UN VOLUNTEERS

2016 UN VOLUNTEER SURVEY REPORT

The UN Volunteer Survey Report is a source of information on the state of the United Nations Volunteer (UNV) programme taken from currently serving and recent UN Volunteers

UNITED NATIONS VOLUNTEERS (UNV)

Platz der Vereinten Nationen 1,
53113 Bonn, Germany

www.unv.org

CONTENTS

INTRODUCTION

The United Nations Volunteers (UNV) programme is pleased to present results from its 2016 Annual UN Volunteer Survey. The Annual UN Volunteer Survey is a vital source of information on the state of UNV for its headquarters, regional offices, Field Units, host agencies, and external stakeholders. The purpose of the survey is to assess progress towards the agency's strategic goals by tracking the perceived impact of UN Volunteers' work. The survey also captures UN Volunteers' assessments of training effectiveness, their personal health and safety, their overall service experience, contribution to the mandates of their host agencies, multiplier effect on volunteerism, and furtherance of peace and development more generally.

CONFIDENTIALITY STATEMENT: UNV is committed to respect the confidentiality of the information provided by the respondents to the UN Volunteer Survey 2016. No reference is therefore made to individual responses.

EXECUTIVE SUMMARY

The results that UN Volunteers bring to the UN system is quite astonishing. The work of UN Volunteers positively impact not only vast swaths of direct beneficiaries but also report in high numbers empowering many community members, IDPs and/or refugees as well as inspiring other volunteers, creating a multiplier effect that leverages the power of volunteerism. UN Volunteers are contributing highly to the Sustainable Development Goals to promote peaceful and inclusive societies, ensure healthy lives and promote well-being, disaster risk-reduction, combat climate change, achieve gender equality and empower women and girls, and end poverty by mostly working at the community and national level.

In total UN Volunteers' commitment to their service remained strong in 2016 with high marks in overall satisfaction, the pastoral support they receive throughout the volunteer management cycle, and the career skills being provided by their assignments. These sentiments were largely expressed with little variation to disaggregated groupings such as gender, volunteer modality, country of origin, place of assignment, host agency, age, level of experience, and the amount of time served. Nonetheless, striving for consistent improvement the survey identified some areas for improvement which will receive management interventions and other measures to ensure the organization's performance goals are met.

Written responses to the survey were on balance quite positive with multitudes of innovative suggestions provided, displaying a consistent enthusiasm for UN Volunteers to contribute to the global discussion on how to better serve UN agency partners, the Sustainable Development Goals more broadly, and the UNV programme overall. UN Volunteers are highly engaged members of the UN family, loyal to the mandates of their host agencies, passionate about the substantive contributions they make to both peace and development, and proud to serve as UN Volunteers.

RESPONSE STATISTICS

Of the 6,421 UN Volunteers targeted through the Annual UN Volunteer Survey 2016, a total of 2,526 Volunteers submitted completed responses within the stipulated time-period. This gave an overall response rate of 39% for the 2016 Survey. Although this response is less than the rate of close to 50% in 2015 there was a much higher completion rate in 2016 (87%) than 2015 (77%), which can be considered a comfortable overall representative sample of the UN Volunteers.

In total there were 2,900 responses of which 374 partially completed the survey, i.e. 12.9% of the UN Volunteers which initiated the process of filling the survey but ultimately did not submit the full completed survey. Thus over 45% of the overall Volunteers engaged with the survey process. However, for the process of analysis for this report only the 2,526 completed surveys have been considered.

The data and information in this section show that no significant sub-categories are under-represented or completely left out. Some of the exceptions include a few countries and missions with a very small number of UN Volunteers. Statistically these numbers are not significant.

	Count	Percent
Complete	2,526	87.1
Partial	374	12.9
Disqualified	0	0
Total	2,900	

METHODOLOGY

The basic report that is included has aggregated all of the data provided by survey participants, organized by question, which are self-explanatory from the charts and graphs provided. In disaggregating the bulk data into through an effective method for analysing the information provided only becomes visible through comparing sub-groups. Thus, the best way to dive deep into trends and patterns within the data was to explore sub-groups using crosstabs, that provide nuanced information at face value or are accompanied by explanatory text below.

To explain, sub-groups are determined based on the responses to earlier questions. Crosstabs are used in this instance to explore trends that are specific to certain demographic groups, like gender identity, age, location, etc.

Sometimes, the most insightful data you can collect is qualitative. That is, data that describes the quality or qualities of something. The challenge with qualitative data is that it can be very difficult to measure. In contrast, quantitative data describes the numerical quantity and more objective information about the topic.

The chi square (X^2) statistic was employed to investigate whether data from two questions are correlated. The Pearson's chi-squared test therefore assess both goodness of fit and independence. Goodness of fit determines whether the distribution of the data differs from what is considered a normal distribution that would theoretically be observed in the general population compared with a response from everyone. Independence means that when the data is cross tabulated it is unrelated or "independent."

Put simply the chi square is the sum of squared deviations between observed (data) and theoretical frequencies (population data).

The cross tabulations with the highest degree of correlation and then heat mapped in varying shades of green to highlight areas where the two variables have a strong relation.

LIMITATIONS

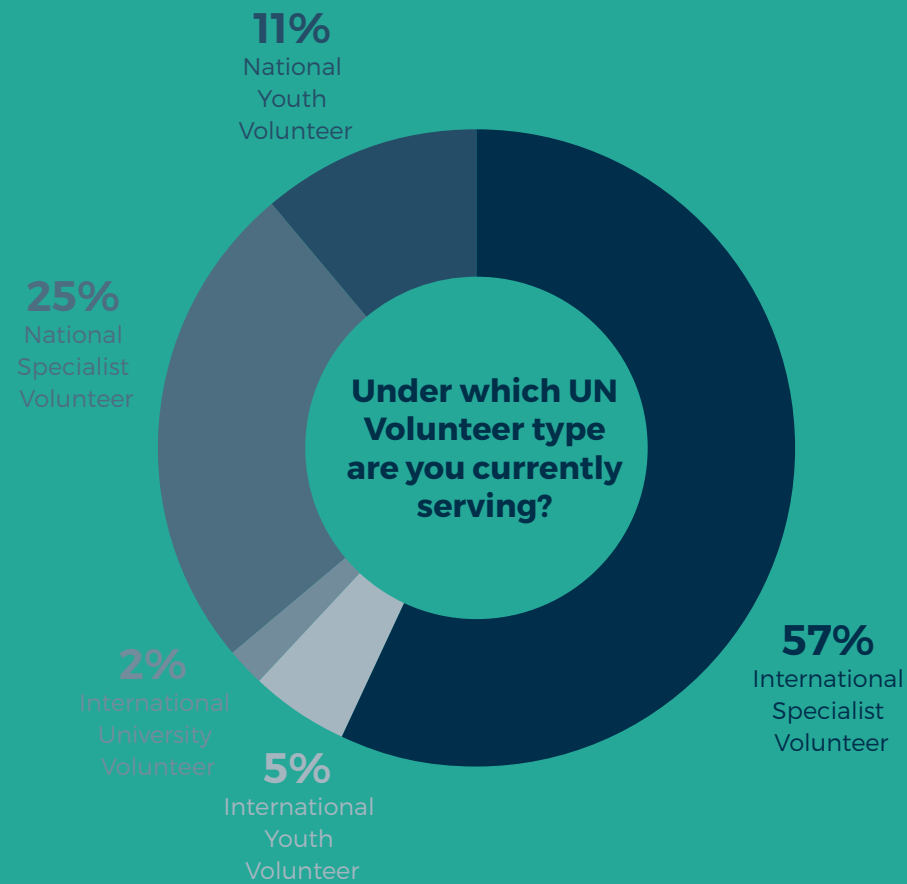Three major limitations of the UN Volunteer Survey are:

- an unknown non response bias;
- inconsistent survey administration processes employed by posts; and,
- the tracking at post of the individual survey completion status.

The survey was distributed to all current and recently (within 12 months) departed UN Volunteers, not to a probability-based sample of UN Volunteers. Although a respectable percentage of current and prior UN Volunteers responded, there is nothing known about the opinions of those who did not respond.

The distribution of the survey through private email addresses that were provided from ATLAS resulted in a number of survey follow-ups claiming that they did not receive it or that they no longer use that particular email account. For those that did not follow-up, especially departed UN Volunteers, they may never have received the survey link.

Therefore, conservative population estimates should always be employed. These estimates could include a range resulting from assigning all no respondents to the most positive ratings on a given scale, to assigning all no respondents to the most negative ratings on a given scale—a process that essentially redistributes survey results based on the population totals. Neither strategy was employed in the analysis of these results.

DEMOGRAPHIC INDICATORS

11%
National
Youth
Volunteer

25%
National
Specialist
Volunteer

2%
International
University
Volunteer

5%
International
Youth
Volunteer

57%
International
Specialist
Volunteer

Under which UN Volunteer type are you currently serving?

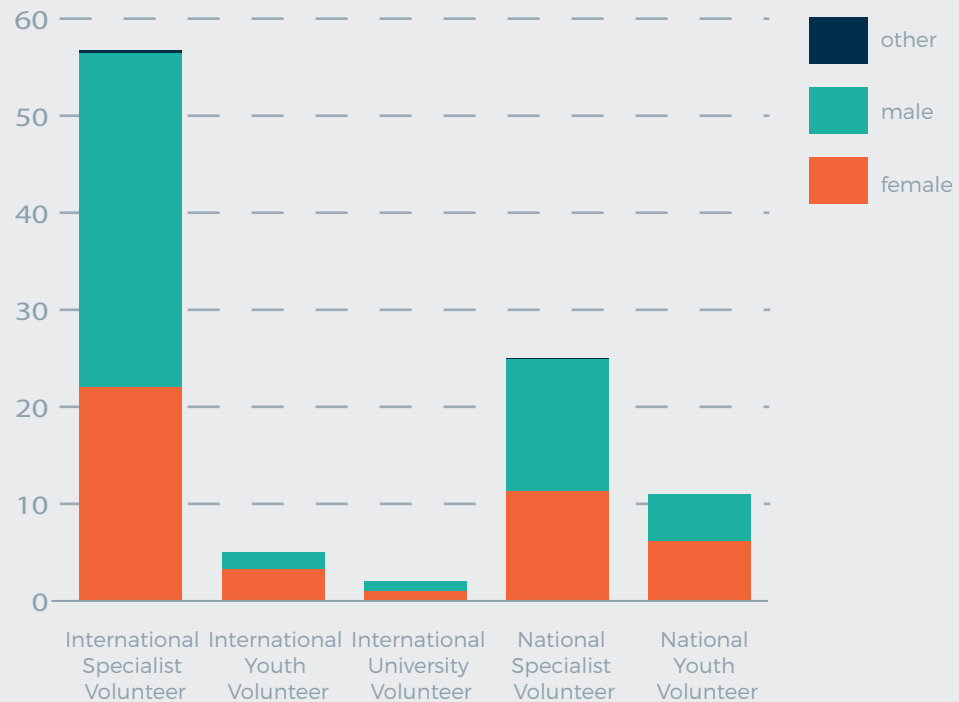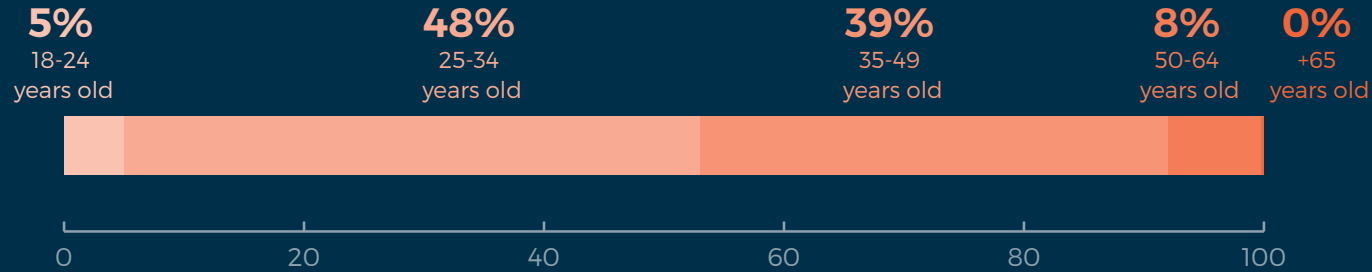**Gender**

44%

56%

Although the majority of UN Volunteers that took the survey were male a disproportionate percentage of international UN Youth Volunteers were female, with an opposite amount of international Specialists skewing more male.
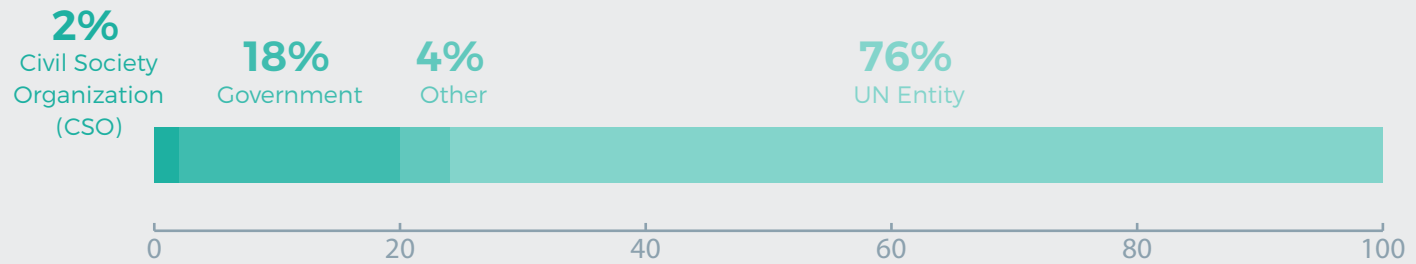
Age Range

5%
18-24
years old

48%
25-34
years old

39%
35-49
years old

8%
50-64
years old

0%
+65
years old

0   20   40   60   80   100

Under which UN Volunteer type are you currently serving?

