Australian Volunteers

Partnering on volunteering research and networks

Partnering on volunteering research and networks

Co-designing partnerships to support volunteering research and networks in Asia Archipelago

In design

Apr 2023 - Current

Cover image: Volunteer Peter Button (L), International Cooperation Officer, works with a student (C) and colleague Muhamad Iksan Hasan (R) at Lembaga Profesi Teknik dan Manajemen, Indonesia.
Photo: Harjono Djoyobisono.

Summary

Building on our discovery project: 'Supporting governments and peak bodies in the Asia Archipelago', we explored how the program can co-design partnerships with key volunteering bodies in Indonesia, Philippines, and Timor-Leste to facilitate volunteering research and networks.

In this design phase, we worked closely with the Philippine National Volunteer Service Coordinating Agency (PNVSCA) in Philippines, the Secretary of State for Youth and Sport and Universidade Nacional Timor Lorosa'e (UNTL) in Timor-Leste, and Indorelawan in Indonesia to co-design partnership mechanisms and develop new ways of working.

Through this project, we aimed to understand how to design partnerships with key volunteering bodies to help address their volunteering priorities, particularly concerning volunteering research and networks.

Our objectives

- What tools and mechanisms do we need to co-design partnerships with key volunteering bodies?

- How can we support partners to achieve their volunteering research and network priorities?

- What is the impact of supporting research on volunteering or volunteerism in partner countries?

Our approach

Program staff in Indonesia, Philippines, and Timor-Leste worked closely with key volunteering bodies in their respective countries to co-design a range of tools and new ways of working. The project used a 'live prototype' approach, with our team constantly adapting their activities to respond to emerging opportunities and challenges.

In Indonesia, we entered into a grant agreement with Indorelawan, a non-profit organisation that promotes volunteerism and community engagement. Supported by this partnership, Indorelawan commissioned research into volunteerism practices in two of the most populated islands in the country. Learn more about the grant in Appendix 1 and read the final report in Appendix 5.

In Philippines, the program signed a Memoranda of Understanding with PNVSCA that formalised our mutual collaboration on national volunteering activities. This two-year agreement was supported by an action plan developed through a collaborative workshop. Learn more about this agreement in Appendix 2.

In Timor-Leste, the program awarded Universidade Nacional Timor Lorosa'e (UNTL) a contract to undertake a Knowledge, Attitudes and Practices (KAP) Assessment Survey into volunteerism in Timor-Leste. With the support of the Ministry of Youth and Sport, Art and Culture (MYSAC), the final research is underpins the establishment of a national volunteering scheme. Learn more about the partnership in Appendix 3 and read a summary of the final research report in Appendix 4.

Appendix 1 - Indorelawan receives grant to support research on volunteerism in Indonesia

The Australian Volunteers Program has provided a significant research grant to Indorelawan, a non-profit organisation working to promote volunteerism and community engagement in Indonesia. The program works to support volunteerism within partner countries through co-design activities with governments and peak bodies, in Indonesia Indorelawan is a key partner in working towards this goal.

The research entitled "In-depth Study on Understanding Volunteerism and Volunteer Practices in Java and Bali" sought to understand volunteerism practices of key stakeholders in two of Indonesia's most populated islands. Through this in-depth study, the project aimed to generate valuable insights, inform policy decisions, and promote best practices in volunteerism in Indonesia. The research outcomes also facilitated knowledge-sharing and collaboration among stakeholders, such as government bodies, civil society organisations, and volunteer networks.

This research grant was a significant investment towards understanding and fostering volunteerism in Indonesia. The collaboration between the program and Indorelawan demonstrated a shared commitment to support and promote the value of volunteering as a powerful tool for positive change.

Australian Volunteer Program visiting Indorelawan office in Jakarta

Discussions on the research grant to Indorelawan

Appendix 2 - PNVSCA signs a partnership agreement with the Australian Volunteers Program

The Philippine National Volunteer Service Coordinating Agency (PNVSCA) and the Australian Volunteers Program entered into a partnership agreement through a Memorandum of Understanding (MoU) that formalised their mutual collaboration on national volunteering activities in Philippines. This two-year agreement set out mutually beneficial outcomes through a range of activities that included but were not limited to:

- Developing and delivering targeted and strategic mutually agreed innovation initiatives

- Connecting with global partners to facilitate learning exchanges on volunteerism and volunteering practices

- Participating in an open exchange of knowledge and ideas for accelerating national volunteering

- Seeking opportunities to collaborate with other International Volunteer Sending Organisations to support national volunteering initiatives

A workshop was conducted to draft an action plan for the two-year partnership. The activities identified during the workshop provide key action points to determine the success of the partnership. The action plan highlighted collaboration activities such as research, innovation, learning exchange and private sector engagement to boost volunteerism in the country. Activities set in the action plan and MOU contribute to the program's learning of how to support volunteering infrastructures of government and peak bodies.

This partnership initiative is part of the Global Volunteering Accelerator workstream.

Appendix 3 - Signing ceremony with UNTL in Timor-Leste

In June 2022, the Australian Volunteers Program signed an agreement to undertake a Knowledge, Attitudes and Practices (KAP) assessment in Timor-Leste with the Institute for Peace and Conflict Studies (IPACS) in the Universidade Nacional Timor Lorosa'e (UNTL).

Timor-Leste country manager for the Australian Volunteers Program, Jose Quico de Sousa, and Director and National Focal Point of UNTL, Professor Antero da Silva, signed the agreement at the ceremony. This was witnessed by the General Director of the Secretary of State for Youth and Sport in Timor-Leste, David Thomas de Deus. Other international volunteering organisations were also present to witness the signing ceremony.

Further contributing to our Global Volunteer Accelerator workstream, the KAP research aims to better understand the general volunteering environment in Timor-Leste, including evidence on the perspectives and practices of volunteerism in the country. The research supports the government of Timor-Leste to plan their national volunteering efforts and increase integration of volunteers into peace and development programs.

Jose Quico de Sousa, David Thomas de Deus, and Professor Antero da Silva signing the document.

Other volunteering organisations who were present to witness the signing.

Jose Quico de Sousa, David Thomas de Deus, and Professor Antero da Silva post signing ceremony

Appendix 4

Summary of KAP Survey of Volunteering in Timor-Leste

1. Executive Summary

Overview

The Institute of Peace and Conflict Studies (IPACSS) within Universidade Nacional Timor Lorosa'e (UNTL) has undertaken seminal research into the development and implementation of a Knowledge, Attitudes and Practices (KAP) research to capture the culture and actions of volunteerism and contribute insights to a nationwide picture of volunteerism in Timor-Leste.

The research focused primarily on youth to inform the development of a National Youth Volunteers Scheme that will be led by the Ministry of Youth and Sport, Art and Culture (MYSAC). The national government were key partners in this project, which was funded by the Australian Volunteers Program.

The findings of this research provides baseline data that government agencies can use to:

- align volunteer programs with national policies
- support volunteerism in strategic ways
- coordinate volunteer service support structures at the local level.

The following report is an abridged summary of the research. For access to the full report, email **timorleste@australianvolunteers.com.**

Key Findings

The research delivered four key findings:

1. Volunteering is valued for its positive contribution to development.
2. Volunteering opportunities in Dili are varied and supported, however, challenges exist in regards to female participation and futher support from government is needed.
3. Volunteers highly value access to skills training and have access to reasonable health and security support services, however, there are limitations in access to transport, logistics and other equipment.
4. Volunteerism in Timor-Leste spans welfare support, development efforts and disaster response.

Recommendations

Based on these findings, UNTL made five recommendations for support mechanisms to be developed:

1. National volunteer scheme that government and the development partners can utilise to support and incentivise volunteering.
2. Youth steering committee on volunteerism in Timor-Leste to advise on national policy for volunteerism in Timor-Leste.
3. National volunteer award scheme to recognise and value the contribution of volunteers.
4. Timor-Leste volunteer agency that gathers data, shares experiences and facilitates networking.
5. Volunteerism database and studies that seek a nationwide picture on types and impacts of volunteerism.

Photo credits: Photo of volunteers digging, copyright Permatil. Photo of volunteer faces, copyright RAENAL.

2. Background

In the two decades following the Restoration of Independence in Timor-Leste, anecdotal evidence suggests that significant levels of volunteerism contributed to community development and nation building. However, currently there is no in-country data on volunteerism in Timor-Leste recorded in the international indices[1].

UNTL - IPACSS has undertaken seminal research into the development and implementation of a KAP survey to capture the culture and actions of volunteerism and contribute insights to a nationwide picture of volunteerism in Timor-Leste. Focused primarily on youth, the research will inform the development of a National Youth Volunteers Scheme to be led by MYSAC,[2] who were a key partner of this project.

By undertaking a KAP assessment, the research contributes an understanding of attitudes towards volunteer behaviour and management, as well as experiences of volunteerism in Timor-Leste. It seeks to answer questions about the perceptions of volunteers, the usefulness of volunteerism to local community building, and how the government and other agencies support the work of volunteers. These answers will help provide baseline data that government agencies can use to: align volunteer programs with national policies; support volunteerism in strategic ways; and coordinate volunteer service support structures at the local level.

On an international level, the research offers insight into the Timor-Leste context in response to claims by United Nations, such as: 'young people increasingly feel that volunteerism complements formal education in teaching the skills that are required for the job market, such as leadership, teamwork, problem-solving, planning, management, creativity, communication and negotiation.'

3. Purpose

The objectives of the research were:

- To understand the perceptions of volunteers about volunteerism, its value and contribution to development.
- To identify opportunities for volunteerism services, specifically what young people want or need.
- To generate and document evidence and best practice based on the meaning and value of volunteerism.
- To measure various aspects of the practice of volunteerism in Timor-Leste.

As identified in the research brief: 'volunteers and volunteerism provide a way to localise the Sustainable Development Goals (SDGs) in sustaining peace and development.'[3] Within this broader context, the KAP research aims to guide advocacy and planning for national volunteering efforts and increase integration of volunteers into peace and development programs.

4. Methodology

Focusing on the geographical area of Dili, UNTL - IPACSS undertook a mixed-methods approach to conducting this research, including both quantitative and qualitative assessment tools. The research focused on Knowledge, Attitudes and Practices framework which aimed to explore the following questions: how do volunteers perceive and understand their work (Knowledge), What do volunteers think is the value of their work? (Attitude), and what do volunteers see as the purpose of their work? (Practices/Behaviours).

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[1] See: https://knowledge.unv.org/country/timorleste; See also Global Volunteerism Index:

 https://www.nationmaster.com/country-info/stats/Lifestyle/Society/Volunteering-and-social-support/Volunteering/Volunteered-your-time

[2] National Youth Action Plan Timor-Leste, 2022 (Page 39-40)

[3] United Nations Sustainable Development Cooperation Framework Timor-Leste 2021-2025

Project inception workshops (training) and meetings were coordinated by UNTL—IPACSS to develop the following study components:

1. Desk review
2. Constructing the research protocols
3. Preparing research questionnaires
4. Training on qualitative and quantitative methods and data collection tools
5. Training on data analysis and transcription techniques
6. Focus group discussion workshops with participants
7. In-depth interviews and case studies
8. Data transcription and analysis

5. Findings

5.1. Perceptions of volunteerism

Nearly all respondents (91%) agreed that volunteering is positive and is carried out: (i)'for yourself, without obligation' and (ii) to obtain new knowledge and skills.
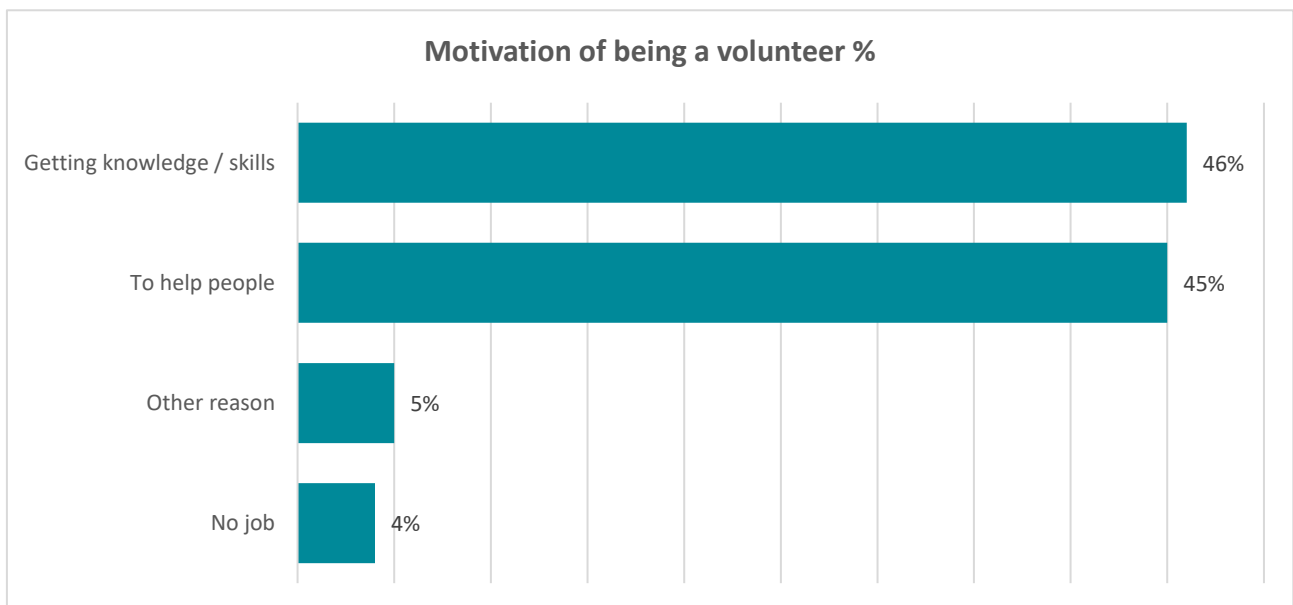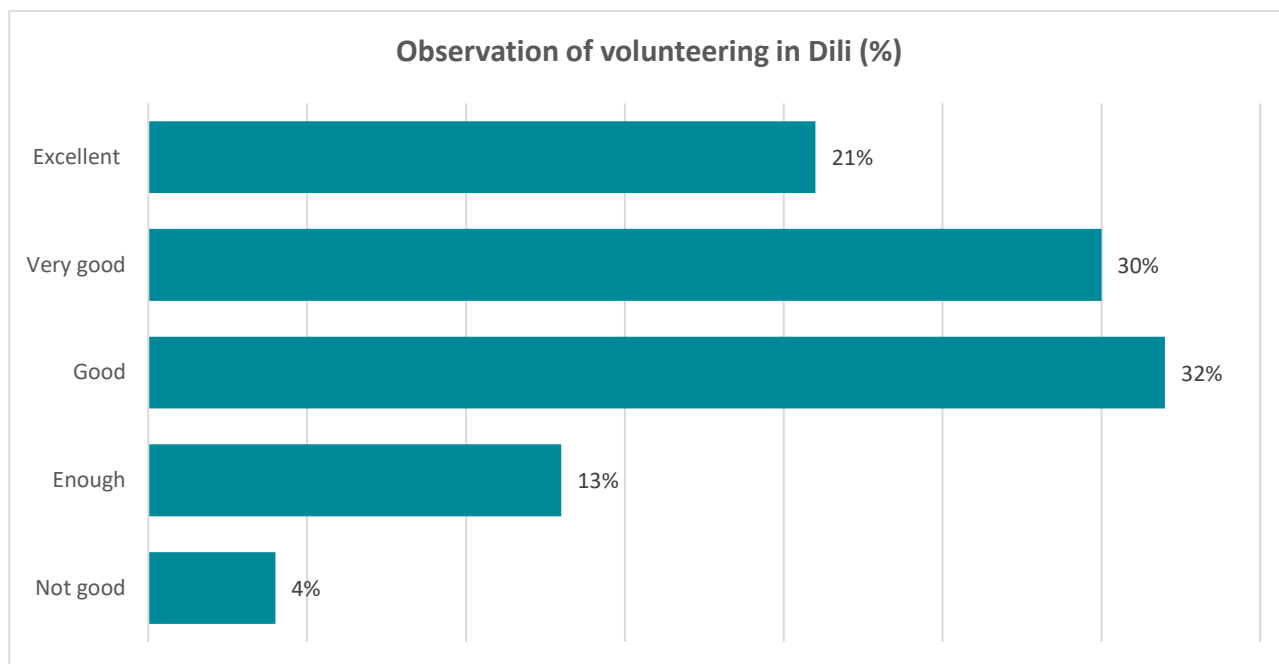

Volunteers' perception of the contribution or impact of volunteering on the community was overwhelmingly positive (94%). Participants emphasised that volunteering: (i) helps the community 'a lot' (34%); (ii) enhances community spirit for working together (33%); and (iii) enables education and skills of the volunteer to support community development (27%)

Qualitative data also identified another motivation for volunteerism as a means of addressing youth unemployment, which was not reflected in the quantative survey. In a country where youth unemployment, young people see volunteerism as a productive activity and as a means of building new knowledge and skills that will be useful in the workforce.

5.2. Support for volunteering

In general, most participants (83%) agree that volunteering in Dili is 'excellent, very good or good', and is varied and supported because of the concentrated population. Specifically, it was noted that most young people studying in Dili are also volunteers.

Observation of volunteering in Dili (%)

Rating	Percentage
Excellent	21%
Very good	30%
Good	32%
Enough	13%
Not good	4%

In regard to the type of volunteering being conducted the majority of participants seek to volunteer with local leaders and community. Most participants work directly with the community, involve youth and youth leaders in the community, and consult with local leaders and communities when deciding together what they will do.

