulted in the training of 24 instructors with certification criteria of over 75%. These instructors will train the trainers who, in turn, will train the volunteers. This project, supported by the Swiss Humanitarian Aid Unit, is a partnership between the Geneva University Hospitals, the ICRC and the Geneva Paramedical College.]

 **Liban**

 **Français**

 **Article de Revue**

 **LIEN**



IV. VOLUNTEERING IN CRISES AND EMERGENCIES



Languages:

English: 21
Spanish: 3
French: 6



Regional focus:

Global: 9
Africa: 4
Americas: 4
Asia Pacific: 4
Europe & Central Asia: 7
MENA: 2



Type of source

Journal Articles: 17
Research Reports: 10
Theses & dissertations: 3



Access:

Open access or preprint
version available: 29
Restricted access: 1

**25 original sources. 5 sources are translated versions
with an equivalent in English*

IV. VOLUNTEERING IN CRISES AND EMERGENCIES

Volunteers play critical roles in responding to crises and emergencies, and there is a growing body of evidence on their diverse set of experiences and challenges in such contexts. When a crisis strikes, local volunteers often act as first responders addressing their own communities' immediate needs for humanitarian aid, medical assistance, search and rescue, and other forms of support. Resources in this section shed light on how local volunteers have responded to different types of crises, such as disasters, conflicts and the Covid-19 pandemic across different regional contexts, providing essential services to affected populations with often limited resources. There are also lessons learned from the multiple ways of understanding community participation, the phenomenon of spontaneous volunteering, as well as the opportunities and challenges of disaster volunteering, particularly in urban settings. Research has also shown how the involvement of volunteers in emergency response can contribute to community resilience and recovery. At the same time, the importance of caring for volunteers during crises and emergencies has been increasingly recognised in research and practice. This means not only acknowledging their efforts, but also, and crucially, providing the necessary equipment, training and support to protect them from security threats, emotional distress, and physical exhaustion. Finally, existing research also explores the role of youth as change agents, as well as the gendered implications of voluntary labour in response to crises, underlining the importance of effective volunteer coordination and support across settings.



GLOBAL

Cadesky, J., Baillie Smith, M., & Thomas, N. (2019). The gendered experiences of local volunteers in conflicts and emergencies. *Gender and Development*, 27(2), 371–388.

This article explores the gendered experiences of local volunteers operating in conflicts and emergencies. Despite decades of progress to integrate gender issues into development and humanitarian research, policy, and practice, the gendered dynamics of volunteering are still little understood. To redress this, this article draws on data collected as part of the Volunteers in Conflicts and Emergencies (ViCE) Initiative, a collaboration between the Red Cross Red Crescent Movement led by the Swedish Red Cross and the Centre for International Development at Northumbria University. Contributing original empirical findings on the intersection of gender, volunteering, and emergencies, this article offers new ways of thinking about how gender equality and women's empowerment can be advanced in humanitarian crises, as seen through the experiences of local volunteers.



Global



English



Journal Article



[LINK](#)

Twigg, J., & Mosel, I. (2017). Emergent groups and spontaneous volunteers in urban disaster response. *Environment & Urbanization*, 29(2), 443–458.

Spontaneous responses by self-organising, "emergent" voluntary groups and individuals are a common feature of urban disasters. Their activities include search and rescue, transporting and distributing relief supplies, and providing food and drink to victims and emergency workers. However, informal actors are rarely incorporated into formal disaster and humanitarian planning. This paper reviews the current state of knowledge concerning the nature and scale of emergent activity around the world, its impact in the short and long term, challenges associated with it in different contexts, and lessons for future urban humanitarian practice.



Global



English



Journal Article



[LINK](#)

International Federation of Red Cross and Red Crescent Societies. (2012). *Caring for Volunteers: A Psychosocial Support Toolkit.*

Volunteers may work long hours in challenging emergency environments, often putting aside their own needs. At the end of the day, they often feel inadequate to help affected individuals and communities with the tragedy they are facing. Additionally, as members of affected communities, volunteers often work close to home and may experience the same losses and grief in their families and communities, as those who they are supporting. Basic first aid training or being part of a disaster response team is not enough to prepare volunteers for these emotional experiences. It is of course difficult to prepare for every type of event and to include every single volunteer. But it is possible to be prepared, both for supporting the wellbeing of staff and volunteers, as well as for the many other aspects of disaster response. This toolkit assists National Societies in preparing and supporting volunteers for their work during and after disasters, conflicts and other crisis events. It contains practical tools and information on preparing for crises, communication and PFA, peer support and monitoring and evaluation. This toolkit will help you do exactly that. Other materials available from the IFRC Reference Centre on Psychosocial Support (the PS Centre) mainly deal with assisting beneficiaries, whereas this toolkit has been written especially to help you assist volunteers – before, during and after a crisis.

 **English**

 **Global**

 **Research Report**

 **[LINK](#)**

International Federation of Red Cross and Red Crescent Societies. (2012). *El cuidado de los voluntarios: Conjunto de herramientas para el apoyo psicosocial.*

Es posible que los voluntarios trabajen muchas horas en entornos de emergencia desafiantes, con frecuencia dejando de lado sus propias necesidades. Al final del día, pueden sentir que no están preparados para ayudar a los beneficiarios con la tragedia que afrontan. Además, como miembros de comunidades afectadas, los voluntarios con frecuencia trabajan cerca de sus hogares y pueden experimentar las mismas pérdidas y dolor en sus familias y comunidades, como los beneficiarios a quienes apoyan. La formación básica en primeros auxilios o formar parte de un equipo de respuesta ante desastres no es suficiente para preparar a los voluntarios para estas experiencias emocionales fuertes. Por supuesto es difícil prepararse para cada tipo de evento e incluir a cada voluntario. Pero es posible estar preparado, tanto para apoyar el bienestar del personal y voluntarios, como también para los muchos otros aspectos de respuesta ante el desastre. Un informe de 2009 con 19 Sociedades Nacionales demostró que la preparación para el apoyo psicosocial se había desarrollado DESPUÉS de un desastre importante, pero la mayoría hubiera preferido tener planes vigentes ANTES. En otras palabras, y como se dice en las aeronaves todos los días: “Colóquese primero su propia máscara de oxígeno, antes de ayudar a los demás.” Este conjunto de herramientas le ayudará a hacer exactamente eso. Otros materiales que el Centro de Referencia para el Apoyo Psicosocial de la FICR (el Centro PS) ha puesto a disposición principalmente se refieren a la asistencia de los beneficiarios, mientras que este conjunto de herramientas se ha escrito especialmente para ayudarle a asistir a los

International Federation of Red Cross and Red Crescent Societies. (2012). *Prendre soin des volontaires : Outils de soutien psychosocial.*

Les volontaires peuvent travailler de longues heures dans des environnements d'urgence difficiles, en mettant souvent de côté leurs propres besoins. Au bout du compte, ils se sentent souvent incapables d'aider les bénéficiaires face à la tragédie. De plus, les volontaires travaillent souvent près de chez eux et peuvent connaître les mêmes pertes et douleurs dans leur famille et leur communauté que les bénéficiaires à qui ils offrent leur soutien. La formation élémentaire aux premiers secours ou l'appartenance à une équipe d'intervention ne suffit pas à préparer les volontaires à ces expériences émotionnelles. Bien entendu, il est difficile de préparer chaque volontaire à tous les types d'événements. Mais il est possible d'être préparé, à la fois pour le soutien moral du personnel et des volontaires et pour tous les autres aspects de la réponse aux catastrophes. Un rapport de 2009 auprès de 19 sociétés nationales a montré que la préparation d'un soutien psychosocial aux volontaires a souvent été développée APRÈS une grande catastrophe, alors que la plupart aurait préféré que des plans d'action soient mis en place AVANT. En d'autres termes, et nous le répétons chaque jour, « occupez-vous d'abord de vous, avant d'aider les autres. » C'est tout le rôle de cet outil. Alors que les autres documents disponibles au Centre de Référence du soutien psychosocial de la Fédération (le Centre de Référence) traitent principalement de l'aide aux bénéficiaires, cet outil est spécialement conçu pour vous aider à soutenir les volontaires avant, pendant et après une crise. Bien qu'il soit centré sur les volontaires, le présent document fournira également des outils utiles pour le personnel. Que votre société soit grande ou petite, que vous soyez souvent

voluntarios: antes, durante y después de una crisis.

 **Español**

 **Global**

 **Reporte de Estudio**

 **ENLACE**

engagés dans des situations d'urgence ou que vous travailliez principalement dans le cadre de programmes sociaux, vous pouvez adapter ces informations à vos propres besoins.

 **Français**

 **Global**

 **Rapport de Recherche**

 **LIEN**

International Federation of Red Cross and Red Crescent Societies. (2011). *Protect, promote, recognise: Volunteering in emergencies.*

Nearly 1 billion people around the world choose to be volunteers. More than 13 million of these join the International Red Cross and Red Crescent Movement, delivering services to vulnerable people with no expectation of financial or material gain. When an emergency strikes, they perform first aid, rescue people from collapsed buildings, drive ambulances, brave flood waters, deliver letters to prisoners, conduct vaccination campaigns and provide comfort to those in need. Volunteers boost community resilience and extend the reach of governments. The nature of emergency response work means that some volunteers risk their lives. In 2011 alone, Red Cross and Red Crescent volunteers around the world sustained injuries or died in service. In February, a post-flood relief distribution in Pakistan turned violent when men armed with AK-47 rifles threatened Pakistan Red Crescent Society staff and volunteers distributing food parcels. In April, Saleh al-Awami, a young paramedic, was killed by shrapnel inside a clearly marked Libyan Red Crescent ambulance that was hit by a missile. In July, 32-year-old Han Sun Il, a farmer and Red Cross volunteer in the Democratic People's Republic of Korea, jumped into swirling

International Federation of Red Cross and Red Crescent Societies. (2011). *Proteger, Promover, Reconocer: El voluntariado en emergencias*

Cerca de mil millones de personas en distintos lugares del mundo deciden prestar servicios voluntarios. Más de 13 millones de ellas colaboran con el Movimiento Internacional de la Cruz Roja y de la Media Luna Roja prestando servicios a las personas vulnerables sin esperar ningún beneficio financiero o material. Cuando ocurren emergencias, los voluntarios brindan primeros auxilios, rescatan a personas de edificios derrumbados, conducen ambulancias, desafían crecidas e inundaciones, entregan cartas a presos, realizan campañas de vacunación y consuelan a quienes necesitan ayuda. Los voluntarios fortalecen la capacidad de resistencia de las comunidades y amplían el alcance de la asistencia de los gobiernos. La índole de la labor de intervención en casos de emergencia supone que algunos voluntarios arriesguen sus vidas. En 2011, numerosos voluntarios de la Cruz Roja y la Media Luna Roja de todo el mundo resultaron heridos o perdieron la vida mientras prestaban servicios. En febrero, se registraron actos de violencia durante la distribución de artículos de socorro organizada tras las inundaciones en Pakistán, cuando hombres armados con fusiles AK-47 amenazaron

International Federation of Red Cross and Red Crescent Societies. (2011). *Protéger, Promouvoir, Reconnaître: Le volontariat en situations d'urgence.*

Près d'un milliard de personnes dans le monde choisissent d'être volontaires. Plus de 13 millions d'entre elles ont rejoint le Mouvement international de la Croix-Rouge et du Croissant-Rouge pour fournir des services aux personnes vulnérables, sans attendre aucun avantage financier ou matériel. Lorsqu'une situation d'urgence se présente, elles dispensent les premiers secours, viennent en aide aux personnes prisonnières des décombres de bâtiments effondrés, conduisent des ambulances, bravent les eaux de crue, remettent des lettres aux détenus, mènent des campagnes de vaccination et apportent réconfort aux personnes en détresse. Les volontaires renforcent la résilience des communautés et étendent la portée de l'intervention du gouvernement. La nature même des opérations d'urgence fait que les volontaires risquent leur vie. Au cours de la seule année 2011, des volontaires de la Croix-Rouge et du Croissant-Rouge du monde entier ont été blessés ou tués en service. En février, une distribution de secours organisée après les inondations au Pakistan a basculé dans la violence lorsque des hommes armés de fusils AK 47 ont menacé le personnel et les

flood water to rescue two children trapped in their home. He got them to safety but was then swept away. Two months later, a Sudanese Red Crescent volunteer administering first aid to casualties in South Kordofan was caught in a crossfire and died. These are just a few of the many reported incidents involving Red Cross and Red Crescent volunteers. We call on governments to work with us to recognise and protect volunteers, particularly in times of emergency or disaster, when many volunteers risk their own lives to save others.

 **English**

 **Global**

 **Research Report**

 **[LINK](#)**

a miembros del personal y voluntarios de la Media Luna Roja de Pakistán que distribuían paquetes de alimentos. En abril, Saleh al-Awami, un joven auxiliar sanitario, perdió la vida cuando se encontraba en el interior de una ambulancia de la Media Luna Roja Libia, claramente identificada con símbolos distintivos, que fue alcanzada por un misil. En julio, Han Sun Il, un granjero de 32 años y voluntario de la Cruz Roja de la República Popular Democrática de Corea se lanzó a las aguas arremolinadas de la inundación para rescatar a dos niños que quedaron atrapados en su casa y logró salvarlos, pero luego fue arrastrado por las aguas. Dos meses más tarde, un voluntario de la Media Luna Roja Sudanesa que prestaba primeros auxilios a los heridos en Kordofán meridional quedó atrapado en medio de fuego cruzado y resultó muerto. Esos son apenas algunos de los numerosos incidentes notificados relativos a los voluntarios de la Cruz Roja y de la Media Luna Roja. Exhortamos a los gobiernos a que sumen sus esfuerzos a los de nuestra organización con miras al reconocimiento y la protección de los voluntarios, en particular en situaciones de emergencia o de desastre en las que muchos de ellos arriesgan sus vidas para salvar las de otras personas.