International
Specialist
Volunteer

International
Youth
Volunteer

International
University
Volunteer

National
Specialist
Volunteer

National
Youth
Volunteer
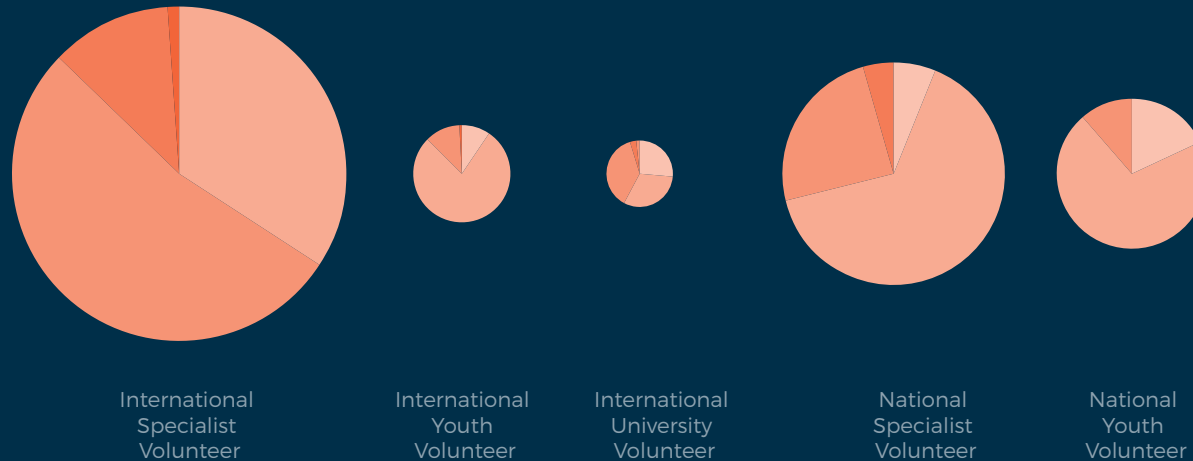
Due to age limits affecting modality eligibility criteria many of the sub-categorized age breakdowns are in line with expectation, though it is notable to see the overlap in age ranges for both national Youth and Specialists in the 25-34 demographic, though data integrity is questioned as some UN Youth Volunteers claimed to be 35-49, which would not be permissible according to eligibility rules.

32%
UN - Department
of Field Support includi

**During your
assignment,
what type of
organization do
you work for?**

68%
UN - Other Entity

During your assignment which host organization are you directly placed with?

2%
Civil Society
Organization
(CSO)

18%
Government

4%
Other

76%
UN Entity

0   20   40   60   80   100

Under which UN Volunteer type are you currently serving?

International
Specialist
Volunteer

International
Youth
Volunteer

International
University
Volunteer

National
Specialist
Volunteer

National
Youth
Volunteer

In which office setting are you currently serving?

22% Regional Office

4% Headquarts

15% Project Office
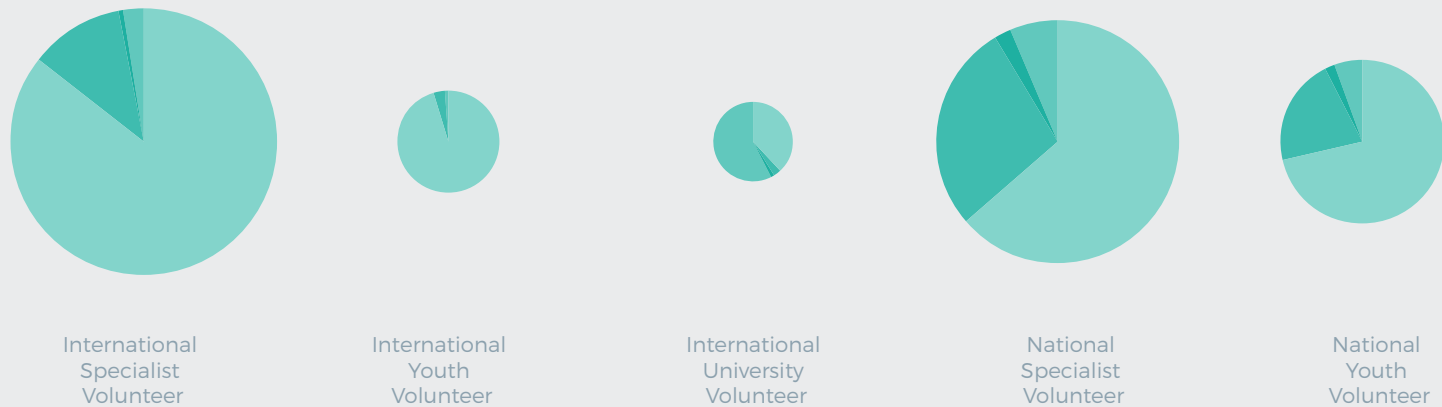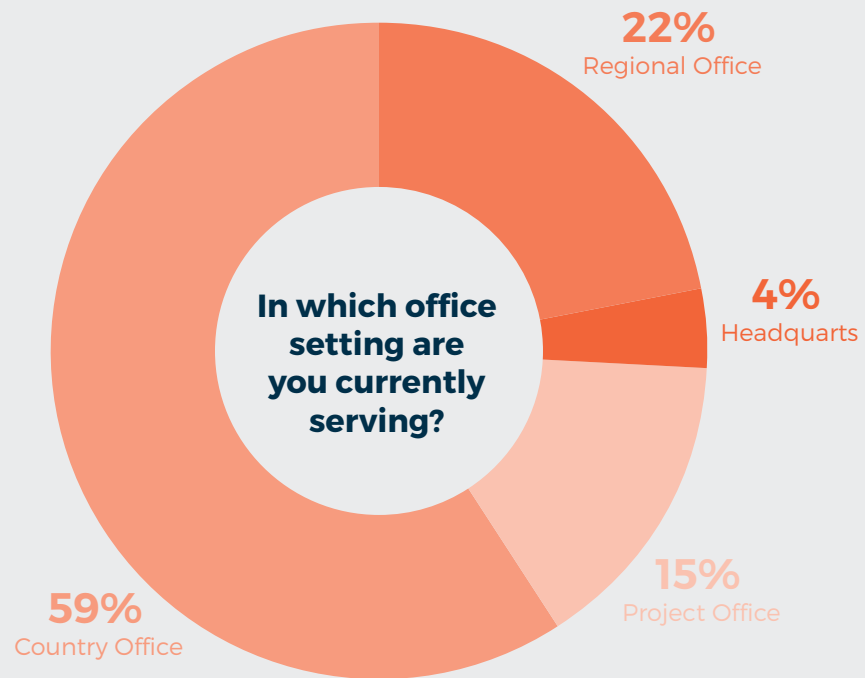
59% Country Office

Under which UN Volunteer type are you currently serving?
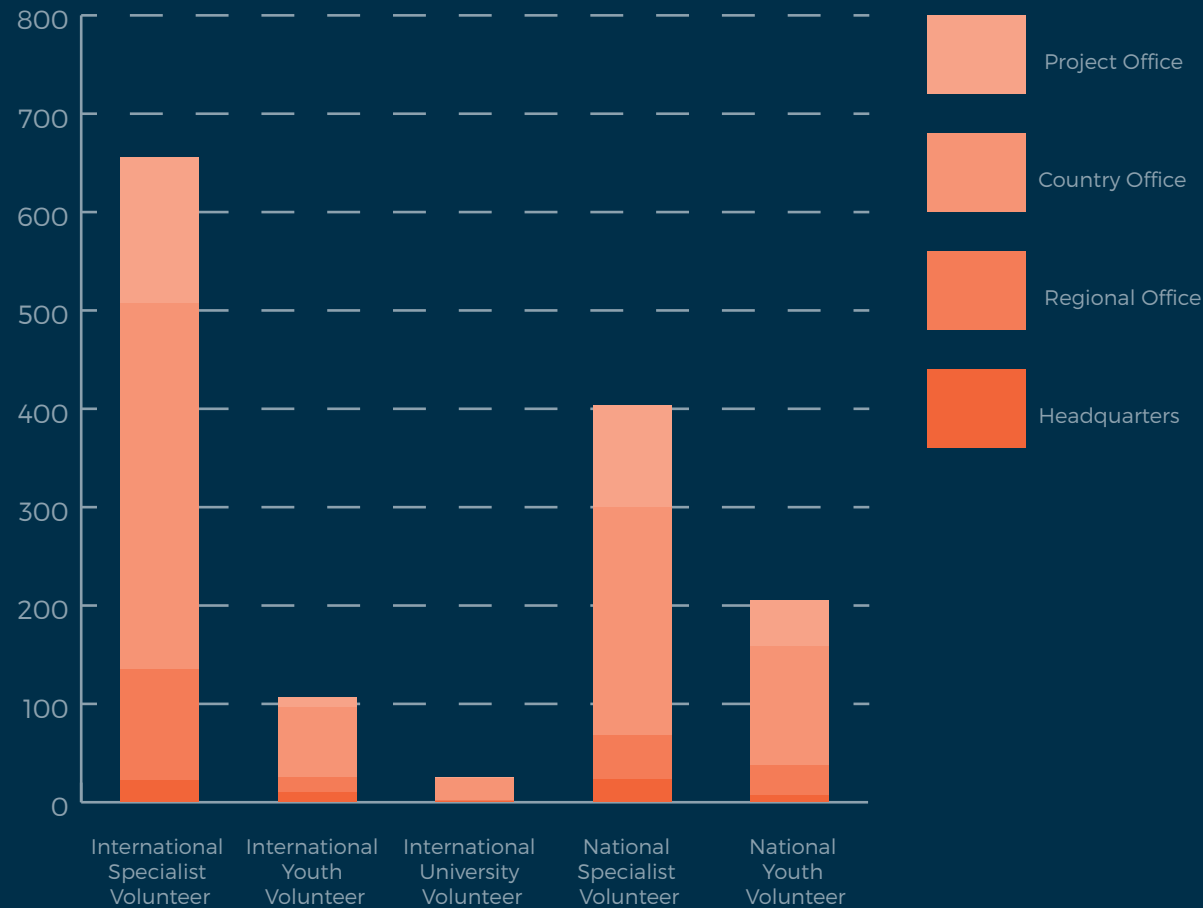
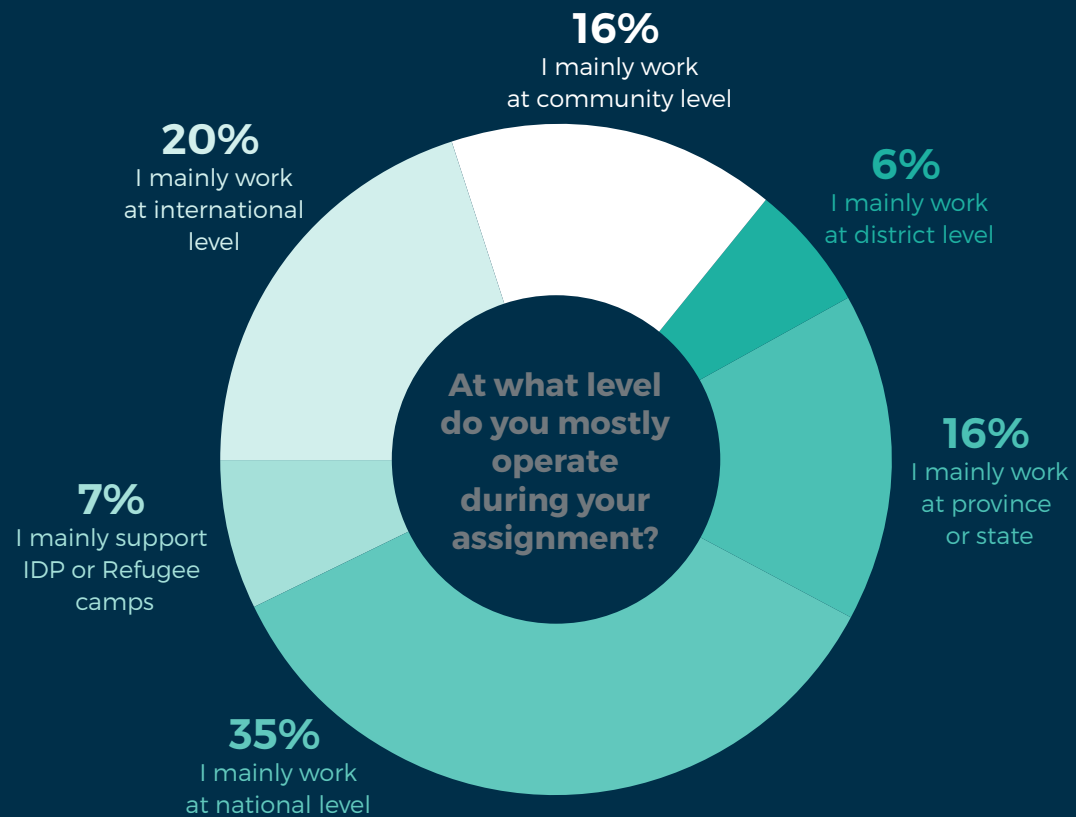There is a clear bias for placement of international University Volunteers in Country Offices that could raise questions as to how much field exposure is being provided to University Volunteers if they are not serving directly in projects.

Furthermore, when investigated from a satisfaction standpoint there tends to be more satisfaction in project offices than headquarter settings, strengthening the argument that those UN Volunteers that have more direct connection to beneficiaries and engage in volunteerism tend to be exhibit higher degrees of satisfaction than those who are farther removed from the community level.

Overall how satisfied are you with your experience as a UN Volunteer?

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
IN WHICH OFFICE SETTING ARE YOU CURRENTLY SERVING?				
Headquarters	1,8%	10.9%	54.5%	32.7%
Regional Office	1.1%	6%	57.1%	35.7%
Country Office	1.3%	7.9%	56.6%	34.2%
Project Office	2.1%	1.9%	57%	41.6%

16%
I mainly work
at community level

6%
I mainly work
at district level

20%
I mainly work
at international
level

16%
I mainly work
at province
or state

At what level
do you mostly
operate
during your
assignment?

7%
I mainly support
IDP or Refugee
camps

35%
I mainly work
at national level

Under which UN Volunteer type are you currently serving?