Almost half of participants (49%) require but do not receive government support to accompany their volunteering activity at all stages of the process. However, 27% of participants receive government support at the beginning and require that support to continue throughout the process.

In emergency situations, some companies and private donations support volunteer efforts, however volunteers still face financial challenges such as transportation and food costs. There are concerns that younger people may not be interested in volunteering as they require some level of compensation to cover costs of transportation.

Concerns about inclusive participation were also raised by participants, particularly in relation to the women. One participant reported that the participation of women in volunteering is lower than the participation of men, which may be due to harmful perceptions of women and their capacity to undertake certain work.

5.3. Conditions of volunteering

Participants highly valued skills training as best practice in contributing to how they see their work and their capacity to carry it out. They also valued language training, regarding it as a 'value' that can be offered to volunteer, as well as safety and first aid training that can assist volunteers to respond to natural disasters and emergencies.

Volunteers reported working with local leaders and national police from the beginning to the end of their projects. The majority of volunteer works (87%) reporting having protection from the community, local leaders and youth council in village locations and were able to report problems immediately and receive help from local authorities. Access to health protections while volunteering, such as first aid, clinics and health services was generally perceived to be 'good.'

The key limitations identified by participants were costs associated with food and transportation and a lack of necessary equipment. These challenges can be overcome through reimbursements and access to computers and other relevant equipment, which will allow greater participation of youth in volunteering projects.

5.4. The practice of volunteerism in Timor-Leste

The practice of volunteerism in Timor-Leste spans welfare support, development efforts and disaster response.

The provision of social and economic support was identified by research participants as crucial aspects of community volunteerism, such as the distribution of food and clothes to those in vulnerable situations and providing access to free or more affordable medical treatment through local facilities. Community-based volunteering was identified as another focus to build capacity in regard to social issues, such as digital literacy, education for prevention of early pregnancy, and environmental care.

Volunteers respond to natural disasters, such as flooding and landslides, provide support to water conservation (terrace sharing) and community nurseries (to grow food and trees), and distribute emergency supplies to the community. In the case of flooding in Dili, the majority of volunteers reflected that, as human beings, they could not let the situation just happen and leave people to suffer. In this case, volunteers provided immediate assistance to evacuation efforts, preventing heavy damage, and continued to volunteer in subsequent days by cleaning homes, donating food and clothes, providing first aid and emotional support.

Volunteers also expressed what was perceived to be the reciprocity of the volunteer act, overwhelmingly recognising knowledge as a reward gained from volunteering. It was explained: 'that even any small action that they did they can learn from that'.

Volunteer limitations

Category	Percentage
Transport	30%
Logistic	29%
Computer	25%
Other	16%
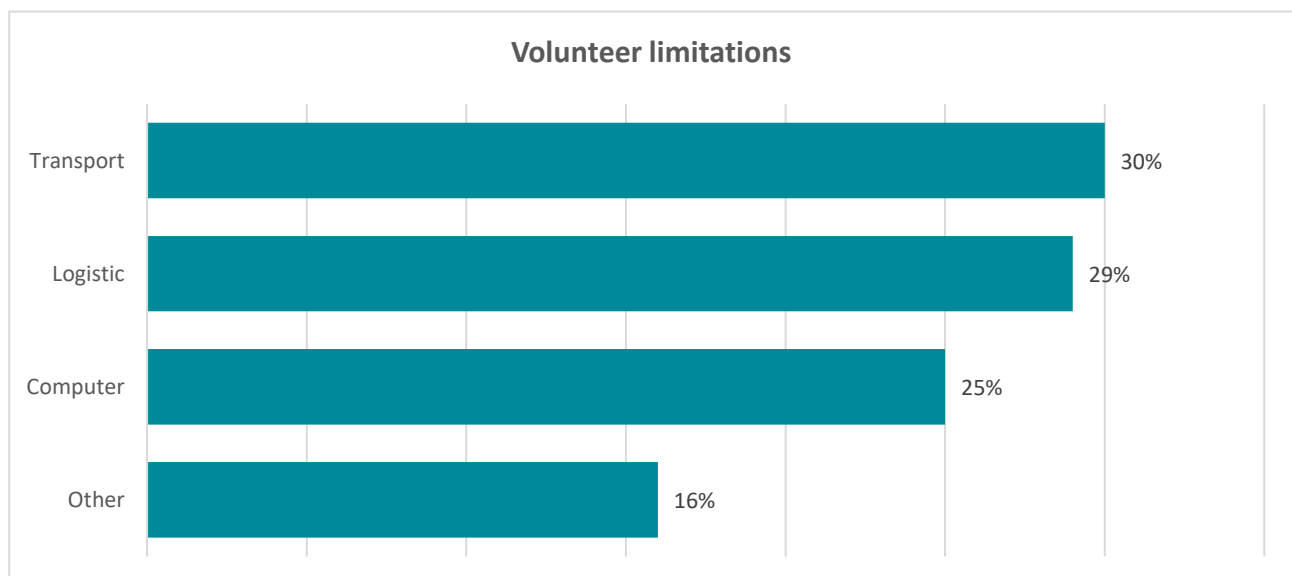
6. Recommendations

Recommendation 1. <u>Volunteer National Scheme in Timor-Leste</u>: The development of a national volunteer scheme would serve as a platform that government and development partners to utilise together to support and incentivise volunteer work.

Recommendation 2: <u>National Policy for Volunteerism in Timor-Leste</u>: The research identified a pool of inter-sectorial active and engaged young people who are committed to their 'volunteer' organisations and could be called upon by the government as a 'Youth Steering Committee on Volunteerism in Timor-Leste'.

Recommendation 3: <u>Volunteer Awards</u>: being a volunteer and doing volunteering service requires dedication, persistence and the sense of humanity. For this reason, volunteers would appreciate recognition of their value and contribution through a national award scheme from relevant state institutions and/or from The Office of the President of the Republic.

Recommendation 4: <u>Timor-Leste Volunteer Agency</u>: Like many other countries, the national volunteer sector plays an important role in providing opportunities for young people, fresh graduates, and young experts to use their knowledge within the country and abroad. An agency to record data, share experiences and facilitate networking is recommended. The agency will support the service of national volunteers while also building solidarity, technical ability, communication skills and leadership competence.

Recommendation 5: <u>Database and Studies on Volunteerism in Timor-Leste</u>. Timor-Leste has limited data and studies on volunteers and volunteerism. Investment in nation-wide research, including regional centres and remote locations, is crucial for developing a nationwide picture of volunteerism and its impacts on socio-economic and socio-ecological aspects of society.

Consideration of the term 'volunteering' also needs to be incorporated and best practice guidelines developed to ensure volunteering is not exploitative or used to replace paid employment. While volunteering provides substantial benefits to society, it also provides significant benefits to the volunteers themselves.

7. Gaps and research limitations

There is limited previous research on volunteerism in Timor-Leste as a source of baseline context and data.

- It is clear from this research that a further nationwide study is needed to seek experiences in regional centres and remote communities.
- This research found that 41 percent of the volunteers in this study are 'youth' aged between 15-24 years old.
- There appears to be a lower rate of women's participation in volunteerism compared to men .
- Most national volunteer organisations *have no or limited* comprehensive support system, while the international and bilateral volunteer organisations *do have* a comprehensive support system that provides a benchmark for support: such as travel costs, per diem, safety, protection, security, health insurance, capacity building training, language training etc.
- This research also revealed that attitudes and practices of volunteerism for 'working together' are perceived by some as starting to wane in recent time due to a monetary approach to life that is spurring a 'new' neo-liberal culture where work is equated with money.

8. Acknowledgements

ACKNOWLEGEMENT

CONTENTS

ACRONYMS, ABBREVIATIONS, AND GLOSSARY

AVP	Australian Volunteers Program
Bappenas	*Badan Perencanaan Pembangunan Nasional* – Ministry of National Development Planning
BNPB	*Badan Nasional Penanggulangan Bencana*, National Agency for Disaster Countermeasure in Indonesia
BPS	*Badan Pusat Statistik*, Statistics Indonesia
Desain Besar Kepemudaan Nasional (DBKN)	Youth national program/plan by Ministry of Youth and Sports
DIY	Daerah Istimewa Yogyakarta, Special Region of Yogyakarta
Gerakan Sukarelawan Indonesia	Indonesian Volunteer Movement
ILO	International Labour Organisation
Jabodetabek	Jakarta, Bogor, Depok, Tangerang and Bekasi – Greater Jakarta Metropolitan Areas
NU	*Nahdlatul Ulama*
pFGD	participatory Focus Group Discussion
SDGs	Sustainable Development Goals

ADA ACARA CLOSING KHUSUS U/ VOLUNTEER

Ada ruang u/ sampaikan aspirasi!

didengar idenya

Sistem mentori

Selebrasi
- Apresiasi
- Networking

Program Jan sampai hasilkan anggaran saja
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RELAWAN

FOKUS KE [MR TIDAK BERAT BIROKRASI!

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Pelatihan Ha
u/ "Super team"

Sistem

• Bonus

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SUMMARY

SUMMARY

Introduction and methodology

Empatika was commissioned by Indorelawan and Australian Volunteers to conduct a study to understand the practices of key stakeholders in volunteerism, both from volunteers and organisations' perspective. Findings from this research will serve as evidence that can be utilised by Indorelawan and Australian Volunteers Program (AVP) to strengthen volunteer management/development in government as well as other institutions, and to encourage development of national volunteer programs and policy to support volunteerism.

This study adopted a mixed method approach that combined quantitative data (survey) and qualitative data collection through participatory Focus Group Discussions (pFGDs) and in-depth interviews to gain more comprehensive insights from both volunteers and host organisations. For the purposes of this study, the focus is on formal sector volunteers and excludes social and political volunteers[1]. The survey data was collected from across Indonesia, based on Indorelawan's database of active volunteers in each province in Indonesia, whereas data collection for the pFGDs and interviews focused on the Special Region of Yogyakarta (Daerah Istimewa Yogyakarta/DIY), East Java, Bali, and Greater Jakarta Metropolitan Areas (Jabodetabek)[2]. At the end of the data collection period, a total of 425 survey responses were received from volunteers and former volunteers in 30 provinces in Indonesia and a further 27 volunteers and 7 host organisation representatives participated in the qualitative data collection.

Findings

Profile of the volunteers

Recent volunteers i.e. those who have volunteered for at least one organisation in the past 12 months make up 62.8% of the survey participants.[3] This is followed by 21.1% who have volunteered between 1-3 years ago and 16% who have volunteered 3 or more years ago. Women make up over half the respondents of the study (56.2%) as compared to 43.1% men. The majority of respondents (72.5%) are concentrated in the Java islands, mainly in West Java (22.1%) and DKI Jakarta (20.9%). This is followed by 9.2% respondents from Sumatra, 8.2% from Nusa Tenggara, 4.7% from Sulawesi and 1.4% from Maluku.

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1 In this study, formal sector volunteer/formal volunteering refers to a person and/or group of people who volunteer through a registered organisation/institution or community. The definition of social volunteer and what is included in the category of social volunteer is regulated under Permensos Number 16 of 2017. A social volunteer is required to obtain certification issued by the Social Welfare and Social Volunteer Certification Institute.

In Indonesia, *relawan politik* (translated in English as political volunteers) refers to individuals who volunteer their time, skills, and efforts to support political causes, campaigns, or candidates.

2 Jabodetabek is a portmanteau of the names of the constituent parts of the area: Jakarta, Bogor, Depok, Tangerang and Bekasi. It refers to the urban agglomeration or metropolitan area surrounding Jakarta, the capital of Indonesia.

3 Volunteers who have volunteered for at least one organisation in the past 12 months are referred to as recent volunteers for the rest of the report.

Age range of the volunteers is diverse, with 42.7% people aged 25-34 years old volunteering compared to 37.8% who are between 18-24 years old and 13.4% between 35-44 years old. A relatively small proportion of volunteers are over 45 years old (5.9%).

A Bachelors or Diploma degree is the most commonly attained education level. More than half of the survey participants have studied till Bachelors or Diploma (61.9%) and 27.7% have completed Senior High School or an equivalent degree. Only 7.9% have a Masters degree or above.

People volunteer in their free time as most are either currently employed or studying. Most volunteers are employed full time (42.1%), followed by students who are studying full time (21.2%), and those who work part time (19.5%).

Volunteering context

A higher percentage of people have volunteered for one organisation in the past 12 months. Of the 62.8% recent volunteers, 28.2% have volunteered for one organisation, 25.6% have volunteered for two organisations, and 20.9% have volunteered for more than three organisations in the past 12 months. Comparison by gender highlights that while more women than men have given time to one or two organisations, the proportion of men and women who have volunteered for more than three organisations in the past 12 months is the same.

Volunteering for community-based organisations is the most common, likely, as pFGDs highlight, because these have comparatively less stringent recruitment process and eligibility criteria. Majority of the respondents volunteer for community-based organisations (62.4%), followed by 59.1% volunteering for a formal NGO, association, or foundation, 24% for education institutions, 17.2% for private sector, and 14.6% for national, provincial or local government.

Volunteers do not spend a considerable amount of time on volunteering activities. Around one in five volunteers (21%) give over 100 hours a year, while a quarter (25.4%) volunteer between 10-50 hours a year and 18.5% are unable to recall the number of hours spent on volunteering. Likewise, around three in ten (33.6%) spend at least once a week volunteering for their main organisation while 21.1% spend time at least once a month.[4] A significant proportion have also volunteered for a one off event (27.5%).

Volunteers' employment status likely has a bearing on how much time they spend on volunteering activities. Of those volunteers who are engaged in full time employment, 24% spend 10-50 hours a year on volunteering activities, the proportion being even lower for those who spend 50-100 hours a year (18.4%) and more than 100 hours a year (16.8%). Compared to this, more volunteers who work part time give 50-100 hours a year (25.3%) and more than 100 hours a year (20.5%). The pFGDs also support this finding as some volunteers identified time as being a constraint for carrying out volunteering activities.

Top five areas or issues for volunteering are environment, education, health, youth empowerment, and community development. The most common areas or issues differed across gender. For example, while both men and women identified environment and education as their top two issues, women were more likely than men to volunteer on issues related to health (21.8% vs 15.1%), human rights (12.2% vs 8%), and disability (9.4% vs 6.4%). Men, on the other hand,

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4 If volunteers gave time to more than one organisation in the past 12 months, they were asked to refer to the one they provided the most time to.

volunteered on issues related to youth empowerment (16.5% vs 13.2), community development (14.1% vs 12.6%), and leadership (11.1% vs 9.5%).

Volunteering experience

People receive information about volunteering opportunities from various sources. Social media is the most common source of information (60.7%) followed by friends (40.2%) and community (40%) and schools and universities. Many people start volunteering while they are still in school and university after finding information through student bodies and will come across further opportunities as they meet new volunteers and/or continue to volunteer.

Volunteers get involved for a range of reasons, but intrinsic motivations were the most common motivators. The most common reason overall was wanting to improve things or help people (77.4%). Other motivations driven by values, as highlighted in the pFGDs, were wanting to be *'useful'*, *'impactful'* and *'contributing or returning to one's society'* which brought a general sense of satisfaction to people.

Understanding and enhancement motives are also strong motivators for volunteers. People volunteer so as to gain hands-on or new experiences such as working with a particular organisation (66.6% and 61.4% respectively) or a set of people, or gain skills and knowledge about a particular issue (58.4%). While people are more likely to volunteer to gain skills, 43.8% also volunteer to put to use an already existing set of skills and to enhance these. Additionally, improving confidence is also a highly ranked enhancement motive (50.1%).

Social motives, mainly meeting new people and expanding one's network also rank high in both the survey and pFGDs. This works two-fold; one, people volunteer so as to expand their network; and two, their shared experience with other volunteers is a positive influence that motivates them further. Comparatively fewer volunteers identified career or protective motives in both survey and pFGDs.

Overall satisfaction with volunteering is very high with 95.5% of the volunteers being either very or fairly satisfied with their volunteering experience. Top five reasons for feeling satisfied with their volunteering experience include getting an opportunity to use their existing skills and experience (78.6%), support received from the organisation (68.4%), flexibility (60%), useful training (51.6%) and receiving recognition for their work (49.8%).

Having their expectations met also results in satisfaction, as highlighted by the pFGDs. Across the four locations, volunteers shared that they started volunteering expecting to feel useful, contributing to a cause, and having an impact and having these expectations fulfilled gave them a sense of satisfaction.

Inducting volunteers by giving them information about the organisation is more common than providing training to them, which is often at the organisation's discretion. Interviews with organisation representatives implied that volunteers are typically expected to learn by doing and organisations do not provide training beyond an initial conversation about their job description and, in some cases, giving them procedural documents. None of the seven organisations included in the study (government, community-based, education, formal NGO, private sector) had provided training for their volunteers.

Few report issues with the recruitment process. The vast majority of volunteers (87.5%) agree that the recruitment process of the organisation they volunteered for was straightforward and easy, and only a small proportion disagreed. Recruitment varies for different levels of volunteers/volunteering positions. Typically, entry level volunteering positions are filled through an open selection whereas core positions, for example, for committee or management positions, are filled by selecting volunteers who have spent a considerable amount of time with the organisation and have knowledge about its functioning and focus areas.

Volunteers in the pFGDs felt that organisations need to be more stringent in their eligibility criteria and recruitment process. A less stringent recruitment process meant that organisations faced difficulties in recruiting credible volunteers and sometimes recruited people who lacked commitment and motivation. Not having credible volunteers meant that other volunteers' work was affected which sometimes lowered their motivation to work.

