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Outcomes of the in-depth reviews carried out by the Conference of European Statisticians Bureau**In-depth review of the statistics on political participation and other community activities, including volunteer work****Note by National Institute of Statistics and Geography, Mexico***Summary*

The present note is an updated version of the in-depth review paper on the statistics on political participation and other community activities, including volunteer work, prepared by the National Institute of Statistics and Geography of Mexico. The note deals with the concepts and measurement issues related to statistics on political participation, volunteer work and other community activities.

The Bureau of the Conference of European Statisticians conducted the in-depth review at its meeting in February 2013. The Bureau reviews each year selected statistical areas in depth. The purpose of the reviews is to improve coordination of statistical activities in the region of the United Nations Economic Commission for Europe, identify gaps or duplication of work and address emerging issues.

Information about the outcome of the review is provided in document ECE/CES/2013/10/Add.1.

I. Introduction

1. The purpose of this document is to review to what extent the conceptual advances and existing statistical infrastructure allow the identification and measurement of societal participative solidarity.
2. People engage in a wide range of activities and actions with the intention of improving the situation of others (and themselves). These voluntary involvements take the form of engaging in voluntary activities or donations to charities. Voluntary activities can further be divided into voluntary work and other forms of participation in political, civic or religious activities.
3. The beneficial effects of solidarity activities extend beyond the visible recipient. They play an important role in the subjective well-being of the provider of time or the donor of money, as well as benefitting social cohesion.
4. The measurement of political and community activities and volunteer work fills an important gap in the knowledge and valuation of this significant sphere of human activity. Obtaining information about these activities will permit:
 - (a) To determine the extent and degree of involvement or participation of persons;
 - (b) To identify and quantify the modalities or ways in which this involvement takes place;
 - (c) To establish the economic value of volunteer work (satellite accounts);
 - (d) To make volunteering visible as a means of encouragement;
 - (e) To efficiently manage volunteer activities.

A. Structure of the document

5. Section II presents the basic concepts and general principles that support the statistics on participation and volunteering and specifies the key definitions for these types of statistics. Section III offers a brief overview of the activities that have been conducted at the international level. Section IV reviews the existing national statistics in this field and highlights the aspects that affect their comparability. Section V outlines questions and challenges in this field. Conclusions and recommendations are summarized in Section VI.

II. Political and other community activities, including volunteering: scope and definitions

6. In this section, an outline is proposed in order to organize the statistics of voluntary activities under the umbrella term of *participative solidarity*, which encompasses the different ways in which people become involved in political, economic, social, cultural, environmental and other community activities and actions.
7. Three broad categories of activities are included:
 - (a) Volunteer work;
 - (b) Participatory actions;

(c) Donating money or goods to a charitable organization or a cause.

8. The term *volunteerism*, as defined in the United Nations State of the World Volunteerism Report¹, includes *volunteer work* and *participatory actions*.

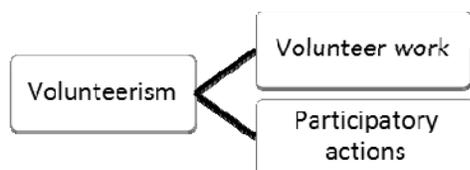
9. This section presents the basic concepts and general principles that support the statistics on voluntary activities and the key definitions for this type of statistics. It describes the conceptual framework and standards that have been developed for *volunteer work* and *volunteerism*, and outlines an approach to combine statistics on volunteer work and all other voluntary activities, including political participation and donating money.

A. Conceptual framework

10. In this section, an overview is provided of the conceptual framework for *volunteer work*, developed by the International Labour Organization (ILO), as established in the *Manual on the Measurement of Volunteer Work*², and the framework for *volunteerism* established in the *United Nations Volunteerism Report*. It is emphasized that *volunteerism* and *volunteer work* are not synonymous in these frameworks, since *volunteerism* involves certain activities that could not be considered *volunteer work* because they do not produce services for which an effective demand exists or which cannot be performed on one's behalf by another person (i.e. third person criterion).

Figure 1

Volunteerism



1. Volunteer work and volunteerism

11. The rationale for measuring *volunteer work*, as pointed out in the ILO's Manual³, rests on the facts that *volunteer work* is measurable, it has considerable economic value, its importance is recognized by volunteers and statistical international organizations and data on *volunteer work* are already being collected by some countries and international offices, although these data systems are inconsistent.