 **Español**

 **Global**

 **Reporte de Estudio**

 **[ENLACE](#)**

volontaires du Croissant-Rouge du Pakistan, qui distribuèrent des colis de vivres. En avril, Saleh al-Awami, un jeune auxiliaire médical, a été tué par les éclats d'un missile tiré sur l'ambulance portant clairement l'emblème du Croissant-Rouge libyen dans laquelle il se trouvait. En juillet, Han Sun Il, un agriculteur et volontaire de la Croix-Rouge de la République populaire démocratique de Corée âgé de 32 ans a plongé dans les eaux tourbillonnantes de la crue pour sauver deux enfants coincés dans leur maison. Il a pu les mettre en lieu sûr avant d'être emporté par les eaux. Deux mois plus tard, un volontaire du Croissant-Rouge soudanais a été pris, au Kordofan Sud, dans des tirs croisés alors qu'il dispensait les premiers secours à des blessés. Il n'a pas survécu. Ce ne sont là que quelques exemples des nombreux incidents impliquant des volontaires de la Croix-Rouge et du Croissant-Rouge. Nous appelons les gouvernements à œuvrer à nos côtés pour améliorer la reconnaissance et la protection des volontaires, en particulier dans les situations de crise ou en cas de catastrophe, quand les volontaires sont nombreux à risquer leur vie pour sauver celle des autres.

 **Français**

 **Global**

 **Rapport de Recherche**

 **[LIEN](#)**

Thormar, S. B., Paul, B., Gersons, R., Juen, B., Marschang, A., Djakababa, M. N., & Olf, M. (2010). The Mental Health Impact of Volunteering in a Disaster Setting: A Review. *J Nerv Ment Dis*, 198(8), 529-538.

This article reviews the literature on the mental health of volunteers after working in disasters. When mobilised, they often are a community's major source for rescue and recovery. PsychINFO, PubMed, and Web of Science were searched for relevant articles published until October 2009. Of 448 articles screened, only 9 articles fulfilled our inclusion criteria. They examined the aftermath of earthquakes (4 articles), terrorist bombings (1), explosions (1), aviation disasters (1), tsunamis (1), and bus accident (1). Findings showed that, compared with professional workers, volunteers tend to have higher complaint levels. The following factors were found to contribute to mental health complaints of volunteers: Identification with

victims as a friend, the severity of exposure to gruesome events during disaster work, anxiety sensitivity, and lack of post-disaster social support. The review reveals the need for more research regarding predictors of stress in volunteers.



Adejimi, A. A., Odugbemi, B. A., Odukoya, O. O., Okunade, K. S., Taiwo, A. O., & Osibogun, A. (2021). Volunteering during the COVID-19 pandemic: Attitudes and perceptions of clinical medical and dental students in Lagos, Nigeria. *The Nigerian Postgraduate Medical Journal*, 28(1), 1–13.

Volunteering within the healthcare sector is crucial during pandemics. This study aimed to assess the attitudes and perceptions of clinical medical and dental students in Lagos, Nigeria, about volunteering during the coronavirus disease 2019 (COVID-19) pandemic. A descriptive cross-sectional study was conducted amongst medical and dental students undergoing clinical postings at the two public universities in Lagos, Nigeria, using total population sampling. Data were collected using a web-based questionnaire and analysed using Statistical Package for the Social Sciences. Chi-square test and logistic regression analysis were used to test for association at the level of significance of 5%. Results: The mean age of the respondents was 23.3 years \pm 2.6 standard deviation and 62.5% were females. The majority (82.9%) of the respondents agreed to volunteer if provided with adequate personal protective equipment (PPE) and if adequately trained to do so (79.3%). Although perceived as dangerous, the majority (91.2%) of the respondents considered volunteering during the COVID-19 pandemic as a form of educational experience. Compared to the final-year students, penultimate-year students were more likely to volunteer in the event of a health manpower shortage. The final-year students were more likely to volunteer if the government made the request. Female students were more likely than male students to volunteer even if they were not compensated but would require parental approval. In conclusion, medical and dental students perceived their involvement during the COVID-19 pandemic as a form of educational experience but would require adequate training and PPE. There is a need to train and provide adequate PPE for them to function as volunteers.



Faye, S. L. (2021). Confrontations des “grammaires” de la “participation” communautaire en contexte d’urgence sanitaire d’Ebola en Guinée-Conakry. *Africa Development*, 46(3), 155–180.

Cet article rend compte de la diversité des manières d’écrire, de faire, de parler de la participation communautaire dans la lutte contre Ebola en République de Guinée, souligne leurs paradoxes et éclaire la compréhension des réactions violentes observées lors de l’épidémie. Les données sont tirées d’une recherche anthropologique sur les expériences sociales de lutte contre l’épidémie d’Ebola (2015 à 2017) à Coyah, Forécariah et Conakry. Les résultats indiquent que les populations ont été mobilisées par les organisations internationales ou par l’entremise d’organisations communautaires pour réaliser des activités d’engagement communautaire. Cette grammaire officielle ne les a pas réellement engagées dans la lutte parce que ses ontologies de base ne favorisent pas les principes de l’agentisation et de la membralité. Elle a plutôt exacerbé les inégalités que contribué à développer leurs capacités d’initiative et pouvoir de résilience. D’un autre côté, diverses communautés ont pris des initiatives et se sont auto-organisées, de manière plus revendicative, critique, que collaborative. Cette grammaire pragmatique est l’affirmation d’un besoin de reconnaissance et les réactions dites de « réticence » rappellent les revendications de pouvoir des malades voulant être des acteurs et non de simples patients de leur maladie.

[This article reports on the diversity of ways of writing, acting, and talking about community participation in the fight against Ebola in the Republic of Guinea; it highlights their paradoxes, and sheds light on understanding the violent reactions observed during the epidemic. The data are drawn from anthropological research on social experiences in the fight against the Ebola epidemic (2015 to 2017) in Coyah, Forécariah and Conakry. The findings indicate that populations were mobilized by international organizations or through community-based organizations to carry out community engagement activities. This official grammar did not really engage them in the struggle because its basic ontologies do not promote the principles of "agentisation" (active agents) and "membrality" (solidarity). Rather, it has exacerbated inequalities rather than helped to develop their capacities for initiative and resilience. On the other hand, various communities have taken initiatives and self-organized, in a way that is more demanding and critical than collaborative. This pragmatic grammar is the affirmation of a need for recognition, and the so-called "reluctance" reactions are reminiscent of the power claims of patients who want to be actors and not just patients of their own disease.]



Herrick, C., & Brooks, A. (2020). Global health volunteering, the Ebola outbreak, and instrumental humanitarianisms in Sierra Leone. *Transactions of the Institute of British Geographers*, 45(2), 362–376.

Geographers have long been concerned with the spaces, scales, and conceptual significance of volunteering. They have, however, been slower to engage with the global surge in medical volunteering, whether in times of everyday or acute emergency. Volunteering is a crucial component of the architectures of global health and humanitarianism, but it remains marginal to the concerns of both health and development geographers. This paper seeks to address this lacuna by drawing on the case study of the 2013-2016 Ebola outbreak in Sierra Leone. When the outbreak was belatedly declared a Public Health Emergency of International Concern in 2014, volunteers flowed into Sierra Leone to aid in the response. In drawing on qualitative research with volunteers from a small, Freetown-based NGO, we aim to close two explicit theoretical gaps. First, we draw out the geographical significance of volunteering during an outbreak of such exceptionality that the modalities, methods and architectures of global health and humanitarianism closed in on one another. Second, we explore how the act and experience of volunteering during the Ebola outbreak helped those involved apprehend what global health might mean and be. In so doing, we also reflect on the instrumental use of humanitarianism within a global health field whose professional contours are often remarkably difficult to navigate. In empirical terms, this intervention is rendered even more significant given the discipline's wider neglect of the Ebola outbreak as a crucial moment where the failures of global health were exposed and the toolkits of humanitarian intervention were pushed to their limits.



Kahle, J. W. (2019). *A 12-month retrospective, descriptive study of Hout Bay Volunteer Emergency Medical Service, Cape Town, South Africa* [University of Cape Town].

There is a growing need for Emergency Medical Services (EMS) globally and in Africa, as health services develop. The establishment and continued operation of volunteer ambulance services might assist with this need. This study provides a comprehensive overview of the operational activities of a volunteer ambulance service and forms a first step for further studies of this and other volunteer ambulance services. Objectives This study describes and quantifies the operational activities of Hout Bay Volunteer Emergency Medical Service (Hout Bay EMS) a volunteer ambulance service in Cape Town, South Africa for a one-year period from 1 January to 31 December 2016. Methods This retrospective study describes call-outs, shifts and service demographics of Hout Bay EMS for 2016, using Provincial EMS dispatch data and shift records from Hout Bay EMS. Performance comparisons are drawn between Hout Bay EMS and Provincial EMS. Outcomes In the study period, there were 682 call-outs involving Hout Bay EMS, a total mission time of 951 hours worked over 119 shifts by 31 active members in 2016. Assault was the leading call-out type (18.40%); 58.24% of call-outs were Priority 2 (less urgent), and 39.30% of call-outs ended in no patient transport. Response times to Priority 1 call-outs were generally shorter for Hout Bay EMS than those of Provincial EMS within the Hout Bay area. Members largely preferred the night shift to the day shift by a factor of 4:1; the majority of shifts were worked by Basic Life Support (28.57%) and Intermediate Life Support (57.98%) qualified members

compared to the relatively few shifts (13.44%) worked by Advanced Life Support members. This study shows that a small volunteer ambulance service mostly active on weekends can successfully complement the efforts of the larger, full-time provincial ambulance service it is dispatched by. This model could be replicated elsewhere to meet the growing need for emergency medical services.

 **South Africa**

 **English**

 **Thesis/Dissertation**

 **LINK**



 **AMERICAS**

Jaime, D., Martínez, P., Contreras, D., Bonacic, C., & Marín, M. (2023). Volunteers' capabilities and their perceived satisfaction and performance in volunteering tasks during socio-natural disasters. *International Journal of Disaster Risk Reduction*, 85.

Volunteers can be a valuable human resource for disaster risk management. In the aftermath of natural hazard events affecting vulnerable communities, there are many situations where there is an urgent need to properly match volunteers to volunteering tasks in order to fully harness their capabilities. Our study explores the relationships between volunteers' capabilities and their perceived satisfaction and performance in conducting volunteering tasks. We carried out a cross-sectional study recruiting a convenience sample of 170 volunteers (spontaneous and affiliated volunteers) who previously participated performing volunteering tasks during socio-natural disasters in Chile. We collected information on sociodemographic, experience in volunteering activities, capabilities (i.e. competencies and relatively stable psychological attributes), and perceived satisfaction and performance in volunteering tasks. Predictive models based on stepwise logistic regressions were fitted, with areas under the receiver operating characteristic curve (AUC) being estimated to assess the discrimination capacity of the predictive models. A heterogeneous set of sociodemographic characteristics, experiences in volunteering activities, and capabilities were statistically significant predictors for each of the assessed volunteering tasks. Most of the predictive models had an adequate discriminatory capacity (AUC >0.70), with models predicting performance (AUC >0.80) exhibiting the best discriminatory capacity. Knowledge of volunteering tasks – a competency – was the most consistent predictor of perceived satisfaction and performance in volunteering tasks. Our findings are a step forward in matching volunteers to volunteering tasks during emergencies from socio-natural disasters. In addition, some of the observed characteristics (e.g. knowledge) could be trained to improve volunteers' satisfaction and performance.

 **Chile**

 **English**

 **Journal Article**

 **LINK**

Grant-Poitras, D., & Alalouf-Hall, D. (2021). COVID-19 et transformations de l'action bénévole au Québec. In *Cahier de recherche. PhiLab Réseau canadien de recherche partenariale sur la philanthropie*.

La présente étude explore l'impact de la COVID-19 sur le bénévolat au Québec. Elle le fait à travers une série d'entrevues auprès de représentant·e·s d'organismes qui encadrent des bénévoles ou qui font la promotion de l'action bénévole.

[This study explores the impact of COVID-19 on volunteerism in Quebec. It does so through a series of interviews with representatives of organisations that manage volunteers or promote volunteerism.]

 **Canada**

 **Français**

 **Article de Revue**

 **LIEN**

Carlile, J. A., Mauseth, K., Clark, N. E., Cruz, J. L., & Thoburn, J. W. (2014). Local Volunteerism and Resilience Following Large-Scale Disaster: Outcomes for Health Support Team Volunteers in Haiti. *International Journal of Disaster Risk Science*, 5, 206–213.

In-depth interviews with local Haitian volunteers trained in a psychological disaster recovery program called Health Support Team (HST) provide insight into the psychosocial outcomes resulting from their engagement with the program. Qualitative interviews were conducted with four male Haitian participants who had survived the January 2010 Haiti earthquake and had worked as HST volunteers for at least 6

months. Interviews were analyzed using narrative inquiry analysis, which allows individuals to discover and disclose a deeper meaning in their experience and enables the researchers to access more detailed data. Previous research supports the claim that volunteerism provides many important psychological benefits, and the results of the present study suggest that among survivors of large-scale disasters, volunteerism is beneficial as a means of increasing psychological resilience and facilitating personal recovery. The results and themes of our analysis included a reported increase in both hope and purpose for the respondents. Findings suggest that volunteerism on the part of members of the surviving community following a large-scale disaster increases resilience among the volunteers and further contributes to their recovery.



Brants, N. M. (2014). *A Call to Action: Examining the Experiences of American Red Cross Disaster Services Volunteers* [Illinois State University].

Disasters come in many forms from natural to technological, and can occur without warning. A disaster causes loss of property, loss of life, and disrupts daily life. In the aftermath of a disaster, many organisations step in to assist those affected. One such organisation is the American Red Cross, which trains disaster responders to assist in relief efforts. Disaster services volunteers with Red Cross are trained in a variety of functions, some of which deal more directly with victims of disasters than others. To understand the unique experiences of volunteers in disaster relief, a series of qualitative interviews were conducted with ten American Red Cross volunteer disaster responders. This study explores how they became interested in volunteering, what they have accomplished since the first time they volunteered for disaster work, what skills they believe they have gained from their work, their perceptions of the persons that they help, and their overall satisfaction with the volunteer experience.