Legend:
- I mainly work at province or state
- I mainly work at international level
- I mainly support IDP or Refugee camps
- I mainly work at national level
- I mainly work at district level
- I mainly work at community level

VOLUNTEER SATISFACTION

The following data analysis responds directly to the following IRRM indicator:

- **Output indicator 1.3.1:** Percentage of all UN Volunteers annually reporting a positive volunteer experience disaggregated by gender.
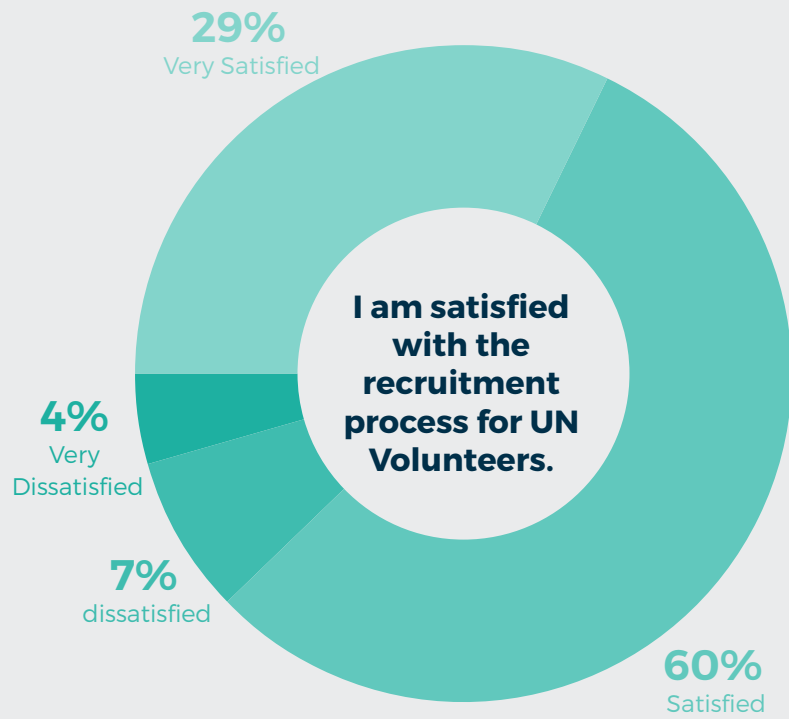
Volunteer satisfaction was assessed by asking UN Volunteers to what extent they agreed with a set of ten statements that reflect key aspects of volunteer assignments. This was followed by a question that asked volunteers to indicate their overall satisfaction with their experience as a UN Volunteer on a four-point scale (very dissatisfied, dissatisfied, satisfied, very satisfied).

In addition, the respondents were given an opportunity to make recommendations how the volunteering experience as a UN Volunteer can be improved in freestyle text boxes. In addition, they were asked if they would like to share a particular story about their volunteer experience with over 45% of respondents willing.
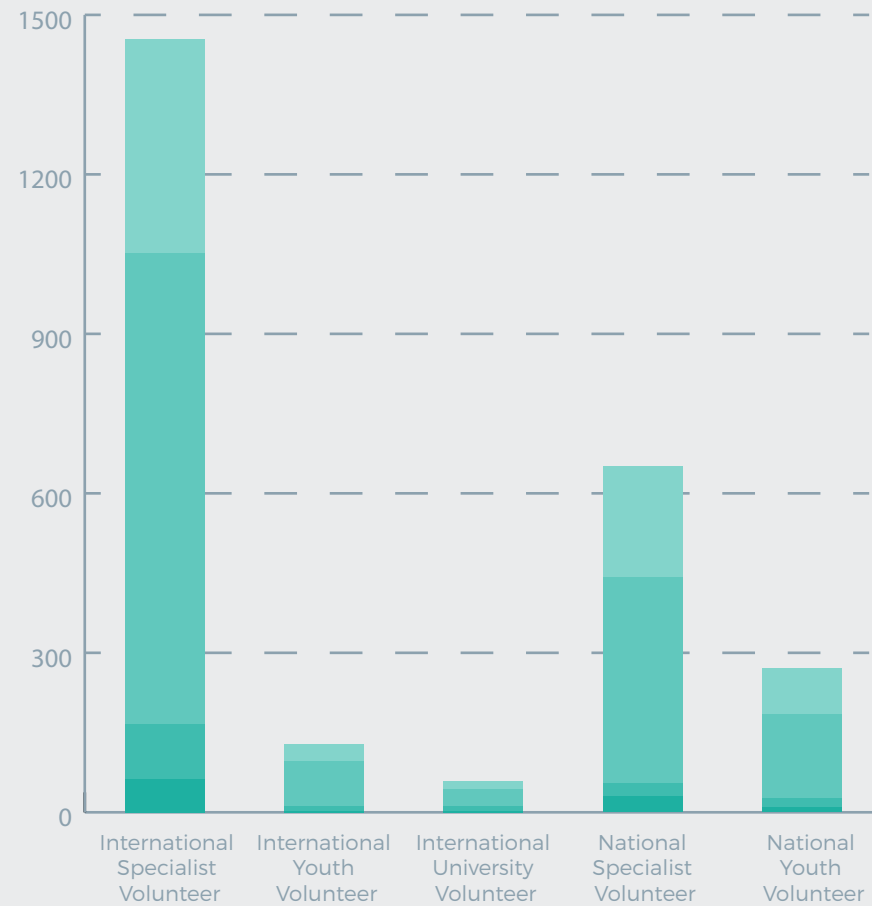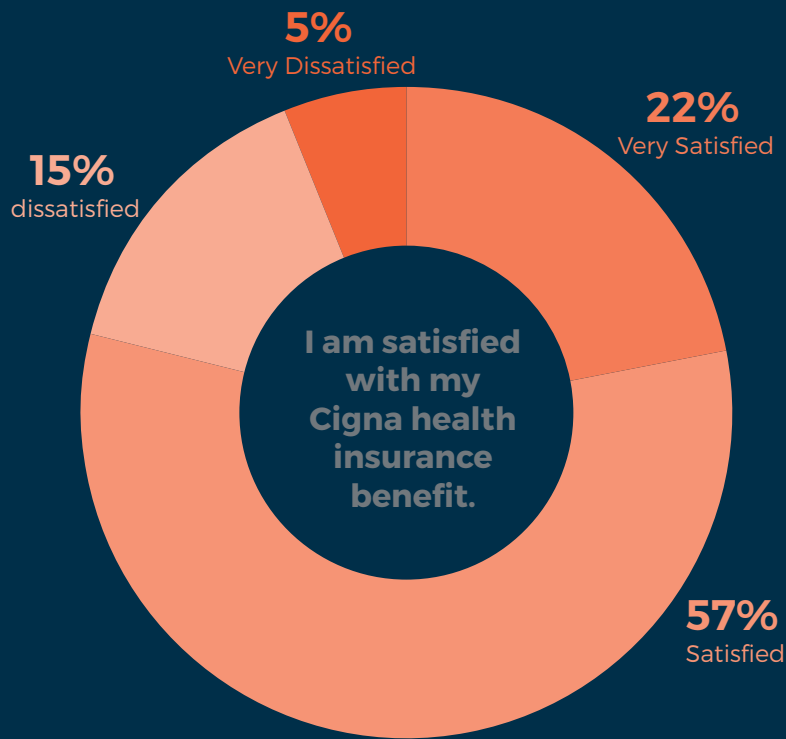
KEY FINDINGS:

VOLUNTEER SATISFACTION

— Volunteers' commitment to their service remained strong in 2016. Nearly all respondents (92%) are very satisfied or satisfied with UNV, and slightly more (93%) would recommend UN Volunteer service to other qualified candidates, with 55% highly recommending UNV.

— Respondents felt mostly satisfied with the recruitment process for UN Volunteers, with a slightly higher amount of international UN Youth Volunteers reporting satisfaction rates, and a higher amount of national UN Volunteers perceiving the recruitment process with high satisfaction rates.

— Although a robust majority of respondents are pleased with their health insurance benefit 21% are dissatisfied, with national UN Volunteer specialists and international University Volunteers voicing higher rates of disapproval, which for nationals may be due to lower coverage caps and for international University Volunteers due to the non-reimbursement of pre-departure medical expenses.

— Most Volunteers felt safe and secure in their assignment. UN Youth Volunteers rated safety and security services with the highest Volunteer satisfaction ratings, which may reflect the Youth Policy prohibition on hazardous duty stations. Still, more than 15% of University Volunteer respondents do not feel safe where they served, which may require particular attention to this sub-group.

— 17% of respondents do not feel empowered to confront insensitive comments, harassment, retaliation, abuse of authority or discrimination towards themselves or others. 12% of respondents do not feel comfortable or enabled to report on sexual harassment or any form of sexual exploitation and abuse. Gender does not appear to play a role in these numbers, though country of assignment and host entity seem to be influential which may require interventions and other protective measures to ensure vigilance against potential abuse.

— Despite some of the shortcomings an overwhelming amount of respondents (93%) would recommend serving as a UN Volunteer to a relative, colleague, friend, though UN mission volunteers tended to have reduced opportunity to engage in volunteering with those in support roles, which may be correlated in their reduced satisfaction and affinity for being a UN Volunteer as the volunteer component of their service is not prominent.
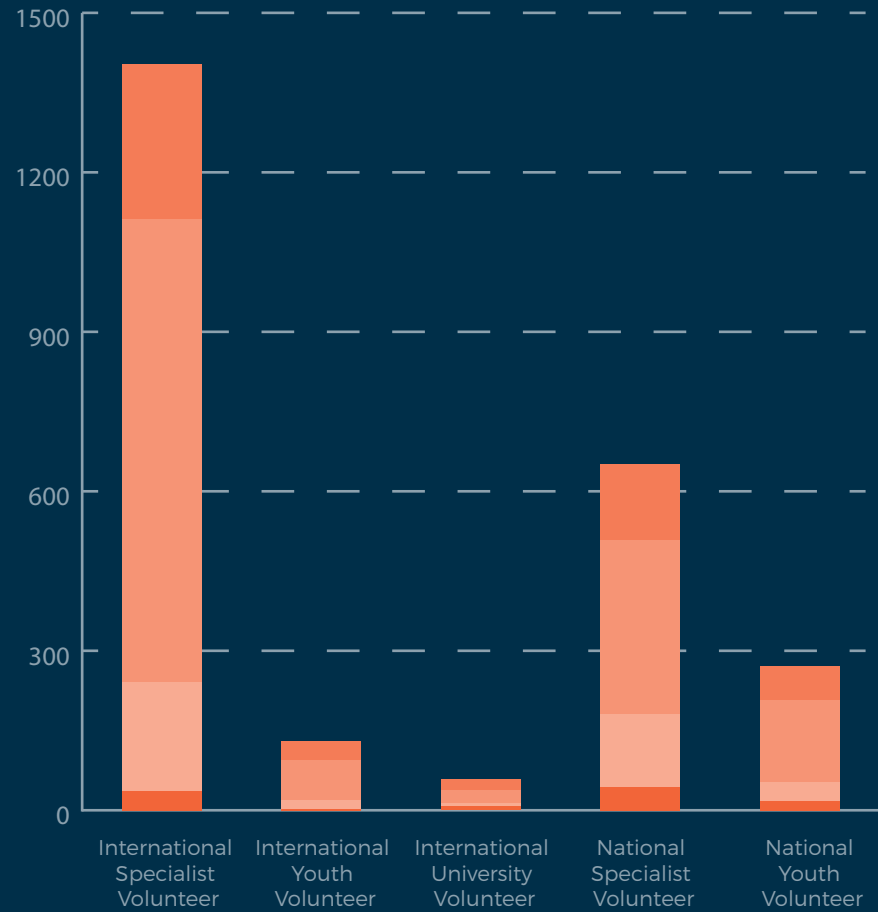
29% Very Satisfied

4% Very Dissatisfied

7% dissatisfied

60% Satisfied

I am satisfied with the recruitment process for UN Volunteers.

Under which UN Volunteer type are you currently serving?

1500
1200
900
600
300
0

International Specialist Volunteer

International Youth Volunteer

International University Volunteer

National Specialist Volunteer

National Youth Volunteer

5%
Very Dissatisfied

22%
Very Satisfied

15%
dissatisfied

I am satisfied with my Cigna health insurance benefit.

57%
Satisfied

Under which UN Volunteer type are you currently serving?

1500	
1200	
900	
600	
300	
0	

International Specialist Volunteer

International Youth Volunteer

International University Volunteer

National Specialist Volunteer

National Youth Volunteer

3%
Strongly
Disagree

11%
Disagree

During my assignment I feel safe and secure:

29%
Strongly agree

57%
Agree

Under which UN Volunteer type are you currently serving?

International Specialist Volunteer · International Youth Volunteer · International University Volunteer · National Specialist Volunteer · National Youth Volunteer

During my assignment I feel both enabled and comfortable to report on discrimination, retaliation, harassment, and abuse of authority:

57% Agree

29% Strongly agree
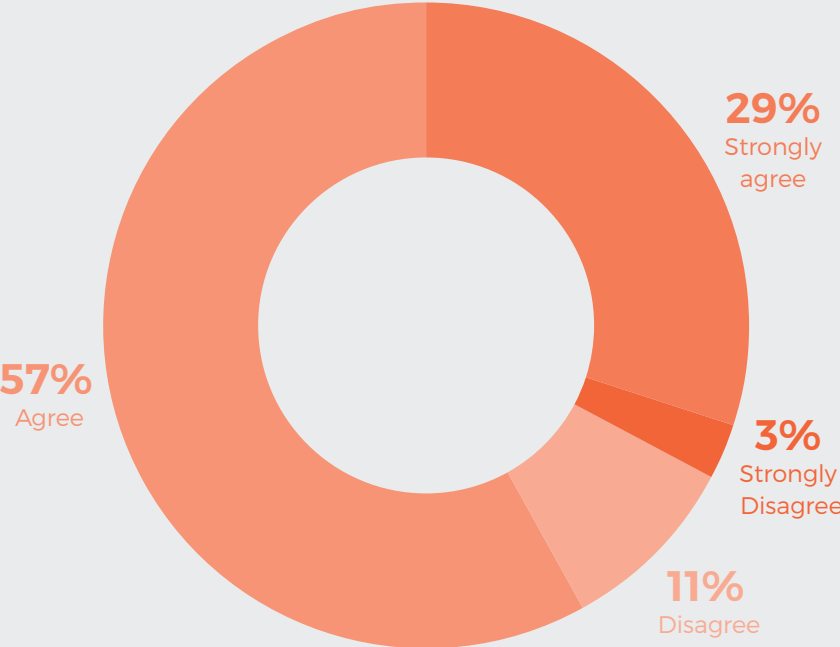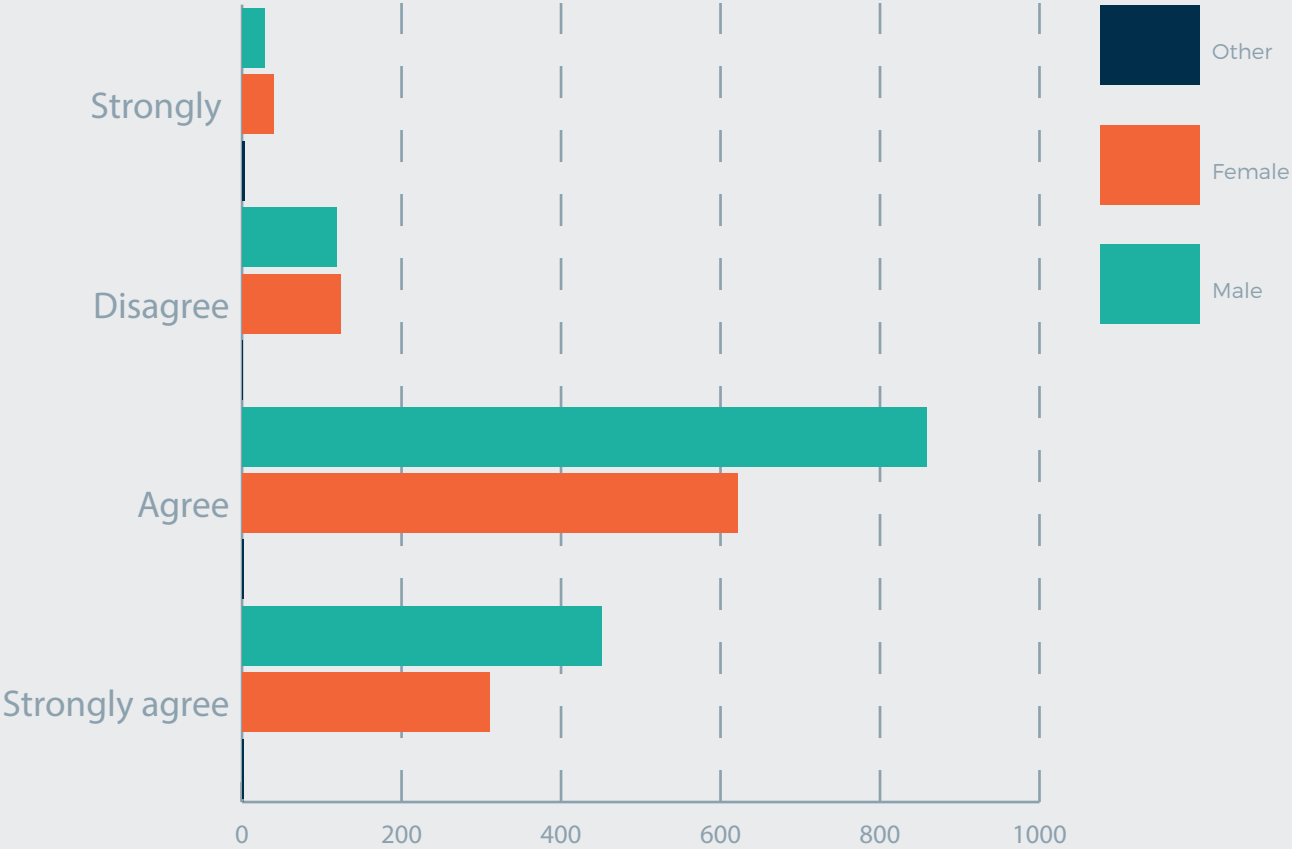
3% Strongly Disagree

11% Disagree

During my assignment I feel both enabled and comfortable to report on discrimination, retaliation, harassment, and abuse of authority:

During my assignment I feel both enabled and comfortable to report on sexual or gender harassment, and any form of sexual exploitation and abuse:

29%
Strongly agree

3%
Strongly Disagree

11%
Disagree

57%
Agree
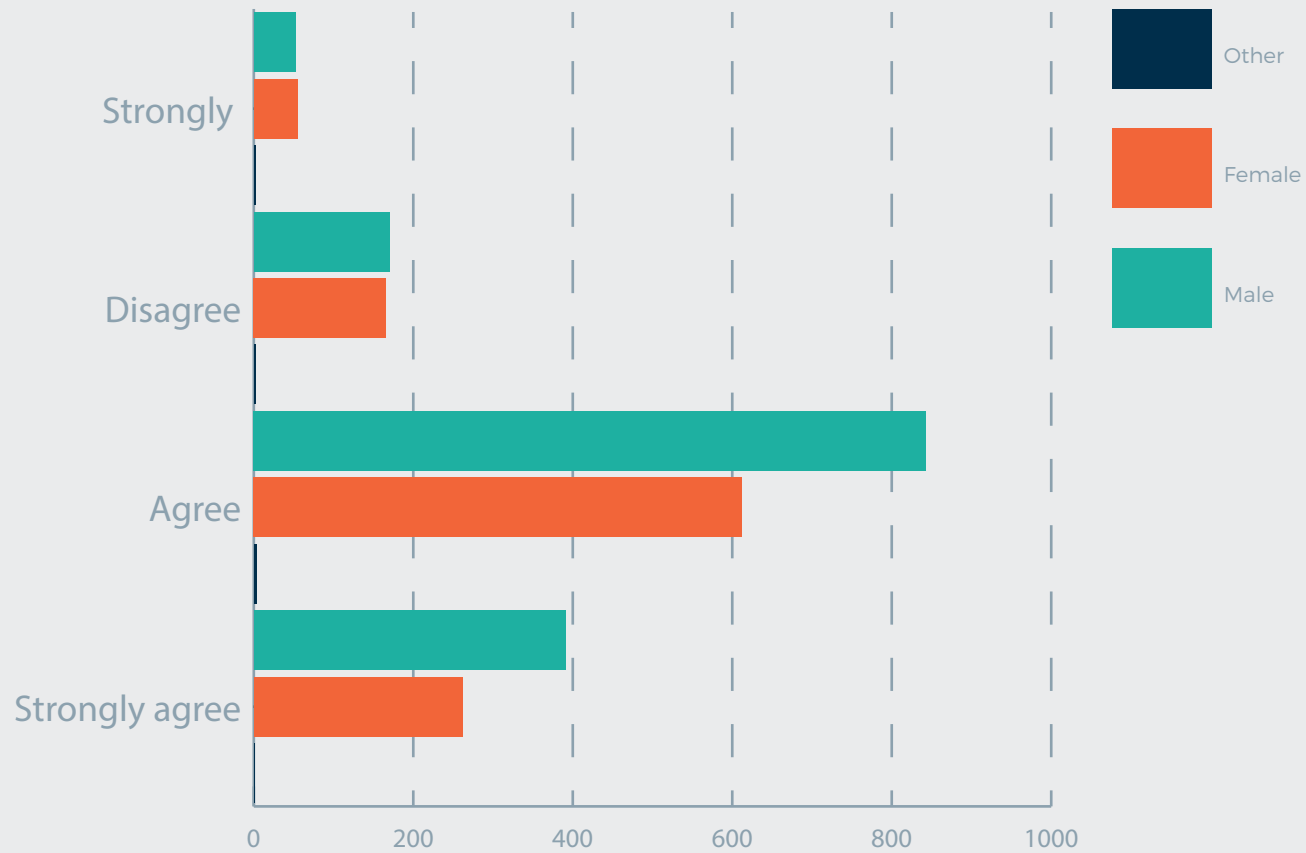
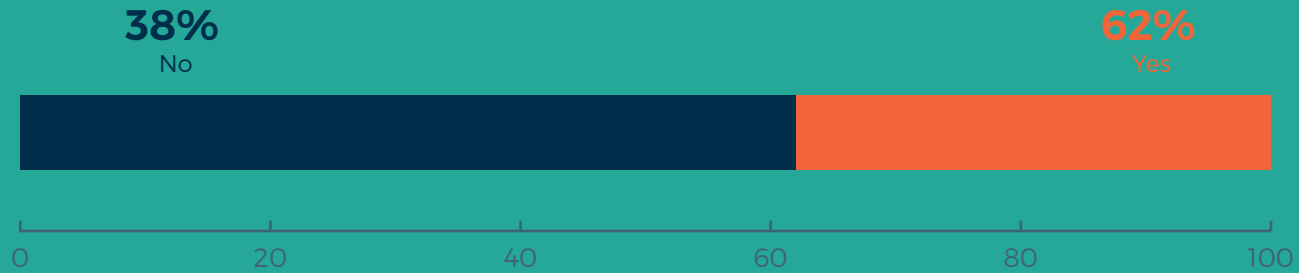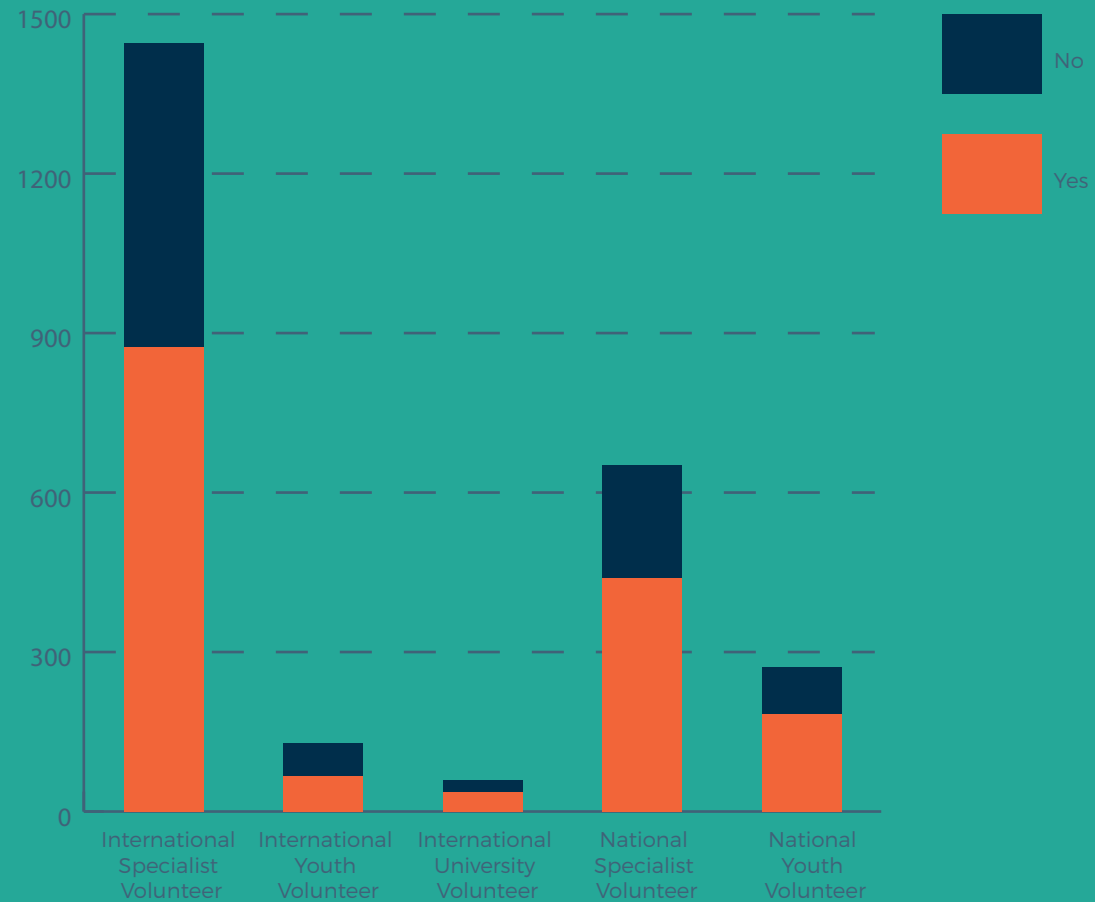**During my assignment I feel both enabled and comfortable to report on sexual or gender harassment, and any form of sexual exploitation and abuse:**

Outside the core duties of your assignment as a UN Volunteer, do you have opportunities to engage in volunteering?

38%
No

62%
Yes

Under which UN Volunteer type are you currently serving?

Legend:
- No
- Yes

Categories:
- International Specialist Volunteer
- International Youth Volunteer
- International University Volunteer
- National Specialist Volunteer
- National Youth Volunteer

During my assignment I feel supported by:

	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable	Responses
UNV HQ	6.8%	16.1%	20.3%	11.4%	33.3%	33.3%
Host Organization	3.4%	8.3%	48%	38.1%	2.2%	33.3%
UNV Field Unit	4.5%	8.5%	44.3%	36.3%	6.4%	33.4%

The contribution I make during my assignment is adequately recognized by:

	Strongly disagree	Disagree	Agree	Strongly agree	Not applicable	Responses
UNV HQ	6.6%	13.6%	40%	21.6%	18.2%	33.3%
Host Organization	3.2%	5.6%	40.4%	47.9%	2.9%	33.4%
UNV Field Unit	4.5%	8.4%	42.4%	34.3%	10.4%	33.4%
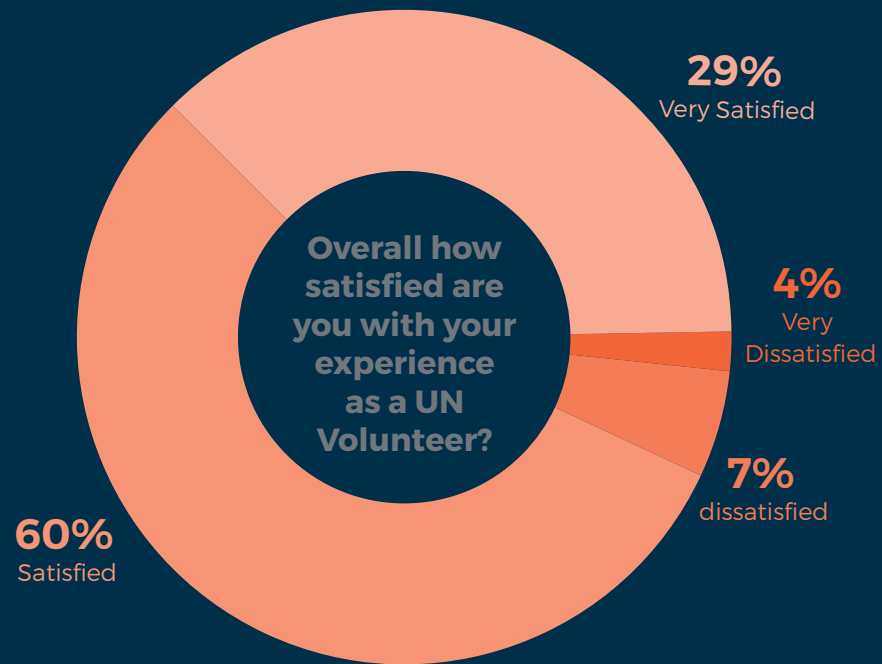
29%
Very Satisfied

4%
Very
Dissatisfied

7%
dissatisfied

60%
Satisfied

Overall how satisfied are you with your experience as a UN Volunteer?

