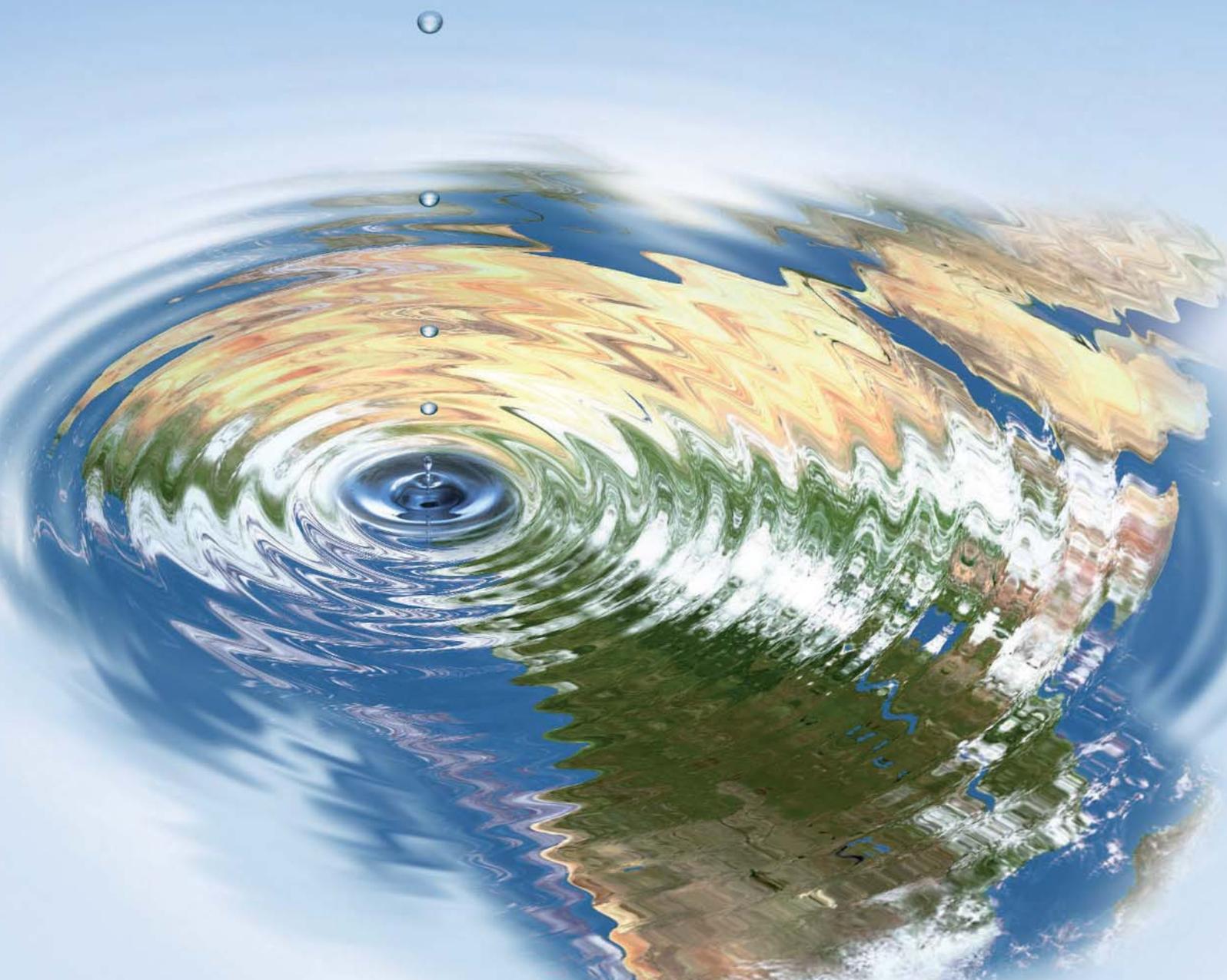


# 2011 State of the World's Volunteerism Report

● Universal Values for Global Well-being



**UN**

**Volunteers**

inspiration in action

The **United Nations Volunteers (UNV) programme** is the United Nations organization that contributes to peace and development through volunteerism worldwide. Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation. UNV contributes to peace and development by advocating for recognition of volunteers, working with partners to integrate volunteerism into development programming, and mobilizing an increasing number and diversity of volunteers, including experienced United Nations Volunteers, throughout the world. UNV embraces volunteerism as universal and inclusive, and recognizes volunteerism in its diversity as well as the values that sustain it: free will, commitment, engagement and solidarity.