The majority of volunteers feel they are well supported by the organisation and fellow volunteers (97.1%). Although the organisations we interviewed did not have volunteer coordinators and none of the volunteers mentioned working with a volunteer coordinator, organisations practise the culture of experienced volunteers helping new volunteers by sharing their experiences or guiding them. Despite feeling well supported by the organisations, some volunteers feel the organisations they worked for had/have poor volunteer management. Some issues faced by volunteers are organisations often providing insufficient information about the activities they are supposed to engage in, they are not informed beforehand about the timing of the activities, and task deadlines without being consulted.

Almost nine in ten volunteers (89.7%) have received some form of compensation or appreciation from the organisation they volunteered for. Certificates are the most common, followed by merchandise and meals/meal allowances. Volunteers are divided into two camps, first who think that compensation or rewards are unnecessary and second who feel receiving compensation or rewards, particularly a certificate, enhances their motivation to volunteer.

Volunteering impact

Those aspects of volunteering liked by volunteers are closely linked to their intrinsic motivation. Around eight in ten volunteers (80.9%) liked that volunteering opportunities enhanced their life experience and skill set, followed by 76% who liked that volunteering brought them into contact with people of different backgrounds and cultures and 71.1% who enjoyed volunteering.

A high majority of volunteers are likely to continue volunteering for the next 12 months (94.6%). Of those who are likely to volunteer in the next 12 months, 73.6% want to continue because of the skills and experience they are gaining, 71.6% like the positive impact on their health and wellbeing and 64.7% feel a sense of duty or obligation.

Volunteers expect host organisations and government's support in making volunteering more attractive to new volunteers. Over 71.5% volunteers note that providing training would make volunteering more attractive for future volunteers, followed by 70.6% who thought creation of a volunteer hub and 68.5% who felt mentoring opportunities would make volunteering more attractive.

Key Recommendations

Based on the findings from the study, the following recommendations are intended to support the policy inclusion and scale up of volunteerism in Indonesia.

Recommendations for the government

1. Provide regulation regarding volunteers as a workforce
   a. Drafting of general regulation governing volunteerism, such as the Global Volunteering Standard guidelines developed by the International Labour Organisation (ILO)
   b. Include volunteerism as part of national development goals
   c. Ensure legal and social protection, security, and benefits (insurance, health benefits) for volunteers through regulation aimed at organisations

2. Create a national-level volunteer hub to support/train volunteers
   a. Create a sub-national/national-level database of volunteers by working area/issue
   b. Identify required support and training needs for volunteers
   c. Provide training and other support through the hub
   d. Create a grievance mechanism for volunteers and organisations to to report or register grievances

3. Create awareness in and encourage the population about the benefits and impacts of volunteering
   a. Disseminate existing literature and reports on volunteerism in Indonesia to schools, non-formal education institutions, community libraries
   b. Nation-wide awareness raising and knowledge building by sharing success stories, targeting children, adolescents and adults to build a cohort of future volunteers
   c. Create sub-national and national-level awards to appreciate the work of volunteers and volunteering organisations
   d. Include volunteering in school/university curriculum, requiring all students to have volunteering experience
   e. Create volunteering opportunities by collaborating and integrating with government programs/plan (such as *Desain Besar Kepemudaan Nasional 2025-2045*)
   f. Encourage volunteering at the local government level

Recommendations for the host organisations

1. Establish a procedure to attract new volunteers
   a. Highlight organisation's volunteers, volunteer activity and efforts through social media campaigns to attract new volunteers
   b. Establish 'volunteer ambassadors' — a core group of volunteers who share their volunteering experience and its impact as a way to get people interested in volunteering
   c. Collaborate with local governments for identification of volunteering opportunities in geographical areas and thematic issues of interest to volunteers

2. Establish a standard organisational procedure (SOP) for recruitment, retention, and management of volunteers
   a. Collaborate with volunteer management organisations such as Indorelawan to provide

volunteer recruitment and management training and develop guidelines for volunteer management

    b. Create a SOP for volunteer recruitment and management, that includes guidelines on volunteer eligibility, requirements for applying (CVs, recommendation, interview process, interest areas of volunteers), compensation and reimbursement, grievance mechanism

    c. Identify volunteer interest issues in order to pair them with their issue of interest to ensure retention

    d. Establish volunteer coordinators in organisations for volunteer recruitment and management

3. Provide capacity building for volunteers and organisations
    a. Collaborate with volunteer management organisations such as Indorelawan to identify training needs for volunteers and develop a training curriculum for organisations
    b. Introduce sharing sessions for host organisations and volunteer management organisations such as Indorelawan or other organisations which have established volunteer programs to support with capacity building
    c. Share open resource hub for volunteers and organisations including management guides, best practice examples, research, reports etc. for volunteers' and organisations' capacity building

4. Provide appreciation and recognition to volunteers to keep them motivated
    a. Identify available and required resources to provide feasible form of appreciation/compensation/reimbursement to volunteers
    b. Provide certificates and recommendation letters to all volunteers mandatorily
    c. Establish a feedback and appreciation session at the end activities for volunteers

Recommendations for volunteers

1. Identify own interest as well as thematic areas of the host organisation before volunteering for an activity to maintain motivation in volunteering. Realising that volunteer work is a collective effort and requires one to appreciate fellow volunteers by increasing personal commitment, respecting differences, and collective work.

2. Encourage host organisations to be more responsible for their volunteers by providing better volunteer management.

1. INTRODUCTION

1. INTRODUCTION

Volunteering is believed to be a powerful tool for positive change and can be used as a tool for countries to make progress towards the Sustainable Development Goals (SDGs).[5] Across the world, volunteering is generally defined as the act of an individual or group freely giving time and labour, often for community service. The Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 29 of 2017, defines volunteer as 'a person and/or group of people who carry out the implementation of welfare based on volunteerism'. The volunteering infrastructure comprises various elements that underpin volunteering within a specific setting, encompassing policy frameworks, governmental entities, advocacy organisations, collaborative networks, research endeavours, educational materials, technological platforms, and the socio-cultural context.[6] While it is believed to be a powerful tool, there is limited data on the demographics of volunteers in Indonesia that is sufficient to inform their potential.

Despite a growing number of studies on volunteerism in Indonesia, there exists a gap between the research and how the findings are leveraged by stakeholders to strengthen volunteer management as well as to develop policy advocacy, particularly on the national level. The few studies that have been conducted previously on volunteerism have generally focused on specific sectors and organisations, thus failing to capture the dynamics and trends of volunteerism that are not exclusive to the sector.

Based on these gaps, Empatika was commissioned by Indorelawan to understand the practices of key stakeholders in volunteerism, both from volunteers and organisations' perspective. For the purposes of this study, the focus was on formal sector volunteers and excluded social and political volunteers[7]. Findings from this research will serve as evidence that can be utilised by Indorelawan and Australian Volunteers Program (AVP) to strengthen volunteer management/ development in government as well as other institutions, and to encourage development of national volunteer programs and policy to support volunteerism.

How this report is organised

The remainder of this report is presented as follows: Section 2 details the methodology used for this study; Section 3 presents key study findings; and Section 4 includes study conclusions and recommendations for future support.

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5 Australian Volunteers. Retrieved April 12, 2024, from https://www.australianvolunteers.com/innovation-hub/global-volunteering-accelerator/

6 Ibid.

7 In this study, formal sector volunteer/formal volunteering refers to a person and/or group of people who volunteer through a registered organisation/institution or community.

The definition of social volunteer and what is included in the category of social volunteer is regulated under Permensos Number 16 of 2017. A social volunteer is required to obtain certification issued by the Social Welfare and Social Volunteer Certification Institute.

In Indonesia, *relawan politik* (translated in English as political volunteers) refers to individuals who volunteer their time, skills, and efforts to support political causes, campaigns, or candidates.

2. METHODOLOGY

2. METHODOLOGY

This study adopted a mixed method approach that combined quantitative data (survey) and qualitative data collection through participatory Focus Group Discussions (pFGDs) and in-depth interviews to gain more comprehensive insights from both volunteers and host organisations. The data collection for this study took place between February and May 2024.

The survey in this study focused on four areas: volunteer demographic, volunteering context, volunteering experience including motivation and satisfaction, and volunteering impact particularly to the volunteers themselves. The scope of the survey sample was determined during the inception phase in consultation with Indorelawan and was based on Indorelawan's database of active volunteers in each province in Indonesia, with the majority of active volunteers residing in Java and Bali, making this the majority sample in the study. The survey was disseminated by Indorelawan through email, social media and WhatsApp. At the end of the data collection period, a total of 425 responses were received from volunteers and former volunteers in 30 provinces in Indonesia.

The survey was followed by qualitative data collection through pFGDs with volunteers and in-depth interviews with host organisation representatives. A total of four pFGDs, one each in three provinces, including Special Region of Yogyakarta (Daerah Istimewa Yogyakarta/DIY), East Java, Bali, and Greater Jakarta Metropolitan Areas (Jabodetabek)[8]. The first two pFGDs were conducted online for Jabodetabek and East Java. In-person/offline pFGDs were conducted for data collection in the Special Region of Yogyakarta and Bali. The locations were selected in close consultation with Indorelawan, based on the location of their most active volunteers.

PFGDs combine participatory research approaches and conversation to move away from the traditional question and answer format of focus group discussions to more engaging activities, including through the use of visual aid tools. The pFGDs were built on the themes covered in the survey and the insights aimed to provide an interpretative lens particularly to volunteer motivation and challenges, volunteer satisfaction, and volunteer protection. The pFGDs included both individual activities and group discussions to fully explore key study topics.

A total of 27 participants were selected from the survey for the pFGDs and include those who are volunteering or had volunteered for the last 12 months in government bodies, private sector, foundations/non-government organisations/formal organisations, community-based organisations, and education institutions. These participants were selected using systematic random sampling from survey respondents who had given consent in the survey form to be contacted further and agreed to participate in the pFGD. A selection of criteria such as age group, educational background and gender were considered to ensure diverse participation.

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8 Jabodetabek is a portmanteau of the names of the constituent parts of the area: Jakarta, Bogor, Depok, Tangerang and Bekasi. It refers to the urban agglomeration or metropolitan area surrounding Jakarta, the capital of Indonesia.

To complement the survey and pFGDs with volunteers, in-depth interviews were held with seven representatives of host organisations. These organisations were selected by Indorelawan based on their willingness to participate in the study. Empatika then contacted these organisations to schedule an in-depth interview separately. The in-depth interviews covered topics on volunteering management practice, including challenges and best practices on volunteer management by the host organisations. The quantitative and qualitative data are sequenced in a way that allows for understanding the perspectives of both the volunteers and host organisations as well as their aspirations to strengthen volunteerism.

Survey
30 Provinces
425 Responses

Online pFGDs
Jabodetabek & East Java

Offline pFGDs
Yogyakarta & Bali

? In-depth Interview
Seven Host Organizations

Table 1: Research questions

	Research questions	Sub-questions
Volunteers	What are the motivations and experiences of volunteers in Indonesia?	• Who are the volunteers? • What drives people to volunteerism? • What are the challenges faced by the volunteers? • What issues are the volunteers most interested in/most likely to support?
Host organisations	How is volunteering management practised by host organisations?	• What are the key practices employed by host organisations in volunteer management? • What are the challenges faced by the host organisations in managing volunteers and volunteering activity? • What are practical recommendations for scaling up volunteerism at national level?

Table 2: Study design and tools

Tools	Objective	Participants
Online survey	To capture an overview of volunteer demographic, volunteering context including volunteering sector, time spent, training, and volunteering experience Impact on the volunteers.	425 volunteers and/or ex-volunteers across Indonesia.
pFGD activity 1: River of Life	To understand the context, motivation and decision to volunteer (for particular sectors/organisations), and challenges faced in volunteering.	27 active volunteers and/or volunteers who had volunteered in the last 12 months aged 18 – 64 years old.
pFGD activity 2: Tree of Expectations	To understand participants' expectations related to volunteering, to explore their experience in volunteering, and to explore the gap between volunteer expectation and volunteering experience.	27 active volunteers and/or volunteers who had volunteered in the last 12 months aged 18 – 64 years old.
pFGD activity 3: Be the Boss	To explore ideas on how volunteers can be supported from the perspectives of volunteers, including but not limited to support provided by host organisations and government (through policies and regulations).	27 active volunteers and/or volunteers who had volunteered in the last 12 months aged 18 – 64 years old.
In-depth interviews	To explore volunteer management key practices by host organisations, its challenges, potential solutions and support needed to overcome the challenges.	Seven host organisations

pFGD Participants' River of life, Tree of expectations, and Be the boss

2.1 Study process

Desk Review → Design → Piloting → Online survey → Archiving & debriefing

pFGDs in Jabodetabek, Special Region of Yogyakarta, East Java, and Bali

Interviews with host organizations

Analysis

Report writing
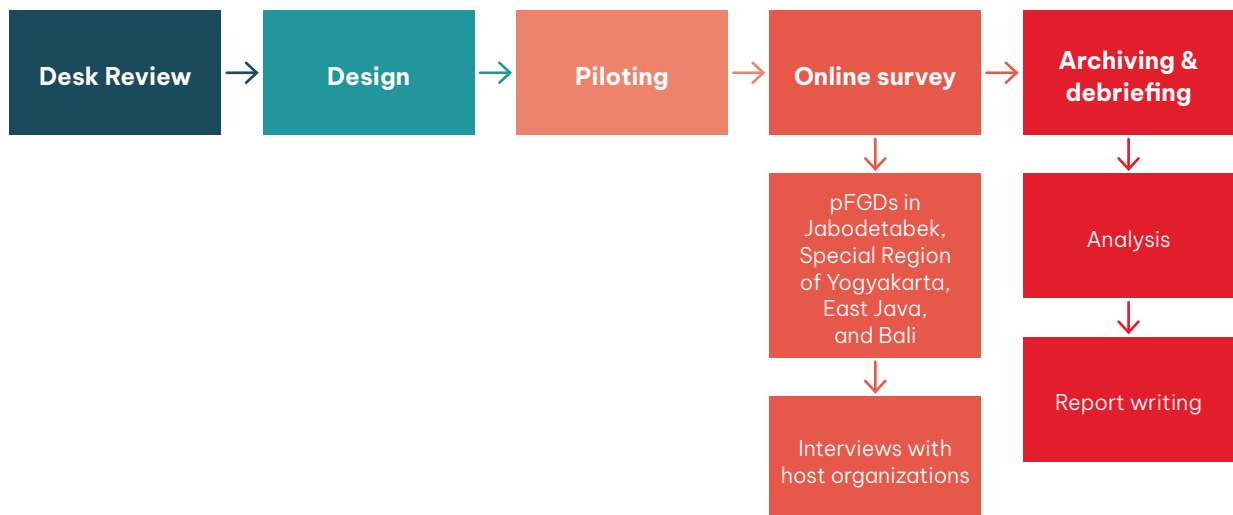
1. **Desk review,** which provided a concise overview of volunteerism practices in Indonesia, including scope and scale of volunteerism, volunteerism values, and volunteerism policy.[9]

2. **Quantitative data collection design, piloting, and dissemination,** insights gathered from the desk review fed into the data collection design. An online survey was designed to accommodate an effective distribution across Indonesia. Prior to the survey dissemination, a pilot was conducted and revision was made to the survey after the piloting.

3. **Qualitative data collection design and pFGDs with study participants,** pFGD tools were built on the themes covered in the survey but with the intention to provide an interpretative lens to survey insights. Visual aid tools were used in both online and offline pFGDs to accommodate informal, engaging and participative discussions. Each pFGD took place over 2-3 hours.

4. **Interviews with host organisations,** in-depth interviews were conducted online with seven host organisations representing different types of organisations and sectors, with each interview lasting approximately one hour.

5. **Archiving and debriefing,** following each day of pFGDs, researchers captured all notes, insights, visuals and conversations using a structured archiving template to ensure consistency. This process also included internal research team reflection to identify key emerging themes, insights and challenges and facilitate cross-pFGD analysis.

6. **Analysis,** carried out using a combination of thematic and grounded theory approaches, drawing on archiving materials and visuals. This was supplemented with a half day sensemaking workshop involving all study team members to identify key findings.

7. **Report writing,** after the completion of the analysis, a report was developed to present the insights on desk review, methodology and study process, and study findings.

2.2 Ethics and Safeguarding

All efforts were made to ensure the highest standards of research ethics and safeguarding were followed over the course of this study. This includes adhering to principles of informed consent, voluntary participation and right to withdraw at any time. As per American Anthropological Association Code of Ethics, Empatika adopts an ethical obligation to people 'which (when necessary) supersedes the goal of seeking new knowledge'. Researchers do everything in their power to ensure that research does not harm the safety, dignity and privacy of the people with whom they conduct the research.

For this study, Empatika obtained ethical approval and research permit from BRIN (National Research and Innovation Agency). Consent was obtained from all research participants. All data (written and visual) was coded to protect the identity of individuals and communities. As a result, the exact locations and identities of study participants are not revealed in this report.

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9 Desk review submitted to Indorelawan as a separate deliverable.

2.3 Study Limitations

1. **Different engagement levels between pFGDs:** due to budget constraints, two out of four pFGDs were conducted online for Jabodetabek and East Java. While insights from all pFGDs were valuable, face-to-face communication remains more engaging compared to online interaction due to less distractions that may occurred in online pFGDs, such as poor internet connection, technical glitches, or multitasking are minimised, allowing participants to focus fully on the discussion topic.