Outside the core duties of your assignment as a UN Volunteer, do you have opportunities to engage in volunteering?
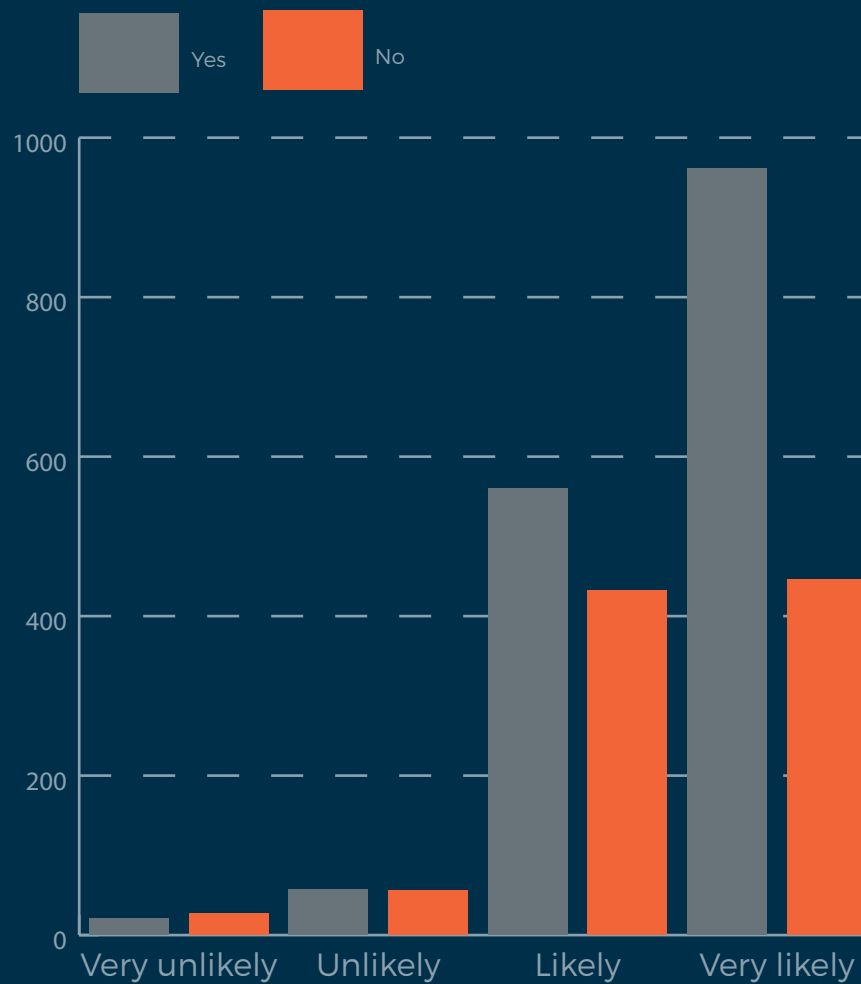
NOTE: The information you have shared through this survey will be kept confidential. However, if you have a good-practice story to share on, a) the direct impact of your work on the people/communities/colleagues you work with, or b) about your experience as a UN Volunteer, which you would be interested in sharing with UNV as a documented human interest story, please let us know and your interest will be shared with a relevant UNV HQ team who will then contact you directly.

45%
Yes, I am interested.

55%
No, I am not interested. Thank you

VOLUNTEER IMPACT

The following data analysis responds directly to the following IRRM indicator:

- **Outcome indicator 1.2:** The number of beneficiaries positively impacted by UNV, in terms of the work of UN Volunteers, all UNV projects and UNV-supported work

- **Output indicator 1.3.2:** Percentage of departing UN Volunteers, at end of assignment, whose volunteer assignment and learning opportunities provide are reported to be valuable for personal and professional development, disaggregated by gender.

This section presents information on UN Volunteers' work activities, their reflections on working with counterparts and how that contributes to their mandates, as well as their perception as to their work from a gender perspective as well as within the context of the Sustainable Development Goals.
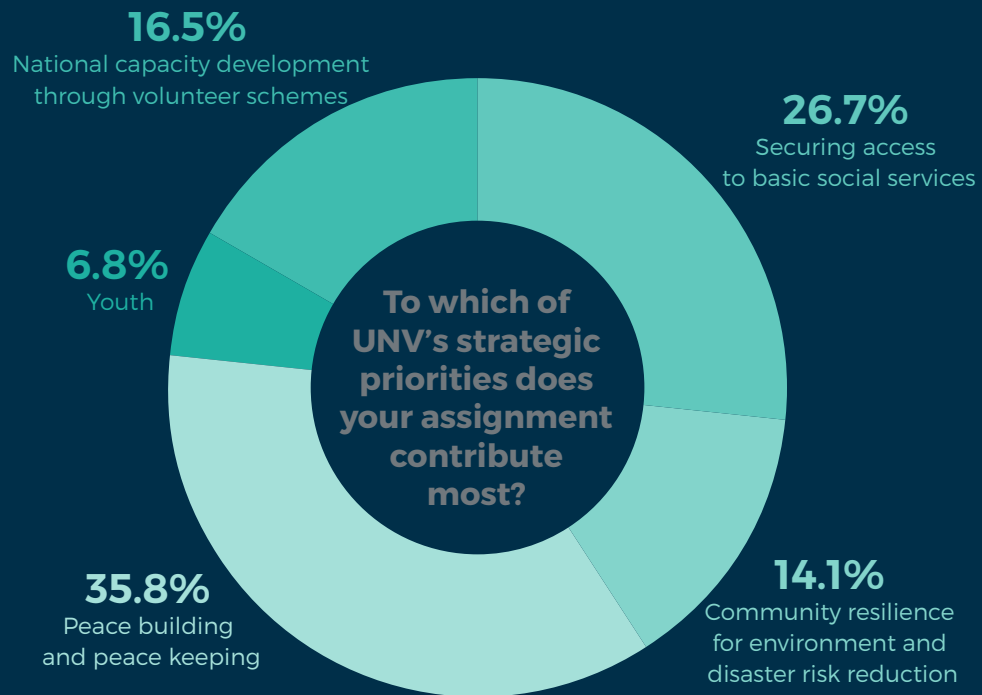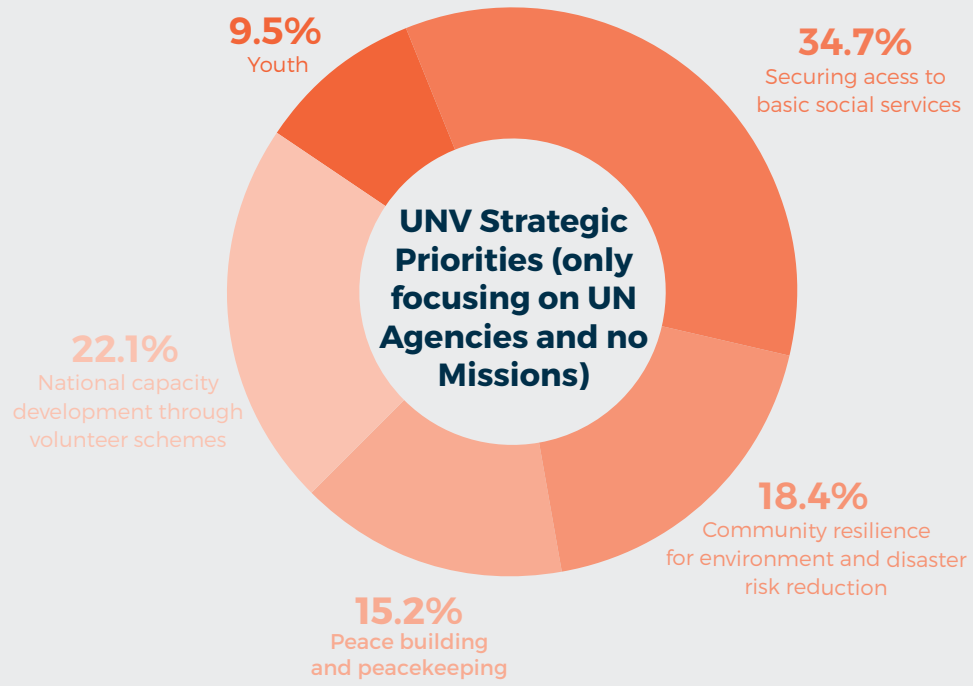
KEY FINDINGS:

VOLUNTEER IMPACT

— Volunteers were committed to the Sustainable Development Goals (SDGs) with the following SDGs featuring most prominently: SDG 16 on promotion of peaceful and inclusive societies, SDG 5 to achieve gender equity and empowering women, SDG 3 to ensure healthy lives and promote well-being, and SDG 1 to end poverty in all its forms. Generally, work activities of respondents were closely aligned with the strategic goals of their Host Agencies for the ten UN agencies featured in the survey.

— Not all UN Volunteers developed the capacity of other counterparts, but many of the 71% of those reporting who did provided on average more direct benefit than indirect though when analysing the raw data those whose work resulted in indirect beneficiaries tended to affect a larger pool of people.

— A majority (54.2%) of those who claim to have developed the capacity of other counterparts to have done so in collaboration with other UN Volunteers, which in the aggregate counting of beneficiaries was used to avoid double counting, but also shows the degree to which UN Volunteers work in teams to maximize benefits. Those claiming to have worked with other volunteers tended to report high rates of beneficiaries.

— Slightly over a majority (51.7%) of respondents provided services, training, coaching and/or support to people in communities, IDP and/or refugee camps with slightly less amount of overlap of those communities with other volunteers.

— Analysing the aggregate contribution to UNV's strategic priorities there was a heavy emphasis on peace-building and peacekeeping, though taking out peacekeeping volunteers there is a much larger focus on basic social services, that illuminates the thematic distinction between UN Volunteers serving with UN Agencies and UN Missions.

— UN Volunteers report to contribute highly to gender empowerment with 75% contributing moderately to highly. Females tended to report lower contributions to gender empowerment.

— Contributions to gender empower are clustered around three top areas of providing basic social services, ending violence against women, and peace and security.

To which UN Sustainable Development Goals (SDGs) does your assignment contribute most? [Maximum three goals]

16.5%
National capacity development
through volunteer schemes

26.7%
Securing access
to basic social services

6.8%
Youth

To which of
UNV's strategic
priorities does
your assignment
contribute
most?

14.1%
Community resilience
for environment and
disaster risk reduction

35.8%
Peace building
and peace keeping

UNV Strategic Priorities (only focusing on UN Agencies and no Missions)

- **34.7%** Securing acess to basic social services
- **18.4%** Community resilience for environment and disaster risk reduction
- **15.2%** Peace building and peacekeeping
- **22.1%** National capacity development through volunteer schemes
- **9.5%** Youth

In the past 12 months did you develop the capacity of colleagues in your host agency?

29% No

71% Yes
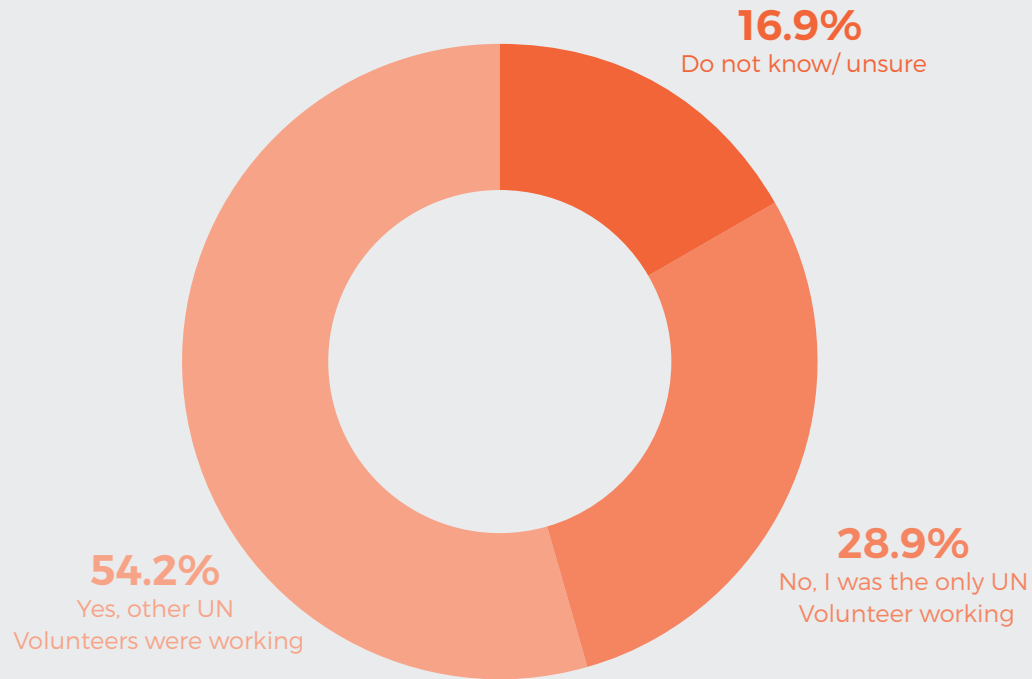
| 0 | 20 | 40 | 60 | 80 | 100 |
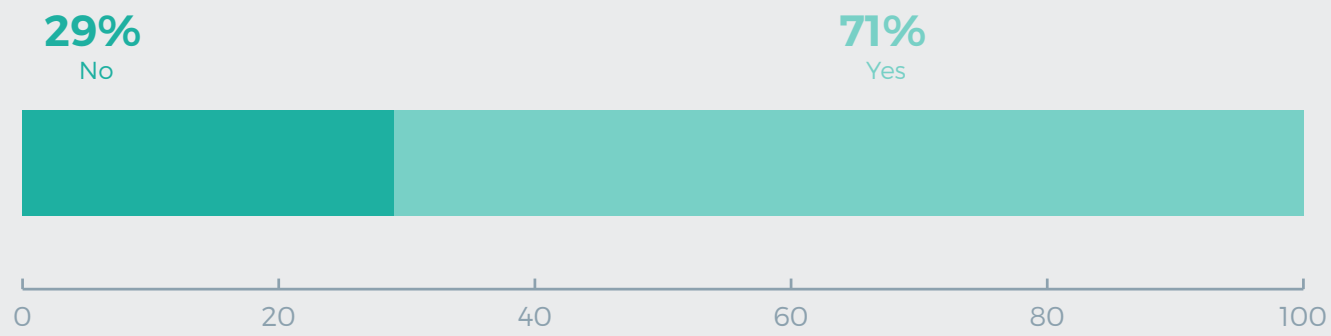
How did colleagues in your host agency benefit from the capacity development you provided? You may select both or either.
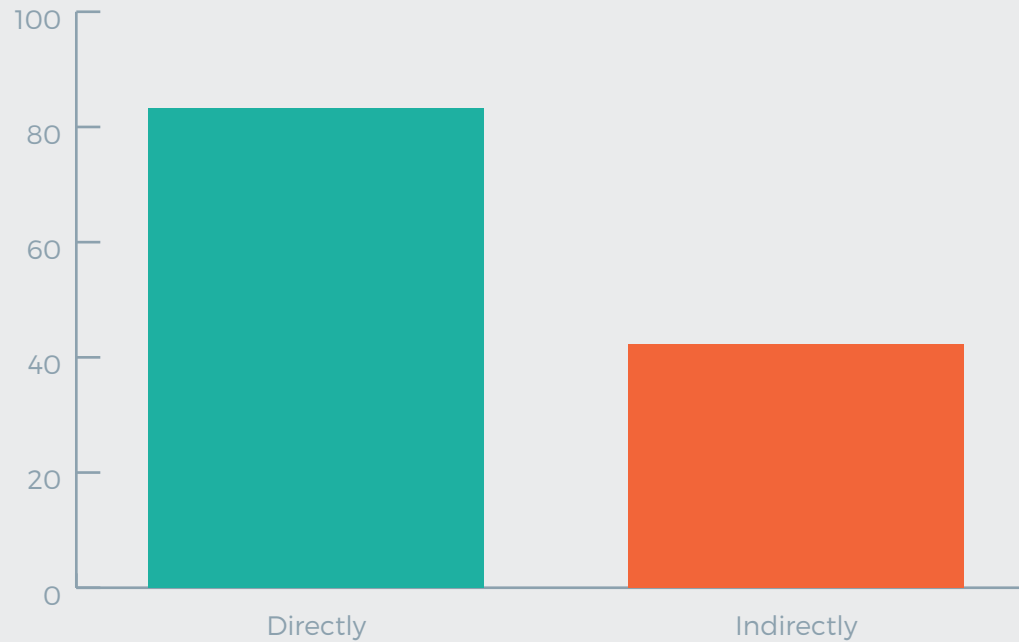
ITEM	TOTAL RESPONSES
Women	1,194
Men	1,313
Other	381