Miao, Q., Schwarz, S., & Schwarz, G. (2021). Responding to COVID-19: Community volunteerism and coproduction in China. *World Development*, 137, 105–128.

The COVID-19 pandemic created a critical need for citizen volunteers working with the government to protect public health and augment overwhelmed public services. Our research examines the crucial role of community volunteers and their effective deployment during a crisis. We analyse individual and collaborative service activities based on usage data from 85,699 COVID-19 volunteers gathered through China's leading digital volunteering platform, as well as a survey conducted among a sample of 2,270 of these COVID-19 volunteers using the platform and interviews with 14 civil society leaders in charge of coordinating service activities. Several results emerged, including the value of collaboration among local citizens, civil society including community-based groups, and regional government to fill gaps in public services; the key role of experienced local volunteers, who rapidly shifted to COVID-19 from other causes as the pandemic peaked; and an example of state-led coproduction based on long-term relationships. Our analysis provides insight into the role of volunteerism and coproduction in China's response to the pandemic, laying the groundwork for future research. The findings can help support the response to COVID-19 and future crises by more effectively leveraging human capital and technology in community service delivery.



McLennan, B., Whittaker, J., & Handmer, J. (2016). The changing landscape of disaster volunteering: opportunities, responses and gaps in Australia. *Natural Hazards*, 84(3), 2031–2048.

There is a growing expectation that volunteers will have a greater role in disaster management in the future compared to the past. This is driven largely by a growing focus on building resilience to disasters. At the same time, the wider landscape of volunteering is fundamentally changing in the twenty-first century. This paper considers the implications of this changing landscape for the resilience agenda in disaster management, with a focus on Australia. It first reviews major forces and trends impacting disaster volunteering, highlighting four key developments: the growth of more diverse and episodic volunteering styles, the impact of new communications technology, greater private sector involvement and growing government expectations of and intervention in the voluntary sector. It then examines opportunities in this changing landscape for the Australian emergency management sector across five key strategic areas and provides examples of Australian responses to these opportunities to date. The five areas of focus are: developing more flexible volunteering strategies, harnessing spontaneous volunteering, building capacity to engage digital (and digitally enabled) volunteers, tapping into the growth of employee and skills-based volunteering and co-producing community-based disaster risk reduction. Although there have been considerable steps taken in Australia in some of these areas, overall there is still a long way to go before the sector can take full advantage of emerging opportunities. The paper thus concludes by identifying important research and practice gaps in this area.



Australia



English



Journal Article



[LINK](#)

Haq, T. Q. (2015). *Youth volunteers as change agents in disaster response* [BRAC University].

When disaster strikes the local youth are the first ones to respond. Volunteerism has been present since the beginning of human history. The youth constitute one-third of the total population in Bangladesh. For this important portion of the population, the determination of the national outlook is undeniable. This study looks into the work of BDRCS youth volunteers as a case of youth volunteers in disaster management. The purpose is to find the major factors that enable them to perform best as well as the barriers that hinder their work. The study used primary data through group interviews with BDRCS volunteers in Dhaka city and Manikganj district and key informant interviews and one case story. Findings from the study show most youths joined the volunteer programme on their own. They prefer 'search and rescue' work and are proud to be BDRCS volunteers. They are concerned about personal safety, quality and appropriate training, coordination, wrong attitude, gender inequality and media coverage. People engaging in similar acts may have different underlying motivations for doing so. Findings from the study show that, mostly, the BDRCS volunteers are motivated based on their values which are the welfare of others or unselfishness. Other underlying motives include an opportunity to learn, career prospects, social pressure, reducing feelings of guilt and enhancing one's self-esteem. Activities for taking forward their work include ensuring quality and appropriate training and appropriate gears and tools for search and rescue work, awareness raising, recognition and visibility of their work. Psychosocial counselling is important after rescue operations, as it is important to heal psychological wounds after an emergency or a critical event. The study suggests involving volunteers in all stages of the disaster management planning process. It is a matter of combined responsibility that volunteers are recognised for their contributions and that their needs are ensured for them to successfully accomplish their efforts.



Bangladesh



English



Thesis/Dissertation



[LINK](#)

Cottrell, A. (2010). *A survey of spontaneous volunteers. Australian Red Cross*

Australian Red Cross has undertaken a project to develop a framework for the use of spontaneous volunteers in emergencies, under the auspices of the Australian Government Disaster Recovery Committee and funded by the Department of Families, Housing, Community Services and Indigenous Affairs. The project aims to enable consistent good practice in jurisdictions and agencies that choose to use spontaneous volunteers as part of their emergency management activities. For those jurisdictions and agencies that do not wish to use spontaneous volunteers, the framework offers tools to manage and redirect the anticipated influx of spontaneous volunteers. For these organisations, the aim is to prevent a drain on resources that must be dedicated to their core business. 'Spontaneous volunteers' are those who seek to contribute on impulse—people who offer assistance following a disaster and who are not previously affiliated with recognised volunteer agencies and may or may not have relevant training, skills or experience (Drabek and McEntire 2003). Australian Red Cross engaged Dr Alison Cottrell from the Centre for Disaster Studies at James Cook University to undertake primary research into the motivations and expectations of spontaneous volunteers following the Queensland storms in November 2008 and the Victorian bushfires in

February 2009 to inform the development of a draft implementation plan and associated communication strategy. This report provides a summary of Dr Cottrell's findings. The research employed qualitative and quantitative approaches to obtain data. Qualitative interviews were undertaken with 16 people who had offered their help to Red Cross following the Victorian bushfires. In addition, invitations were sent to spontaneous volunteers to participate in an online survey by the Victorian Bushfire Reconstruction and Recovery Authority, Volunteering Queensland, Blaze Aid and Red Cross.



Mak, H. W., & Fancourt, D. (2022). Predictors of engaging in voluntary work during the COVID-19 pandemic: analyses of data from 31,890 adults in the UK. *Perspectives in Public Health*, 142(5), 287–296.

As the COVID-19 pandemic has grown internationally, there has been an increased need for volunteers. This study aimed to identify the predictors of volunteering including demographic backgrounds, socio-economic characteristics, personality, and psychosocial factors. Data were analysed from 31,890 adults in the UK COVID-19 Social Study run by the University College London – a longitudinal study focusing on the psychological and social experiences of adults living in the UK during the COVID-19 pandemic. Tetrachoric factor analysis was applied to identify latent categories of voluntary work. Multivariate logistic regression was used to identify predictors for volunteering and changes in volunteering behaviours since before the COVID-19 pandemic. In terms of results, three types of volunteering during the pandemic were identified as follows: formal volunteering, social action volunteering, and neighbourhood volunteering. Regression analysis showed that the pattern of voluntary work was structured by demographic backgrounds, socio-economic factors, personality, and psychosocial factors. In conclusion, the predictors of volunteering during the pandemic may be slightly different from other non-emergency periods.



Parizot, I., Schweyer, F.-X., & Hadj, L. (2022). *Solidarités associatives en temps de confinement Covid-19. Conseil National des Politiques de Lutte contre la Pauvreté et l'Exclusion sociale (CNLE)*.

En restituant de manière très détaillée le déploiement local de l'action « Croix-Rouge Chez Vous », les sociologues Isabelle Parizot, François-Xavier Schweyer et Laure Hadj illustrent la dynamique d'aller-vers, très prégnante dans les évolutions récentes du travail et de l'intervention sociale, dynamique que la crise sanitaire a illustré et renforcé. Les dimensions structurantes de l'application locale de cette action sont au cœur de l'attention des chercheurs.

[By giving a very detailed account of the local deployment of the "Red Cross At Home" action, the sociologists Isabelle Parizot, François-Xavier Schweyer and Laure Hadj illustrate the dynamic of going out to the people, which is highly significant in recent developments in social work and intervention, a dynamic that the health crisis has illustrated and reinforced. The structuring dimensions of the local application of this action are at the heart of the researchers' attention.]



Spanish Red Cross. (2021). *Red Cross Responds: Lessons on the expression of solidarity in a pandemic.*

In March 2020, with the health crisis originating from Covid-19, the Spanish Red Cross started up the Red Cross RESPONDS Plan, the greatest mobilisation of our resources, capacities and people in more than 150 years, to respond to the needs derived from the pandemic. In addition to maintaining our usual intervention with the vulnerable people with whom we work, the Red Cross RESPONDS Plan against COVID-19 has taken care of more than 3,500,000 people in one year. In this unprecedented situation, Spanish society also responded in an exemplary manner, mobilising more than 57,000 people to volunteer, wanting to contribute their time and solidarity. Fifty percent of the people who requested to become volunteers in the Spanish Red Cross had not had any previous contact with the Organisation. Therefore, the Red Cross RESPONDS Plan is a challenge for us, combining the efforts, not only of our emergency teams that respond in these types of situations but also the entire Organisation, which is giving a comprehensive response to the people. Included in this study were the volunteers that were already part of the Spanish Red Cross, those people who approached the Organisation to become volunteers for the first time, the employees in charge of the coordination and management of the volunteers in the whole of Spain, other Red Cross and Red Crescent National Societies, and other organisations of the Third Sector in Spain, who were experiencing a similar situation. By analysing the phenomenon from different perspectives, we could identify the true factors that triggered this massive influx and study how we managed it, and, more importantly, it would give us keys to improve our response in facing the future, learning from our mistakes and identifying those actions that facilitated effective management. Our intention, therefore, was to study what had occurred and use the experience to be able to deal with future massive entries of people prepared to become volunteers and to help in these types of situations.

Spanish Red Cross. (2021). *Cruz Roja Responde: Aprendizaje sobre la expresión de la solidaridad en una pandemia.*

En marzo de 2020, con la crisis sociosanitaria derivada de la Covid-19, desde Cruz Roja Española pusimos en marcha el Plan Cruz Roja RESPONDE, la mayor movilización de recursos, capacidades y personas de nuestros más de 150 años de historia para dar respuesta a las necesidades derivadas de la pandemia. Además de mantener nuestra intervención habitual con las personas vulnerables con las que trabajamos, el Plan Cruz Roja RESPONDE frente a la COVID-19 ha atendido a más de 3.500.000 personas en un año. En esta situación sin precedentes, la sociedad española responde también de forma ejemplar, llegando a movilizarse más de 57.000 personas para realizar voluntariado, queriendo contribuir con su tiempo y solidaridad. El 50% de las personas que solicitan incorporarse como voluntarias en Cruz Roja Española no habían tenido ningún contacto anteriormente con la Organización. Por tanto, el Plan Cruz Roja RESPONDE está siendo un reto para nosotros y nosotras, aunando el esfuerzo no solo de nuestros equipos de emergencias, que son los que dan respuesta en este tipo de situaciones, sino de toda la Organización, que está dando una respuesta integral a las personas. Para ello, decidimos que había que analizar cómo lo habían vivido los distintos interlocutores y obtener así su perspectiva del fenómeno, incluyendo en este estudio al voluntariado que ya formaba parte de Cruz Roja Española, a las personas que se acercaron a la Organización por primera vez para hacer voluntariado, al personal laboral encargado de la coordinación y de la gestión del voluntariado en todo el territorio, a otras Sociedades Nacionales de la Cruz Roja y de la Media Luna Roja y a otras organizaciones del Tercer Sector en España que estaban viviendo una situación parecida. Analizando el fenómeno desde diferentes perspectivas podríamos identificar los verdaderos factores que desencadenaron esta entrada masiva, estudiar de qué manera la gestionamos y, lo que es aún más importante, nos daría claves para mejorar nuestra respuesta de cara a futuro, aprendiendo de nuestros errores e identificando aquellas acciones que facilitaron una gestión realmente eficaz. Nuestra intención, por tanto, era estudiar lo acontecido para poder afrontar desde la experiencia futuras entradas masivas de personas dispuestas a hacer voluntariado y ayudar en este tipo de situaciones.



English



[LINK](#)



Research
Report



Spain



Español



[ENLACE](#)

Shukan, I. (2018). Émotions, Liens Affectifs Et Pratiques De Soins En Contexte De Conflit Armé : Les Ressorts De L'engagement Des Femmes Bénévoles Dans L'assistance Aux Blessés Militaires Du Donbass. *In Revue d'Etudes Comparatives Est-Ouest* (Vol. 2, Issue 2).

Se situant à la croisée de la sociologie de l'engagement et de la sociologie des relations de soins et prenant appui sur un travail d'observation ethnographique à l'hôpital militaire de Kharkiv, au plus près des bénévoles de l'association Sœur de la miséricorde ATO/Kharkiv, l'article appréhende les ressorts de l'implication des femmes ukrainiennes, à l'arrière du conflit armé dans le Donbass, dans l'assistance aux soldats malades ou blessés. Il montre comment ce bénévolat émerge d'une rencontre singulière entre les expériences quotidiennes, émotionnelles, affectives, sentimentales, de ces femmes à l'arrière-front et leurs caractéristiques socio-biographiques. Une attention particulière aux pratiques du savoir-soigner profane auxquels cet engagement-là donne lieu met en exergue des attachements qui se nouent dans le soin entre ces pourvoyeuses d'aide, mais surtout entre celles-ci et les militaires aidés. L'intensité affective de ce faire ensemble, ainsi qu'un recoupement qu'il opère entre cercles de sociabilités, vie amoureuse et familiale, travail bénévole quotidien, rendent difficile pour ces femmes toute perspective de démobilisation tant que le conflit armé perdure, ceci malgré une marginalisation professionnelle et financière à laquelle leur engagement les expose.

[The article is situated at the crossroads of the sociology of commitment and the sociology of care relationships and is based on ethnographic observation in the Kharkiv military hospital, close to the volunteers of the Sister of Mercy association ATO/Kharkiv. It examines the reasons for the involvement of Ukrainian women in the rear of the armed conflict in the Donbass in assisting sick or wounded soldiers. It shows how this voluntary work emerges from a singular encounter between the daily, emotional, affective and sentimental experiences of these women in the rear and their socio-biographical characteristics. Particular attention is paid to the practices of lay nursing to which this commitment gives rise, highlighting the attachments that are formed in the course of care between these providers of aid, but above all between them and the servicemen they helped. The emotional intensity of this "doing together", as well as the overlap it creates between social circles, love and family life, and daily voluntary work, make it difficult for these women to demobilise as long as the armed conflict continues, despite the professional and financial marginalisation to which their commitment exposes them.]