12. In order to measure *volunteer work*, the Manual proposes the following working definition:

Unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household.

13. In general terms, the statistics on *volunteer work* cover the time devoted to activities whose concern is the common good and that are not mandatory and are unpaid. These requirements, however, are insufficient if it is not stressed that the intention of the activity

¹ State of the World's Volunteerism Report 2011. United Nations Volunteers, 2011.

² Manual on the Measurement of Volunteer Work. International Labour Organization, 2011

³ Manual on the Measurement of Volunteer Work, p. 3-8.

should be the production of goods and services whose equivalents can be found either in the market or be provided by the state.

14. Although the Manual calls attention to this matter, “the activity being measured should contribute to the production of goods and services that fall within the general production boundary of the economy as defined in the System of National Accounts (SNA)”⁴, we believe that this condition should be emphasized for two reasons: first, to define the concept in such a way that it is possible to obtain an economic value so as to make feasible the creation of a satellite account and, second, to establish the boundary that separates *volunteer work* from other forms of volunteer participation, as outlined below.

15. The United Nations General Assembly in 2001 pointed out that “...the terms volunteering, volunteerism and voluntary activities refer to a wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of civic participation, undertaken of free will, for the general public good and where monetary reward is not the principal motivating factor.”⁵

16. The *United Nations Volunteers Report* identifies three characteristics of *volunteerism*:

- (a) The action should be carried out according to the individual’s own free will and not as an obligation stipulated by law, contract or academic requirement;
- (b) The action should not be undertaken primarily for financial reward;
- (c) The action should be for the common good.⁶ “Formal service delivery, mutual aid and self-help, and civic participation are used to define its expressions.”⁷

17. As is evident from the United Nations definitions and criteria, *volunteerism* is a wider category than *volunteer work*, since the former includes a range of activities, mainly in the field of civic participation, that cannot be considered ‘work’, such as voting, taking part in organized protests, signing petitions, etc. These activities are aimed at the community’s well-being, are undertaken without coercion, and monetary reward is not the motivating factor, but they do not satisfy the third person criterion, that is, they cannot be performed by a third person on one’s behalf.

18. However, some forms of civic participation can be considered as ‘work’ according to the SNA general production boundary. Taking care of elderly persons, canvassing for civic causes, cleaning the neighborhood streets, etc., are part of volunteer work.

19. Based on the revised frameworks, it is clear that *volunteer work* and *volunteerism* cannot be considered to be synonymous. Volunteer activities aimed at generating goods or services as understood by the SNA ought to be conceptualized as *volunteer work* and constitute an important part of *volunteerism*. However, the other part of *volunteerism* should be recognized, that is made up of voluntary activities, mainly political or civic participation that are unpaid, non-compulsory and whose purpose is the common good, but the services they provide lie beyond the SNA boundaries. These latter activities are combined in this review in the *participatory actions* category.

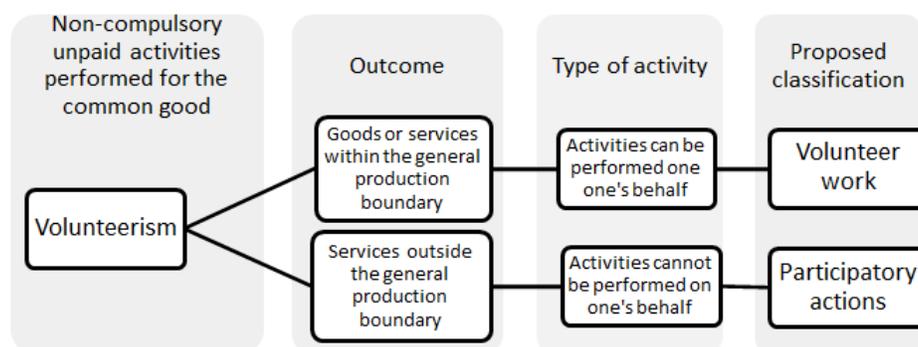
⁴ Manual on the Measurement of Volunteer Work, p. 13.

⁵ Resolution adopted by the United Nations General Assembly Fifty-sixth session, Agenda item 108, Annex paragraph 1.