2. **Lengthy online pFGDs:** the online pFGDs experienced significant challenges, primarily stemming from its extended duration and issues with participant engagement and technical disruptions. The prolonged nature of the session may have contributed to decreased engagement levels among participants, as it may have been more challenging for them to sustain attention and actively contribute throughout the discussion. Additionally, technical disturbances, such as connectivity issues or software glitches, further disrupted the flow of the pFGD and hindered effective communication among participants.

3. **Difficulty contacting host organisations:** despite our best efforts, arranging interviews with both private sector and UN representatives was challenging. The first private sector contact, provided by Indorelawan, was unresponsive, hampering our ability to schedule an interview. Subsequent attempts with another contact were unsuccessful due to the lack of an active volunteer project within the company. Similarly, despite reaching out to our network, we had difficulty finding a suitable interviewee in the private sector. As for the UN sector, while we were connected with a contact through Indorelawan, we are currently awaiting permission from the organisation to proceed with the interview. These challenges underscore the complexity of accessing key stakeholders for our study.

3. FINDINGS
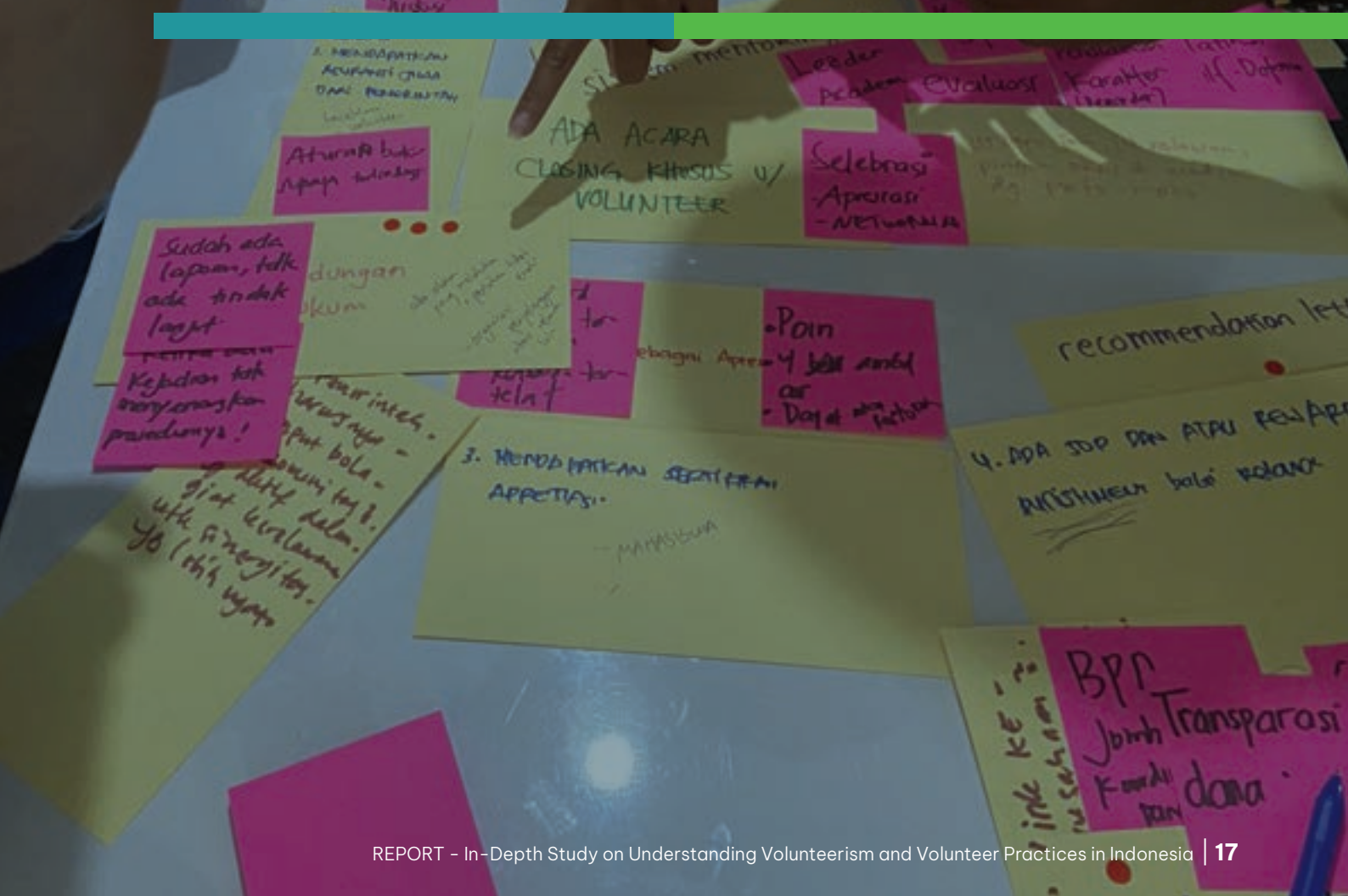
3. FINDINGS

This section presents key findings identified through the study. The section begins with presenting a profile of the volunteers (3.1), followed by an overview of the context the volunteers work in (3.2), volunteering experience, to understand their motivation to volunteer and satisfaction they get from volunteering, as well as their perception of the volunteer recruitment and management processes (3.3). The section concludes with findings on the perceived impact of volunteering on volunteers (3.4).

3.1 Profile of the volunteers

Recent volunteers i.e. those who have volunteered for at least one organisation in the past 12 months make up 62.8% of the survey participants.[10] This is followed by 21.1% who have volunteered between 1-3 years ago and 16% who have volunteered 3 or more years ago.

Women make up over half the respondents of the study. Of the 425 people who participated in the survey, 56.2% are women and 43.1% are men. Likewise, of the 27 people who participated in the pFGDs, 16 are women (including one transwoman) and 11 are men. Women are also more likely to be recent volunteers than men (37.9% vs 24.2%).

Age range of the volunteers is diverse, with 42.7% people aged 25-34 years old volunteering compared to 37.8% who are between 18-24 years old and 13.4% between 35-44 years old. A relatively small proportion of volunteers are over 45 years old (5.9%). People aged 18-24 and 24-35 are 26% more likely to be recent volunteers compared to other age groups.

A Bachelors or Diploma degree is the most commonly attained education level, another finding that corresponds with the desk review.[11] More than half of the survey participants have studied till Bachelors or Diploma (61.9%) and 27.7% have completed Senior High School or an equivalent degree. Only 7.9% have a Masters degree or above. Of the 61.9% who have studied till Bachelors or Diploma, 36.5% are women and 25.4% are men. More recent volunteers also have a Bachelors or Diploma degree (38.8%) followed by 19.1% recent volunteers who have a Senior High School or equivalent degree.

People volunteer in their free time as most are either currently employed or studying. Most volunteers are employed full time (42.1%), followed by students who are studying full time (21.2%), and those who work part time (19.5%). Of the 41.2% volunteers who are employed full time, 23.8% are women (compared to 18.3% men) and the highest proportion (24.5%) are in the 25-34 age group.

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10 Volunteers who have volunteered for at least one organisation in the past 12 months are referred to as recent volunteers for the rest of the report.

11 Institute for Volunteering Studies. (2023, January 5). Institute For Volunteering Studies. IVOS | Institute For Volunteering Studies. Retrieved December 21, 2023, from https://ivostudies.com/publikasi/indonesian-volunteering-study-reports-2022.

Sumatra (9.2%)

Sulawesi (4.7%)

Maluku (1.4%)

Java (72.5%)

West Java (22.1%)

Jakarta (20.9%)

Nusa Tenggara (8.2%)
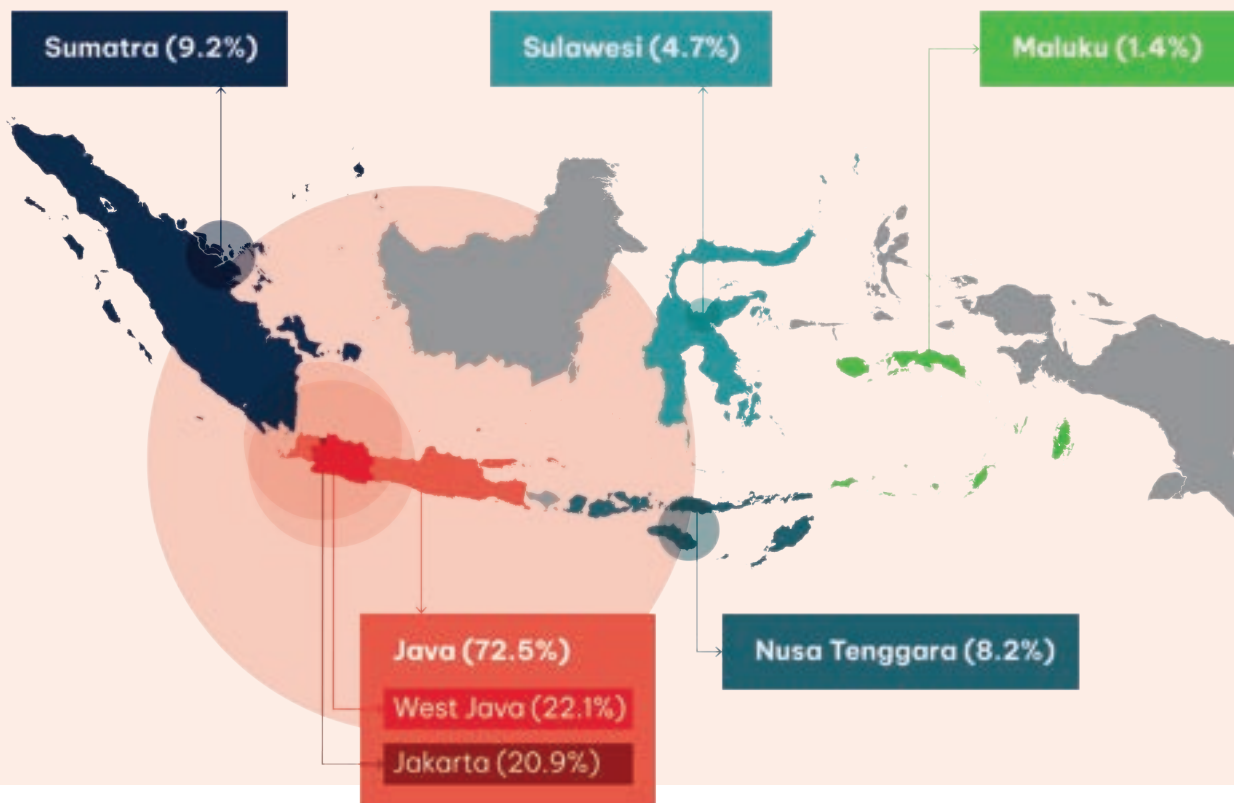
Although the survey instrument was disseminated across Indonesia, 72.5% respondents are concentrated in the Java islands, mainly in West Java (22.1%) and DKI Jakarta (20.9%). This is followed by 9.2% respondents from Sumatra, 8.2% from Nusa Tenggara, 4.7% from Sulawesi and 1.4% from Maluku.

3.2 Volunteering context

A higher percentage of people have volunteered for one organisation in the past 12 months. Of the 62.8% recent volunteers, 28.2% have volunteered for one organisation, 25.6% have volunteered for two organisations, and 20.9% have volunteered for more than three organisations in the past 12 months. Comparison by gender highlights that while more women than men have given time to one or two organisations, the proportion of men and women who have volunteered for more than three organisations in the past 12 months is the same (see Figure 1). Similarly, recent volunteers are more likely to volunteer for more than three organisations in the past 12 months (16.9%) than volunteers whose volunteering experience was more than one year ago.

Figure 1: Number of organisations volunteered for in the past 12 months
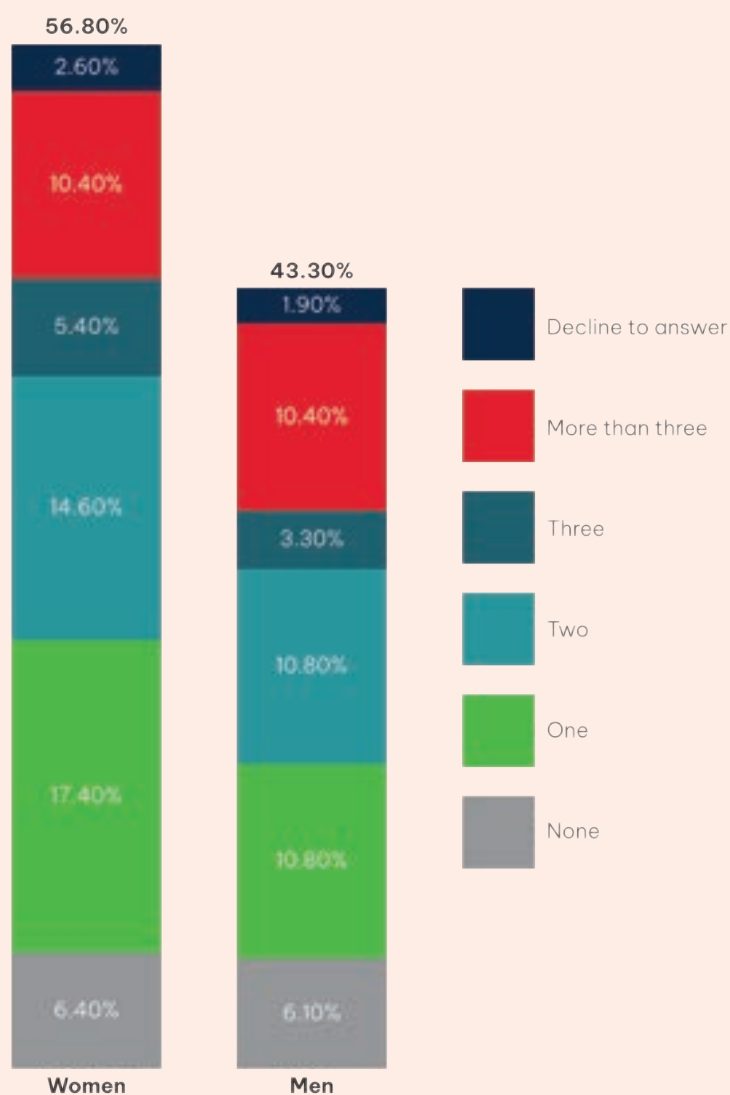
The pFGD findings imply that people who begin volunteering at a younger age, mainly when still at university, go on to volunteer with multiple organisations as they grow older. Some of these 'volunteer champions' have co-founded organisations, most commonly non-profit, community-based organisations, when in their 30s. More often than not, these organisations are run exclusively by volunteers, either using personal funds or securing funding through sponsors or the government. The pFGDs in East Java and Yogyakarta highlight a trend that people begin active volunteering when they are still at university, the implication being that *'being active in an organisation is the cool thing to do'* as people see their friends/peers as also volunteering and want to join themselves.

Volunteering for community-based organisations is the most common, likely, as pFGDs highlight, because these have comparatively less stringent recruitment process and eligibility criteria. Majority of the respondents volunteer for community-based organisations (62.4%). This is followed by 59.1% volunteering for a formal NGO, association, or foundation, 24% for education institutions, 17.2% for private sector, and 14.6% for national, provincial or local government. It should be noted that volunteers are not always able to correctly identify the

sector of their organisation as highlighted by the pFGDs, where volunteers considered the private sector as any work sector that was non-government.

Figure 2: Volunteering sectors
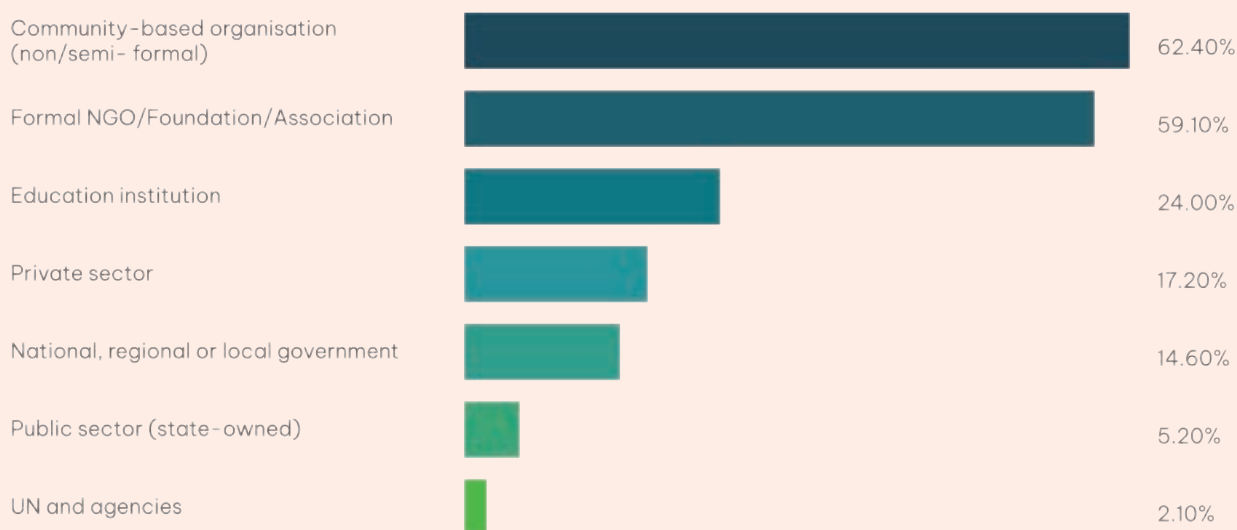
*Respondents could select more than one answer

Volunteers do not spend a considerable amount of time on volunteering activities. Around one in five volunteers (21%) give over 100 hours a year, while a quarter (25.4%) volunteer between 10-50 hours a year and 18.5% are unable to recall the number of hours spent on volunteering. There is no significant relation between volunteers' age and the number of hours in a year spent in volunteering, but a slightly higher proportion of 25-34 year olds have spent 10-50 hours a year in volunteering activities (11.8%) than other age groups.