Ukraine



Français



Article de Revue



LIEN

Detjen, H., Volkert, S., & Geisler, S. (2016). Categorisation of Volunteers and their Motivation in Catastrophic Events. In B. Weyers & A. Dittmar (Eds.), *Mensch und Computer 2016 – Workshopband. Gesellschaft für Informatik e.V.*

In catastrophic events, the potential of help has grown through new technologies. Voluntary help has many forms. Within this paper different categories of voluntary help are suggested. Those categories are based on properties like organisational structures, helping processes, kind of prosocial behaviour and many more. A focus is clearly on the organisational structure and motivational aspects of helper groups. Examples are given for each category. The categorisation aims to give a brief overview of possible properties a group of system users could have.



Germany



English



Journal Article



LINK

Doğan, A. (2012). A study on the volunteers of emergency and Disaster Interpreting Initiative (ARC) in Turkey. *Journal of Faculty of Letters*, 29(2).

The earthquakes of 1999 in the Marmara region in Turkey led the academicians of translation and interpretation to launch interpreter training programmes in collaboration with the Turkish Civil Defence and Turkish Translation Association within the frame of a protocol, which enabled around 300 people to receive the basic training of 100 hours and a hundred more to be merely enrolled due to the time constraint for training. This study aimed to present the results of the survey conducted on these ARC members and to evaluate the outcomes of the Emergency and Disaster Interpreting Initiative (ARC) after a ten-year endeavour. The method used was a descriptive one and the results were given in frequencies and percentages. Out of the 400 registered members, the number of respondents who were found to be accessible was only 62 in total. The findings demonstrated the following results: 1. The respondents were mostly from Istanbul; Ankara ranked second and Izmir third. 2. The number of respondents to the survey was mostly among the ones who were enrolled on the Initiative between 2000- 2007. 3. The respondents of the survey were mostly between the 26-30 age interval and unmarried. 4. Most of the respondents were either employed or both student and employed 5. University graduates ranked first in educational status. 6. Most respondents learnt about ARC through their teachers. 7. The respondents were mostly from the

group who received an a-hundred-hour basic training. 8. The total number of members who joined the drills was less than the ones who never joined any of the activities. 9. Turkish, English, Russian, Spanish, German, Italian, and French were the languages, and the members could provide interpreting services in total. 10. The respondents tried to improve their knowledge and skills by joining some other activities after the training. 11. The Initiative act as a driving force for the respondents to assume the responsibility to inform their environments about the measures to be taken against disasters and about the activities of ARC. 12. The respondents also made efforts to increase the membership number of ARC. 13. The respondents were not so good at checking the e-mails sent by the tasking unit but they were better at getting into contact through SMS or telephone-call chains. At the end of the study, the suggestions of both the researcher and the respondents were listed.



Turkey



English



Journal Article



[LINK](#)



MENA

Alhajjaj, H. A., & Al Nabulsi, H. H. (2022). Volunteer Working during COVID-19 in Jordanian Community: Advantages and Challenges. *Social Sciences*, 11(8).

This study deals with the crisis of volunteering during the lockdown period of the COVID-19 pandemic in Jordan. This study aims to identify the skills that volunteers acquire during voluntary work. Moreover, it aims to identify whether there are significant differences in terms of volunteer difficulties and advantages regarding gender, age, and education level. Researchers employed a quantitative method, using a questionnaire to achieve the goals of this study. The sample was 121 voluntary people (females and males) during the pandemic in a Jordanian community. The results of this study have shown that volunteering during the COVID-19 pandemic has had a positive impact on volunteers during this period in terms of acquiring a variety of skills. Furthermore, there were numerous difficulties faced by volunteers, and there were no statistically significant differences in the level of skills acquired by volunteers as a result of their participation in volunteering.



Jordan



English



Journal Article



[LINK](#)

Irandoost, S. F., Sedighi, S., Hoseini, A. S., Ahmadi, A., Safari, H., Ebadi Fard Azar, F., & Yoosefi lebni, J. (2022). Activities and challenges of volunteers in confrontation with COVID-19: A qualitative study in Iran. *International Journal of Disaster Risk Reduction*, 82.

The control and prevention of COVID-19 require the active and voluntary participation of the people. Because volunteers experience different activities and challenges, the present study aimed to identify the activities and challenges of volunteers in the face of COVID-19. The present study was conducted with a qualitative approach and conventional content analysis method among 35 volunteers in the field of COVID-19 using snowball sampling and semi-structured interviews. Data management was performed using MAXQDA-2018 software and its scrutiny was done by the Graneheim and Lundman analysis method. After analysing the data, 2 main categories and 15 subcategories were obtained, including 1- Activities (instruction and training; production and distribution of hygiene items; economic aid; psychological and social support for COVID-19 affected people; cooperation with government organisations to implement quarantine; environmental disinfection; cooperation with and support of the medical staff; encouraging and persuading people to participate in voluntary work; attending and cooperating in high-risk centres) and 2- Challenges (fear and worry of getting infected; rejection; being different from other voluntary activities; experience of failure and helplessness; the difficulty of the recruitment and cooperation process; lack of adequate instruction on how to help). Volunteers have played wide and diverse roles in confrontation with COVID-19 and have been able to provide various types of support to government, health and social organisations and the general public in various ways, but due to the special circumstances of the COVID-19 epidemic, they have experienced many challenges at the same time.



Iran



English



Journal Article



[LINK](#)

V. VOLUNTEERING ECONOMIES, LIVELIHOODS AND INEQUALITIES



Language:

English: 20
Spanish: 2
French: 4

Regional focus:

Global: 5
Africa: 6
Americas: 4
Asia Pacific: 3
Europe & Central Asia: 6
MENA: 2

Type of source

Journal Articles: 22
Books: 1
Book Chapters: 2
Theses & dissertations: 1

Access:

Open access or preprint
version available: 22
Restricted access: 4

**25 original sources. 1 source is a translated version
with an equivalent in English*

V. VOLUNTEERING ECONOMIES, LIVELIHOODS AND INEQUALITIES

This section focuses on an emerging area of research exploring how volunteering experiences can be uneven and have financial implications and impacts on citizenship and livelihoods, particularly amongst marginalised groups. Evidence from different contexts shows how the emergence of volunteering economies affects the livelihoods of volunteers and their communities, especially when remuneration/stipends or other forms of compensation are attached to volunteering. Research also shows how volunteering can reinforce existing inequalities and contribute to the marginalisation of certain groups when there is unequal access to opportunities or discrimination affecting volunteers' experiences, notably in the context of displacement. Whilst evidence shows that volunteering often provides opportunities for skills development, networking, and 'building the CV' in ways that can increase employability, particularly amongst youth, such experiences can also be uneven due to the power dynamics in volunteer spaces, the types of skills required for volunteering, and the organisational context in which volunteering takes place. These hierarchies are evidenced not only through research exploring North-South international volunteering experiences, but also South-South development cooperation as well as community-based volunteering accounts across regions. The professionalisation of volunteer roles and the diverse forms of stipend-paid volunteering that have been increasingly identified by researchers call for attention on the perceptions of volunteering in relation to low-paid work, and the importance of inclusive volunteer management strategies that take these changing landscapes of volunteering into account.



Baillie Smith, M., Fadel, B., O'Loughlen, A., & Hazeldine, S. (2022). Volunteering hierarchies in the global South: remuneration and livelihoods. *Voluntas: International Journal of Voluntary and Nonprofit Organizations*, 33(1), 93–106.

This paper explores volunteering and inequality in the global South through an analysis of volunteering remuneration. We argue that the growing remuneration of volunteers reflects an increasing financialisation of volunteering by aid and development donors to match labour to project and sectoral objectives. We examine how these remuneration strategies shape volunteering economies and (re)produce hierarchies and inequalities in contexts in the global South where volunteers are often from marginalised communities. We analyse data collected in Africa and the Middle East as part of the International Federation of Red Cross and Red Crescent Societies (IFRC) Global Review on Volunteering to explore these interweaving volunteering hierarchies and how they articulate with existing social stratifications. In these contexts, we argue that a livelihoods and capabilities approach across macro-, national and local levels provides an alternative and more nuanced way of accounting for volunteer remuneration within the range of assets that communities have to build their lives and future. When oriented towards catalysing these community assets, and away from rewarding particular kinds of individual labour, remuneration has the potential to enable rather than undermine sustained volunteering activity by and within marginalised communities.



Del Fa, S., Lamoureux, S., & Vásquez, C. (2021). (Re)donner au bénévolat sa juste valeur: les pratiques de travail bénévoles à l'ère du capitalisme néolibéral. *Nouvelles pratiques sociales*, 32(1), 310-334.

Cet article propose une réflexion néomarxiste sur les pratiques de travail bénévoles (PTB) afin de sortir d'une conception pure et idéalisée du bénévolat comme don de soi pour l'inscrire comme un ensemble de pratiques de travail productrices de valeurs insérées dans le capitalisme néolibéral. À partir de trois exemples de bénévolat contemporain, l'article démontre l'ancrage des PTB dans une guerre des valeurs dans lesquelles ces dernières sont cooptées par le capitalisme néolibéral, par le fait même de leur idéalisation et de leur naturalisation comme don libre de soi. Cet article s'intègre dans une réflexion plus générale sur la valeur du travail dans le capitalisme d'aujourd'hui ; il propose un geste analytique et politique.

[This article proposes a neo-Marxist reflection on volunteer work practices (VWP) in order to move away from a pure and idealised conception of volunteering as a gift of self to inscribe it as a set of value-producing work practices inserted in neoliberal capitalism. Using three examples of contemporary volunteering, the article demonstrates the anchoring of the VWP in a war of values in which the latter are co-opted by neoliberal capitalism, by the very fact of their idealisation and naturalisation as free self-giving. This article is part of a more general reflection on the value of work in today's capitalism; it proposes an analytical and political gesture.]



Global



Français



Article de Revue



LIEN

Baillie Smith, M., Laurie, N., & Griffiths, M. (2018). South-South volunteering and development. *The Geographical Journal*, 184(2), 158–168.

While research to date on volunteering and development has largely focused attention on the global South as a place that “hosts” volunteers and the global North as a place that “sends”, in this article we focus on movements of volunteers between countries in the South. Our objective is thus to consider “South-South” flows of volunteers in order to provide a counter to dominant North-South imaginaries of international volunteering. However, we do not declare or celebrate South-South volunteering as “new”, rather our approach critically engages with the framing of this geography of international volunteering as offering benefits similar to those of wider South-South development cooperation. Drawing on interviews with volunteers and stakeholders in South-South volunteering, we draw out and explore three prominent themes: (1) how volunteers echo some of the wider discursive formulations of South-South development cooperation premised on commonalities within the global South; (2) how these commonalities meet limits at which a heterogeneity of the South is articulated through hierarchical orderings of relations between Southern constituents; and (3) the ways that racialised development imaginaries bring challenges to South-South volunteers. We thus argue that South-South volunteering works, re-works and contests established imaginaries of development, and their construction and ordering of sameness and difference. We argue further that caution is needed around claims of “newness” of, or unqualified advocacy for, South-South volunteering, which instead needs to be subject to critical attention in the areas we highlight.



Global



English



Journal Article



LINK

Lough, B. J., Devereux, P., Perold, H., & Uhreczky, A. (2017). Stipended transnational volunteering. In David Horton Smith, R. A. Stebbins, & J. Grotz (Eds.), *The Palgrave Handbook of Volunteering, Civic Participation, and Nonprofit Associations* (1st ed., pp. 242–258). Palgrave Macmillan.

This chapter explores the ever-evolving forms of stipended transnational volunteering (STV). When transnational volunteering is stipended or mandatory, it can be considered a hybrid between employment, volunteering, and/or compulsory service. This chapter provides a brief historical background, as well as contemporary trends of STV. The section on usable knowledge focuses on the provision of stipends and other financial support to transnational volunteers, as well as how their rationale has become increasingly affected by the outcomes and priorities of donors or development projects. The section on future trends also discusses the slowly growing movement toward more South-North and South-South transnational volunteer placements. This chapter also explores research needed to better understand the differences between stipended volunteering for development cooperation and volunteering for intercultural understanding and global citizenship.



Global



English



Book Chapter



LINK

Fernández, J. G. F. (2009). Voluntariado Social en el Siglo XXI: ¿Movimiento Social o Instrumento Neoliberal? *Psychosocial Intervention*, 18(2), 177–190.

El presente artículo abordará, desde una perspectiva expositiva dialéctica como instrumento pedagógico de comunicación, alguno de los principales debates críticos a establecer con respecto al concepto de voluntariado y su uso desde una doble visión, la neoliberal o como movimiento social transformador. Abordar en las organizaciones sociales debates como el que ahora se presenta resulta necesario para poder clarificar el papel que jugamos las organizaciones y voluntarios en la sociedad que vivimos. Se apuesta por esta concepción crítica del voluntariado para delimitar una opción por el voluntariado como movimiento social transformador.

[This article will address, from a dialectical expository perspective as a pedagogical instrument of communication, some of the main critical debates to be established with respect to the concept of volunteering and its use from a double vision, neoliberal or as a transformative social movement. Addressing debates in social organisations such as the one presented here is necessary in order to clarify the role played by organisations and volunteers in the society in which we live. This critical conception of volunteering is used to define the option of volunteering as a transformative social movement.]



Baillie Smith, M., Mills, S., Okech, M., & Fadel, B. (2022). Uneven geographies of youth volunteering in Uganda: multi-scalar discourses and practices. *Geoforum*, 134, 30–39.