⁶ State of the World’s Volunteerism Report 2011, pp. 3-4.

⁷ State of the World’s Volunteerism Report 2011, p.8.

Figure 2
Volunteerism, outcome



20. As stated above, a main characteristic of *volunteer work* is that its intention is helping people other than the volunteer or his/her family⁸. Although in both frameworks reviewed participation in self-help groups is regarded as *volunteer work*, we would consider exploring the necessity of examining the role played by the volunteer in the group in order to translate participation in these groups into hours of *volunteer work*.

2. Political activities

21. Political activities are voluntary activities aimed at influencing elections, public policy or the distribution of public goods. They are often measured to assess the health of a democracy and the civic engagement of its citizens. Political and civic involvement plays a role in the well-being of individuals, their communities, their country, and the world.

22. It is important to examine which political and other community activities can be considered *volunteer work* and which are better categorized as *participatory actions*.

23. Examples of *volunteer work* in the political arena are volunteering for a political party. The *volunteer work* may consist of canvassing, organizing political events, distributing campaign literature in political elections, recruiting volunteers for a political party or candidate, soliciting funds for a political party or candidate, carrying out administrative activities for a political party or candidate (e.g. stuffing envelopes, answering or placing telephone calls, addressing correspondence on behalf of a political candidate or party), or developing promotional material for a political party or candidate (e.g. writing campaign speeches, slogans or pamphlets for candidates).

24. On the other hand, signing a petition, attending a public meeting, boycotting/choosing a product, displaying political material e.g. picture, sticker, badge or button, placing a sign on a lawn, participating in a demonstration or march, and belonging to a trade union are examples of voluntary political activities that cannot be considered *volunteer work*, since these activities do not satisfy the third person criterion and we propose that they be grouped under the category of *participatory actions*.

25. A word of caution should be added about the classification of political activities either as *volunteer work* or *participatory actions*, since the concept of common good is not applicable to all political activities, as they sometimes serve particular interests. Research should be undertaken aimed at reaching a consensus on the exclusion criteria.

⁸ In order to ease the collection of data, the household is used as a reference instead of the family.

3. Other community activities

26. There are some community activities related to religious participation, such as proselytism, that might qualify as *participatory actions* in some countries where this kind of activity is not paid, but as volunteer work in other countries. Further investigation is needed on this topic and a consensus should be reached.

27. Other community activities that are not easily recognized as *volunteer work*, even though they have all its characteristics, are community works in ethnic and traditional communities. An effort must be made in the operational field to collect information of this type of volunteer work.

28. On the other hand, there is another kind of community work that, although within the production boundary and unpaid, is not voluntary but rather imposed by academic requirements (internships required for graduation), military service or custodial sentences for criminal offenders. This type of work lies outside the scope of *volunteerism* and participative solidarity; it is mentioned here with the sole purpose of bearing in mind that even though these hours of work should be incorporated into national accounts, those activities should not be equated with volunteer work or volunteerism.

29. We find that there is a need for a consistent, coherent and exhaustive standard to measure all these concepts.

4. Participative solidarity

30. A general typology is proposed for participative solidarity so as to help to clarify its distinct modalities. This umbrella term is useful when investigating solidarity engagement as a whole and its particular manifestations.

31. A third component, other than *volunteer work* and *participatory actions*, is included under this term: *donations*.

32. People may contribute to the common good, not with time, but by donating money or in kind gifts to charitable and non-profit organizations or informally to a specific cause. Donating is an important sign of social involvement and we believe it should be conceptualized together with other voluntary activities.

B. Definitions

33. This section contains the definitions used in the production of statistics on political and community activities and *volunteer work*. The consistency of these definitions is discussed: *volunteerism*, *volunteer work*, *participatory actions*, and *participative solidarity*.

1. Volunteerism

34. The *United Nations Volunteerism Report* uses “the United Nations framework of free will, non-pecuniary motivations and benefit to others as the defining parameters of volunteerism. Formal service delivery, mutual aid and self-help, and civic participation are used to define its expressions.”⁹

Volunteerism (proposed definition). Time devoted to activities whose concern is the common good, are not mandatory and are unpaid.

⁹ State of the World’s Volunteerism Report 2011, p.8.