Although people do not spend a considerable number of hours on volunteering activities, around three in ten (33.6%) spend at least once a week volunteering for their main organisation while 21.1% spend time at least once a month.[12] A significant proportion have also volunteered for a one off event (27.5%). More women than men volunteer at least once a month (12% vs 9.1%) and more than half women than men have volunteered for one off events (19.1% vs 8.1%). The proportion of volunteers who volunteer at least once a week is highest for those in the 18-24 age group (13.6%). Recent volunteers are also more likely to volunteer at least once a week (23.5%).

Volunteers' employment status likely has a bearing on how much time they spend on volunteering activities. Of those volunteers who are engaged in full time employment, 24% spend 10-50 hours a year on volunteering activities, the proportion being even lower for those who spend 50-100 hours a year (18.4%) and more than 100 hours a year (16.8%). Compared to this, more volunteers who work part time give 50-100 hours a year (25.3%) and more than 100 hours a year (20.5%). The pFGDs also support this finding as some volunteers identified time as being a constraint for carrying out volunteering activities. For example, three volunteers in East Java told us they could only volunteer after work or during the weekend as they had

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12 If volunteers gave time to more than one organisation in the past 12 months, they were asked to refer to the one they provided the most time to.

full time jobs and one had discontinued volunteering as their university work demanded more time. Similarly, others in Yogyakarta shared that they could not give more time than they were currently giving because they had to support their families by working.

"We only have 24 hours a day, we like volunteering very much, but we must work, I have family at home."

(Volunteer, Yogyakarta)

Most volunteers have a longstanding relationship with their main organisation. While 19.8% have volunteered for their main organisation for less than a year, the proportion of volunteers who have volunteered with the same organisation for over a year is higher. About a quarter of the volunteers (24.6%) have volunteered for their main organisation for 1-2 years, followed by 14.4% who have volunteered for 2-4 years and a further 16.4% for more than 4 years. This is also corroborated through the pFGDs participants who had volunteering experience ranging from 2-3 years to 30 years, of which some of them had spent a number of years volunteering for the same organisation. They explained this as a 'bond' they had with the specific organisation and a few were willing to overlook slight mismanagement on the part of the organisation or their own stagnancy in that organisation because of the time they had spent volunteering for the organisation.

People typically do not move outside of their province to participate in volunteering activities. Over the course of their volunteering experience, 66.4% have volunteered for activities in the province of their domicile, whereas only 11.5% have volunteered outside the province of their domicile. A further 21.5% have volunteered for online activities.

Top five areas or issues for volunteering are environment, education, health, youth empowerment, and community development (see Figure 3). The most common areas or issues differed across gender. For example, while both men and women identified environment and education as their top two issues, women were more likely than men to volunteer on issues related to health (21.8% vs 15.1%), human rights (12.2% vs 8%), and disability (9.4% vs 6.4%). Men, on the other hand, volunteered on issues related to youth empowerment (16.5% vs 13.2), community development (14.1% vs 12.6%), and leadership (11.1% vs 9.5%).

There are fewer differences in the areas or issues that people volunteered for by age groups, which broadly supported the same issues without much variation in frequency.

Figure 3: Areas or issues for volunteering

Area	Percentage
Environment	53.40%
Education	50.10%
Health	37.40%
Youth empowerment	29.90%
Community development	26.80%
Leadership	20.70%
Human rights	20.50%
Climate	18.80%
Peace and tolerance	18.40%
Disaster management	16.50%
Disability	15.80%
Arts and culture	15.50%
Nutrition	14.10%
Gender equality	13.20%
Sports	10.10%
Food security	9.20%
Information and Study Center	8.70%
Agriculture	7.30%
Science and technology	7.10%
Labour	6.40%
Animal welfare	4.70%
Legal aid	4.00%
Others	2.10%
Can't recall/Don't know	2.40%
Decline to answer	0.20%

*Respondents could select more than one answer

Activities related to events, providing information, and online campaigning are the most common. As shown in Figure 4, organising or helping to run events was the most popular type of volunteering activity (73.9%), followed by attending meetings, events or discussion (48.2%) and providing information/socialisation (31.6%) and online campaigns (31.5%).

Figure 4: Activities undertaken by volunteers

Activity	Percentage
Organised/help run an activity or event	73.90%
Attended meetings, events, discussions	48.20%
Provided information (socialisation)	31.60%
Online campaign	31.50%
Secretarial, clerical, logistical or administration work	28.00%
Mentoring	27.50%
Communication and partnership building	27.30%
In-person campaign (clean up, violence against women/children campaign etc.)	27.10%
Fundraising/took part in sponsored events	26.60%
Data collection	25.40%
Visited people in need	21.90%
Community engagement	20.20%
Got others recruited to volunteer in the organisation	20.00%
Creator/writer	18.40%
Gave advice or counselling to people	17.90%
Project management	12.90%
Human resource management	9.90%
Handled money (eg. treasurer)	8.20%
Provided transport/driving	6.10%
Others	0.60%

*Respondents could select more than one answer

Volunteering activities most often take a hybrid approach, with more than half volunteers (58.5%) responding that they carried out their tasks using a mix of online and in-person approach. This is followed by 32.7% using a fully in-person approach and only 8% volunteers reported that their tasks were carried out fully online.

3.3 Volunteering experience

Information sources

People receive information about volunteering opportunities from various sources. Social media is the most common source of information (60.7%) as both organisations seeking volunteers and volunteer management organisations (such as Indorelawan) often post volunteering opportunities on their social media platforms. Another similar source is visiting organisations' websites to find information on volunteering opportunities available.

Friends (40.2%) and community (40%) are also important sources of information on volunteering opportunities, as are schools and universities. As mentioned above, many people start volunteering while they are still in school and university after finding information through student bodies and will come across further opportunities as they meet new volunteers and/or continue to volunteer.

Figure 5: Sources of information on volunteering opportunities

Source	Percentage
Social media	60.70%
Friends	40.20%
Community	40.00%
Volunteering website	33.40%
Organisation website	30.10%
School/University	19.80%
Family	10.60%
Workplace	8.90%
Media (TV, newspaper, radio)	4.90%
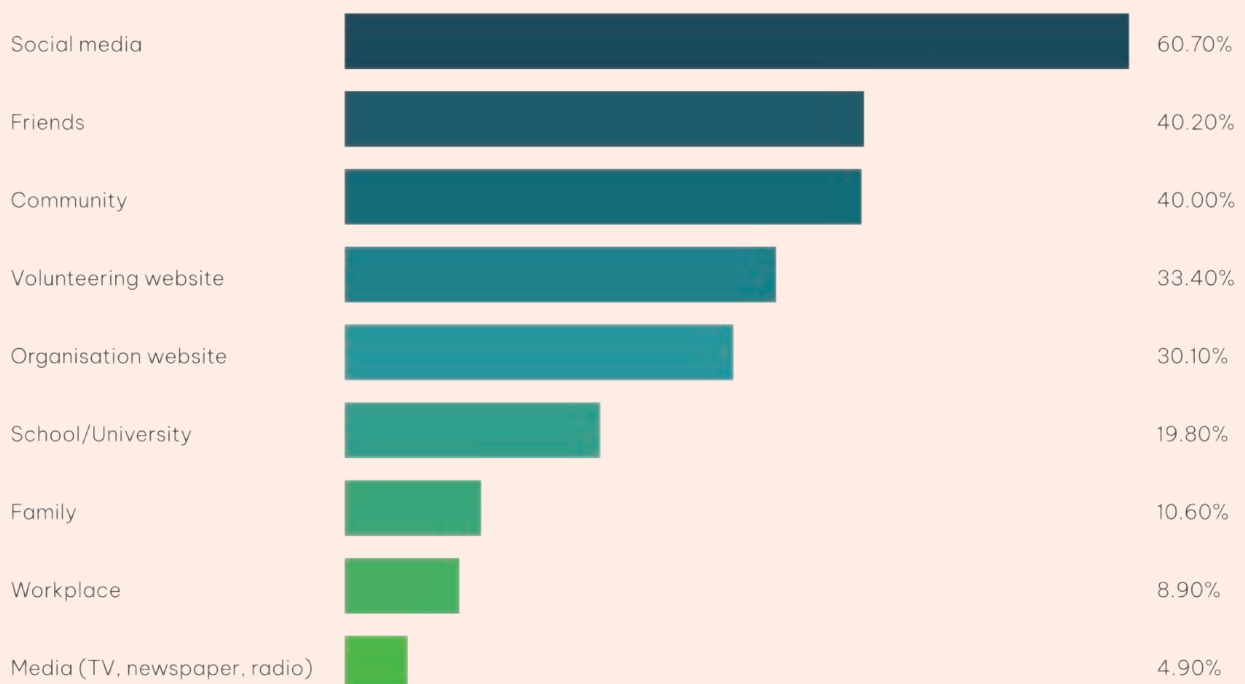
*Respondents could select more than one answer

Volunteers in Bali share their River of life drawing
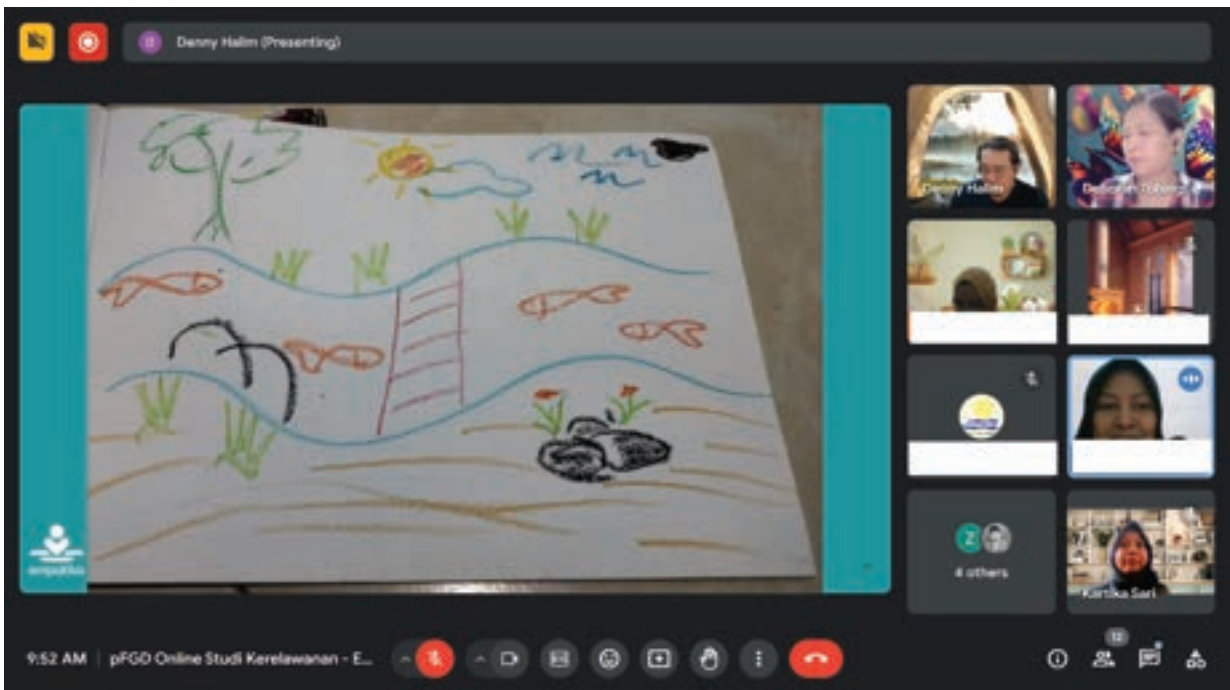
pFGD activities: (1) participants drawing River of life, (2) volunteers' tree of expectation, (3) online pFGD participants sharing their River of life

Motivation to volunteer

Volunteers get involved for a range of reasons, but intrinsic motivations were the most common motivators, as also highlighted by the desk review[13]. The most common reason overall was wanting to improve things or help people (77.4%). This altruism is typically inspired by their own experience and what they have seen and heard of the past. For example, one volunteer in East Java was inspired to volunteer after hearing stories of his grandfather helping the guerilla army in the 1920s. Another in Yogyakarta was volunteering for an organisation working for environmental issues because he was raised in a village which had always used minimal plastic and had a recycling culture and after moving to Yogyakarta and witnessing the state of waste management, he was drawn to volunteering in order to *'give back'* what he had learned from people in his village growing up.

Other motivations driven by **values**, as highlighted in the pFGDs, were wanting to be *'useful'*, *'impactful'* and *'contributing or returning to one's society'* which brought a general sense of satisfaction to people. Identifying with an organisation' previous work (65.2%) and having a personal connection with a particular issue, for example, a transwoman volunteering issues on transgender rights or issues that they feel passionately about, for example, environment, also ranked high in the pFGDs as well as the survey (45.9%).

"From giving, we get more."
(Volunteer, Jabodetabek)

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13 Finkelstien, M. (2009, April). Intrinsic vs. extrinsic motivational orientations and the volunteer process. Personality and Individual Differences, 45(5-6), suggests that there are six general psychological functions served by volunteerism:#

- **Values** motives refer to the desire to express values related to altruistic and humanitarian concerns for others.
- **Social** motives describe volunteering undertaken in order to spend time with important others or gain their approval.
- **Understanding** motives serve the function when the individual seeks to acquire new learning experiences and/or exercise skills that might otherwise go unused.
- **Protective** motives reflect a desire to reduce negative affect caused, for example, by personal problems or guilt over being more fortunate than others.
- **Enhancement** motives serve the function of increasing positive affect through personal growth and increased self-esteem.
- **Career** motives are distinguished by the desire to gain career-related experience and increase job prospects.

The first five functions are categorised as intrinsic motivation and the sixth (career) is categorised as extrinsic motivation.

Figure 6: Motivations to volunteer

Motivation	Percentage
To improve things/help people	77.40%
To give me hands-on experience	66.60%
I liked the group/organisation's previous work	65.20%
To experience working with a particular group/organisation	61.40%
To learn new skills	58.40%
To meet new people	56.70%
To improve my confidence	50.10%
The issue/cause was important to me	45.90%
I had spare time	48.00%
To use my existing skills	43.80%
Part of my religious/cultural belief/philosophy	31.30%
To help future career prospects	25.40%
Someone asked me to volunteer	14.60%
To help my academics	17.40%
My friends/colleagues were already volunteering	6.60%
There were no specific motivations	5.20%
My friends/family wanted me to volunteer	2.80%
Others	0.80%
Can't recall/Don't know	0.70%
Decline to answer	0.50%

* Respondents could select more than one answer

Understanding and enhancement motives are also strong motivators for volunteers.
People volunteer so as to gain hands-on or new experiences such as working with a particular organisation (66.6% and 61.4% respectively) or a set of people, or gain skills and knowledge about a particular issue (58.4%). For example, a volunteer in Jabodetabek was inspired to volunteer after meeting hikers near his village and having conversations with them about nature and the environment. This interested him to understand more about the environment and resulted in him starting a group in high school which did environment clean ups. Likewise, others also began volunteering for different groups and organisations in high school to gain knowledge about specific issues.

While people are more likely to volunteer to gain skills, 43.8% also volunteer to put to use an already existing set of skills and to enhance these, including teachers who have teaching degrees and are honing their skills through volunteer work. Others feel that the skills they learn/ improve are useful for themselves as well, not just for the beneficiaries, as exemplified by a woman who volunteers for a small community-based organisation working with single mothers. As part of their work, the organisation trained single mothers on Zoom facilitation and Canva software, with the aim that these women could go on to volunteer for the organisation in the future. The volunteer, who is a single mother herself, was also trained along with the rest of the women and felt that the training was *'useful for us (volunteers), not just the beneficiaries'* as she learned along with the other women and this also helped improve her confidence. Likewise, **improving confidence is also a highly ranked enhancement motive** (50.1%).

Social motives, mainly meeting new people and expanding one's network also rank high in both the survey and pFGDs. This works two-fold; one, people volunteer so as to expand their network; and two, their shared experience with other volunteers is a positive influence that motivates them further, *'meeting fellow volunteers is so recharging, it gives me new energy'* (volunteer, Yogyakarta). Other social motivations to volunteer include religious beliefs by which people believe that they will *'receive gifts from god for good deeds'* (volunteer, East Java), someone else prompting them to volunteer, their friends and family volunteering or asking them to volunteer.

Comparatively fewer volunteers identified career or protective motives in both survey and pFGDs. Those volunteers who mentioned career as a motivation in the pFGDs shared that they felt more motivated after they started to volunteer on issues that aligned with what was part of their education and/or work background. On the other hand, protective motives were mentioned in the context of volunteering helping to reduce stress and improve mental health of volunteers.

While the top three motivations for volunteering are more or less uniform across the different demographics, there are certain differences within age and gender groups. Motivation to volunteer for 18-24 year olds are geared towards personal development more compared to motivations of 25-44 year olds who have more altruistic motives. Gaining new skills, experience of working with particular organisations, and furthering career prospects are higher priority for volunteers in the 18-24 age group. This age group also prioritised gaining new skills over using existing skills (27.5% vs 18.4%). Likewise, improving confidence is also prioritised more by 18-24 year olds compared to other age groups (24.2%) and by women compared to men (29.4% vs 20.7%).