This paper develops a multi-scalar geography of youth volunteering in Uganda. A growing body of research has explored the geographies of volunteering in the global North and international volunteering and development. However, despite the mainstreaming of volunteers as development actors, less attention has been paid to the unique local and national geographies of volunteering in global South settings. This paper explores how and why different ideas and practices of volunteering take shape and prominence in Uganda and how this impacts patterns of youth inclusion, inequality and opportunity. Analysing data on volunteering by young refugees in Uganda, we develop a multi-scalar geography to situate volunteering at the interface of 'global' volunteering policy and knowledges, aid and development architectures, youth unemployment, community institutions and local socio-economic inequalities. Through this, we reveal how programmed and audited forms of youth volunteering oriented to youth skills and employability are privileged. We show how this articulates with local inequalities to create uneven access to volunteering opportunities and practices. Through our approach, we show how a multi-scalar geography of volunteering enables us to build richer, more nuanced conceptualisations of volunteering in the global South that address the different ways global discourses, local histories, community organisations and social inequalities come together across space and time to produce uneven geographies of volunteering in particular places.



Ihaddadene, F. (2018). Involvement or employability policies: Competition within the volunteer programmes in Madagascar. *Critique Internationale*, 81(4), 63–82.

The French administration widely encourages its citizens to become involved in international exchange and solidarity volunteer programmes. Non-profit associations and organisations present these programmes as a form of free and disinterested involvement. Yet they generate relatively large financial flows at both the European and regional levels. This investment is justified by what appear to be reciprocally advantageous issues of international cooperation: the region that "sends" a volunteer abroad is helping to spread its own influence; the region that "receives" the volunteer profits from that person's expertise and know-how. For, while they are presented as "humanitarian" undertakings, these volunteer programmes nevertheless offer skilled young

Ihaddadene, F. (2018). Politiques d'engagement ou d'employabilité ? Concurrences au sein des programmes de volontariat à Madagascar. *Critique Internationale*, 81(4), 63–82.

Contraints de subir une situation de chômage persistant, les jeunes Réunionnais·e·s sont largement incité·e·s à s'impliquer dans des dispositifs de solidarité internationale. L'île voisine de Madagascar, qui connaît une importante crise politique depuis 2009, est ainsi l'une des destinations privilégiées des Réunionnais·e·s qui s'engagent en Volontariat de solidarité internationale ou en Service civique à l'étranger. Une enquête de terrain réalisée à Antananarivo (Madagascar), à La Réunion et en métropole permet d'interroger ces statuts hybrides (ni salariés ni bénévoles) à l'aune des politiques publiques qui les promeuvent. Tantôt incitation à l'insertion professionnelle, tantôt activation des inactifs·ves, ces volontariats internationaux

people a way of accessing professional careers in the international arena and the well-paying international, associative, public and private organisations found there. Though few studies have looked into the presence of volunteers in Madagascar, they are of course hardly new to the island. In 2016, for example, Japan Overseas Cooperation Volunteers (JOCV) celebrated its fiftieth year on the island. In 2014 alone, it is estimated that nearly a thousand “volunteers” of all nationalities travelled there. A map prepared by France Volontaires shows that Madagascar received more volunteers than any other country, with 1677 volunteer months in the 2015 calendar year. From 2002 to 2016, the association’s Reunion Island branch dispatched a total of 181 International Solidarity Volunteers (VSI) and seven Civic Service Volunteers (SC). Their main destination remains Madagascar, with 72 volunteers over this period. This study analyses this particular programme for sending International Solidarity and Civic Service Volunteers from Reunion Island.

s’inscrivent dans la relation triangulaire qui lie la métropole, ses départements d’outre-mer et ses anciennes colonies. Il convient donc de les saisir autant par les effets qu’ils ont sur les parcours des jeunes concerné·e·s, que par les transformations managériales qu’ils impliquent pour les associations locales si l’on veut comprendre les reconfigurations ou reproductions qu’ils favorisent dans un contexte postcolonial.

 English

 [LINK](#)

 Journal Article

 Madagascar

 Français

 [LIEN](#)

Prince, R., & Brown, H. (Eds.). (2016). *Volunteer Economies: The Politics and Ethics of Voluntary Labour in Africa* (1st ed.). James Currey.

Across Africa today, as development activities animate novel forms of governance, new social actors are emerging, among them the volunteer. Yet, where work and resources are limited, volunteer practices have repercussions that raise contentious ethical issues. What has been the real impact of volunteers economically, politically and in society? The interdisciplinary experts in this collection examine the practices of volunteers - both international and local - and ideologies of volunteerism. They show the significance of volunteerism to processes of social and economic transformation, and political projects of national development and citizenship, as well as to individual aspirations in African societies. These case studies - from South Africa, Lesotho, Kenya, Tanzania, Zambia, Sierra Leone and Malawi - examine everyday experiences of volunteerism and trajectories of voluntary work, trace its broader historical, political and economic implications, and situate African experiences of voluntary labour within global exchanges and networks of resources, ideas and political technologies. Offering insights into changing configurations of work, citizenship, development and social mobility, the authors offer new perspectives on the relations between labour, identity and social value in Africa.

 Africa Region

 English

 Book

 [LINK](#)

Brown, H., & Green, M. (2015). *At the Service of Community Development: The Professionalisation of Volunteer Work in Kenya and Tanzania*. *African Studies Review*, 58(2), 63–84.

This article explores the changing nature of the “volunteer” as an official role within health and development interventions in East Africa. Contemporary development interventions require the engagement of volunteers to act as links between the project and the community. This role is increasingly professionalised within development architectures with implications for the kinds of people who can engage in volunteering opportunities. Volunteers in development interventions are likely to be drawn from public sector staff and from educated youth seeking access to positions of paid employment. Volunteering as a formal status within the organisation of development programmes is recognised as a kind of professional work by those seeking to engage with development organisations. Volunteers perform important work in linking development programmes with beneficiaries. At the same time, volunteering provides opportunities for personal transformation.

 Kenya and Tanzania

 English

 Journal Article

 [LINK](#)

Hunter, K., & Ross, E. (2013). Stipend-paid volunteers in South Africa: A euphemism for low-paid work? *Development Southern Africa*, 30(6), 743–759.

Given the high unemployment rates in South Africa, the government has introduced policies to assist individuals to enter the job market, including stipend-paid volunteering. This research sought the views of stipend-paid volunteers and managers from four Johannesburg-based non-governmental organisations. The aims were to investigate whether stipend-paid volunteering was more like low-paid work than volunteering, the motivations for stipend-paid volunteering, the relationship between livelihood strategies and stipend volunteering, and the challenges and opportunities facing stipend-paid volunteers. It emerged that stipend-paid volunteers were initially motivated by extrinsic factors, such as the stipend, but later their volunteerism was sustained by intrinsic motivations, such as their community service orientation. While stipend-paid volunteering provided opportunities for training and experience, the work also presented challenges in terms of emotional stress, low remuneration and minimal support. Findings suggest that stipend-paid volunteerism would seem to be a euphemism for low-paid work.



Tschirhart, M., Mesch, D. J., Perry, J. L., Miller, T. K., & Lee, G. (2016). Stipended Volunteers: Their Goals, Experiences, Satisfaction, and Likelihood of Future Service. *Nonprofit and Voluntary Sector Quarterly*, 30(3), 422–443.

Goal setting theory predicts that the initial needs, interests, and aspirations that volunteers bring to organisations are guiding forces in their work behaviours. Other theorists argue that environmental constraints and conditioned responses to positive or negative reinforcement of earlier behaviours are better predictors of subsequent behaviours than initial goals. In this study, the relationship of initial goals to subsequent service outcomes, satisfaction, and intention to volunteer was empirically investigated. Among a sample of 362 AmeriCorps members, the goals that stipended volunteers brought to their service were found to influence outcomes related to those goals 1 year later. Self-esteem was an important moderator of the relationship between goals and outcomes. The overall match of goal importance to goal achievement predicted both satisfaction and likelihood of future volunteering. The results have implications for research on volunteers and volunteer management.



McLennan, S. (2014). Medical voluntourism in Honduras: "Helping" the poor? *Progress in Development Studies*, 14(2), 163–179.

Medical voluntourism, where health professionals travel to another country to provide medical services is a growing, but under-researched phenomenon. This article, based on qualitative research with medical voluntourists in Honduras, uses Scheyven's (2001) continuum of voluntourism to explore the complexities of medical voluntourism. The research found that while ostensibly 'helpful', volunteer tourism in Honduras is often harmful, entrenching paternalism and inequitable relationships; and that many voluntourists are ignorant of the underlying power and privilege issues inherent in voluntourism. While there are examples of volunteer tourism as both educational and as a form of social action, the article argues that these are not natural consequences of voluntourism but must be nurtured. As such this article highlights some implications for practice, noting that addressing the paternalism inherent in much medical voluntourism requires an honest appraisal of the benefits and harm of voluntourism by sending and host organisations, education and consciousness-raising amongst volunteers, and long-term relationship building.



McBride, A. M., Gonzales, E., Morrow-Howell, N., & McCrary, S. (2011). Stipends in Volunteer Civic Service: Inclusion, Retention, and Volunteer Benefits. *Public Administration Review*, 71(6), 850–858.

What is the role of stipends as an institutional facilitator in volunteer civic service? By examining the relationship of stipend receipt to volunteer diversity, time commitment, and perceived benefits from a longitudinal study of older adults serving in Experience Corps, this article assesses stipend status relative to volunteer sociodemographic characteristics, motivations, intensity and duration of time served, and volunteers' self-reported benefits. The findings underscore how stipends may promote participant diversity. In particular, stipended older adult volunteers serve for longer periods of time, but their motivations for serving do not differ. Stipended volunteers report higher perceived benefits than non stipended volunteers. The results suggest that stipends may leverage wider inclusion, increase retention, and contribute to other benefits, but additional research is needed using more controlled and comparative designs.



USA



English



Journal Article



[LINK](#)

Jenkins, K. (2009). “We have a lot of goodwill, but we still need to eat...”: Valuing Women’s Long Term Vol-untarism in Community Development in Lima. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 20, 15–34.

This paper focuses on recognising the contribution made to development by grassroots women working on a voluntary basis in long-term development projects. Using the example of healthcare, the paper problematises the widespread move towards an increased reliance on voluntary and third sector provision. Drawing on literature around women’s community activism, the research considers the extent to which women carrying out health promotion work in Peru have taken on this role as more than “just voluntary work,” highlighting their long term commitment during more than a decade of health promotion activities. The paper develops debates around the professionalisation of voluntary work, particularly considering the issue of economic remuneration for health promoters, and emphasising the gendered nature of their voluntarism; concluding by questioning the sustainability of poor women’s long term, and largely unpaid, involvement as the linchpins of community development projects.



Peru



English



Journal Article



[LINK](#)



ASIA PACIFIC

Yea, S., Sin, H. L., & Griffiths, M. (2018). International volunteerism and development in Asia-Pacific. *Geographical Journal*, 184(2), 110–114.

In Asia, and across the “global South”, volunteerism has grown enormously in the last two decades. Hundreds of thousands of people now undertake work on development projects in poorer areas of the global South, and volunteerism has become a key way in which cross-cultural encounters form relations of development between poor and rich countries and between marginal and empowered subjects. Reflecting this growth, geographical discussions of volunteerism have expanded over the past decade. While initial work lauded the benefits and positive potentials of international volunteerism, more recent work and popular media have increasingly questioned such views and suggested that, instead, international volunteerism has the propensity to replicate colonial relationships, and benefits are heavily skewed towards volunteers. These criticisms themselves bear witness to deeper structural and ideological concerns principally centred around the pervasive neoliberalisation of international volunteering and volunteer tourism. Yet, despite its critics, international volunteering remains one of the most common and easily accessible ways in which (any)one can “care for” or “do their part” to address social and economic injustices in the global South. This themed section extends critical discussions of volunteerism in Asia-Pacific by questioning its developmental effects – including effects that are material, relational and discursive. Through the six papers in this themed section, and insights gained from fieldwork in Singapore, Japan, Cambodia and India, we consider the impacts of international volunteerism; the infrastructure and organisations promoting volunteerism; the subjective positionalities of volunteers; and how marginal populations experience volunteerism.involvement as the linchpins of community development projects.



Asia Pacific Region



English



Journal Article



[LINK](#)

McGloin, C., & Georgeou, N. (2016). "Looks good on your CV": The sociology of voluntourism recruitment in higher education. *Journal of Sociology*, 52(2), 1–15.

The recruitment for what has become known as 'voluntourism' takes place on campuses at many universities in Australia. Under the banner of 'making a difference' students are solicited to travel to developing countries to aid poor communities, to enjoy the sights and tastes of the distant and exotic 'other', the 'experience' touted as a useful addition to the curriculum vitae (CV). This article addresses the discursive terrain of voluntourism by providing an analysis of the ways in which students are invited to participate in such cultural practices while recruiters give little or no information about the lived realities of people in poor nations. We argue that voluntourism reinforces the dominant paradigm that the poor of developing countries require the help of affluent westerners to induce development. We contend that the recruitment of students by voluntourism organisations is an example of public pedagogy that reinforces a hegemonic discourse of need.



Santhosh, R. (2016). Voluntarism and civil society in the neoliberal era: a study on the palliative care movement in Kerala. *Journal of Social and Economic Development*, 18(1), 1–16.

Locating itself within the debates on state-civil society relationships in the neoliberal era, this paper analyses the community-led palliative care movement in Kerala and explores the nature of civil society participation and state patronage that made this movement highly successful in the state. The paper explains how civil society organisations including religious groups play a pivotal role by providing volunteers and ensuring resources from the community for the everyday functioning of this movement aimed at providing palliative care to the terminally ill. The paper discusses the curious scenario where this initiative could persuade the state to replicate this model and incorporate it into the health delivery system of the government, thereby making Kerala the first state in India with an official palliative care policy and state-wide support system in place. While discussing the specific socio-historic context that facilitated increased involvement of civil society organisations in the welfare programmes in conjunction with the state in Kerala, the paper suggests that this experiment complicates the understanding of a neoliberal welfare state and highlights the necessity to analyse the local level manifestations of neoliberalism in different socio-political settings.



Meyer, M., & Rameder, P. (2022). Who Is in Charge? Social Inequality in Different Fields of Volunteering. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 33(1), 18–32.