2. Volunteer work

35. The ILO's *Manual on the Measurement of Volunteer Work* defines *volunteer work* as "Unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household."¹⁰ It should be noted that this is not an international definition, as it has not been adopted by the International Conference of Labour Statisticians (ICLS), the body that adopts international standards on labour statistics. In December 2013, the 19th ICLS will discuss and hopefully adopt an international definition of volunteering as well as other forms of work, including employment.

36. The ILO's Manual definition does not mention those volunteer civic participation activities that are beyond the general production boundary according to the SNA, but which are included in the United Nations definition of *volunteerism*. In the definition proposed here it is emphasized that the product of *volunteer work* must be goods or services and that civic participation activities which are undertaken without coercion or pay for the public good are part of volunteerism.

Volunteer work (proposed definition). Unpaid non-compulsory work whose concern is the common good; that is, time individuals give without pay to work either through an organization or directly for others (and themselves) outside their own household.

37. In addition to changing the word 'activities' for 'work' in the ILO's definition, the difference should be emphasized in the Manual between *volunteer work* and *participatory actions*.

3. Participatory actions

38. It is recognized that *participatory actions* on political and civic matters are within the scope of *volunteerism*. However, some of these *participatory actions* or activities are within volunteer work and some lie beyond the general production boundary in the sense that a third person cannot be engaged to carry them out on one's behalf. It is important not only to measure these latter types of activities but also to distinguish, among volunteer activities, those that are participatory actions, in order to allow their aggregation to inform users.

Participatory actions (proposed definition). Unpaid non-compulsory non-transferable actions whose concern is the good of others (and themselves) but do not satisfy the third person criterion; that is, time devoted by individuals to political, civic or religious actions that cannot be considered 'work'.

4. Participative solidarity

39. The concept of "participative solidarity" includes a component for donations, in addition to *volunteer work* and *participatory actions*, which compose the volunteerism framework. So the term is suggested as the more over-arching one or the umbrella concept within which the others are encompassed.

¹⁰ Manual on the Measurement of Volunteer Work, p. 13.

Figure 3
General typology for participative solidarity

		TYPE OF ACTION	PURPOSE	OUTCOME	DESTINATION	SNA FRAMEWORK	
P A R T I C I P A T I V E S O L I D A R I T Y	V O L U N T E E R I S M	VOLUNTARY WORK	COMMON GOOD	GOODS OR SERVICES	INSTITUTIONALIZED For or through Non Profit Institutions, For-profit business, Government units	Within the SNA production boundary	
				GOODS	NON-INSTITUTIONALIZED	Within the SNA production boundary	
				SERVICES	Directly for other households, a cause or the community	Outside the SNA production boundary but within the general production boundary	
	D O N A T I O N S	DONATING	COMMON GOOD	Donations in cash or in kind (goods)	INSTITUTIONALIZED For or through Non Profit Institutions, For-profit business, Government units	Outside the general production boundary	Not Applicable in the SNA production framework, however it may have a role in the secondary distributional accounts if there is a donation flowing from one institutional sector to another, for instance from private households to NPIs.
					NON-INSTITUTIONALIZED Directly for a cause		

5. Principles of data capture

40. A series of general principles are suggested for data capture, most of them are taken from the ILO Manual. The role these principles play in assuring the consistency and treatment of the different volunteerism components is discussed.

Type of survey

41. The ILO Manual encourages a supplement to labour force (LF) surveys as an optimal strategy for capturing data on *volunteer work*. The recommendation stands on the grounds that:

- (a) LF surveys are frequent and regular; they are household-based, so they are better able to identify *volunteer work* carried out through registered organizations or carried on directly to other households;

- (b) They cover the whole population in a country and generally utilize large samples;
- (c) They gather important demographic data on respondents;
- (d) They are managed by highly professional staff equipped to measure work and its characteristics;
- (e) They make it possible to observe *volunteer work* in the same classification framework as paid work, resulting in a complete picture of the labour market;
- (f) They facilitate accurate valuation of *volunteer work*;
- (g) They cover other aspects of work (paid employment, hours of work, unemployment, underemployment and employment-related income), making the coverage of *volunteer work* a natural extension and making it easier for respondents to recall episodes of *volunteer work*;
- (h) They already have procedures in place to handle bias and error and thus ensure reliability;
- (i) They offer a highly cost-effective way to capture at least a limited body of core information about the contours of *volunteer work* in a country;
- (j) They have been used successfully to collect data on *volunteer work* in a number of countries, including Canada and the United States, without negative impact on the labour force surveys and with high response rates on the volunteer components.