ITEM	TOTAL RESPONSES
Women	554
Men	592
Other	179

During this period, did any other UN Volunteers work ith the same colleagues in your host agency?

16.9%
Do not know/ unsure

28.9%
No, I was the only UN Volunteer working

54.2%
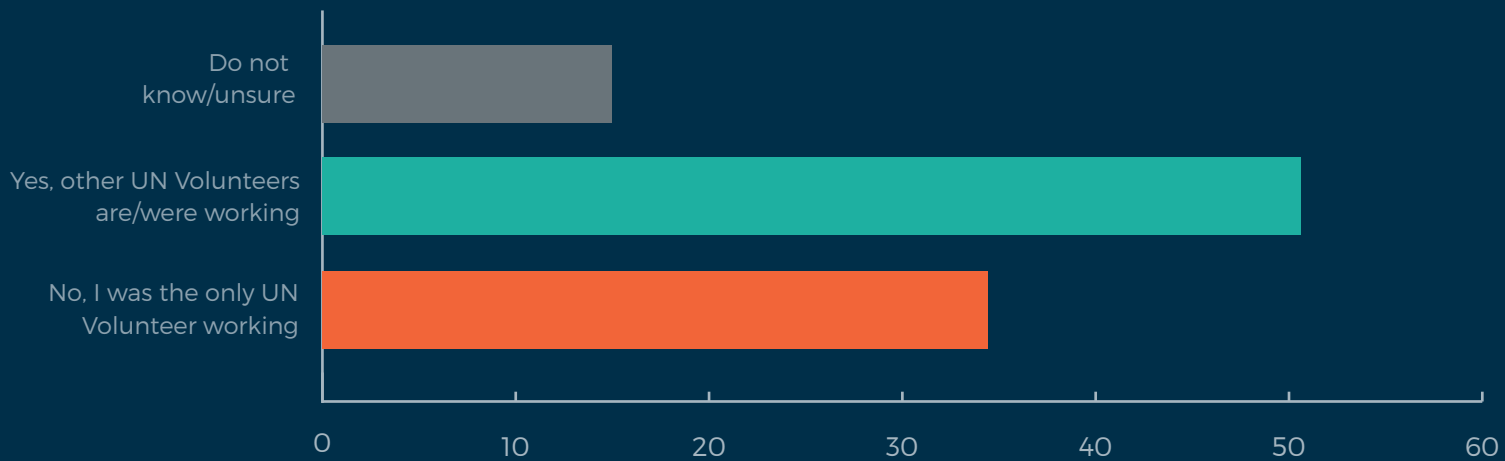Yes, other UN Volunteers were working

Adjusted beneficiary numbers that accounted for duplication in number of UN Volunteers that worked with the same beneficiary.

| Total beneficieries Female, Male & Other	
Direct Impact Unadjusted	1,889.907
Indirect impact Unadjusted	6,659.016
Total Unadjusted	8,548.923
Total Adjusted	1,712.576

In the past 12 months did you provide services, training, coaching and/or support to people in communities, IDP and/or refugee camps?

51.7%
No

48.3%
Yes

| 0 | 20 | 40 | 60 | 80 | 100 |
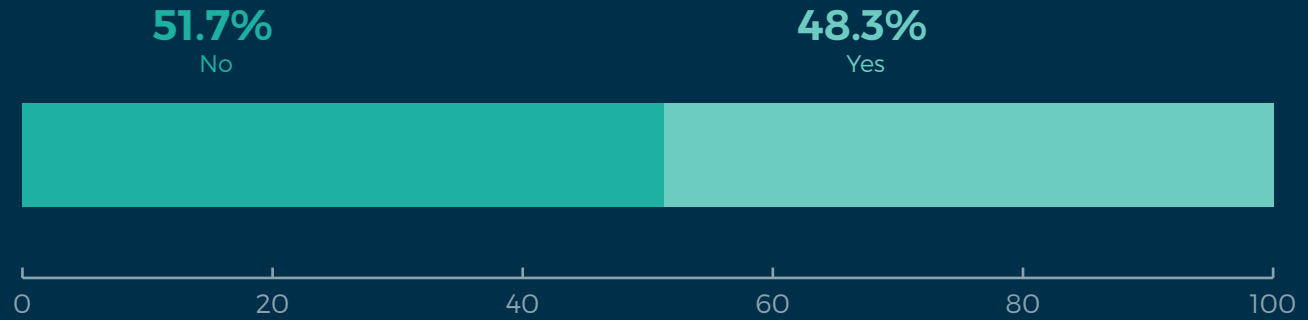
During this period, did any other UN Volunteers work with the same group of community members, IDPs and/or refugees?

Do not know/unsure

Yes, other UN Volunteers are/were working

No, I was the only UN Volunteer working

| 0 | 10 | 20 | 30 | 40 | 50 | 60 |

During your assignment, to what extent did you contribute towards gender equality and women's empowerment?
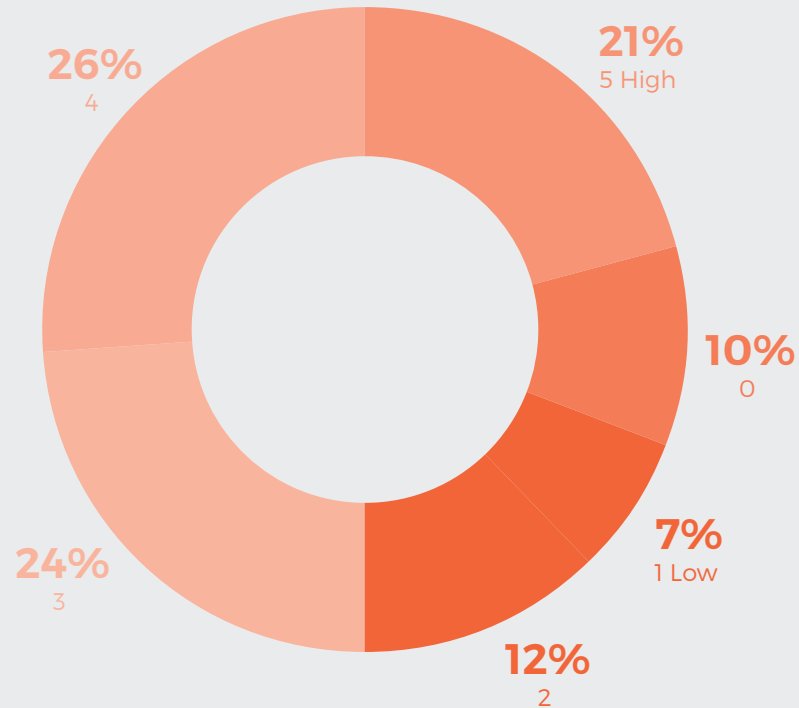
	0	1 Low	2	3	4	5 High
Male	136	31	155	369	422	331
Female	129	104	158	277	255	222
Other	1	2	0	3	3	0

Male and female both tend to contribute to gender equality in step with each other noting a lack of disconnect between the gender of the UN Volunteer and their commitment to gender equity.

Which areas of gender equality and women's empowerment do you contribute towards most? (Select up to three)

Under which UN Volunteer type are you currently serving?

	Acess to basic social services	Disaster risk reduction	Economic empowernent	Ending violence against women	Leadership and policitcal participation	Peace and security	Other
International Special Volunteer	575 43.5%	126 9.5%	352 26.6%	584 44.2%	363 27.5%	580 43.9%	252 19.1%
International Youth Volunteer	51 44%	14 12.1%	33 28.4%	43 37.1%	38 32.8%	26 22.4%	14 12.1%
International University Volunteer	20 41.7%	6 12.5%	11 22.9%	20 41.7%	14 29.2%	20 41.7%	6 12.5%
National Specialist Volunteer	296 48.4%	108 17.6%	235 38.4%	212 34.6%	196 32%	152 24.8%	111 18.1%
National Youth Volunteer	132 51.8%	40 15.7%	99 38.8%	88 34.5%	76 29.8%	62 24.3%	52 20.4%
Column Total	1,074	294	730	947	687	840	435

As access to basic social services are one of the core function of the work of UN Volunteers there is no surprise that a large percentage of them are working across contract modality in that thematic area. Though it is notable that international University Volunteers identify their work to a high degree to ending violence against women and peace and security.

VOLUNTEER LEARNING

The following data analysis responds directly to the following IRRM indicator:

· **Outcome indicator 1.3.2:** Percentage of departing UN Volunteers, at end of assignment, whose volunteer assignment and learning opportunities provided, are reported to be valuable for personal and professional development, disaggregated by gender

This section presents UN Volunteers' assessments of various UNV training components. UNV training consists of two parts: induction training, including Host Agency orientation and in-service training. The survey focused on UN Volunteer training overall, without differentiating between pre-service and in-service training. The only exception is three questions gauging whether selected safety and security skills were taught during pre-service training, were learned, and were applied.

KEY FINDINGS:

VOLUNTEER LEARNING

— UNV initial training and field induction overall prepared Volunteers to meet challenges of the start of their assignment. Nonetheless, a fairly high number of respondents (18%) felt ill prepared or dissatisfied with the induction they received when they first began their service with international UN Volunteers voicing greater dissatisfaction than their national counterparts, which may be due to the increased needs for induction as outsiders to the country of assignment and therefore a retooling of the induction offered. A much higher amount (91%) felt that the training and field experience allowed them to develop their knowledge, competencies, and skills.

— When filtering out departed UN Volunteers (those who had served within 12 months prior to the survey) the number of those who claim that they had developed their skills and professional competencies the number drops from the average, especially among women signifying a potential gender gap in the learning and training opportunities offered that will need to be rectified.

— Induction training received was rated fairly with 78% satisfied, though within the questions enquiring satisfaction it was one of the lowest aspects ranked with over 17% severely to mildly dissatisfied. When cross-tabulated to account for modality and primary supplier of induction training the data showed that the dissatisfaction tends to be greater with international UN Volunteers and those whose primary induction is UNV Field Unit based.