Volunteering in civil society organisations (CSOs) is sometimes idealised as a welcoming arena for everybody. Prior research, however, has shown that participation in volunteer work depends on gender, wealth, education, and social networks, suggesting that CSOs are not in fact open to everyone. Inequality within different fields of volunteering combined with the factors that put actors into more powerful positions has rarely been scrutinized. Besides identifying the characteristics and resources relevant for promotion, we primarily investigate how these patterns differ between four subfields: politics, social services, religion, and sports. We analysed a large database created from the Austrian micro-census. The findings reveal significant relations between the actors' gender, their occupational and educational status, and their hierarchical positions in CSOs within each of the subfields. Our results indicate that the extent to which social inequality spills over to volunteering depends on field characteristics: In the fields of sports and politics, occupational status plays a major role, while in the fields of religion and social services, educational status is more important. We explain these differences through organisational and individual factors that characterize these social fields.



Osmanoğlu, B., & Lüküslü, D. (2022). Professionalisation of Youth Volunteering in Turkey: A Case Study. In Z. Bečević & A. Björn (Eds.), *Youth Participation and Learning* (1st ed., pp. 55–70). Springer.

This chapter discusses the professionalisation of youth volunteering, based on empirical research in a youth center in Eskişehir, Turkey. Studies on youth volunteering majorly focus on macro-level factors, such as value change, youth unemployment, or ideological shift, in explaining its changing character. However, sector-specific needs and requirements due to the professionalisation of the civil society sector appear to be more determinant in explaining new features of youth volunteering. In this perspective, the chapter identifies and explores the conditions of development of three different aspects of a professionalised form of volunteering in the making, based on ethnographic research. The study demonstrates how volunteering requires certain skills, helps to get a paid job, and is dissociating itself from politics.



Aubry, A. (2019). Le bénévolat d'hommes migrants en Suisse : travail gratuit et mise à l'épreuve civique. *Critique Internationale*, 84(3), 147–164.

En Suisse, les politiques en matière d'asile et d'octroi de permis de séjour cantonnent de nombreuses personnes dans des espaces civiques incertains qui limitent le champ de leurs possibles professionnels. Je rends compte ici des logiques qui encadrent le travail bénévole d'hommes migrants rencontrés au sein d'une organisation caritative dans une ville de Suisse romande. Maintenus en marge du marché du travail en raison de leur position civique précaire, ces hommes se tournent vers le bénévolat caritatif afin d'être en mesure de « travailler », selon leurs termes. En m'appuyant sur des observations ethnographiques et des entretiens, je propose de questionner la frontière ténue entre travail bénévole contraint et travail bénévole volontaire, dans un contexte de méritocratisation de l'accès à un statut légal. J'interroge ainsi les voies par lesquelles ces hommes sont amenés à travailler gratuitement, en soulignant les contraintes du marché du travail auxquelles ils font face. Je reviens également sur les injonctions à prouver son « mérite civique » qui circulent en Suisse, et sur la manière dont ils se les réapproprient à travers leur bénévolat.

[In Switzerland, asylum and residency permit policies confine many people to uncertain civic spaces, limiting the range of professional possibilities available to them. In this article, I recount the considerations framing the volunteer labour of migrant men within a charitable organization in a town of French-speaking Switzerland. Kept to the margins of the labour market due to their precarious civic position, these men turn towards charitable volunteering to be able to “work”, as they put it. Relying on ethnographic observation and interviews, I examine the frontier between compulsory unpaid labour and volunteer work in a context marked by the meritocratisation of access to a legal status. Underscoring the labour market constraints with which they are confronted, I thus consider the paths by which these men are led to work for free. I also revisit the demands to prove one’s “civic merit” that are commonplace in Switzerland and the manner in which these migrants use volunteer work to re-appropriate them.]



Greenspan, I., Walk, M., & Handy, F. (2018). Immigrant Integration Through Volunteering: The Importance of Contextual Factors. *Journal of Social Policy*, 47(4), 803–825.

Volunteering is an under-studied yet potentially beneficial avenue for immigrant integration. Whereas past research has provided important insights into the benefits of immigrant volunteering, it has been frequently based on convenience samples. This paper contributes to the literature on immigrant volunteering on two levels. First, we test less explored questions: the differences between immigrant and native-born volunteers on several volunteer indicators, and the contextual factors (cultural, social, and organisational) associated with immigrants' proclivity to volunteer. Second, we rely on a representative sample of the German population and use propensity score matching to strengthen the robustness of our analysis. Findings suggest that, although native-born individuals display higher rates of volunteering than immigrants, they do not significantly differ on most indicators once immigrants become volunteers. Furthermore, time since migration, social networks and organisational membership are significant drivers of immigrant volunteering. Our findings are a signal for policymakers because social policies could better address contextual and organisational barriers.



Ferrand-Bechmann, D. (2017). Bénévolat ou travail gratuit ? *Revue Projet*, 357(2), 84–87.

Certains élus songent à conditionner le revenu de solidarité active (RSA) à un travail bénévole. Mais peut-on encore parler de bénévolat quand il s'agit d'un service obligatoire ? Le conseil départemental du Haut-Rhin a voulu récemment obliger les bénéficiaires du RSA à faire du bénévolat. Sous peine de perdre leur allocation s'ils refusaient de participer à un travail « gratuit » proposé « généreusement » par des associations.

[Some elected representatives are thinking of making the active solidarity income (RSA) conditional on voluntary work. But can we still talk about volunteering when it is a compulsory service? The Haut-Rhin departmental council in France recently wanted to oblige RSA recipients to do voluntary work. Under penalty of losing their allowance if they refused to participate in "free" work "generously" offered by associations.]



France



Français



Article de Revue



[LIEN](#)

Zurdo Alaguero, Á. (2004). El voluntariado como estrategia de inserción laboral en un marco de crisis del mercado de trabajo. Dinámicas de precarización en el tercer sector español. *Cuadernos de Relaciones Laborales*, 22(2), 11–33.

El artículo se aleja del diagnóstico «convencional» que considera el sector voluntario como generador neto de empleo, y que defiende la separación aséptica entre mercado de trabajo y voluntariado. El voluntariado «real» fortalece paulatinamente sus vínculos con el mercado de trabajo. El artículo discute este «diagnóstico» en el contexto del mercado laboral español —fuertemente precarizado y excedentario de trabajadores—. Considerando el caso de las titulaciones académicas vinculadas al área social, y en función del creciente volumen de personal asalariado contratado por las entidades voluntarias, constatamos la cristalización del voluntariado como una de las vías prioritarias, para estudiantes y recién titulados, para la adquisición de experiencia laboral rentabilizable en el mercado de trabajo, y como fórmula de meritaje dentro de las entidades para la promoción asalariada. Es observable además, una progresiva tendencia hacia la «profesionalización funcional» de la acción voluntaria, proceso —en gran medida intencional— que hace referencia a la realización de tareas propias de profesionales (con un marcado perfil «técnico») por parte de voluntarios. Por otro lado, en el texto se caracteriza al tercer sector como un núcleo de fuerte precarización del trabajo asalariado. Palabras clave: sector voluntario; política de inserción laboral; profesionalización funcional; trabajo voluntario; precarización; tercer sector.

[The article moves away from the "conventional" diagnosis which regards the voluntary sector as a net creator of jobs and condones a strict separation between the labour market and voluntary work. The "real" voluntary sector is gradually strengthening its links with the labour market. The article discusses this "diagnosis" in the context of the Spanish labour market – characterised by a high degree of non-standard employment practices and surplus labour supply. In view of the numerous academic qualifications linked to the "social" area and the increasing volume of salaried staff taken on by voluntary organisations, we observe a process of crystallisation according to which voluntary work has become recognised as one of the principle routes whereby students and recent graduates can gain some work experience that will serve them on the labour market at large and that may, in particular, facilitate their subsequent recruitment in a salaried capacity by the organisation in question. What can be observed, furthermore, is a gradual trend towards the "functional professionalisation" of voluntary work, a process —and one that is, to a considerable extent, intentional— which consists in the performance by volunteers of tasks that (entailing strongly "technical" features) ought, strictly speaking, to be performed by a professional. The text thus shows how, by the same token, the third sector has become a hive of increasingly non-standard and insecure forms of employment among salaried workers.]



España



Español



Artículo Académico



[ENLACE](#)



Al-Ani, W. T. (2017). Methodological analyses and applications to determine and maximize the added value of volunteer work in Oman. *International Journal of Humanities and Social Sciences*, 6(2), 53–64.

Volunteers are the backbone of many organisations including Non-Governmental Organisations (NGOs), private institutions and public organisations. The concept of added value is a common term used by economists to measure the significance of the services provided to the community as whole. Understanding the added value of volunteerism is important to benchmark the involvement of volunteers and establish strategies to improve their roles in society. In Oman, there is a need to develop the current laws and regulations for voluntary work. The aim of the present paper is to review common strategies to determine the value of volunteers in Oman. This paper also includes detailed steps to determine and maximize the economic values of volunteers in Oman. The local community culture, the regulatory institutions and the legislative framework are three main channels that could maximize the added value of volunteer work in Oman. This paper suggests several strategies to utilize these channels to improve the added value and outcomes of volunteer work in Oman.



Gunnarsdottir, E. L. (2016). *Volunteering in the Neoliberal Subjectivity: Repackaging Problematic Narratives of the Past* [Duke University].

This thesis seeks to analyse how Western volunteers today justify their experiences in Africa despite being aware of the criticism. Outlining key moments in the history of English and American Philanthropy, this thesis seeks to investigate how volunteerism has become conceived of as such an important part of Western communities and identities. The research focuses on fieldwork in Taroudant, Morocco that investigates the ways volunteers describe their experiences to further understand this rationale. By identifying key characteristics of the millennial generation, this research has shown that the ways of rationalising are constructs of a specific neoliberal subjectivity. This includes the coupling of pragmatic approaches to humanitarian issues with an argument that compassion is an imperative part of this activity. With a specific focus on individual skills and the belief that compassion constitutes a type of skill, the neoliberal subject justifies that their presence is helpful to the communities in which they volunteer and that the experience can help strengthen personal skills. This neoliberal subjectivity has largely taken shape guided by influential narratives of the past that, for this research, focus specifically on NGO advertisements. This thesis argues that the stories volunteers share today, often on social media, recycle problematic narratives of the past. These reproduced narratives, and the consequent repackaging of the volunteering industry allows for the maintenance of a hierarchal relationship between Africa and the West.



VI. NEW TECHNOLOGIES AND ONLINE VOLUNTEERING



Language:

English: 16
Spanish: 1
French: 1

Regional focus:

Global: 6
Americas: 4
Asia Pacific: 1
Europe & Central Asia: 6
MENA: 1

Type of source

Journal Articles: 12
Research Reports: 3
Working Papers: 1
Theses & dissertations: 2

Access:

Open access or preprint
version available: 17
Restricted access: 1

VI. NEW TECHNOLOGIES & ONLINE VOLUNTEERING

New technologies have been transforming the ways we think about volunteering over the past two decades. This section shows how debates on online/virtual/digital/remote volunteering have become more prominent since the start of the Covid-19, suggesting that the use of digital platforms to connect individuals, communities and organisations across borders is increasingly affecting volunteer management and engagement strategies. There is growing evidence on experiences of online volunteering allowing people to volunteer in more flexible ways from anywhere in the world, facilitating their connection with organisations and causes they care about. New technologies also include the use of digital mapping and social media tools during disasters, when remote types of self-organising can play key roles in mobilising and supporting the response to crises. On the other hand, research also highlights the different levels of digital literacy and (lack of) access to internet connection as important challenges affecting participation in online volunteering, notably among older adults and marginalised communities. The limited evidence in this section about online volunteering in the global South, and particularly in the Africa region, calls for more nuanced approaches to understanding the 'global' scope of the practice. At the same time, this guide also highlights the importance of accessing existing evidence to explore the potential benefits and challenges of online volunteering in different settings and improving the reach and impact of remote volunteers' activities in addressing social needs.



Dulloo, A., Loepsinger, A., Rafalowski, C., Auferbauer, D., Laist, I., Juul Hansen, L., de Silva, M. I., Bird, M., Lanfranc, M., Rigall, N., Baron, N., Tagliacozzo, S., Tagarev, T., & Wiedemann, N. (2020). *New ways of volunteering, challenges and opportunities: a working paper and toolbox for care and support for spontaneous unaffiliated volunteers.*

This working paper is a collective effort of a diverse group of professionals and volunteers to pull together the most salient issues in care and support for spontaneous unaffiliated volunteers, and the ways digital volunteers can contribute to disaster response and recovery operations, including the benefits and challenges of online volunteering. The hope is that the knowledge, thought leadership, practical tools, case examples and recommendations collected here will contribute to supporting crisis managers, policy-makers and practitioners to provide good care and support for spontaneous unaffiliated volunteers, and understand the differences between informal, digital and digitally enabled volunteers in this context. The single most important point made in this working paper is that it is imperative that crisis management fulfils its duty of care towards spontaneous unaffiliated volunteers. What this looks like in practice will differ significantly from one organisation to another, from country to country and from community to community. But the spontaneous unaffiliated volunteers are always there, in-person and online. The care and support they need must be there too.



Lachance, E. L. (2020). COVID-19 and its Impact on Volunteering: Moving Towards Virtual Volunteering. *Leisure Sciences*, 43(1-2), 104-110.

These unprecedented times due to the COVID-19 pandemic have impacted the everyday lives of individuals. A particular activity impacted by this pandemic is leisure. Within leisure, an important activity to enhance social outcomes (e.g., civic participation) and the survival of organisations and events is volunteering. However, and given social distancing measures and the combination of postponements or cancellations of organisational or event operations, the traditional form of in-person volunteering is threatened. The purpose of this essay is to discuss opportunities and challenges for organisations and events to apply virtual volunteering as a strategy during the pandemic and beyond. Both opportunities (i.e., creating accessibility) and challenges (i.e., management process) are discussed according to pertinent literature. From this, an understanding of virtual volunteering's value to create leisure opportunities during the COVID-19 pandemic and beyond is presented to advance its implementation in organisations and events by leisure practitioners.