42. It is considered here that a labour force supplement is the best instrument for gathering data not only on *volunteer work*, but on *participatory actions* and donations as well, although a supplement in a time-use survey could also be used.

43. Time-use surveys measure the amount of time people spend on various activities, such as paid work, childcare, volunteering, socializing, and some surveys include political and civic participation. In addition to the time spent on volunteer work and participatory actions, the survey has to capture data on type of institution and economic activity so as to enable the measurement of their economic value, which it might be difficult to implement.

44. Ad hoc surveys on all aspects of participative solidarity could also be used. Such surveys have the advantage of being able to investigate all aspects of volunteering and donations beyond number of hours and economic activity; they can capture data on the motivations of solidarity behavior, for example. The high cost, the possible need for sponsorship and the lack of established periodicity are the main disadvantages of these surveys.

Classifications

45. Although a supplement on a labour force survey has the merit over a module in a time-use survey of using standard occupational and industrial codes, it could be problematic in both strategies to guarantee the capability to translate volunteer activities into standard occupational and industrial codes. The questions to classify the volunteer work that people do would have to be carefully designed since people tend to respond about what they "are" (such as a manager or an accountant) when they are asked about their occupation, while they're likely to respond about what activity they did (such as directing traffic or painting stairs) when they respond about volunteer work.

Reference period

46. The ILO Manual proposes a **four-week reference period**, and an additional question to capture occasional and seasonal activities (for instance, around a religious holiday that may not correspond with the timing of the labour force survey).

Measurement unit

47. The measurement unit is hours of work. The ILO Manual recognizes the difficulty that respondents may have when asked to add hours of multiple volunteer assignments, and proposes to ask separately about the frequency of each activity and about its average duration; afterwards, a computer program will calculate the total hours.

Coverage

48. We agree with the age boundary set by ILO, so the coverage should be the country's population aged 15 and older.

49. The five core variables proposed by ILO to describe *volunteer work* would be the same for *participatory actions* and *donations*:

- (a) The number of volunteers and number of donors;
- (b) The number of hours of *volunteer work*/ *participatory actions* / amount of money donated (or money equivalent of in kind donations);
- (c) The type of work performed (i.e., occupation)/type of *participatory actions* performed;
- (d) The institutional setting of the work/*participatory actions* performed or donation, if any;
- (e) The field (industry) in which the *volunteer work* is performed;

6. Construction of indicators

50. A set of indicators to be compiled should be established.

III. Overview of the statistical activities conducted at the international level

51. Many efforts have been carried out to measure the importance of participative solidarity. Within the civil society stream, the focus relies on citizen enrolment in participatory activities and volunteer work, the volunteering experience and the projects sponsored by donors and volunteers. The aim to measure the economic value of the Nonprofit Sector defines another approach to the statistics of volunteerism within the System of National Accounts framework. A measurement of volunteer work can also be found in the Satellite Accounts of Unpaid Work, and it is related to the care economy. Finally, international comparisons of data on some aspects of participative solidarity are offered in the Gallup World Poll and the CIVICUS Civil Society Index.

A. State of the World's Volunteerism Report

52. Volunteerism was recognized as an important factor contributing to the progress, cohesion and resilience of communities in 2001 when the United Nations General Assembly proclaimed 2001 the International Year of Volunteers. As a way of marking the

tenth anniversary of this event, the United Nations Volunteer programme prepared the first *State of the World's Volunteerism Report*.

53. The key message delivered in this Report is that volunteerism is endowed with an enormous potential for human development. Volunteerism makes solidarity, social inclusion, empowerment, life satisfaction and individual and societal well-being flourish. "The well-being of individuals is intrinsically linked to their contributions to the lives of others."¹¹

54. The Report underlines three challenges when researching volunteerism. "Firstly, there is no common agreement on what volunteerism is and how it is manifested; secondly, there are widespread misperceptions, contradicted by empirical data and anecdotal information, that obscure the nature and extent of volunteerism; and thirdly, there is no agreed methodology for assessing the volume and value of volunteer action."¹²

55. Nonetheless, the Report's working definition of volunteerism is an action that meets three criteria:

- (a) The action should be carried out according to an individual's own free will, and not as an obligation stipulated by law, contract or academic requirement;
- (b) The action should not be undertaken primarily for financial reward;
- (c) The action should directly or indirectly benefit people outside the family or household or else benefit a cause, even though the person volunteering normally benefits as well.