UNV is administered by the  
**United Nations Development Programme**  
(UNDP)

2011

State of the World's  
Volunteerism Report

Universal Values for Global Well-being

© United Nations Volunteers, 2011

Published by: United Nations Volunteers  
Translated by: Prime Production, United Kingdom  
Designed by: Baseline Arts, United Kingdom;  
Shubh Chakraborty (cover idea)  
Printed by: Phoenix Design Aid, Denmark

This overview is reproduced online and available to print in Arabic, Chinese, English, French, Russian and Spanish.

Please visit: [www.unvolunteers.org/swvr2011](http://www.unvolunteers.org/swvr2011)

Permission is required to reproduce any part of this publication.

ISBN: 978-92-95045-43-9

## State of the World's Volunteerism Report Team

### Senior Writer

Robert Leigh

### Research and Writing Team

David Horton Smith (Senior Researcher),  
Cornelia Giesing, María José León, Debbie  
Haski-Leventhal, Benjamin J. Lough, Jacob  
Mwathi Mati, Sabine Strassburg

### Editor

Paul Hockenos

### Project Manager

Aygen Aytac

### Communications Specialist

Lothar Mikulla

### Administrative Support Team

Vera Chrobok, Johannes Bullmann

The analysis and policy recommendations of this report do not necessarily reflect the views of the United Nations Development Programme. The research and writing of the report was a collaborative effort by the State of the World's Volunteerism Report team and a group of eminent advisers led by Flavia Pansieri, Executive Coordinator, United Nations Volunteers.

Citing of trade names or commercial processes does not constitute endorsement.

## Foreword

**Volunteering occurs in every society in the world.** The terms which define it and the forms of its expression may vary in different languages and cultures, but the values which drive it are common and universal: a desire to contribute to the common good, out of free will and in a spirit of solidarity, without expectation of material reward.

Volunteers are motivated by values like those of justice, equality and freedom as expressed in the United Nations Charter. A society which supports and encourages different forms of volunteering is likely to be a society which also promotes the well-being of its citizens. A society which fails to recognize and facilitate the contributions of volunteers deprives itself of contributions to public well-being which could be made.

In proclaiming the International Year of Volunteers ten years ago, the international community recognized the essential contributions which volunteers make to the progress, cohesion and resilience of communities and nations. Yet, as we strive to accelerate progress to reach the Millennium Development Goals by 2015, the contributions of volunteers are not always factored into development strategies and often remain at the margins of development debate.

The United Nations Volunteers programme took the initiative to commission this first-ever United Nations report on volunteering as a way of marking the tenth anniversary of the International Year of Volunteers. By emphasising the untapped potential of volunteering, the report shows that the current development architecture is incomplete where it omits to include the contributions that volunteers can make.

Over the past two decades, the United Nations Development Programme (UNDP) has advanced the concept of human development, calling for expanding people's choices and freedoms and increasing their ability to live long and healthy lives, to be educated, and to enjoy a decent standard of

living. As the *Human Development Reports* have shown, development effectiveness needs to be measured not only by GDP per capita, but also by the extent to which people's choices have expanded and improved their quality of life.

The human development concept puts people at the very centre of development. UNV's report embraces that too, recognizing the importance of non-material attainments to the well-being of individuals and the entire society. Material improvements – health, education and decent work – remain essential; but also vital are participation, empowerment and active citizenship of which volunteering is such a powerful expression.

The *Global Human Development Report 2010* stated: "Putting people at the centre of development means making progress equitable and broad-based, enabling people to be active participants in change." UNV's report shows volunteering to be a highly effective way of building on people's capabilities in all societies and at all levels.