García, O. (2020). *Voluntariado 2030: Nuevos Paradigmas*. International Association for Volunteer Effort

La rápida evolución de las tendencias sociales, la innovación tecnológica, los nuevos escenarios virtuales y el compromiso mundial de hacer posible el cumplimiento de los Objetivos de Desarrollo Sostenible, son algunos de los fenómenos en los que se cuestionan y modifican los límites establecidos para el voluntariado. La noción de "Estado sin fronteras" requiere más colaboración, integración y distribución de recursos para lograr el cambio que el mundo necesita. Las asociaciones entre organizaciones y sectores, las nuevas formas de implicar a los ciudadanos y el voluntariado transfronterizo pueden aportar innovación y un mayor impacto a la participación de los voluntarios.

[At the end of the post-electoral crisis, there was an increase in voluntary work through associative enterprises. People who need (paid) work to improve their well-being are provided with so-called unpaid work. The objective of understanding the willingness of individuals to volunteer guided a survey on the motivations of volunteers. Analysis of the data from this survey and from a reprocessing of the employment survey database revealed that: Ivorian volunteers are religious (86.87% are Christians), unemployed or students who do this work to acquire skills and qualifications. They are also committed to working for social justice, especially because they witness situations that require voluntary action. It would therefore be necessary to promote this sector as a means of fighting unemployment, poverty, inequality and above all to consolidate social cohesion.]



Global



Español



Reporte De Estudio



ENLACE

Cox, J., Oh, E. Y., Simmons, B., Graham, G., Greenhill, A., Lintott, C., Masters, K., & Woodcock, J. (2018). *Doing Good Online: The Changing Relationships Between Motivations, Activity, and Retention Among Online Volunteers*. *Nonprofit and Voluntary Sector Quarterly*, 47(5), 1031–1056.

Advances in Internet technology are making it possible for individuals to volunteer online and participate in research-based activities of non-profit organisations. Using survey data from a representative sample of such contributors, this study investigates their motivations to volunteer for five online volunteering projects using the Volunteer Functions Inventory. We explore relationships between these six categories of motivation and actual recorded measures of both volunteer activity and retention. We also use quantile regression analysis to investigate the extent to which these motivations change at different stages in the volunteer process. Our results show that volunteers' activity and retention tend to associate significantly and positively with the motivations of understanding and values, as well as significantly and negatively with social and career motivations. We also find the importance of motivation changes significantly across the stages of volunteer engagement. In some cases, especially understanding motivation, the changes observed for activity and retention are markedly different.



Global



English



Journal Article



LINK

Krebs, V. (2014). *Le cybervolontariat : socio-pragmatique d'une activité citoyenne au XXIème siècle* [Université de Strasbourg].

L'avènement des nouvelles technologies de l'information et de la communication (TIC) a ouvert des horizons nouveaux, mais pose également un certain nombre de défis aux sociétés humaines. Vaste plateforme de communication et d'expression, Internet a un impact sur les comportements sociaux des personnes et des communautés. Avec l'introduction du World Wide Web, de nouvelles formes de bénévolat/volontariat ont vu le jour. L'objectif de cette thèse est d'analyser ces nouvelles formes d'entraide regroupées sous le terme 'cybervolontariat'. Le but est de construire un cadre de référence grâce auquel le lecteur sera mieux en mesure de comprendre le rôle et l'influence de ce phénomène social tant sur la vie en ligne et hors ligne. Pour comprendre un phénomène nouveau, il faut observer, identifier, distinguer, définir, analyser et quantifier. Ce travail s'appuie sur un éventail d'exemples afin de distinguer le cybervolontariat d'autres formes de cyberactivité.

[The advent of new information and communication technologies (ICTs) has opened up new horizons, but also poses a number of challenges for human societies. As a vast platform for communication and expression, the Internet has an impact on the social behaviours of individuals and communities. With the introduction of the World Wide Web, new forms of volunteering have emerged. The objective of this thesis is to analyze these new forms of mutual aid grouped under the term 'cybervolunteering'. The aim is to build a frame of reference through which the reader will be better able to understand the role and influence of this social phenomenon on both online and offline life. To understand a new phenomenon, it is necessary to observe, identify, distinguish, define, analyze and quantify. This work draws on a range of examples to distinguish cyber volunteering from other forms of cyber activity.]



Global



Français



Thèse/Mémoire De Recherche



LIEN

Meier, P. (2012). Crisis mapping in action: How open source software and global volunteer networks are changing the world, one map at a time. *Journal of Map and Geography Libraries*, 8(2), 89–100.

The purpose of this paper is to share the stories behind some extraordinary maps-live crisis maps. The paper begins by investigating what types of live communication technologies existed prior to social media technologies. The development of live crisis maps is then discussed, beginning with the Ushahidi project, which utilised live collaborative mapping during post-election violence in Kenya in 2008. Via examples from Haiti, Japan, Libya, and Somalia, the impact of social media technologies on mapping and crisis response will become clear. Each of these maps helps to inspire and revolutionise many aspects of humanitarian response.



Global



English



Journal Article



[LINK](#)



AMERICAS

Piatak, J., Dietz, N., & Mckeever, B. (2019). Bridging or Deepening the Digital Divide: Influence of Household Internet Access on Formal and Informal Volunteering. *Nonprofit and Voluntary Sector Quarterly*, 48(2S), 123–150.

The digital divide persists; a quarter of the U.S. population is unconnected, left without Internet access at home. Yet volunteer recruitment is increasingly moving online to reach a broader audience. Despite widespread use, little is known about whether the lack of digital access has repercussions on connections offline in the community. We examine the influence of access on volunteering across four critical aspects—structure, time devoted, level of professionalization, and pathways to volunteering. We find home Internet access has an independent influence on volunteering even after controlling for socioeconomic status. Those with access are more likely to volunteer, formally and informally, and are more likely to become volunteers because they were asked. However, digitally unconnected volunteers devote more time. Nonprofit organisations and government agencies should be strategic and inclusive in their volunteer recruitment efforts to ensure they recruit qualified and dedicated volunteers rather than rely solely on digital recruitment strategies.



USA



English



Journal Article



[LINK](#)

Ihm, J. (2017). Classifying and Relating Different Types of Online and Offline Volunteering. *Voluntas: International Journal of Voluntary and Nonprofit Organisations*, 28, 400–419.

The contemporary media environment allows for online volunteering where volunteers can participate without being physically present or being affiliated with a traditional organisation. Challenging the traditional types of volunteering and accounting for the new trends, this study identifies different types of online and offline volunteering and examines the relationship between them. Drawing on online survey data from 816 U.S.-based volunteers, this study finds that active online volunteers are also active offline volunteers, suggesting that volunteering in one sphere can complement volunteering in the other sphere. This study discusses implications for understanding volunteering as a complex activity where individuals engage in varied organisational contexts to different degrees and extend their participation to both online and offline spheres.



USA



English



Journal Article



[LINK](#)

Mukherjee, D. (2011). Participation of Older Adults in Virtual Volunteering: A Qualitative Analysis. *Ageing International*, 36, 253–266.

Virtual volunteering can be defined as a type of civic engagement where the volunteers perform their tasks using the Internet either from their homes or other offsite locations. Although a comprehensive body of literature can be found concerning older adults' involvement in traditional face-to-face volunteering, few studies exist on Internet-based volunteering. This study takes the initiative to generate new knowledge on how the Internet can play an active role in facilitating volunteerism among older people. It explores the demographic characteristics, motivation, and types of tasks performed by older adults while volunteering in a virtual environment. Given the emerging support infrastructure to facilitate virtual volunteering among older adults, this study sought to better comprehend the profiles and motivations of older virtual volunteers. In particular, the study wishes to understand if parallels could be drawn between on-site volunteering and online volunteering among older adults. Correspondingly, the study also explores whether participation in virtual volunteering by older adults increased their sense of belonging. A qualitative inquiry is performed to address these issues. This study is an attempt to gather baseline empirical descriptions of these phenomena so that future research has the scope to refine the relevant theories in this field.



Starbird, K., & Palen, L. (2011). "Voluntweeters": Self-organising by digital volunteers in times of crisis. *Conference on Human Factors in Computing Systems - Proceedings*, 1071–1080.

This empirical study of "digital volunteers" in the aftermath of the January 12, 2010 Haiti earthquake describes their behaviours and mechanisms of self-organising in the information space of a microblogging environment, where collaborators were newly found and distributed across continents. The paper explores the motivations, resources, activities and products of digital volunteers. It describes how seemingly small features of the technical environment offered structure for self-organising while considering how the social-technical milieu enabled individual capacities and collective action. Using social theory about self-organising, the research offers insight into features of coordination within a setting of massive interaction.



Hu, Y., Janowicz, K., & Couclelis, H. (2017). Prioritising Disaster Mapping Tasks for Online Volunteers Based on Information Value Theory. *Geographical Analysis*, 49(2), 175–198.

In recent years, online volunteers have played important roles in disaster response. After a major disaster, hundreds of volunteers are often remotely convened by humanitarian organisations to map the affected area based on remote sensing images. Typically, the affected area is divided using a grid-based tessellation, and each volunteer can select one grid cell to start mapping. While this approach coordinates the efforts of volunteers, it does not differentiate the priorities of different cells. As a result, volunteers may map grid cells in a random order. Due to the spatial heterogeneity, different cells may contain geographic information that is of different value to emergency responders. Ideally, cells that potentially contain more valuable information should be assigned higher priority for mapping. This article presents an analytical framework for prioritising the mapping of cells based on the values of information contained in these cells. Our objective is to provide guidance for online volunteers so that potentially more important cells are mapped first. We present a method that is based on information value theory and focus on road networks. We apply this method to a number of simulated scenarios and to a real disaster mapping case from the 2015 Nepal earthquake.





EUROPE

Heley, J., Yarker, S., & Jones, L. (2022). Volunteering in the bath? The rise of microvolunteering and implications for policy. *Policy Studies*, 43(1), 76–89.

This paper addresses the emergence of micro volunteering as a conceptual and practical phenomenon, as well as one which policy makers must engage with in a careful and critical fashion. Taking a lead from Smith et al. [2010. “Enlivened Geographies of Volunteering: Situated, Embodied and Emotional Practices of Voluntary Action.” *Scottish Geographical Journal* 126: 258–274] who specify a need to extend our analyses beyond the formal organizational spaces of volunteering, we consider the potential impact of micro-volunteering on changing patterns of civic participation over the next decade or two. With particular reference to policy ambitions and transformations in the UK, but with reference to broader international trends also, we set out how micro volunteering is being variously defined and appropriated as a means of addressing structural barriers to “traditional” volunteering. Drawing on a range of practical examples we consider how micro volunteering potentially alters the relationship between volunteering, community and identity, as well as relates to the parallel notion of “slacktivism”. Set against both positive and negative accounts of micro volunteering within the broader media, we advocate caution to policy makers looking to implement such activities, and particularly in respect to what micro volunteering can realistically achieve.



United Kingdom

 English



Journal Article



[LINK](#)

Trautwein, S., Liberatore, F., Lindenmeier, J., & von Schnurbein, G. (2020). Satisfaction With Informal Volunteering During the COVID-19 Crisis: An Empirical Study Considering a Swiss Online Volunteering Platform. *Nonprofit and Voluntary Sector Quarterly*, 49(6), 1142–1151.

The COVID-19 pandemic has led to a huge wave of compassion. In particular, online volunteering platforms established channelling help for high-risk groups. It is unclear under which conditions volunteers were satisfied with their COVID-19 volunteering mediated by these platforms and whether they will continue their engagement after the crisis. Therefore, and considering personal susceptibility to COVID-19 infection, this study analyses the effects of different platform support for volunteers and the fulfilment of volunteers’ motives. The study is based on an online survey of a sample of 565 volunteers who registered at and were placed by a Swiss online platform. Fulfilment of distinct volunteer motives and platform support drive COVID-19 volunteering satisfaction. Moreover, motive fulfilment and platform-related support indirectly impact willingness to volunteer long-term via volunteering satisfaction. Finally, the empirical results show that motive fulfilment and the effect of platform support are contingent on perceived susceptibility to infection.



Switzerland

 English



Journal Article



[LINK](#)

International Federation of Red Cross and Red Crescent Societies. (2019). *Big Picture Report: Options for Digital Volunteering for Disaster Response (DIVOLVE)*.

This big picture report of national and international digital opportunities was drafted as part of the “Enhancing Aid Capacities” project jointly implemented by the International Federation of Red Cross and Red Crescent Societies (IFRC), 4 Red Cross National Societies (Austria, Bulgaria, Italy and the Netherlands), with the support of the EU Aid Volunteers (EUAV) programme. The project’s overall objective was to “improve the capability of potential Sending Organisations within the Red Cross Red Crescent (RCRC) Movement to provide quality support, managing enhanced pools of competent volunteers and staff for emergency response and improving remote support of operations”. Within the context of this project, several work packages were identified of which one (work package 4) focused specifically on digital volunteering. This specific work package aimed to “establish, pilot and evaluate online volunteering models that sustainably strengthen humanitarian aid operations”. This report provides an overview of different volunteering models and their suitability for managing digital volunteer support for field teams working in disaster response situations.



Europe

 English



Research Report



[LINK](#)

Johansson, V. (2019). *The new spirit of volunteering in the age of internet: Exploring Swedish non-profits online volunteer affiliation* [University of Gothenburg].

This study links together the question of how Nonprofit organisations use their internet websites to affiliate potential volunteers, with the question of how volunteering has transformed over the past decades. Previous volunteer research suggests that volunteering is getting more individualized and flexible and that volunteer organisations adapt by creating more enabling volunteer approaches. Internet is playing a large role in this “re-embedding” of volunteering. It is unclear how resilient Swedish civil society has been to such changes, therefore, the study explores these developments by researching ten Swedish volunteer organisations' websites between 1998 and 2018 using the Wayback Machine. The theoretical framework expands upon Leslie Hustinx Beckian's concept of institutional individualization by supplementing it with Wendy Browns' Foucauldian concept of neoliberal governance. The study identifies four main practices of volunteer affiliation that remain over time, but also identifies a shift in how these practices are being framed; from a movement-oriented framing to an agreement framing where volunteering is seen much more like a transaction. The study concludes that a new volunteer subject risks being constructed via this new approach to volunteer affiliation. This new volunteer subject would be more individualized, flexible, marketised and entrepreneurial. The space of volunteering seems to be transforming towards a marketplace and Swedish non-profits might need to re-evaluate what kind of volunteers they are seeking to affiliate.