56. On the subject of the manifestation of volunteerism, the most commonly understood expression is formal service delivery, meaning the provision of a service to a third party through existing organizations, whether formally registered or not.

57. A second form of volunteerism is mutual aid or self-help when people with shared needs, problems or interests join forces to address them. In the process, members of the group benefit. Examples are youth-led youth clubs, women's associations and natural resources user groups. In many cultures, entire communities engage in collective endeavours such as planting or harvesting, building flood defences, collecting firewood for communal use or organizing weddings or funerals. In some societies, volunteer activities are organized at community level.

58. There are also many volunteer actions that can best be labelled as "civic participation". For example, there is advocacy and campaigning that aim to effect or prevent change. Civic participation includes local, small-scale campaigns of limited duration. Examples might include lobbying local authorities to provide street lighting, waste disposal or safe drinking water or campaigning to prevent a private company from building a pollution-spewing processing plant in the vicinity.

B. Handbook on Non-profit Institutions in the System of National Accounts

59. The Handbook is concerned with the development of a satellite account of all non-profit institutions (NPIs) for a better understanding of the so-called third sector of the economy. In addition to presenting a detailed definition of NPIs and their classification, the

¹¹ State of the World's Volunteerism Report 2011, p. xxiv

¹² Idem, p.3

Handbook deals with the valuation of ‘volunteer labour’ in NPIs due to the importance this has in the production of services those NPIs provide.

60. Information on volunteer time contributed to NPIs can be obtained from household surveys or from surveys of NPIs themselves; the Handbook shows no preference for certain types of survey.

61. The definition of voluntary work is uncompensated hours that are spent in the following categories of the United Nations Trial International Classification for Time-Use Statistics:

- (a) Community organized construction and repairs: buildings, roads, dams, wells etc.;
- (b) Community organized work: cooking for collective celebrations, etc.;
- (c) Volunteering with/for an organization (which does not involve working directly for individuals);
- (d) Volunteer work through organizations extended directly to individuals and groups. (Paragraph 4.45).

62. In this framework, volunteer work is defined and classified according to Time-Use Statistics, in opposition to the ILO Manual which suggests using Economic Activity Classifications.

63. Furthermore, the Handbook establishes a category for donations, the other element of what we call ‘participative solidarity’.

64. Giving is a voluntary contribution of money that is unrelated to the purchase of goods and services for the use of the giver. The indicators of giving measure participation in private philanthropy by individuals or households (paragraph 4.47).

C. Satellite Accounts of Unpaid Work

65. Volunteer work can also be found within the conceptual framework of the Satellite Accounts of Unpaid Work. In this context, unpaid work is defined as time spent by private individuals on domestic work, childcare and assistance to adults without remuneration. Assistance to other households and voluntary work are included.

66. Although assistance to other households and volunteer work are not necessary to satisfy household members’ basic needs, these are unpaid activities, and are therefore assimilated with domestic production even when they benefit households or institutions different from the own household. The household non-market production then includes also unpaid, informal help to other households, a category included in the concept of direct (informal) voluntary work.

67. The sources providing information for this account are typically time-use surveys.

D. Johns Hopkins Comparative Non-profit Sector Project

68. A group of scholars gathered under the Johns Hopkins Comparative Non-profit Sector Project, took over the task of formulating a common language and concept of the “non-profit sector” that could guide systematic data-gathering on this sector cross-nationally.

69. Despite the fact that a consensus had been developing about the existence of a third sector in social life, occupying a distinctive social space outside of both the market and the

state, the Johns Hopkins project was necessary because of the absence of a sufficiently clear and workable definition of this sector.