At UNDP, we believe in supporting countries to build the institutions, capacities and policies which will drive transformational change. To be effective, policies need to bring about change at the grassroots level. Strategies nurtured by community-level action can help achieve that.

This report should trigger a discussion on, and promote a better understanding of, the contributions of volunteering to peace and development.



**Helen Clark**

*Administrator, United Nations Development Programme*

## Preface

**The focus of this report is on the universal values** that motivate people the world over to volunteer for the common good and on the impact of volunteer action on societies and individuals. We believe in the power of volunteering to promote cooperation, encourage participation and contribute to the well-being of individuals and of society as a whole.

Volunteerism was recognized as an important factor in development ten years ago in 2001 when 126 Member States co-sponsored a General Assembly resolution at the end of the International Year of Volunteers (IYV). This resolution provided numerous policy recommendations to governments, United Nations bodies, non-governmental organizations and others on ways to promote and support volunteerism.

Since then, encouraging progress has been made in implementing some of these recommendations. At the same time, as we mark the tenth anniversary of IYV, the contribution of volunteerism is still only partially recognized. It is an afterthought rather than an organic component of programmes designed to promote citizen participation and societal well-being.

With this report, we hope to make the case for the recognition of volunteerism as an essential component for the sustainable, equitable progress of communities and nations. In a rapidly changing environment, volunteerism is a constant. Its forms of expression may vary but the central values of solidarity and commitment that lie at its core remain strong and universal. They are found in all cultures and societies and are a true expression of our common humanity.

There is growing recognition of the need to modify our unsustainable production and consumption patterns. This will require political will. Equally, it will require the buy-in and active participation of citizens. Volunteerism is not a panacea to the problems of the world

today. It is, however, an essential component of any strategy that recognizes that progress cannot be measured solely in terms of economic return and that individuals are not motivated by self-interest alone but also by their deeply held values and beliefs.

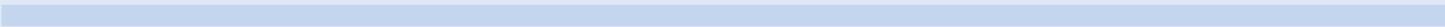
In the chapters that follow, we provide numerous examples of the transformational changes that volunteers experience and produce. We show why volunteerism is crucial to human development. More importantly, we argue that a truly human society needs to be driven by the values of trust, solidarity and mutual respect which inspire all volunteers.

In preparing this first United Nations report on volunteerism, we address numerous definitional and methodological issues. We are well aware that further study and research are needed to refine our understanding of the nature and extent of this expression of human endeavour. This report represents the starting point for a broader debate, not a definitive answer. In future years, we intend to deepen our understanding of the motivations, scope, value and impact of volunteerism worldwide.



**Flavia Pansieri**

*Executive Coordinator, United Nations  
Volunteers*



## Overview

### “People are the real wealth of a nation.”

UNDP *Human Development Report*. (1990).

Volunteerism is a basic expression of human relationships. It is about people’s need to participate in their societies and to feel that they matter to others. We strongly believe that the social relationships intrinsic to volunteer work are critical to individual and community well-being. The ethos of volunteerism is infused with values including solidarity, reciprocity, mutual trust, belonging and empowerment, all of which contribute significantly to quality of life.

People the world over engage in volunteerism for a great variety of reasons: to help to eliminate poverty and to improve basic health and education, to provide a safe water supply and adequate sanitation, to tackle environmental issues and climate change, to reduce the risk of disasters, and to combat social exclusion and violent conflict. In all of these fields, volunteerism contributes to peace and development by generating well-being for people and their communities. Volunteerism also forms the backbone of many national and international non-governmental organizations and other civil society organizations as well as social and political movements. It is present in the public sector and is increasingly a feature of the private sector.