Compared to 18-24 year olds, volunteers in the 25-34 age group are more motivated by values like wanting to improve things and help people (33.6% vs 28%) and volunteering for a cause that is important to them (20% vs 18.4%). The same is the case for women who ranked to improve things and help people (42.4% vs 34.8%) and volunteering for an important cause (26.4% vs 19.3%) as a higher priority than men.

The social aspect of volunteering, including meeting new people, is more important for women than men (32.7% vs 24%), although there are no specific differences for different age groups.

Table 3: Top three motivations by gender and age-group

|	Motivation 1	Motivation 2	Motivation 3
Men	To improve things/help people	Liking the organisation's previous work	Improving confidence
Women	To improve things/help people	To have hands-on experience	To experience working with a particular organisation
18-24	To experience working with a particular organisation	To learn new skills To get hands-on experience	To improve things/help people
25-34	To improve things/help people	To have hands-on experience	Liking the organisation's previous work
35-44	To improve things/help people	Liking the organisation's previous work	To have hands-on experience

Volunteer in Yogyakarta shares his River of life drawing

Satisfaction with volunteering experience

Overall satisfaction with volunteering is very high: 95.5% of the volunteers are either very or fairly satisfied with their volunteering experience. Six in ten or 60.4% of recent volunteers are also more satisfied compared to those who volunteered more than 12 months ago. Likewise, women volunteers are generally more likely to be satisfied than men (53.9% vs 40.9%). There are no major differences in the satisfaction of the different age groups or satisfaction based on sectors worked, the latter being generally high for all sectors of work.

Figure 7: Satisfaction with volunteering experience

Decline to answer
0.7%

Dissatisfied
3.8%
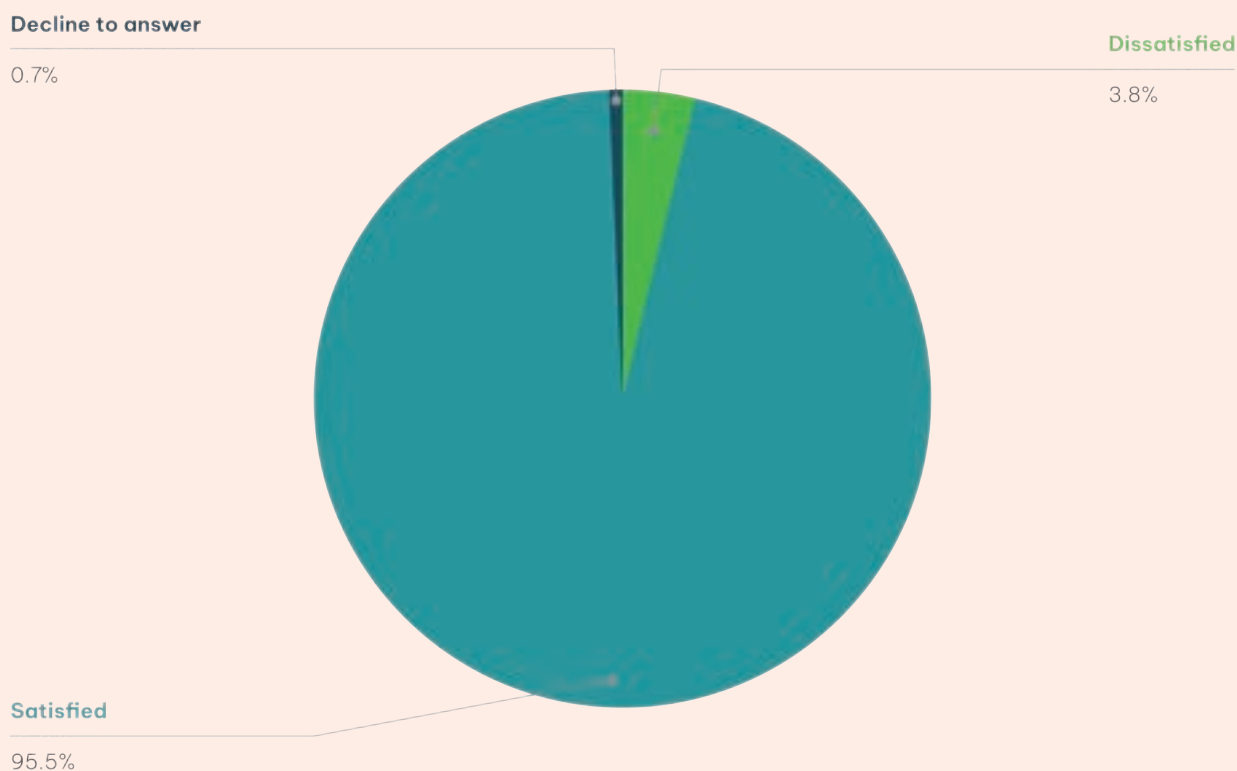
Satisfied
95.5%

It is also important to understand the reasons why volunteers are satisfied or dissatisfied with their volunteering experience. Top five reasons for feeling satisfied with their volunteering experience include getting an opportunity to use their existing skills and experience (78.6%), support received from the organisation (68.4%), flexibility (60%), useful training (51.6%) and receiving recognition for their work (49.8%).

Having their expectations met also results in satisfaction, as highlighted by the pFGDs. Across the four locations, volunteers shared that they started volunteering expecting to feel useful, contributing to a cause, and having an impact and having these expectations fulfilled gave them a sense of satisfaction, *'an infinite happiness that only a volunteer can feel'* (volunteer, East Java). Learning new skills and building their capacity through training and mentoring are also expectations volunteers have when starting a volunteering activity and, as mentioned above, when these expectations are met, volunteers come away feeling satisfied with the experience. Similarly, meeting new people and expanding their network, and, to a lesser extent, receiving appreciation and recognition for their work (through a certificate) or compensation or allowance for food, travel etc. also are expectations which when met

improves volunteer satisfaction. Table 4 presents volunteers expectations which were self-reported in the pFGDs.

Table 4: Met and Unmet expectations (self-reported)

Met expectations	Unmet expectations
Values: • Contribution to community • Feeling useful Understanding: • Gaining experience • Gaining knowledge and skills • Capacity building/Mentoring Enhancement: • Self satisfaction Social: • Meeting new people • Networking • Sharing happiness with others • Recognition from beneficiaries • Team work Others: • Certificate • Food and beverages • Transportation reimbursement/ compensation • More variation on volunteering activities	• Recognition in the form of certificate or letter of recommendation • Benefits and support (material and non-material, including compensation, insurance, counselling, legal protection) • Lack of or unclear feedback • Better quality of volunteers (more engaged, skilled, motivated) • Organisational support in terms of management of volunteers, mentoring, training, clear scope of work/job description

pFGD participants in Yogyakarta discussing their Tree of expectation

Volunteering management and support

Inducting volunteers by giving them information about the organisation is more common than providing training to them. Six in ten volunteers (60.9)% received an induction about the organisation. This number is comparatively less for those who received training specific to their roles (48.2%) and training on organisational policies and procedures (45.6%). 18.6% of the volunteers had received no training.

PFGDs also highlight that although providing an induction about the organisation to new volunteers is a common practice, and volunteers have a fair understanding of their job descriptions, training is typically provided at the organisation's discretion. Interviews with organisation representatives implied that volunteers are typically expected to learn by doing and organisations do not provide training beyond an initial conversation about their job description and, in some cases, giving them procedural documents. None of the seven organisations included in the study (government, community-based, education, formal NGO, private sector) had provided training for their volunteers.

"Everyone has understood that this (the work) is voluntary and contribution is the most important, not their own development."
(organisation representative, government-supported)

Box 1: Indorelawan provided training

During pFGDs, two volunteers shared their experience of joining Indorelawan volunteering programs (*Generasi Bebas Stunting* and *Generasi Literasi*). The volunteers had received induction training and technical training, which included a section specifically related to volunteering. These training sessions were part of the program bootcamp and were conducted online. Additionally, there was a mentoring class that further supported the volunteers. For instance, one volunteer needed support because one *posyandu* was reluctant to participate in the collaboration, and the mentoring class provided the necessary guidance and assistance.

Our data collection process highlighted that this form of support was relatively rare as most other organisations did not provide structured training and mentoring sessions.

Those volunteers who have received training are positive about it. Training is considered beneficial for the volunteers and enhances their understanding, knowledge or skill on a topic area. For example, the single mother volunteer who received training on Zoom facilitation and using Canva, a student red cross volunteer who received training on first aid and evacuations, and another volunteer in Bali who received a seven-day leadership and volunteerism training along with volunteers from different countries felt that the training they received was helpful

for their roles and improved their skills. Some others have not received training but have been part of committees and volunteer hubs or bootcamps which have enhanced their skills and knowledge.

Those who have not received any training feel they can fulfil their roles better if training is provided and recommend providing training to volunteers. For example, a volunteer in East Java was assigned to teach adult literacy classes by the organisation only because she had good communication skills. The organisation did not provide her with any training and her lack of experience in teaching meant that she struggled to teach initially.

Overall, few report issues with the recruitment process. The vast majority of volunteers (87.5%) agree that the recruitment process of the organisation they volunteered for was straightforward and easy, and only a small proportion disagreed (9.6%). More women than men agreed that the recruitment process was straightforward and easy. There were no major differences between the age groups, with volunteers of all age groups agreeing rather than disagreeing.

Recruitment varies for different levels of volunteers/volunteering positions. Typically, entry level volunteering positions are filled through an open selection where those interested apply by filling out forms or sending their CVs (either through the organisation's social media or website or through volunteer management organisations like Indorelawan). Those selected are invited for an interview process, clearing which they begin volunteering. We also noted that some smaller organisations did not require CVs of volunteers, recruiting them directly for an activity. Some well-established organisations that have been operating for a long time also have a roster of volunteers who had previously worked with the organisation and were likely to invite these volunteers to fill out specific positions. Core volunteering positions, for example, for committee or management positions, are typically filled by selecting volunteers who have spent a considerable amount of time with the organisation and have knowledge about its functioning and focus areas.

Prior experience of volunteering is a criteria organisations look for when selecting volunteers and people are more likely to be selected if they have volunteered for a similar issue or activity previously. Age is a criteria mainly for higher level volunteering positions (for example, a committee or management position) and if an activity requires volunteers of a certain age (for example, school-related volunteering is done by school students themselves, or younger volunteers for work with children and adolescents), but most organisations do not have an age criteria and welcome volunteers of all ages.

Volunteers in the pFGDs felt that organisations need to be more stringent in their eligibility criteria and recruitment process. A less stringent recruitment process meant that organisations faced difficulties in recruiting credible volunteers and sometimes recruited people who lacked commitment and motivation. Volunteers gave several examples of how other volunteers came late for events, including times when people would register to volunteer but fail to show up for an activity/event. One organisation in east Java had also faced financial issues when a volunteer working for them had applied and received funding through the organisation and used the funds for personal use. Recruiting volunteers who were not interested in the issue or cause was another problem faced by organisations and resulted in people dropping out of volunteering activities in the middle. Not having credible volunteers meant that other volunteers' work was affected which sometimes lowered their motivation to work.

Box 2: Recruitment process

One of our pFGD participants in East Java runs a small foundation that hosts volunteers. The foundation helps disadvantaged individuals seek free medical treatment at government hospitals. This support includes helping with documentation (collecting IDs, letters of recommendation, etc.) and accompanying patients during their hospital treatment. The pFGD participant shared that recruiting volunteers is challenging because the work requires highly trustworthy individuals. She typically recruits volunteers informally, sometimes spreading the word through youth WhatsApp groups. She expressed concern, saying, *'How will we know if someone is not a scam?'* She wishes there was an organisation in her small town to manage volunteers' data, IDs, and CVs (a data bank) to ensure volunteers are trustworthy and not a scam, to protect their beneficiaries.

While we found that organisations under Indorelawan at least require potential volunteers' CVs during the recruitment process, there is an indication that smaller organisations tend to be less strict in their volunteer recruitment practices.

"The parties involved in a (volunteering) activity are like small gears in a machine. Even if there is just one gear that does not work properly, the whole system will be affected."
(Volunteer, East Java)

Figure 8: organisations are typically flexible about the time volunteers provide
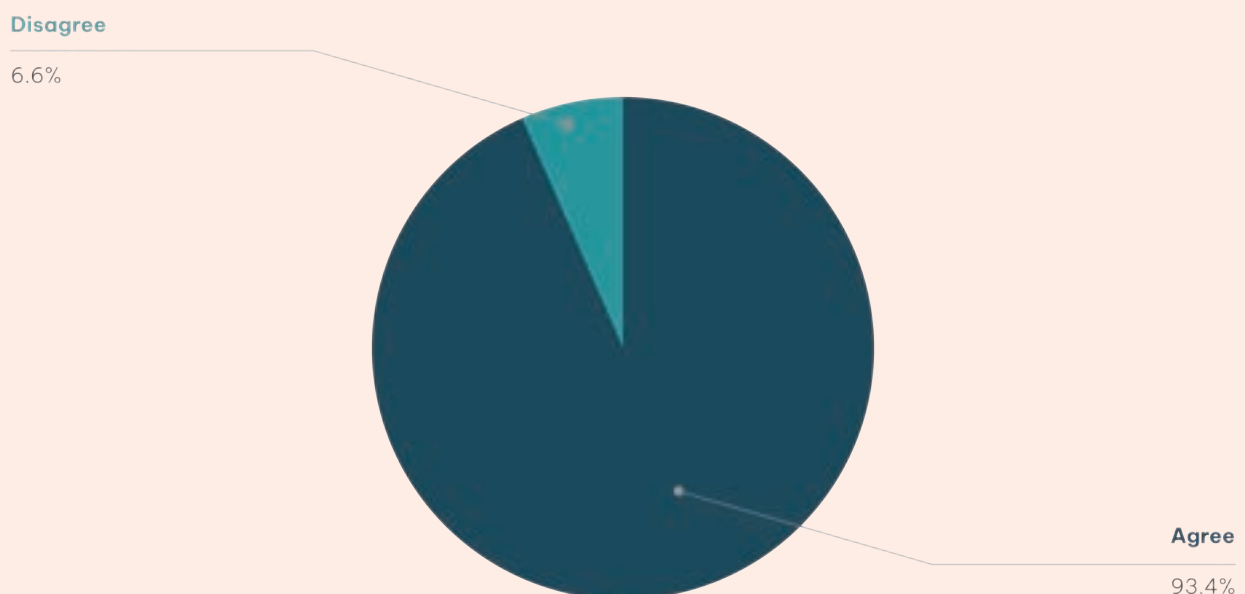
Disagree
6.6%

Agree
93.4%

The majority of volunteers feel they are well supported by the organisation and fellow volunteers (97.1%). Although the organisations we interviewed did not have volunteer coordinators and none of the volunteers mentioned working with a volunteer coordinator, organisations practise the culture of experienced volunteers helping new volunteers by sharing their experiences or guiding them. Some organisations have core team members (also volunteers) that keep an eye on how other volunteers are coping and will have a talk with them if they look demotivated or are not performing well. Other organisations will support young volunteers if they face a problem but otherwise let them work independently because they think volunteers might become dependent if monitored too closely, *'we are more egalitarian, and when we give room to juniors* (volunteers) *freely, they perform way better'* (organisation Representative, Government supported).

Box 3: Is a recruitment process needed for volunteers capacity building?

Nina was interested in becoming a volunteer in a policy advocacy community when she saw volunteering opportunities on social media. As a student majoring in law at that time, her motivation to join was because there was a series of online capacity building for volunteers free of charge. She believed that by joining as a volunteer, she could learn from the capacity building activities. The only thing needed was to register online as there were no specific requirements.

Many volunteers joined the capacity building activities. However, participants kept dropping out at every subsequent capacity building session and by the end only three participants, including Nina, remained. Nina was unable to utilise the capacity building sessions to their full potential as the sessions required group work and people dropping out after each session made this difficult.

Nina thought that this was due to the lack of a selective recruitment process and requirements of those who wanted to volunteer. There was no selection process to ensure the commitment of volunteers who kept dropping out. Consequently, other committed volunteers, such as herself, felt demotivated.

Despite feeling well supported by the organisations, some volunteers feel the organisations they worked for had/have poor volunteer management. Some issues faced by volunteers are organisations often providing insufficient information about the activities they are supposed to engage in, they are not informed beforehand about the timing of the activities, and task deadlines without being consulted. For example, in East Java one volunteer was given a report deadline without being consulted about his availability and another was signed up to volunteer at a night event without being asked. Others mentioned about events starting late because organisations were unable to manage enough participants to arrive on time as well as some events having to be cancelled because volunteers did not show up to work. Gathering feedback on their performance and/or a reflection space post volunteer activity is also limited and volunteers feel establishing a mechanism in organisations where volunteers can share their experience and get feedback on their performance is a necessity.

The majority of volunteers feel they know how to raise issues with their supervisors (94.3%) and are comfortable about doing so. More women than men (54.4% vs 42.1%) and more volunteers in the 25-34 age group compared to 18-24 year olds (40.9% vs 33.9%) know how to raise an issue. Despite this, we met a few volunteers who had continued to work with organisations that had financial irregularities as well as one who knew of a sexual harassment case against the organisation. The latter continues to work with the organisation despite the organisation not taking any action against those concerned.