E. Manual on the Measurement of Volunteer Work

70. Considering the crucial contribution of volunteering to development and the United Nations General Assembly resolution calling on governments to “establish the economic value of volunteering”, the Manual recommends a methodology to guide countries in generating systematic and comparable data on volunteer work by means of regular supplements to labour force or other household surveys. The objective is to make available comparative cross-national data on a significant form of work which is growing in importance but is often ignored or rarely captured in traditional economic statistics.

F. GALLUP World Poll

71. Gallup conducts surveys in 160 countries dealing with opinions and behaviours. Four indicators, relevant to our investigation, can be obtained from the information gathered in the World Poll:

- (a) Percentage of persons who volunteer time to an organization;
- (b) Percentage of persons who voice their opinion to a public official;
- (c) Percentage of persons who donate money to a charity;
- (d) Percentage of persons who helped a stranger.

72. The value of the information from GALLUP lies in the country coverage and in the possibility to cross-reference with a vast number of indicators on values, well-being and trust in institutions.

G. CIVICUS: World Alliance for Citizen Participation

73. CIVICUS is an international alliance dedicated to strengthening citizen action and civil society throughout the world. It includes the following in its definition of civil society: civil society networks and organisations; trade unions; faith-based networks; professional associations; capacity development organisations among non-governmental organizations (NGO); philanthropic foundations and other funding bodies.

74. CIVICUS publishes its Civil Society Index (CSI), which is a standardised methodology to measure the state of civil society in individual countries that seeks to boost knowledge of the sector both nationally and internationally.

IV. National experiences

75. This section reviews the existing statistics in this field and highlights the aspects that affect their comparability. The section is based on the metadata published by the agencies that conduct the studies and surveys.

A. Australia: National Voluntary Work Survey and National Survey of Volunteering Issues

76. The National Voluntary Work Survey was conducted in 2010 and 2006 by the **Australian Bureau of Statistics - ABS** as part of the General Social Survey. Previous Voluntary Work Surveys were conducted in 1995 and 2000. The major aim of the survey is to collect data on rates of participation in voluntary work, hours contributed (2006 Survey), characteristics of people who volunteer, the types of organisations they work for and the activities they undertake, frequency of voluntary work (2010 Survey), and whether the volunteer was able to be reimbursed for volunteering-related expenses (2010 Survey). Information on whether people made monetary donations to organisations and the types of organisations donated to were also collected.

77. The National Survey of Volunteering Issues is conducted annually by **Volunteering Australia** to identify issues and trends of volunteering in Australia. The survey is directed to volunteers, non-profit organizations and companies with volunteering programs. The issues addressed are: experiencing volunteering, engaging and involving volunteers, volunteer-involving organization and companies working together, resourcing volunteering, leadership in volunteering.

B. Brazil: Continuous National Household Sample Survey

78. The survey is conducted by the **Brazilian Institute of Geography and Statistics – IBGE**. It will produce annual data on volunteer work and other socio-demographic topics. Volunteer work is investigated in order to quantify the SNA production boundary or time working in a more general approach, volunteer work in market or non-market enterprises, volunteer work in other households that produce goods for their final use. Beyond the SNA production boundary it captures information on volunteer work in other households that produce services for their final use.

79. The concept of volunteer work adopted: Unpaid non-compulsory work through an organization or directly for others outside their own household.

C. Canada: Survey of Giving, Volunteering and Participating

80. The Canada Survey of Giving, Volunteering and Participating (CSGVP) provides a comprehensive overview of the contributions in time and money Canadians make to non-profit and charitable organisations and to each other. Conducted by Statistics Canada as a supplement to the Labour Force Survey in 1997, 2000, 2004, 2007 and 2010, the CSGVP surveyed a random sample of Canadians on how they: gave money and other resources to charitable and non-profit organizations; volunteered time for charitable and voluntary organizations and for individuals directly; participated in organizations by becoming members.

D. Hungary: ad hoc module in the Labour Force Survey, 2011

81. The **Hungarian Central Statistical Office (HCSO)** inserted the ILO *Manual* as an “ad hoc” module in the third quarter of its 2011 Labour Force Survey, thus becoming the second European Union (EU) country to complete the implementation of the standard volunteering module. Hungary did not use a four-week reference period, as recommended in the ILO *Manual*, and instead asked respondents to identify the number of days they volunteered and the average number of minutes per day over a 12 month period. Specific in

the module was the search for motivation of volunteering or reason for not doing volunteer work.