While recognition of volunteerism has been growing in recent times, especially since the United Nations proclaimed 2001 the International Year of Volunteers (IYV), the phenomenon is still misconstrued and undervalued. All too often, the strong links are overlooked between volunteer activity on the one hand and peace and human development on the other. It is time for the contribution of volunteerism to the quality of life, and to well-being in a wider sense, to be understood as one of the missing components of a development paradigm that still has economic growth at its core. However, as the first UNDP *Human Development Report* noted, people

are the real wealth of a nation. Development is about expanding the choices available to people so that they may lead lives that they value. Economic growth is only one means of increasing people’s choices.<sup>1</sup>

Alongside criteria such as health and education, another element has been added to human development: the freedom of people to use their knowledge and talents to shape their own destinies. This expanded definition of development has informed 20 years of global *Human Development Reports* (HDR) and over 600 national HDRs. This first United Nations *State of the World’s Volunteerism Report* emphasizes how volunteerism is a means by which people can take control of their lives and make a difference to themselves and to those around them.

Volunteerism is a sphere of human endeavour, of which the significance has not been fully understood and articulated in the development debate, particularly in the context of the Millennium Development Goals. This is not to deny that considerable progress has been achieved since IYV, especially in the developing world, in responding to the four major themes identified for the year, namely greater recognition, facilitation, networking and promotion of

#### BOX O.1 : Volunteerism as a valuable component of development plans

Extend the notion of volunteerism as an additional valuable component of national development planning to development cooperation policy. Recognizing and building strategically on rich, local traditions of voluntary self-help and mutual aid can open the way to building up a new constituency in support of development efforts. Forging a link in the mind of the general public in countries providing development assistance between domestic volunteering in those countries and volunteering in countries receiving assistance can also help enlist public support for development cooperation.<sup>4</sup>

Source: UNGA. (2002b).

volunteerism. Governments have developed an extensive list of recommendations for actions to support volunteerism. These are contained in United Nations General Assembly Resolution 56/38 adopted in 2001 and have been supplemented by subsequent resolutions from the United Nations General Assembly.<sup>2</sup> These recommendations are also emphasized in successive reports of the United Nations Secretary-General.<sup>3</sup>

The timing of this report, a decade after IYV, is crucial, as it coincides with an intense debate about the type of societies that we wish to see, for ourselves and for future generations. Globalization is rapidly transforming cultural and social norms, bringing benefits to some but exclusion and marginalization to others. Many people feel a loss of control over their lives.<sup>5</sup> Volunteerism is one way for people to engage in the life of their communities and societies. In doing so, they acquire a sense of belonging and inclusion and they are able to influence the direction of their lives.

#### BOX O.2 : Volunteerism as an anchor in the face of global changes

*"People often feel powerless in the face of globalization; like flotsam and jetsam on the waves with no stable anchor. Volunteerism can be an anchor for people as they affect change in their own community of place."*

Source: Marian Harkin, [Member of the European Parliament, UNV High-Level Advisory Board]. (2011).<sup>6</sup>

At no point in history has the potential been greater for people to be primary actors, rather than passive bystanders, in their communities, to affect the course of events that shape their destiny. In Latin America in the 1980s, in Eastern Europe in the 1990s and, most recently, in the Arab world, aided by the rapid expansion of digital communications, people have articulated their desire for participatory democratic processes through volunteer-based campaigning and activism.

Volunteerism needs to be brought to the fore in the development discourse at global, regional and country levels. Interest in many aspects of

volunteerism has grown considerably in recent years. This is evident from the burgeoning academic work on the topic, the diverse forums for discussing volunteerism and the considerable media coverage, especially in connection with natural disasters and major sporting events such as the Olympic Games and the football World Cup. There are also increasing signs of government support for volunteerism as a form of civic engagement, not only to enhance delivery of services but also to promote the values that underpin social cohesion and harmony. While this interest in volunteerism did not begin with IYV in 2001, many new volunteer-related initiatives can be traced back to it.

This report does not intend to duplicate the existing body of scholarly work on volunteerism (see bibliography). Instead, we present a vision of volunteerism and examine how it relates to some of the principal peace and development challenges of our times. The examples cited are predominantly from developing countries, thus correcting a pronounced imbalance in scholarship to date. However, the SWVR is intended to be global in application.