Almost nine in ten volunteers (89.7%) have received some form of compensation or appreciation from the organisation they volunteered for. Certificates are the most common, followed by merchandise and meals/meal allowances (See Figure 9). PFGDs and interviews with organisations highlight that compensation (other than certificates or merchandise) is typically provided to volunteers if the organisation has managed to secure funds for a program or sponsorship for an event, and more likely than not, smaller organisations struggle to secure funding for their activities compared to bigger, more-established organisations.

Figure 9: Compensation/appreciation received

Certificate	60.70%
Merchandise/gift (caps, t-shirt, cups, keyring, voucher, etc.)	49.20%
Meals/meal allowance	40.90%
Transport/transport allowance	30.40%
Reimbursement for my expenses	20.50%
Communication allowance	18.60%
I have not received anything	18.40%
Others	1.80%
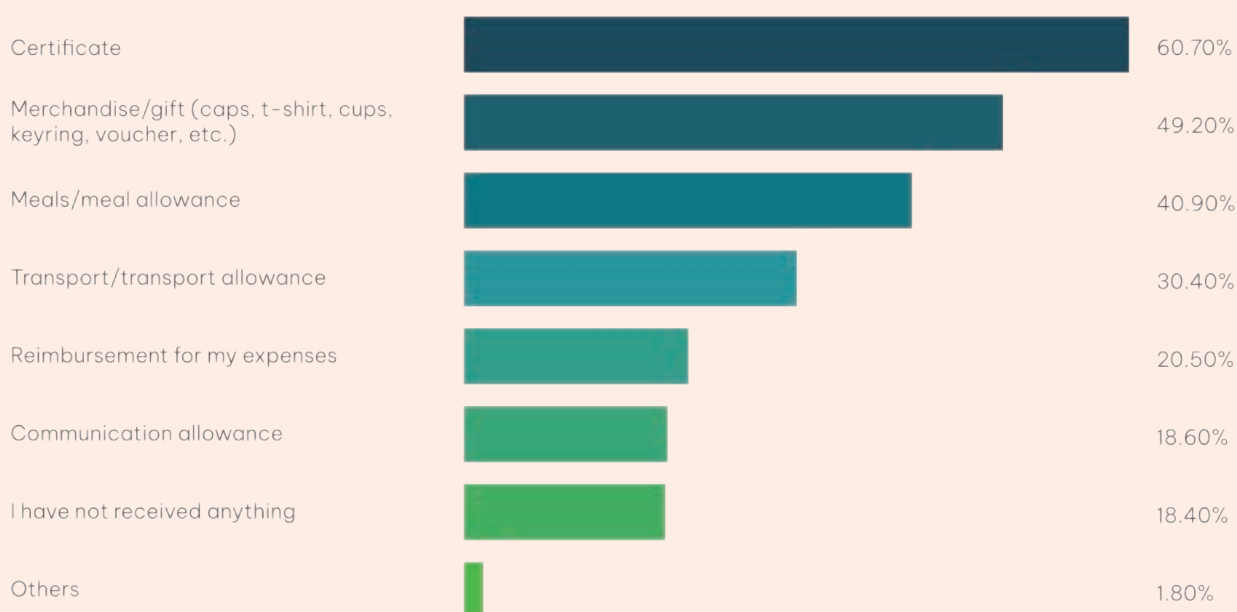
*Respondents could select more than one answer

Volunteers are divided into two camps, first who think that compensation or rewards are unnecessary and second who feel receiving compensation or rewards, particularly a certificate, enhances their motivation to volunteer. The former group believe that volunteering *'is a call from our heart'* (volunteer, Yogyakarta) and they are rewarded when they are able to help those in need or support a cause they believe in. Other volunteers we spoke with had not been provided allowance for travel, food or communication or been reimbursed for out of pocket expenses but were happy to continue volunteering despite this.

*"Volunteering is giving,
not getting (a tangible thing)."*

(Volunteer, Yogyakarta)

While the second group of volunteers would like some form of compensation, most say they do not expect it to be monetary. Volunteers are happy for the organisation to provide them meals or transport for events and more importantly recognise them for their work. The latter through either events for volunteers where they can meet other volunteers and expand their network or by providing them with certificates or letters of recommendation, both of which are likely to help them secure other volunteering or paid opportunities.

3.4 Volunteering Impact

Those aspects of volunteering liked by volunteers are closely linked to their intrinsic motivation. Around eight in ten volunteers (80.9%) liked that volunteering opportunities enhanced their life experience and skill set, followed by 76% who liked that volunteering brought them into contact with people of different backgrounds and cultures and 71.1% who enjoyed volunteering (Figure 10).

Across different age groups, those in the 25–34 age group were more likely to agree with the highest ranked statements with 34.4% saying they liked that volunteering enhanced their life experience and skill set, 32.2% saying they liked that volunteering brought them into contact with people of different backgrounds and cultures and 30.6% who enjoyed volunteering. Volunteers in the 18–24 age group follow closely. Likewise, more women than men agreed with the highest ranked statements.

Figure 10: Why do volunteers like volunteering?

It enhances my life experience and skill set	80.90%
It brings me into contact with people of different backgrounds and cultures	76.00%
I enjoy it	71.10%
It gives me a sense of personal achievement	67.80%
It makes me feel like I am making a difference	66.40%
It improves my mental health and wellbeing	64.70%
It makes me feel appreciated and gives me more confidence	54.80%
It helps me feel less isolated	33.90%
It improves my physical health	32.00%
It improves my employment prospects	30.80%
It improves my academics	20.50%
Others	0.20%

*Respondents could select more than one answer

Box 4: Certificate for portfolio

During the Tree of expectation activity, participants in the pFGD session in Yogyakarta highlighted networking as a key benefit of participating in volunteer activities. They noted that forming new friendships and connections not only boosts their motivation to engage in *'acts of kindness'* but also opens doors to further volunteering opportunities through the sharing of experiences, information, and collaboration. This increased participation, along with certificates provided by host organisations, significantly enhances their portfolios. *'Frequent volunteering makes it easier to be accepted for other volunteer events, and it looks impressive on our portfolio when applying for jobs'*, one volunteer told us.

pFGD notes, Yogyakarta

94.6% volunteers feel their activity has had a positive impact on beneficiaries.

Of those who feel their volunteering activity has had a positive impact on beneficiaries, 59.5% are recent volunteers, followed by 19.5% who volunteered between 1-3 years ago and 15.5% who volunteered more than 3 years ago. Similarly, around five in ten women are inclined to agree compared to almost four in ten men (54.6% vs 39.5%). The volunteers were also asked who they perceived as beneficiaries of their volunteering activity. The majority of volunteers identified children and adolescents (67.8%), followed by youths (60.2%) and the organisation they volunteer for (54.4%) as beneficiaries of their volunteering activity.

Figure 11: Perceived beneficiaries of volunteering activity

Children and adolescents	67.80%
Youths	60.20%
The organisation I volunteered for	54.40%
Women	45.40%
Under-poverty group	41.90%
Environment	39.50%
Elders	33.90%
People with disability	30.80%
Informal workers	17.40%
Homeless	15.80%
Refugees	11.80%
Animals	11.80%
Migrants	4.70%
Others	1.90%
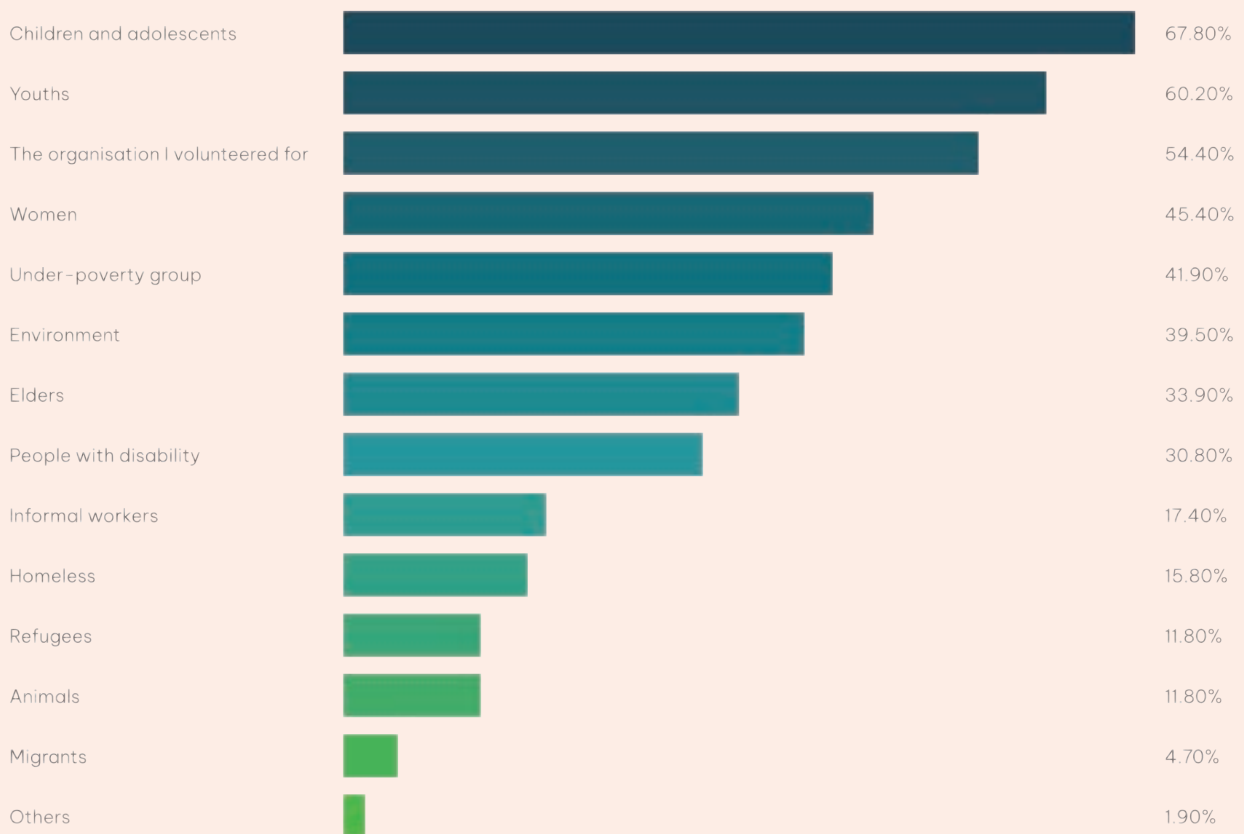
*Respondents could select more than one answer

A high majority of volunteers are likely to continue volunteering for the next 12 months (94.6%), including the majority of women and volunteers in the 25-34 age group, followed closely by 18-24 years olds. Recent volunteers are also more likely to continue volunteering compared to those whose last volunteering activity was more than 12 months ago. Of the small percentage of volunteers who are unlikely to continue volunteering, 62.5% are doing so because of changing circumstances and 25% want more time for themselves.

Of those who are likely to volunteer in the next 12 months, 73.6% want to continue because of the skills and experience they are gaining, 71.6% like the positive impact on their health and wellbeing and 64.7% feel a sense of duty or obligation. While more women than men overall agree with the three highest ranked statements, most women are likely to continue to volunteer because they perceive a positive impact on their health and wellbeing (40.7%) compared to the other two reasons.

Figure 12: Reasons to continue volunteering

Reason	Percentage
The skills and experience I am gaining	73.60%
The positive impact on my health and wellbeing	71.60%
A sense of duty or obligation	64.70%
The difference I am making	62.70%
I have the time	47.30%
The cause I am volunteering for	46.50%
The organisation I am volunteering for	38.30%
Others	0.60%
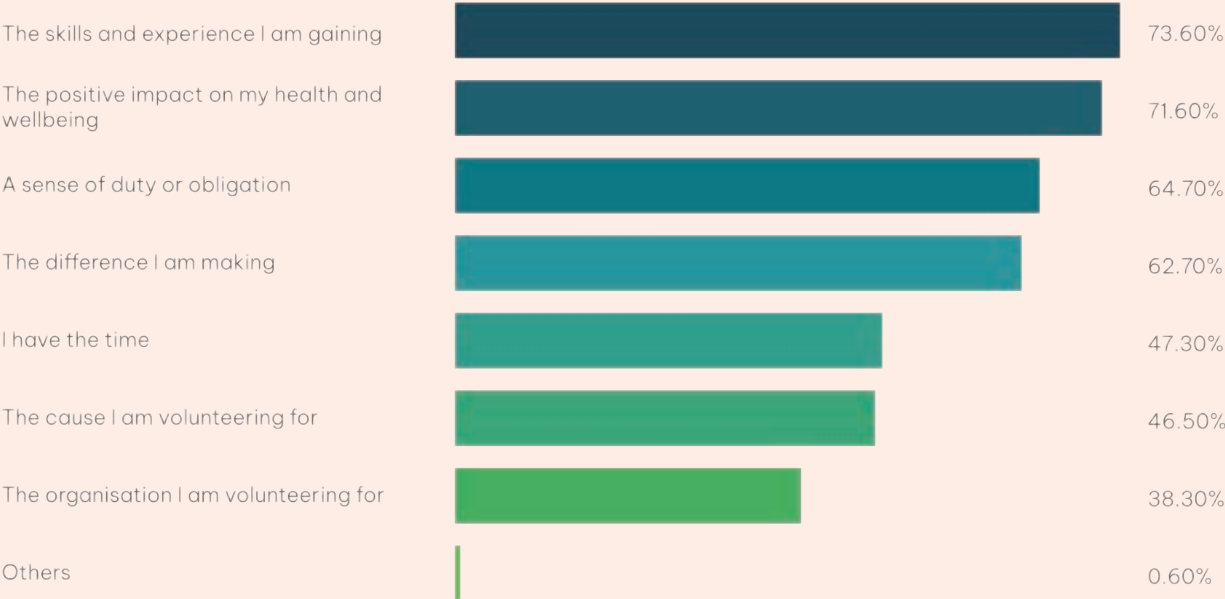
*Respondents could select more than one answer

Volunteers expect host organisations and government's support in making volunteering more attractive to new volunteers. Over 71.5% volunteers note that providing training would make volunteering more attractive for future volunteers, followed by 70.6% who thought creation of a volunteer hub and 68.5% who felt mentoring opportunities would make volunteering more attractive.

Figure 13: How can volunteering be made more attractive to new volunteers

Provide training for volunteers	71.50%
Creation of a hub for volunteers	70.60%
Provide mentoring for volunteers	68.50%
Provide non-financial benefits and facilities to volunteers	56.90%
Provide financial benefits to volunteers	52.90%
Volunteer protection policy and laws	52.70%
Creation of volunteer positions at government/public sector level	41.40%
Creation of volunteer positions at education institutions	39.80%
Creation of volunteer positions at private sector companies	33.40%
Others	1.00%

*Respondents could select more than one answer

The pFGDs highlight that volunteers have varying levels of knowledge of organisation and government-level policies on volunteerism. While some volunteers are aware that the Government of Indonesia does not have one uniform policy for volunteers and volunteerism, others are not certain while some others think that there is *'recognition of volunteer work'* by the government even though there is an absence of a body that coordinates and manages volunteers.[14]

During the pFGDs, volunteers were asked to identify challenges related to carrying out volunteering activities and discuss the role of organisations and government in mitigating these challenges. Table 5 presents these challenges and possible solutions from these discussions.

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14 Indonesia lacks specific legislation or policies addressing volunteerism. There are no laws, regulations, or policies specifically regulating the recruitment and management of volunteers by organisations or institutions.

Table 5: Challenges and solutions

Challenges	Solutions - organisation-level (incl for Indorelawan)	Solution - Government-level
Volunteers lacking commitment and professionalism	• Indorelawan to provide a badge that contains a volunteer's digital data and track record to organisations • Reference letter to be provided for all volunteers • Strengthened recruitment process • Recognition/reward for volunteers: certificate, merchandise, training, mentoring, to increase their motivation	–
Lack of capacity building of volunteers	• Ensure volunteers have basic knowledge of the issues/area, specific skill set needed to deliver an activity • Assess the need for further training • Creating organisational training policy for volunteers	• Provide facilities, such as volunteers-only hub to support training and mentoring of volunteers
Benefits and protection for volunteers (health insurance, social security, legal protection)	• Follow minimum policy requirement for volunteers once policy formulated	• Policy action supporting volunteerism and volunteers, including legal protection for volunteers, health benefits, guarantee safety and security of volunteers
Attracting new volunteers	• Create the image that volunteering is "cool" • Use social media ambassadors, public figures to promote volunteering and issues. Two fold benefit — attract new volunteers as well as fundraising for issues • Provide activities with different themes so volunteers can choose that they like (i.e. someone likes video gaming perhaps will be interested in volunteering in tech) • Include smaller towns/villages in programs so more possible volunteers are reached • Collaborate with other organisations, incl. International orgs or government to provide wider activity range	• Create awareness in parents about volunteering, trickle down effect on children • Addition of volunteering in school/university curriculum, requiring all students to have volunteering experience • Count volunteering as work experience

Host organisation lacks professionalism, grievance mechanism	• Create a rating feature on Indorelawan website for host organisations as a guarantee for its performance or credibility	-
Lack of funding or CSR opportunities for smaller/informal organisations	• Use social media ambassadors, public figures to promote volunteering and issues, for better fundraising prospects	• Policy on protection and implementation for informal organisations, incl a legal umbrella to manage CSR funds.

Host organisation representatives also identified ways in which both organisations and government could support volunteers and make volunteering attractive to new volunteers, as presented in Table 6.