Ackermann, K., & Manatschal, A. (2018). Online volunteering as a means to overcome unequal participation? The profiles of online and offline volunteers compared. *New Media & Society*, 20(12), 4453–4472.

A key question regarding the ongoing process of digitalisation is whether it enables societies to overcome patterns of inequality or whether these patterns are fostered in the digital sphere. The article addresses this question in the case of online volunteering by examining the profiles of online and offline volunteers in terms of sociodemographic, resources, networks, and psychological engagement. We apply quantitative methods using a unique data set that provides comprehensive information on online volunteering. Our results suggest that two mechanisms are at work simultaneously: mobilisation and reinforcement. The profile of “pure” online volunteers differs from the profile of “pure” offline volunteers (mobilisation). Meanwhile, the hybrid type combining online and offline volunteering attract individuals resembling offline (reinforcement) and online volunteers (mobilisation). Thus, online volunteering seems to be both: a remedy for existing inequalities in volunteering and a way to reinforce existing patterns of social participation in increasingly digitized societies.



Horstmann, A. C., Winter, S., Rösner, L., & Krämer, N. C. (2018). S.O.S. on my phone: An analysis of motives and incentives for participation in smartphone-based volunteering. *J Contingencies and Crisis Management*, 26, 193–199.

This paper aimed to analyse the potential of new technologies to support volunteer engagement in emergency response. To examine prerequisites for the use of a smartphone-based application by medically trained volunteers in circumstances in which regular medical resources are exceeded, the influence of volunteering motives and user characteristics were assessed via an online survey. Results demonstrate that value-oriented individuals evaluated the system more positively and were more willing to participate. Career-oriented motivation and technical expertise had a partial influence. Different incentives emphasised in the system description did not make any difference, possibly because the overall evaluation was very positive. Among other implications, results point to the relevance of investigating ways to address value-oriented individuals and to effectively trigger their motivation.





MENA

Seddighi, H., Salmani, I., Basheva, O., & Shari Sedeh, M. (2020). *The Challenges and Opportunities of Online Volunteering for COVID-19 Response in Iran: A Qualitative Study.*

This brief report aims to identify the challenges and opportunities of online volunteering to respond to the COVID-19 pandemic from the perspective of the managers of the Iranian Red Crescent Society (IRCS). In this study, we have used a qualitative method including semi-structured interviews for investigating the opportunities and challenges of using virtual volunteers. The eligible participants meeting the inclusion criteria for this study were eight IRCS managers who had used online volunteers for the COVID-19 pandemic response. Results: Having considered the interviews with IRCS managers, we finally found seven items as opportunities including safety, availability, recruiting more volunteers, cost reduction, participation, geographical scope, and local considerations. Moreover, five items were found as challenges of online volunteering in IRCS including lack of commitment, cultural issues, infrastructure, reimbursement, and volunteer management. In conclusion, online volunteering is a significant opportunity for humanitarian organisations, especially during epidemics like the current COVID-19. Online volunteering for COVID-19 response by the Red Crescent involved a wide range of people including young people, the elderly, people with disabilities and minority groups, and people in rural areas.



Iran



English



Research Report



[LINK](#)

ABOUT THE RC3

RC3 is the Red Cross and Red Crescent Research Consortium. It is an open, collaborative, and coordinated network of entities and initiatives created within the International Movement that are entirely or partially dedicated to conducting and promoting research in the humanitarian field based on scientific methods. Besides connecting their specific expertise, RC3 members join forces to improve the quality of research across the International Movement and to support the Movement to better utilize research to achieve its community-driven goals and missions aligned with the strategic frameworks of the IFRC International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC).

Our Vision: Research Connected to Humanity

The added value of RC3 collective efforts resides in integrating and making more accessible the academic communities, scientific results, and expertise to help alleviate human suffering through building safe, resilient, and sustainable communities. Through the notion of knowledge as a common good, it aims at improving the quality and impact of humanitarian services based on quality research conducted across the International Movement. RC3 supports National Societies, the IFRC, and the ICRC in their transformation process, analysing their environments and operations to be better prepared to address and respond to global humanitarian challenges.

Our approach: Bridging evidence-based humanitarian practices and policies (at local, national, regional, and international levels).

RC3 means of action are using primary and secondary data, collaborations with the academic sector, editorial tools, scientific research events, and training development. RC3 promotes and supports Movement-wide research collaborations and the development of a strong scientific and evidence-based research culture rooted in a people-centred approach. It establishes resources and expertise synergies between its members and the Movement entities.

Our strategy: achieve a greater humanitarian impact based on an evidence-based culture with optimized resources.

The RC3 is continuously working on developing innovative and engaging tools to achieve its objective of making academic knowledge more accessible and

of bridging research and humanitarian practices and policies. This first reference guide on volunteering research is one of them.

Active Members of the RC3:

- **International Review of the Red Cross** (Switzerland)
- **PIROI Center** (France)
- **Norwegian Red Cross** (Norway)
- **Global First Aid Reference Centre** (France)
- **Asia Pacific Disaster Resilience Center** (South Korea)
- **Red Cross Caribbean Disaster Risk Management Reference Centre** (Trinidad and Tobago)
- **Health in Emergencies- Canadian Red Cross** (Canada)
- **French Red Cross Foundation** (France)
- **Global Disaster Preparedness Center** (USA)
- **Turkish Red Crescent Academy** (Turkey)
- **IFRC Interamerican Centre for Volunteering Development** (Costa Rica)
- **ICRC Centre for Operational Research and Experience (CORE)** (Switzerland)
- **RCRC Global Migration Lab** (Australia)
- **Argentina Red Cross Humanitarian Observatory** (Argentina)
- **German Red Cross** (Germany)
- **510, the data & digital initiative of the Netherlands Red Cross** (Netherlands)
- **International Center for Humanitarian Affairs** (Kenya)

Associate Members of the RC3:

- **IFRC Reference Centre for Psychosocial Support** (Denmark)
- **IFRC Livelihoods Resource Centre** (Spain)

For more information about the RC3: <https://www.ifrc.org/who-we-are/international-red-cross-and-red-crescent-movement/reference-centres/rc3>



ABOUT THE IFRC VOLUNTEERING ALLIANCE

The Global Volunteering Alliance is an important initiative driven by National Societies for National Societies, coordinated by the IFRC. It is a distributed network of volunteering development practitioners, concerned about the state of volunteering, committed to its improvement and supported by their National Societies' leadership. It pools their expertise and resources to address common challenges, develop practical solutions through peer to peer learning, coaching and prototyping. It is a joint commitment to take action and provide direct support, through a service approach, to colleagues in other National Societies and to prioritise volunteering development at the IFRC. It aims to continually adapt the Red Cross Red Crescent Movement to emerging challenges and help it flourish long into the future.



The alliance hosts four technical teams each focused on an important aspect of volunteerism:

- **Motivation of volunteers:** Keeping our volunteers motivated and engaged in Red Cross and Red Crescent action for as long as possible.
- **Volunteering in dangerous situations:** Protecting volunteers during conflicts and emergencies.
- **Organizational learning:** Fostering a culture of learning and collaboration across our global network.
- **Volunteer data management:** Better volunteer data leads to better volunteer response.

Each technical team is composed of a mix of representatives of National societies and external academic experts.

*For more information about the Volunteering Alliance:
<https://www.ifrc.org/get-involved/volunteer-us/global-volunteering-alliance>*

ABOUT NORTHUMBRIA UNIVERSITY'S CENTRE FOR GLOBAL DEVELOPMENT

The Centre for Global Development (CGD) at Northumbria University, UK, is a world-leading hub of research expertise, knowledge exchange and learning on volunteering in humanitarian crises and development contexts.

The combination of academic research excellence and specialist volunteering knowledge, methodological insight and skills, cross-sectoral stakeholder engagement, and significant experience in diverse global settings enables the CGD to design and undertake impactful and co-produced research on volunteering in humanitarian and development settings.

Academics, practitioners and students at the CGD work in partnership with leading global volunteering organisations, such as the Red Cross and Red Crescent Movement, to design and deliver collaborative work that creates new understandings and changes policy and practice. The CGD's work is supported through significant funding from UK research councils, leading global humanitarian agencies and NGOs in the UK and internationally. The Centre is also connected with academics across the world, building networks and promoting new voices in volunteering research.

The Centre's research focus on volunteering addresses a range of key themes, including volunteering in conflicts and emergencies, volunteering and climate adaptation, roles and activities of local and international volunteers from global North and South, volunteer professionalisation, relationships between different types of volunteers and volunteering, and citizenship and activism. Strengthening the evidence base on the roles diverse volunteers play in meeting critical global challenges can help ensure that volunteers are not exploited, that their local and expert knowledge is recognised, and that the potential of volunteering for making a difference is realised in different contexts and for all volunteers.

*For more information about Northumbria University's CGD:
<https://www.northumbria.ac.uk/cgd>*



ABOUT THE AUTHORS AND KEY CONTRIBUTORS



Adjmal Dulloo

Adjmal is the Global Volunteering Coordinator at the IFRC. He is also the coordinator of the Volunteering Alliance. He was the coordinator of the Volunteer Groups Alliance and their representative to the High Level Political Forum of the UN, advocating for the recognition of volunteers to achieve the Sustainable Development Goals. Prior to that he worked at the Food and Agriculture Organisation of the UN working on issues of child labour in agriculture and indigenous knowledge to preserve traditional means of agriculture and preservation of biodiversity. He also co-designed a volunteer arts education program in the slums of Kibera, Nairobi, called "Unmasking Shadows," aimed at integrating street children into society through the arts and improving the lives of homeless children.



Dr Bianca Fadel

Bianca is a Research Fellow in the Centre for Global Development (CGD) at Northumbria University (UK), with more than 8 years of experience in humanitarian diplomacy and development work in Latin America and East Africa, including policy-focused research and extensive stakeholder engagement. She has a PhD on volunteering in protracted crises, focused on Burundi, and has completed other funded research on volunteering in relation to humanitarian and development systems and livelihood strategies, including amongst displaced communities, and on the ways community, national and international volunteers can work together to improve development outcomes.



Professor Dan Elisabeth Ferrand-Bechmann

Dan is Professor Emeritus at University Paris 8 (France). She holds a PhD in sociology from Nanterre University (France) and a PhD in literature and sociology from Sciences Po Paris (France). She was Chargé de mission for the Social Economy and Humanitarian Action Secretariats under Bernard Kouchner's French Ministry and later directed studies on poverty reduction for the French Ministry of National Solidarities. Her work focuses on the sociology of organisations, volunteering and urban sociology and has published numerous articles and books on these issues. Field-researcher and activist, she has done evaluations of public programs in French overseas territories, many European countries and abroad, especially in the USA. She chaired the French Association of Sociology.



Ferran Cobertera

Ferran is the manager of the volunteering area at the Spanish Red Cross. He has been working since 2013 to scale up and advocate for the importance of volunteering development in the Red Cross Red Crescent Movement. He has a degree in business administration and management, and a master's degree in organisational development and in leadership and social innovation. He has been linked to the Movement since he started volunteering in the youth section of the Spanish Red Cross in Barcelona in 1989.



Joyce Kofi

Joyce is the Volunteering Development Senior Officer at the IFRC, working on volunteering initiatives, projects and processes aimed at promoting greater action, engagement and support at all levels and the IFRC Volunteering Alliance projects. With over 10 years experience in the field of youth and volunteering, Joyce has led several projects in the IFRC advocating for youth voice and volunteering development. She holds a Master of Science, Public Administration and Development from the University of Birmingham, UK.



Louise Baumann

Louise is a research assistant for the French Red Cross Foundation and was the coordinator of the three-year collaborative project of the RC3 and the IFRC Volunteering Alliance which led to the publication of this sourcebook. She is also a PhD candidate at the University of Auckland Waipapa Taumata Rau in Aotearoa New Zealand and a long-time volunteer of the Red Cross Red Crescent Movement in both France and Aotearoa New Zealand. Her research focuses on questions of inclusion, diversity and equity in disaster risk reduction and management policies and strategies and on transformative approaches to disaster risk reduction.



Luciana Escobar

Luciana is an intern at the IFRC's Volunteering and Youth Coordination for the Americas. Luciana has five years of experience working as a research assistant, studying methods to aid the trajectory of young persons who face medical or psychological adversities. She holds a Master's in Neuroscience from the University of Geneva and a Bachelor's in Neuroscience from the University of Toronto. Her research has included pediatric brain development, juvenile idiopathic arthritis, and epilepsy. Luciana is a Salvadoran Canadian and is passionate about the intersection of research and humanitarian work.



Professor Matt Baillie Smith

Matt is a Professor in Human Geography and co-Director of the Centre for Global Development (CGD) at Northumbria University (UK), with 20 years' academic and applied research experience in South Asia, the Middle East, Europe, East and Central Africa. He has extensive experience of managing large multi-country research projects and supporting team members in global South settings, is a leading authority on volunteering in humanitarian and development settings, and works extensively in collaboration with global volunteer-involving organisations such as the Red Cross and Red Crescent Movement and Voluntary Services Overseas (VSO).



Virginie Troit

Virginie has been the Executive Director of the French Red Cross Foundation since 2013, a structure dedicated to Humanities and Social Sciences research in the humanitarian and social action fields. She is a member of the Board of Directors of the International Association for Humanitarian Studies (IHSA) and of the Board of the journal *Alternatives Humanitaires*. Holder of a master's degree in management, a master's degree in political sciences (Panthéon-Sorbonne University), and a university degree in ethics and medical practices (Aix-Marseille University), she pursues her research in international relations at Sciences Po's Centre for International Studies (France).

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