The groundbreaking resolution 56/38 of the United Nations General Assembly contains explicit recommendations on ways in which governments and the United Nations system can support volunteering.<sup>7</sup> Among the key considerations were:

- Neglecting to factor volunteering into the design and implementation of policies could entail the risk of overlooking a valuable asset and undermine traditions of cooperation that bind communities together.<sup>8</sup>
- There is not one universal model of best practice, since what works well in one country may not work in another with very different cultures and traditions.<sup>9</sup>
- Support for voluntary activities does not imply support for government downsizing or for replacing paid employment.<sup>10</sup>

## VOLUNTEERISM IN THE WORLD TODAY

An ethic of volunteerism exists in every society in the world, albeit in different forms. Since 2001, wide-ranging research has added greatly to our understanding of the phenomenon. Nevertheless, fundamental misperceptions remain widespread in the Western world and beyond as to its nature and contributions. There is no agreed methodology for measuring the extent of voluntary engagement. However, most studies attest to the universality of volunteerism, its universal spread, massive scale and impact.

## NEW FACES OF VOLUNTEERISM

Opportunities for people to engage in volunteer action have been expanding in recent years as a result of factors such as globalization, the spread of new technologies and initiatives associated with corporate social responsibility from the private sector. The advent of mobile communication technologies and online volunteering, for example, has enabled many more people to participate for the first time. Mass short message service (SMS) communication is one form of “micro-volunteerism” that contributes to the production and sharing of information. It is frequently used by people to raise awareness, inform choices and monitor public services.

Online volunteering, i.e. volunteer work done via the Internet, has eliminated the need for volunteerism to be tied to specific times and locations, thus greatly increasing the freedom and flexibility of volunteer engagement. The sharing of information through social networking sites such as Twitter, Facebook and Orkut has helped people to organize around issues ranging from the environment to democratic change, most recently in some Arab states. The Internet facilitates volunteerism by matching the interests of people who seek to volunteer with the needs of host organizations, through programmes such as the UN Volunteers Online Volunteering service. Membership of virtual, Internet-

based communities can also engender feelings of belonging and well-being.

While international volunteering is not new, it has manifested itself in new forms and has taken on new dimensions in an age of globalization. “Voluntourism” or student “gap-year” volunteerism, often undertaken for short periods, are new manifestations and their impact is open to question. Corporations, NGOs, universities and faith-based organizations have become increasingly engaged in facilitating internationally based volunteer placements. Furthermore, there is diaspora volunteerism in which experts from emigrant communities undertake short-term assignments to transfer knowledge to their countries of origin.

Another relatively new phenomenon is involvement of the private sector. Today, roughly one in three large companies offers some type of employer-supported volunteerism. There is a growing trend of long-term collaboration between private sector enterprises and local NGOs.

## VOLUNTEERISM AND THE DEVELOPMENT PARADIGM

The contribution of volunteerism to development is particularly striking in the context of sustainable livelihoods and value-based notions of well-being. Contrary to common perceptions, the income poor are as likely to volunteer as those who are not poor. In doing so they realize their assets, which include knowledge, skills and social networks, for the benefit of themselves, their families and their communities. The values of volunteerism are extremely relevant in strengthening the capacity of the most vulnerable to achieve secure livelihoods and to enhance their physical, economic, spiritual and social well-being. Moreover, volunteering can reduce the social exclusion that is often the result of poverty, marginalization, and other forms of inequality. Volunteerism is one path to inclusion among population groups that are often excluded

**Fundamental misperceptions remain widespread in the Western world and beyond as to the nature and contributions of volunteerism**

such as women, young and older people, people with disabilities, migrants and people living with HIV/AIDS.

There is mounting evidence that volunteer engagement promotes the civic values and social cohesion which mitigate violent conflict at all stages and that it even fosters reconciliation in post-conflict situations. By contributing to building trust, volunteer action diminishes the tensions that give rise to conflict and can also contribute to conflict resolution. It can also create common purpose in the aftermath of war. Indeed, people bound together through active participation and cooperation at local level are in a better position to resolve differences in non-confrontational ways.