Table 6: Organisation and government-level solutions

Organisation-level	Government-level
• Normalise volunteering being 'cool'. '*Those who remain lying down (lazy ones with gadgets): they will remain lying down.*' • Post about volunteering activities on social media (videos, reels, photos) for better reach • Collaborate with schools/universities to instil volunteerism values in students • Invite popular people as mentors/guest speakers to inform about volunteering activities and raise funds • Widen the scope of activities available for volunteering • Create volunteer fellows groups/hubs for volunteers to share experience, seek support and feedback	• Support volunteerism by policy action • Portray exposure of volunteering activities as being 'cool' • Dissemination of information on volunteering through one channel/hub, online and offline (i.e. physical hub) • Set up national and sub-national fund for volunteering activities that organisations can apply for • Make volunteering mandatory at schools/ universities, include volunteering in curriculum for credit etc. • Collaborate with organisations that have volunteering activities, through speakers, guest lecturers

4. IMPLICATIONS AND RECOMMENDATIONS

4. IMPLICATIONS AND RECOMMENDATIONS

This section provides the implications emerging from this study, along with recommendations for policy inclusion and scaling up volunteerism in Indonesia.

Indonesia lacks specific legislation or policy addressing volunteerism. The definition of volunteers is regulated under the Regulation of the Minister of Social Affairs of the Republic of Indonesia. However, this is limited to the definition of volunteers and does not encompass the rights, benefits, and protection of volunteers. Furthermore, no law, regulation, or policy specifically regulates the recruitment of volunteers by organisations or institutions. However, there are national-level laws and policies related to volunteerism in specific sectors or areas. The earliest policy relating to volunteerism dates back to 1964, known as the Law of the Republic of Indonesia No. 9/1964 on *Gerakan Sukarelawan Indonesia* (Indonesian Volunteer Movement). This law is not a general reference for volunteers but is specifically related to Indonesian citizens wishing to join the government-led *Gerakan Sukarelawan Indonesia*.[15] The law encompasses the *Gerakan Sukarelawan Indonesia* general provisions, its organisational structure and function, and the provisions for volunteers.

Several other national legislations or policies mention volunteers and volunteering in Indonesia but each of them have their own definition of a volunteer, distinct requirements to be recognised as a volunteer, and entitlements for volunteers during their service. This study notes the absence of a uniform national-level legislation or policy governing volunteers and volunteerism in the country, which ultimately implies that volunteers are deprived of legal and social protection when undertaking volunteering activities. Any effort to scale up volunteerism in Indonesia needs to include policy action by the appropriate agencies.

This study highlights high levels of motivation and satisfaction in volunteers and a keenness to continue volunteering in the near future. Despite this, both volunteers and host organisations identify challenges in volunteering, mainly related to volunteer recruitment, training, and management. Organisations need a more stringent recruitment process to recruit credible and committed volunteers and a dedicated volunteer coordinator position to provide volunteers with needed information and support and handle grievances will likely result in a smoother recruitment and management process. Likewise, organisations should identify the feasibility to capacitate their volunteers in order to efficiently run volunteering activities.

While volunteers do not expect monetary compensation, the study notes the importance of some form of recognition for their contribution. Volunteers themselves regard certificates and/or recommendation letters as a way for organisations to recognise and appreciate their work. Events where volunteers are recognised, for example an award ceremony, will likely motivate them further and provide encouragement for a new cohort of volunteers.

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15 Quoted from the law, the purpose of establishing the *Gerakan Sukarelawan Indonesia* is "to accommodate, mobilise and include volunteers in order to enhance the resilience of the revolution and fight imperialism, colonialism and neo-colonialism in general, particularly to the so-called "Malaysia" and to increase production."

Recommendations

The following recommendations encourage the establishment of a strategic working group comprising national and international organisations and program, for example, Indorelawan, *Muhammadiyah*, *Nahdlatul Ulama* (NU), the United Nations Volunteers, Australian Volunteers Program, International Federation of Red Cross and Red Crescent, that have extensive experience of working with national volunteers. This working group should identify and include relevant government counterparts, including but not limited to the National Agency for Disaster Countermeasure in Indonesia (BNPB) and other agencies that work with volunteers and collaboratively work for policy inclusion and scaling up of volunteerism in Indonesia.

Recommendations for the government

No.	Recommendation	Action points	Potential stakeholders
1	Provide regulation regarding volunteers as a workforce	• Drafting of general regulation governing volunteerism, such as the Global Volunteering Standard guidelines developed by the International Labour Organisation (ILO) • Include volunteerism as part of national development goals • Ensure legal and social protection, security, and benefits (insurance, health benefits) for volunteers through regulation aimed at organisations	• Ministry of Labour • Ministry of Social Affairs
2	Create a national-level volunteer hub to support/train volunteers	• Create a sub-national/national-level database of volunteers by working area/issue • Identify required support and training needs for volunteers • Provide training and other support through the hub • Create a grievance mechanism for volunteers and organisations to to report or register grievances	• Ministry of National Development and Planning (Bappenas) • Ministry of Youth and Sports • Ministry of Social Affairs • Ministry of Education, Culture, Research and Technology • Statistics Indonesia (BPS)

| 3 | Create awareness in and encourage the population about the benefits and impacts of volunteering | • Disseminate existing literature and reports on volunteerism in Indonesia to schools, non-formal education institutions, community libraries
• Nation-wide awareness raising and knowledge building by sharing success stories, targeting children, adolescents and adults to build a cohort of future volunteers
• Create sub-national and national-level awards to appreciate the work of volunteers and volunteering organisations
• Include volunteering in school/university curriculum, requiring all students to have volunteering experience
• Create volunteering opportunities by collaborating and integrating with government programs/plan (such as *Desain Besar Kepemudaan Nasional 2025-2045*)
• Encourage volunteering at the local government level | • Ministry of Education, Culture, Research and Technology
• Ministry of Social Affairs
• Ministry of Youth and Sports
• Ministry of Villages, Development of Disadvantaged Regions, and Transmigration |

Recommendations for the organisations

No.	Recommendation	Action points
1	Establish a procedure to attract new volunteers	• Highlight organisation's volunteers, volunteer activity and efforts through social media campaigns to attract new volunteers • Establish 'volunteer ambassadors' — a core group of volunteers who share their volunteering experience and its impact as a way to get people interested in volunteering • Collaborate with local governments for identification of volunteering opportunities in geographical areas and thematic issues of interest to volunteers

2	Establish a standard organisational procedure (SOP) for recruitment, retention, and management of volunteers	• Collaborate with volunteer management organisations such as Indorelawan to provide volunteer recruitment and management training and develop guidelines for volunteer management • Create a SOP for volunteer recruitment and management, that includes guidelines on volunteer eligibility, requirements for applying (CVs, recommendation, interview process, interest areas of volunteers), compensation and reimbursement, grievance mechanism • Identify volunteer interest issues in order to pair them with their issue of interest to ensure retention • Establish volunteer coordinators in organisations for volunteer recruitment and management
3	Provide capacity building for volunteers and organisations	• Collaborate with volunteer management organisations such as Indorelawan to identify training needs for volunteers and develop a training curriculum for organisations • Introduce sharing sessions for host organisations and volunteer management organisations such as Indorelawan or other organisations which have established volunteer programs to support with capacity building • Share open resource hub for volunteers and organisations including management guides, best practice examples, research, reports etc. for volunteers' and organisations' capacity building
4	Provide appreciation and recognition to volunteers to keep them motivated	• Identify available and required resources to provide feasible form of appreciation/compensation/reimbursement to volunteers • Provide certificates and recommendation letters to all volunteers mandatorily • Establish a feedback and appreciation session at the end activities for volunteers

Recommendations for the volunteers

The following are a few recommendations for volunteers that were highlighted in the interviews and pFGDs by host organisations and volunteers themselves:

1. Identify own interest as well as thematic areas of the host organisation before volunteering for an activity to maintain motivation in volunteering. Realising that volunteer work is a collective effort and requires one to appreciate fellow volunteers by increasing personal commitment, respecting differences, and collective work.
2. Encourage host organisations to be more responsible for their volunteers by providing better volunteer management.

ANNEXES

ANNEXES

Annex 1 Study Team

Study Team

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Survey Dissemination:
Indorelawan team

Annex 2 Survey Table

Survey table 1: Number of organisations volunteered for in the past 12 months

No. of organisations	Women	Men
None	6.4%	6.1%
One	17.4%	10.8%
Two	14.6%	10.8%
Three	5.4%	3.3%
More than three	10.4%	10.4%
Decline to answer	2.6%	1.9%

Survey table 2: Volunteering sectors

Community-based organisation (non/semi- formal)	62.4%
Formal NGO/Foundation/Association	59.1%
Education institution	24.0%
Private sector	17.2%
National, regional or local government	14.6%
Public sector (state-owned)	5.2%
UN and agencies	2.1%

*Respondents could select more than one answer

Survey table 3: Areas or issues for volunteering

Environment	53.4%
Education	50.1%
Health	37.4%
Youth empowerment	29.9%
Community development	26.8%
Leadership	20.7%
Human rights	20.5%
Climate	18.8%
Peace and tolerance	18.4%
Disaster management	16.5%
Disability	15.8%
Arts and culture	15.5%
Nutrition	14.1%
Gender equality	13.2%
Sports	10.1%

Food security	9.2%
Information and Study Center	8.7%
Agriculture	7.3%
Science and technology	7.1%
Labour	6.4%
Animal welfare	4.7%
Legal aid	4.0%
Others, specify	2.1%
Can't recall/Don't know	2.4%
Decline to answer	0.2%

*Respondents could select more than one answer

Survey table 4: Activities undertaken by volunteers

organised/help run an activity or event	73.9%
Attended meetings, events, discussions	48.2%
Provided information (socialisation)	31.6%
Online campaign	31.5%
Secretarial, clerical, logistical or administration work	28.0%
Mentoring	27.5%
Communication and partnership building	27.3%
In-person campaign (clean up, rallies like environment campaign, violence against women/children campaign etc.)	27.1%
Fundraising/took part in sponsored events	26.6%
Data collection	25.4%
Visited people in need	21.9%
Community engagement	20.2%
Got others recruited to volunteer in the organisation	20.0%
Creator/writer	18.4%
Gave advice or counselling to people	17.9%
Project management	12.9%
Human resource management	9.9%
Handled money (eg. treasurer)	8.2%
Provided transport/driving	6.1%
Others	0.6

*Respondents could select more than one answer

Survey table 5: Sources of information on volunteering opportunities

Social media	60.7%
Friends	40.2%
Community	40.0%
Volunteering website	33.4%
organisation website	30.1%
School/University	19.8%
Family	10.6%
Workplace	8.9%
Media (TV, newspaper, radio)	4.9%
Others, specify	0.0%

*Respondents could select more than one answer

Survey table 6: Motivations to volunteer

To improve things/help people	77.4%
To give me hands-on experience	66.6%
I liked the group/organisation's previous work	65.2%
To experience working with a particular group/organisation	61.4%
To learn new skills	58.4%
To meet new people	56.7%
To improve my confidence	50.1%
The issue/cause was important to me	45.9%
I had spare time	48.0%
To use my existing skills	43.8%
Part of my religious/cultural belief/philosophy	31.3%
To help future career prospects	25.4%
Someone asked me to volunteer	14.6%
To help my academics	17.4%
My friends/colleagues were already volunteering	6.6%
There were no specific motivations	5.2%
My friends/family wanted me to volunteer	2.8%
Others	0.8%
Can't recall/Don't know	0.7%
Decline to answer	0.5%

* Respondents could select more than one answer

Survey table 7: Satisfaction with volunteering experience

Very dissatisfied	1.20%
Fairly dissatisfied	2.60%
Fairly satisfied	44.90%
Very satisfied	50.60%
Decline to answer	0.70%

Survey table 8: organisations are typically flexible about the time volunteers provide

Flexible about the time	
Agree	93.40%
Disagree	6.60%

Survey table 9: Compensation/appreciation received

Certificate	60.7%
Merchandise/gift (caps, t-shirt, cups, keyring, voucher, etc.)	49.2%
Meals/meal allowance	40.9%
Transport/transport allowance	30.4%
Reimbursement for my expenses	20.5%
Communication allowance	18.6%
I have not received anything	18.4%
Others, specify	1.8%

Survey table 10: Why do volunteers like volunteering?

It enhances my life experience and skill set	80.9%
It brings me into contact with people of different backgrounds and cultures	76.0%
I enjoy it	71.1%
It gives me a sense of personal achievement	67.8%
It makes me feel like I am making a difference	66.4%
It improves my mental health and wellbeing	64.7%
It makes me feel appreciated and gives me more confidence	54.8%
It helps me feel less isolated	33.9%
It improves my physical health	32.0%
It improves my employment prospects	30.8%
It improves my academics	20.5%
Others	0.2%

*Respondents could select more than one answer

Survey table 11: Beneficiaries of volunteering activity

Children and adolescents	67.8%
Youths	60.2%
The organisation I volunteered for	54.4%
Women	45.4%
Under-poverty group	41.9%
Environment	39.5%
Elders	33.9%
People with disability	30.8%
Informal workers	17.4%
Homeless	15.8%
Refugees	11.8%
Animals	11.8%

*Respondents could select more than one answer

Survey table 12: Reasons to continue volunteering

The skills and experience I am gaining	73.6%
The positive impact on my health and wellbeing	71.6%
A sense of duty or obligation	64.7%
The difference I am making	62.7%
I have the time	47.3%
The cause I am volunteering for	46.5%
The organisation I am volunteering for	38.3%
Others	0.6%

*Respondents could select more than one answer

Survey table 13: How can volunteering be made more attractive to new volunteers

Provide training for volunteers	71.5%
Creation of a hub for volunteers	70.6%
Provide mentoring for volunteers	68.5%
Provide non-financial benefits and facilities to volunteers	56.9%
Provide financial benefits to volunteers	52.9%
Volunteer protection policy and laws	52.7%
Creation of volunteer positions at government/public sector level	41.4%
Creation of volunteer positions at education institutions	39.8%
Creation of volunteer positions at private sector companies	33.4%
Others	1.0%

*Respondents could select more than one answer

Annex 3 Volunteering legislations, policies, strategies or plans in Indonesia

Policy	Volunteer/ volunteerism definition	Volunteer criteria	Provisions for volunteers
The Regulation of the National Narcotics Agency Number 8 of 2018 concerning the Competency Standards of Anti-Narcotics Volunteers	Volunteer is a person who, without pay, devotes his or her time to the achievement of an organisation's objectives, with greater or lesser responsibility, with little or no special training, but can also with very intensive training in a particular field, to volunteer to assist professionals. Anti-drug volunteer is a person who is willing to serve sincerely, selflessly, and without reward, has the ability and concern to disseminate information about the dangers of drug abuse.	1. Men/women, at least 12 year old 2. Physically and mentally healthy 3. Proof of domicile 4. Have a spirit of volunteerism, a spirit of devotion and high dedication 5. Good behaviour and not involved in illegal/banned organisations 6. On their own awareness and willingness to volunteer 7. Drug-free proof 8. Able to work independently and cooperatively 9. Have knowledge, skills and expertise in drug prevention 10. Join the designated assistance by BNN Technical competencies: 1. Knowledge on drugs and problems caused by drugs use 2. Knowledge on early detection of drug use 3. Communications skill 4. Environment analysis skill Socio-cultural competencies: 1. Ability to establish communications with society 2. Ability to communicate drugs prevention and counter measurement information 3. Ability to educate and influence people 4. Ability to motivate and mobilise people	1. Receive volunteer training

Law No. 14 of 2019 on Social Workers	"...social volunteers who have performed social services are recognised as Social Workers after passing the Competency Test as referred to in Article 23"	1. Have performed social services work 2. Passing the social worker competency test	3. Obtain legal protection in carrying out duties in accordance with Social Work Practice standards 4. Obtain correct, clear, and honest information from clients, families, and / or other related parties 5. Improve competence through education, training, and professional development 6. Receive promotions and/ or awards in accordance with work performance 7. Have the freedom to associate in a Social Worker Organisation 8. Receive remuneration for services that have been performed
Regulation of the Minister of Social Affairs Number 14 of 2020 concerning the Practice Standards of Social Works	*No data*	*No data*	1. Engage in social work activities 2. Receive internal supervision according to their field (internal supervision includes guidance and knowledge consultation (educative); psychological support and values (supportive); and guidance on recording and reporting (administrative)
The Regulation of the Maritime Security Agency Number 13 of 2021 concerning Sea Guard Volunteers	Nusantara Sea Guard Volunteers are people/ community groups who voluntarily maintain security, safety and protection of the marine environment in Indonesian Waters and Indonesian Jurisdictional Areas	1. Indonesian citizen 2. Be at least 18 year old and at most 60 3. Physically and mentally healthy 4. Comply with the rules and regulations 5. Voluntary and provide stamped letter of voluntary statement, and will not claim anything against Bakamla RI	1. Receive guidance and training in marine security, safety, and environmental protection 2. Receive guidance and training in the management of marine resources to increase the economic value of the local community 3. Receive identity cards and Rapala attributes

The Regulation of the Agency for the Protection of Indonesian Migrant Workers Number 1 of 2022 concerning Volunteer Communities of Indonesian Migrant Workers	The Indonesian Migrant Worker Volunteer Community is a group of people who have concern, alignment, and commitment to help facilitate access to placement and protection services for Indonesian migrant workers from legal, economic, and social aspects before, during, and after work formed at the community level by the Indonesian Migrant Worker Protection Agency	1. Have attention, concern, and commitment to the Protection of Indonesian Migrant Workers, are administrators/members of the Indonesian Migrant Worker community, have networks or access to the community/communities, as well as other agencies/ institutions, or have dedication in building the community 2. Not a member or administrator of a particular political party

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