— UN Volunteers voicing the highest rates of disappointment with their induction training in all categories of Headquarter, Field Unit, and Host Agency based training skewed towards those that in fact did not receive any induction, which could be rectified through more comprehensive induction training that all UN Volunteers receive.
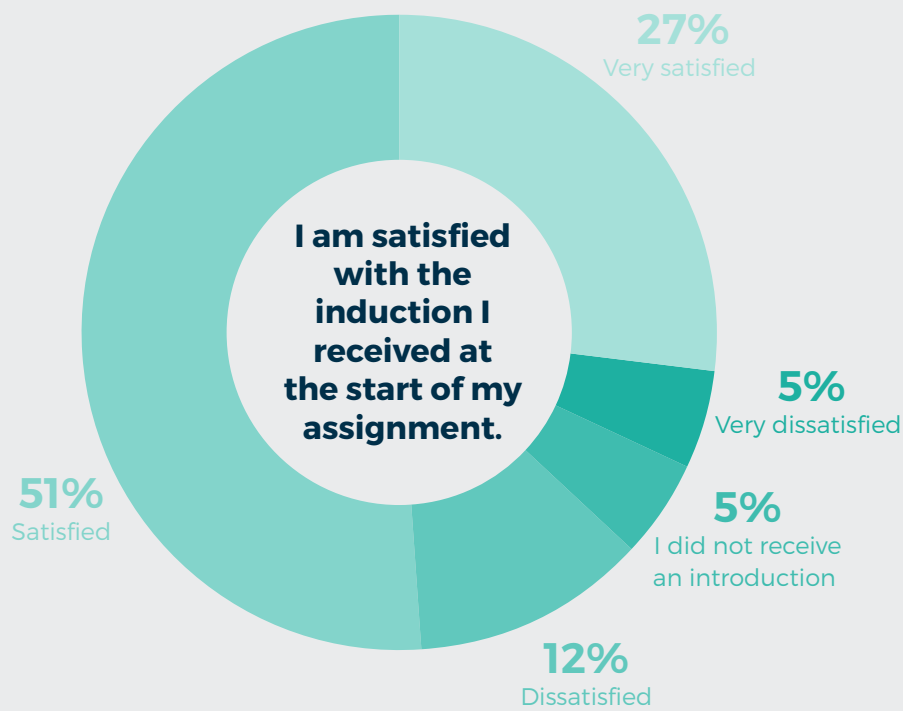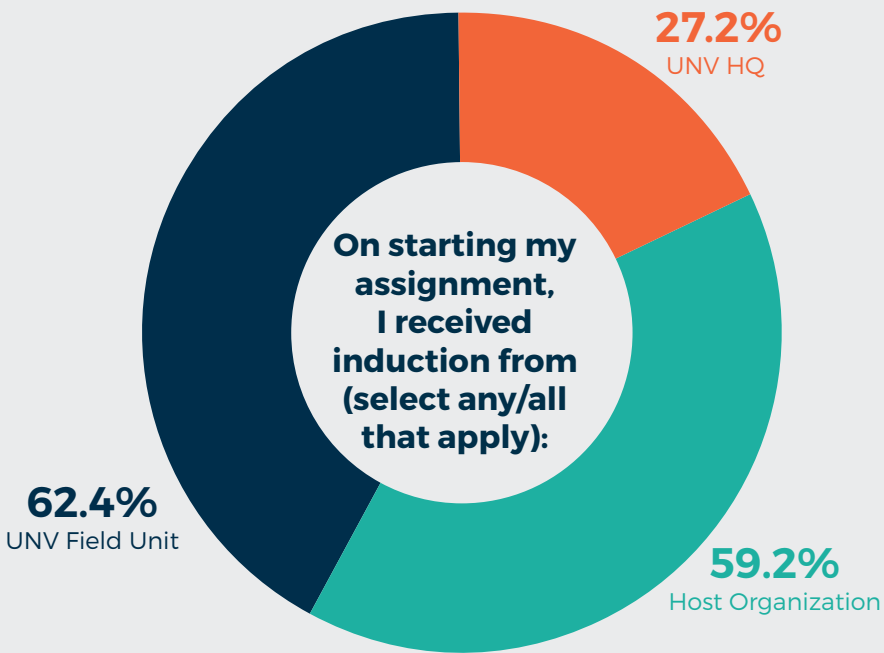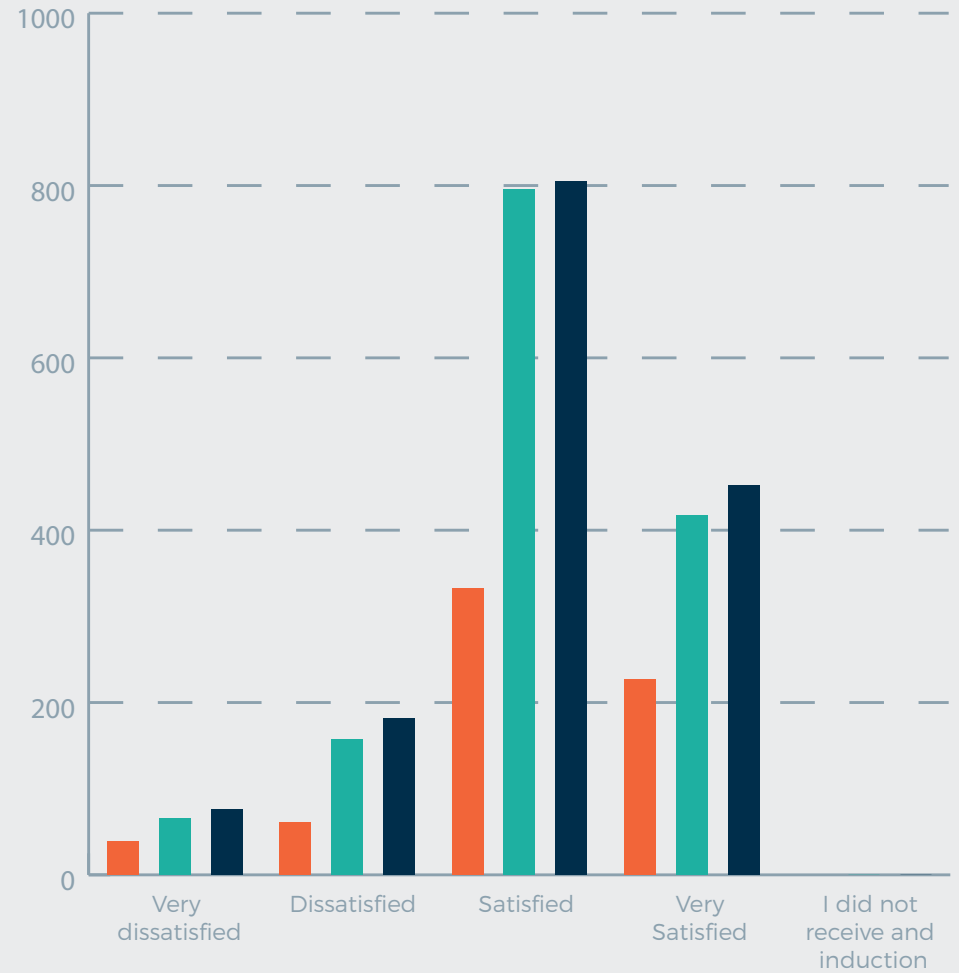
I am satisfied with the induction I received at the start of my assignment.

27% Very satisfied

5% Very dissatisfied

5% I did not receive an introduction

12% Dissatisfied

51% Satisfied

Under which UN Volunteer type are you currently serving?

International Specialist Volunteer

International Youth Volunteer

International University Volunteer

National Specialist Volunteer

National Youth Volunteer

On starting my assignment, I received induction from (select any/all that apply):

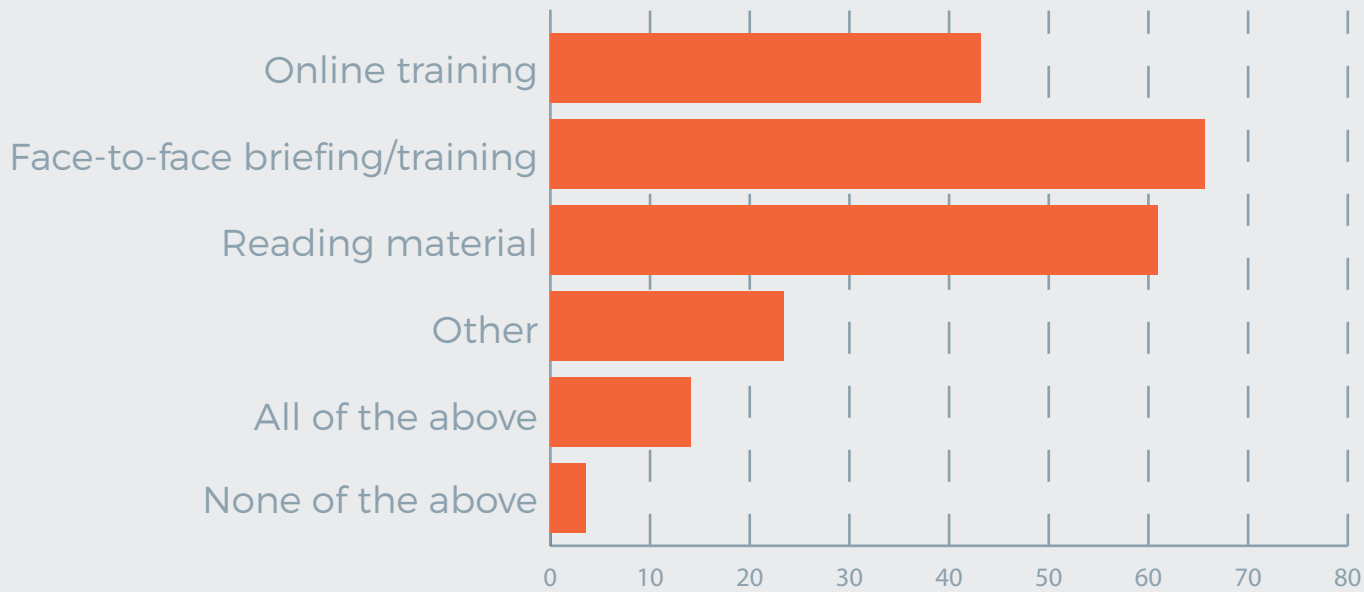27.2% UNV HQ

59.2% Host Organization

62.4% UNV Field Unit

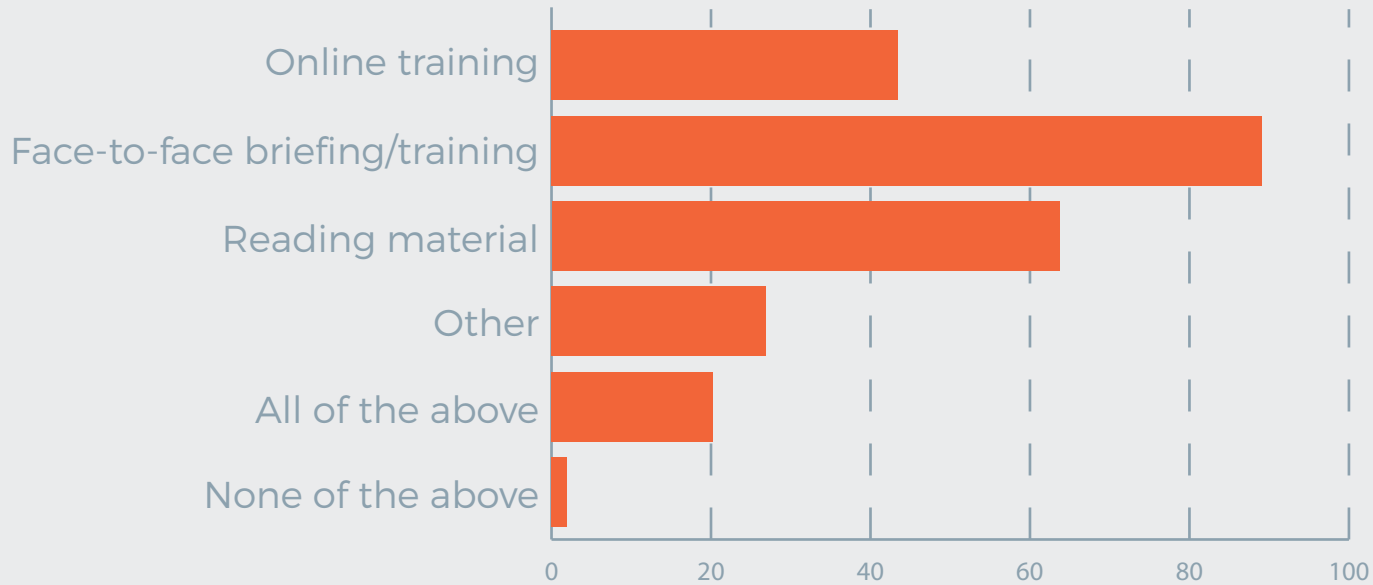I am satisfied with the indution I received at the start of my assignment
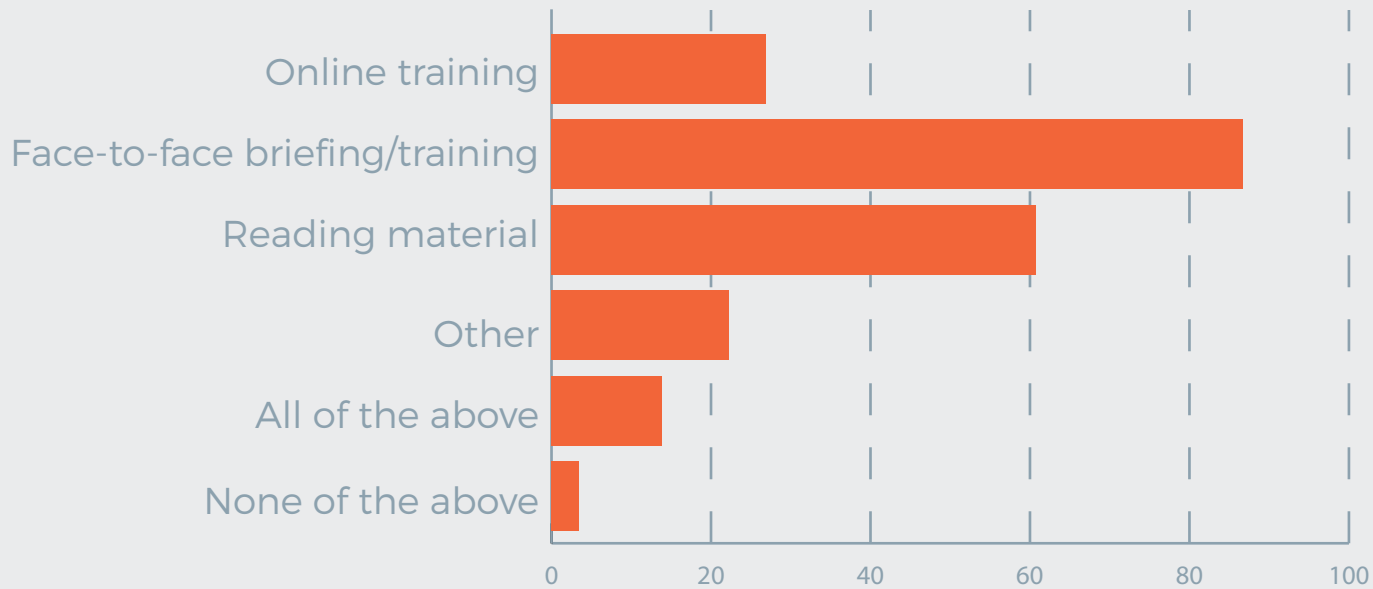
UNV HQ type of induction, select any/all that apply:

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	I did not receive an Induction	Row Total
I AM SATISFIED WITH THE INDUTION I RECEIVED AT THE START OF MY ASSIGNMENT						
Online training	15 (5.3%)	23 (8.1%)	140 (49.3%)	106 (37.3%)	0	284 (43.2%)
Face-to-face brie	25 (5.8%)	32 (7.4%)	218 (50.5%)	157 (36.3%)	0	432 (65.7%)
Reading material	22 (5.5%)	28 (7%)	208 (51.9%)	143 (35.7%)	0	401 (60.9%)
Other	5 (3.2%)	11 (7.1%)	77 (50%)	61 (39.6%)	0	154 (23.4%)
All of the above	3 (3.2%)	7 (7.5%)	44 (47.3%)	39 (41.9%)	0	93 (14.1%)
None of the above	3 (12.5%)	4 (16.7%)	10 (41.7%)	7 (29.2%)	0	24 (3.6%)
Column Total	39	61	331	227	0	658 (100%)

Host Organisation type of induction, select any/all that apply:

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	I did not receive an Induction	Row Total
I AM SATISFIED WITH THE INDUTION I RECEIVED AT THE START OF MY ASSIGNMENT						
Online training	19 (3%)	44 (7.1%)	343 (55.1%)	217 (34.8%)	0 (0%)	284 (43.5)
Face-to-face brie	54 (4.2%)	121 (9.5%)	714 (56%)	386 (30.3%)	0	432 (89.1%)
Reading material	32 (3.5%)	83 (9.1%)	490 (53.7%)	307 (33.7%)	0	912 (63.7%)
Other	12 (3.1%)	26 (6.8%)	197 (51.2%)	150 (39%)	0	385 (26.9%)
All of the above	7 (2.4%)	13 (4.5%)	148 (51.2%)	121 (41.9%)	0	289 (20.2%)
None of the above	6 (21.4%)	7 (25%)	8 (28.6%)	7 (25%)	0	28 (2%)
Column Total	66	156	793	416	0	1,431 (100%)

UNV Field type of induction, select any that apply:

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	I did not receive an Induction	Row Total
I AM SATISFIED WITH THE INDUTION I RECEIVED AT THE START OF MY ASSIGNMENT						
Online training	18 (4.4%)	18 (4.4%)	197 (48.5%)	173 (42.6%)	0 (0%)	406 (26.9%)
Face-to-face brie	61 (4.7%)	146 (11.2%)	684 (52.3%)	418 (31.9%)	0 (0%)	1,309 (86.7%)
Reading material	41 (4.5%)	74 (8.1%)	479 (52.3%)	322 (35.2%)	0 (0%)	916 (60.7%)
Other	16 (4.8%)	12 (3.6%)	158 (47%)	150 (44.6%)	0 (0%)	336 (22.3%)
All of the above	12 (5.7%)	1 (0.5%)	90 (43.1%)	106 (50.7%)	0 (0%)	209 (13.8%)
None of the above	9 (17.6%)	16 (31.4%)	23 (45.1%)	3 (5.9%)	0 (0%)	51 (3.4%)
Column Total	66	156	793	416	0	1,431 (100%)

My assignment provides me with the opportunity to apply my knowledge, competencies and skills:

2% Strongly disagree

2% Disagree
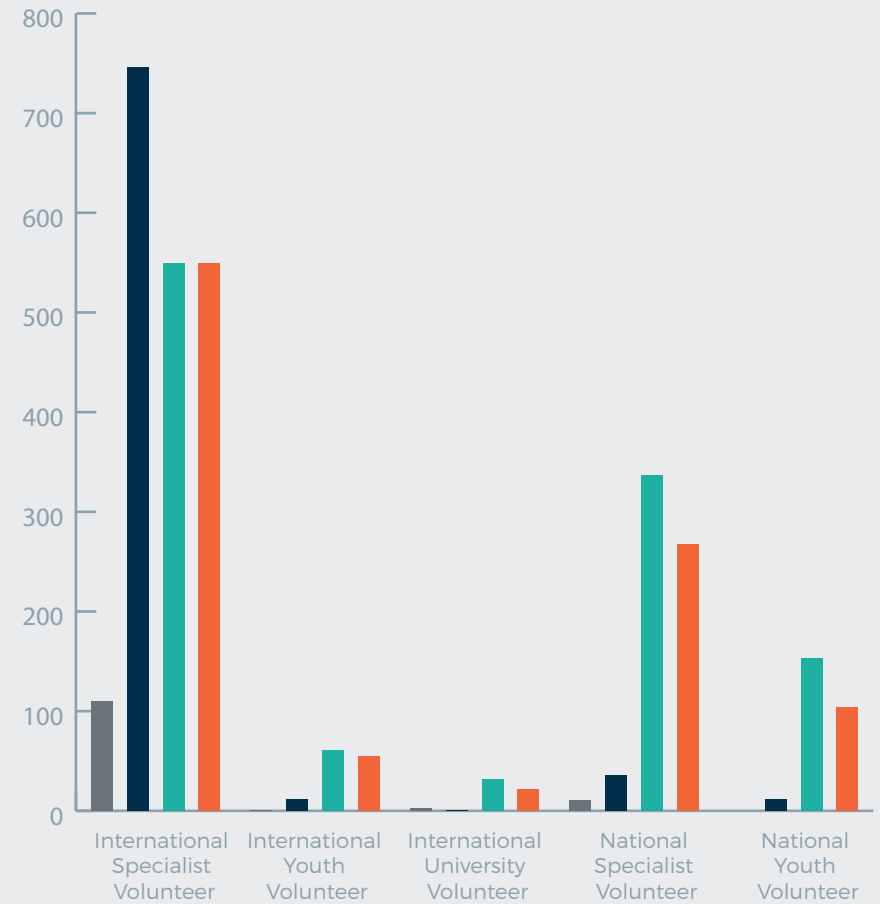
44% Strongly agree

50% Agree
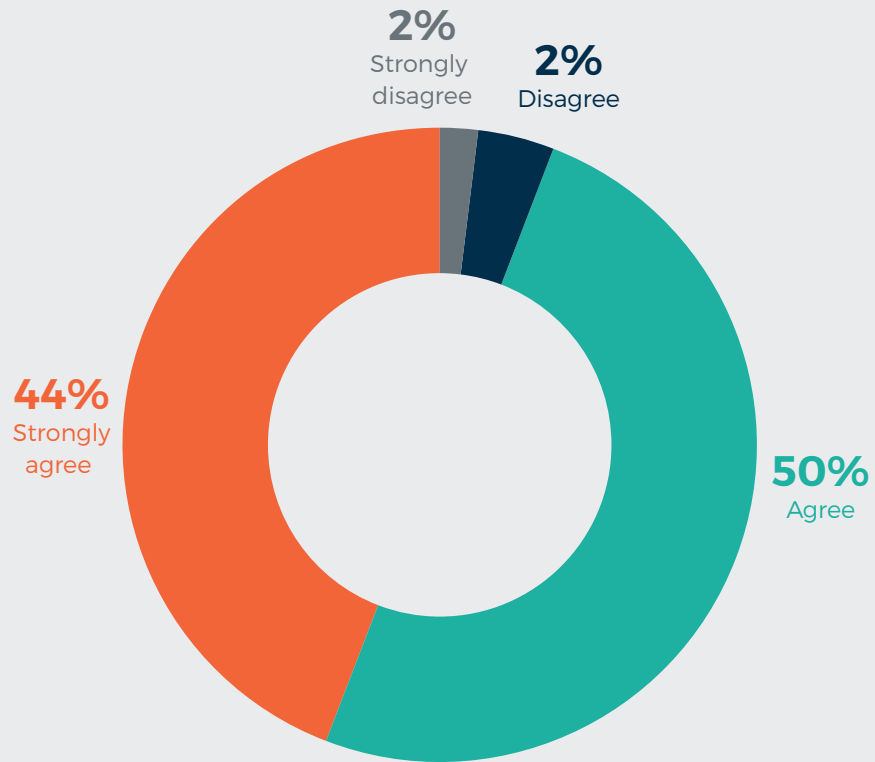
Under which UN Volunteer type are you currently serving?
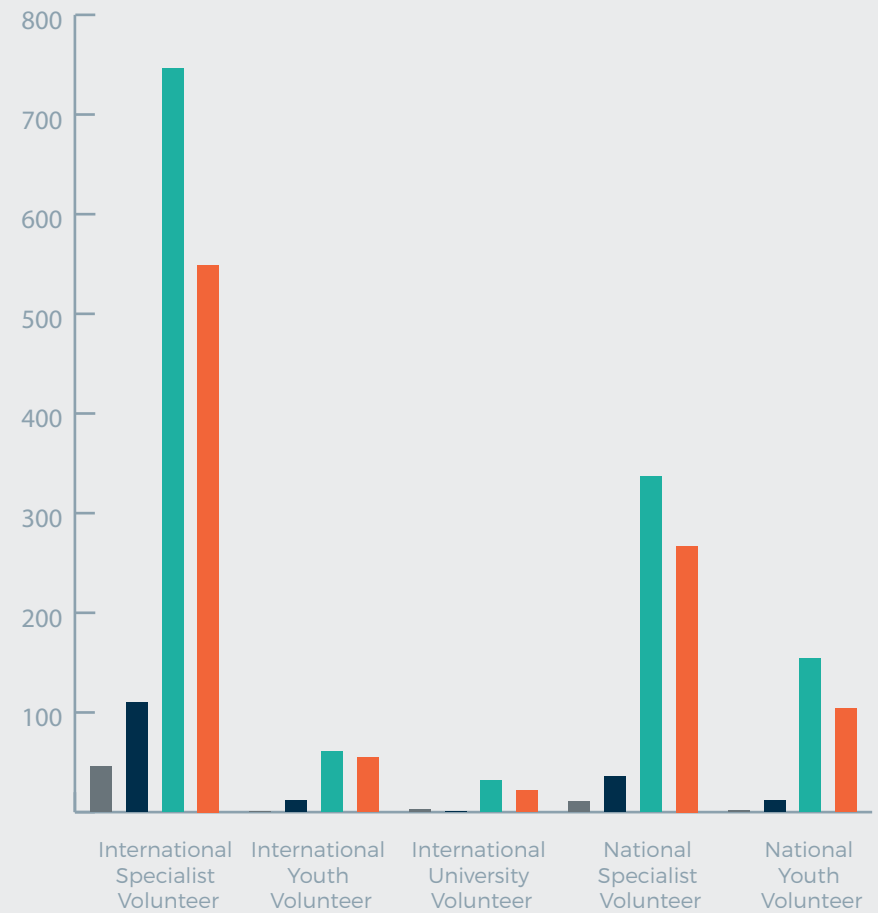
During my assignment I have the opportunity to further develop my knowledge, competencies and skills:

- 2% Strongly disagree
- 7% Disagree
- 39% Strongly agree
- 52% Agree
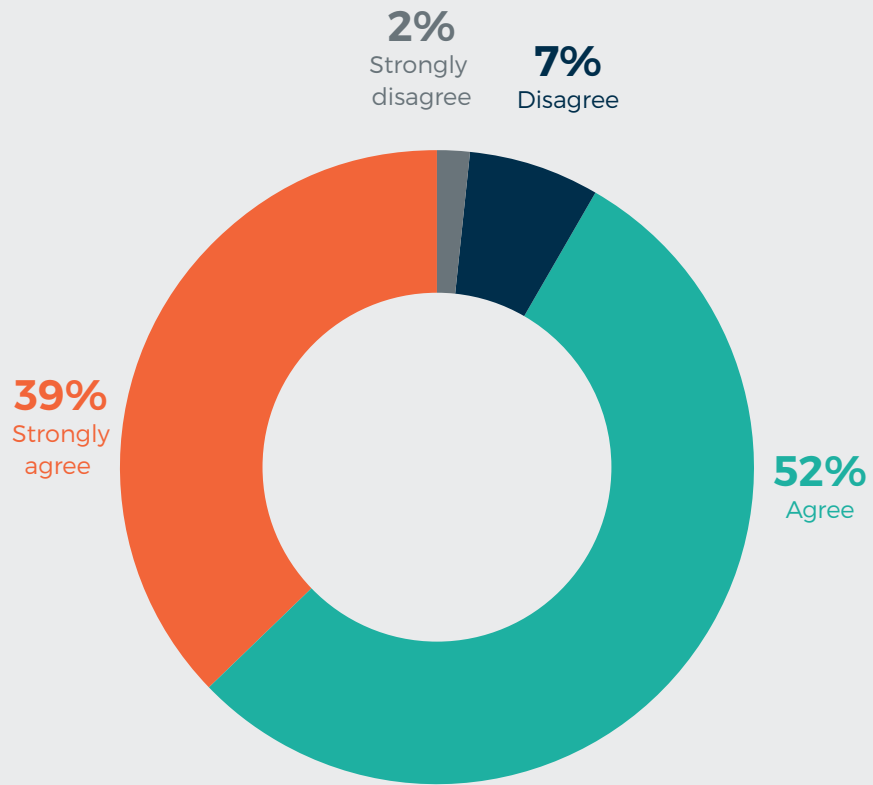
Under which UN Volunteer type are you currently serving?

CONCLUSION

Results of the survey show a high rates of UN Volunteer satisfaction in all categories, though differentiation albeit slight, between types of UN Volunteer contracts exists that may require further investigation to pinpoint the cause for lower overall satisfaction in some categories and point out the key support that Field Units, UNV HQ, and other UN Volunteers can provide to each other throughout their service.

A high number of those reporting general dissatisfaction in the free text box complained of VLA rates, which has recently been favourably reviewed for both national and international UN Volunteers. Delving further into the potential root causes of this dissatisfaction through cross-tabulation analysis shows a statistically significant correlation with higher rates of satisfaction of UN Volunteers working closer to the end beneficiaries, thus linking satisfaction with volunteerism that may be considered in reviewing UNV's recruitment processes and DOA formulation. A desire

for greater interaction of UN Volunteers with the community level need to be balanced against requests for highly specialized UN Volunteers that may lead to assignments with functional roles with low levels of engagement with beneficiaries that are more closely aligned with staff positions, thus leading to a comparison to staff benefits and entitlements that breeds envy and discontent.

Health and safety issues feature prominently in the survey with satisfaction rates that receive good marks but leave some room for improvement from the perspective of national UN Volunteers. That said, the revision of the national UN Volunteer Conditions of Service do hopefully address some of the dissatisfaction as it extends the Cigna insurance to departing national UN Volunteers for one-month post service, similar to what is offered to international UN Volunteers.

Ensuring that all UN Volunteers have at least a basic level of knowledge and

awareness during their induction period would greatly improve satisfaction rate in the area of induction, as a large driver of high dissatisfaction came from those who also claimed to not receive any induction training. Additionally, UN Volunteers' induction exposes them to particular safety and security briefings that may assist in improving the overall sense of safety, which is another area in need of improvement. Furthermore, to address the UN Volunteers claiming to not feel empowered to report various forms of abuse raise flags that may require better training UN Volunteers on the appropriate channels available in which to raise allegations of abuse of authority, discrimination, sexual harassment and other prohibited activities.

While UNV has made significant progress in its training efforts, those efforts, like their policies and procedures, have been implemented for several years and now need to be analysed for their efficacy and compliance. Evaluating the training efficacy, especially the move to focus on language training in the first 12 months of service as well as the utilization rate of learning plans and other learning and training opportunities is key to addressing the dissatisfaction rates noted in the survey on professional development, competencies, and skills.

UNV is currently progressing in developing and implementing a comprehensive approach to collecting impact of UN Volunteers, including planning for a new Volunteer Reporting System that will allow much of the data currently contained in multiple unlinked systems to be contained in one system; the collection and use of country-specific data. This would go a long way in gathering more accurate beneficiary data with less volatility in the numbers reported, which varies greatly due to the subjective nature of the current method of data collection.