**The values inherent in volunteerism endow it with far-reaching potential for human development**

Volunteer action in the context of natural disasters has long been one of the most visible manifestations of volunteerism. It is also one of the clearest expressions of the human values underpinning the drive to care for others. Despite the tendency of the media to focus on international volunteers, neighbours and local residents are often the first to respond. The role of volunteerism in this field has become even more prominent as the incidence of disasters increases owing to climate change, rapid urbanization and other factors. There is growing international awareness that nations and communities can and should build resilience to disasters through a "bottom-up" process in the form of volunteer initiatives rooted in the community. Indeed, the 2005 World Conference on Disaster Reduction declared that the most effective resources for reducing vulnerability are local community self-help, local organizations and local networks. *"Putting people at the centre of development is much more than an intellectual exercise"*, notes the HDR 2010. *"It means making progress equitable and broad-based, enabling people to be active participants in change"*.<sup>11</sup> Volunteerism can be a highly effective and practical means of building on people's capabilities in all societies and at all levels. It also provides a channel through

which these capabilities may enhance the well-being of individuals, communities and nations.

In order to meet international development targets, such as the Millennium Development Goals, the voluntary efforts of countless millions of ordinary citizens are needed to bolster the efforts of governments and international actors.<sup>12</sup>

We want to bring about a greater recognition of the rich and manifold expressions of volunteerism as a powerful force for progress. We truly believe that volunteerism goes far beyond merely completing a given task. It creates and sustains bonds of trust and societal cohesion, and helps to forge a common sense of identity and destiny. Volunteer action, by which people unite in shared endeavours towards a common purpose, is a feature of most societies. As such, it touches the lives of vast numbers of people all over the world.

The SWVR is both a description and a celebration of the positive impact of volunteerism, especially on the large numbers of people experiencing income poverty, insecurity and exclusion. We hope to awaken an interest in volunteerism beyond the practitioners and scholars already engaged in the subject. We want to inform future policy debates on peace, development and well-being that will lead policymakers to take into account this massive but largely invisible and untapped asset.

A central thesis running through this report is that the values inherent in volunteerism endow it with far-reaching potential for human development. This notion of development includes factors such as solidarity, social inclusion, empowerment, life satisfaction and individual and societal well-being. The well-being of individuals is intrinsically linked to their contributions to the lives of others.

These values have long been close to the work of the United Nations. Yet, despite all that it offers, volunteerism remains largely absent from the peace and development agenda. This must change. Volunteerism should be recognized as a powerful and universal renewable resource and a vital component of the social capital of every nation. It has a huge potential to make a real difference in responding to many of the most pressing global concerns. We expect this report to contribute to a better appreciation of this potential and to encourage greater strategic thinking and action to incorporate volunteerism into mainstream policies and programmes for peace and development.

#### ENDNOTES

- 1 Human Development Reports, n.d.
- 2 UNGA, 2002b; UNGA, 2003; UNGA, 2006; UNGA, 2009
- 3 UNGA, 2002a; UNGA, 2005; UNGA, 2008
- 4 UNGA, 2002b, p. 6; Annex: Recommendations on ways in which Governments and the United Nations system could support volunteering. II. Government support, (g), point (i).
- 5 UNDP and EO, 2003
- 6 UNV, 2011c, p. 9
- 7 UNGA, 2002b
- 8 UNGA, 2002b, p. 3; Annex: Recommendations on ways in which Governments and the United Nations system could support volunteering. I. General considerations, point 6.
- 9 UNGA, 2002b, p. 3; Annex: Recommendations on ways in which Governments and the United Nations system could support volunteering. I. General considerations, point 3.
- 10 UNGA, 2002b, p. 3; Annex: Recommendations on ways in which Governments and the United Nations system could support volunteering. I. General considerations, point 4.
- 11 UNDP, 2010b, p. 9
- 12 The National Commission for Human Development, UNV, & UN Pakistan, 2004

## References

- Human Development Reports. (n.d.). *The Human Development concept*. Retrieved 21 August 2011 from <http://hdr.undp.org/en/humandev/>
- The National Commission for Human Development, United Nations Volunteers (UNV), & the UN System in Pakistan (2004, December). *International conference on volunteerism & the Millennium Development Goals* [Final report], Islamabad, Pakistan. Retrieved 23 June 2011 from [http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2005/050822PAK\\_MDG.pdf](http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2005/050822PAK_MDG.pdf)
- United Nations Development Programme (UNDP) and Evaluation Office (EO). (2003). Volunteerism and development. In Evaluation Office (Ed.), *Essentials*. New York, NY: UNDP and EO.
- United Nations Development Programme (UNDP). (1990). *Human Development Report 1990: Concept and measurement of Human Development*. New York, NY: UNDP.
- United Nations General Assembly (UNGA). (2002a). *International Year of Volunteers: Outcomes and future perspectives* (A/57/352) [Report of the Secretary-General presented at the fifty-seventh session – Agenda item 98].
- United Nations General Assembly (UNGA). (2002b). *Recommendations on support for volunteering* (A/RES/56/38) [Resolution adopted by the General Assembly at the fifty-sixth session – Agenda item 108].
- United Nations General Assembly (UNGA). (2010). *Objective and themes of the United Nations conference on sustainable development* (A/CONF.216/PC/7) [Report of the Secretary-General Preparatory Committee for the United Nations Conference on Sustainable Development at the second session – Provisional Agenda Item 2].
- United Nations General Assembly (UNGA). (2003). *Follow-up to the International Year of Volunteers* (A/RES/57/106) [Resolution adopted by the General Assembly at the fifty-seventh session – Agenda item 98].
- United Nations General Assembly (UNGA). (2005). *Follow-up to the implementation of the International Year of Volunteers* (A/60/128) [Report of the Secretary-General presented at the sixtieth session – Agenda item 64].
- United Nations General Assembly (UNGA). (2006). *Follow-up to the International Year of Volunteers* (A/RES/60/134) [Resolution adopted by the General Assembly at the sixtieth session – Agenda item 62].
- United Nations General Assembly (UNGA). (2008). *Follow-up to the implementation of the International Year of Volunteers* (A/63/184) [Report of the Secretary-General presented at the sixty-third session – Agenda item 58(b)].
- United Nations General Assembly (UNGA). (2009). *Follow-up to the implementation of the International Year of Volunteers* (A/RES/63/153) [Resolution adopted by the General Assembly at the sixty-third session – Agenda item 55 (b)].
- United Nations Volunteers (UNV). (2011). *SWVR High Level Advisory Board meeting* [Unpublished summary Report]. Bonn, Germany: UNV.

## **UNV CONTACT DETAILS**

For general information about UNV please contact:

### **United Nations Volunteers (UNV)**

Postfach 260 111  
D-53153 Bonn  
Germany

Telephone: (+49 228) 815 2000

Fax: (+49 228) 815 2001

Email: [information@unvolunteers.org](mailto:information@unvolunteers.org)

Internet: [www.unvolunteers.org](http://www.unvolunteers.org)

UNV Facebook page: [www.facebook.com/unvolunteers](http://www.facebook.com/unvolunteers)

UNV YouTube channel: [www.youtube.com/unv](http://www.youtube.com/unv)

### **UNV Office in New York**

Two United Nations Plaza  
New York, NY 10017, U.S.A.

Telephone: (+1 212) 906 3639

Fax: (+1 212) 906 3659

Email: [RONA@unvolunteers.org](mailto:RONA@unvolunteers.org)

For information about becoming a UN Volunteer, please visit  
the UNV website:

[www.unvolunteers.org](http://www.unvolunteers.org)

For more information about the UNV Online Volunteering  
service, please visit:

[www.onlinevolunteering.org](http://www.onlinevolunteering.org)

Produced on 100% recycled FSC paper with vegetable-based inks.  
The printed matter is recyclable.





**UN**

**Volunteers**

inspiration in action