82. Previously, in 2004 and 1993 the *Citizens' Donation and Voluntary Activities Survey*, conducted and sponsored by the **National Volunteer Centre** and the **Non-profit Research Group**, explored issues on volunteer work and donations.

E. Italy: ad hoc module in Multipurpose Survey on Households Aspects of Daily Life, 2013

83. Data on volunteer work in Italy has been drawn from the Non-Profit Institution Census in 1999, 2001 and 2012, from the Time Use Survey in 2002-2003 and 2008-2009 and yearly since 1993, from the Multipurpose Survey on households "Aspects of daily life", which provides a quantitative picture of citizen participation in voluntary activities and other forms of political, social and religious participation. This Survey focused on volunteering in organisations twice, in 1997 and in 2002, collecting a large set of information which allows Italy to provide an in-depth picture on volunteering, although limited to the formal dimension. Moreover, since 1998 National Institute for Statistics (ISTAT) has been conducting the Multipurpose survey on households "Household and social subjects", which every five years collects data on informal help given to individuals.

84. With regard to the 2011 Non-profit Institution Census, in compliance with the definitions identified by the System of National Accounts (2008) and by the Handbook of Non-profit Institutions in the System of National Accounts (2003), the volunteer work has been analysed through the main features of concerned organisations by considering sector of activity, mutual/public orientation, market/non-market business and provided services. Furthermore, in the 2011 Census questionnaire data on gender, age, education and job position of volunteers have been gathered and analysed, and the time of work performed by the volunteers has been estimated.

85. However, following the ILO Manual, these separate approaches are not sufficient to capture the global dimension of the phenomenon, so **ISTAT**, supported also by private funds through an **agreement with third sector associations**, has included the module proposed by ILO in the Multipurpose Survey on Households "Aspects of Daily Life", scheduled on March 2013.

86. The module captures time spent not only on formal volunteer activities, but also on informal groups and help given directly to individuals with a four-week reference period. The module includes, according to the recommendations in the ILO Manual, a **set of indicators to measure the economic value of volunteer work**, such as the number of volunteer hours performed; the type of work performed declared by volunteers (coded using the International Standard Classification of Occupations, ISCO-08), the activity sector of association (coded using the International Classification of Non-profit Organizations, ICNPO) and the institutional setting of volunteer work. Moreover, Italy includes a **specific set of indicators to measure the values and the social impacts of volunteer work** (i.e. multi membership, years of volunteering, reason to volunteer and impact of volunteering on the volunteer), strongly claimed by the third sector associations.

F. Mexico

87. Measurement of volunteer work has been approached by the **National Institute of Statistics and Geography (INEGI)** in two satellite accounts, the Non-profit Institutions Satellite Account (NPI-SA) and the Unpaid Work Satellite Account (UPW-SA).

88. The NPI-SA defines volunteer work as the time that volunteers devote to work in an organized and unpaid manner through an NPI. It is worth noting that volunteer work does not represent the full extent of unpaid work accomplished through NPIs; auxiliary family workers and trainees are other modalities of unpaid work in this account. This satellite account was based on an ad-hoc survey addressed to NPI establishments.

89. The UPW-SA measures the amount (hours) and economic value of both direct and formal volunteer work, but this information comes from a sole question in the Time-Use Survey.

90. INEGI plans to implement a version of the ILO's module in the near future in order to improve the measurement of volunteer work for the NPI-SA. A test will be conducted early in 2013 as a supplement to the Labour Force Survey.

G. Montenegro: plans to measure volunteer work in 2013

91. The **Statistical Office of Montenegro (MONSTAT)** plans to implement the ILO's module in their 2013 Labour Force Survey. MONSTAT relies on the contribution of the voluntary sector to assist with training and dissemination.

H. Poland: Volunteer Work Module, 2011

92. The **Central Statistics Office of Poland** and the **Institute of Political Studies of the Polish Academy of Sciences** conducted a Volunteer Work Module (VWM) in 2011 and the next VWM is to be launched in 2015. The volunteering module results will contribute to the realization of non-profit sector satellite accounts and to new social capital analyses. Some important lessons learned from the Polish implementation experience are:

(a) Ideally each of the 4 visits to the household in the Labour Force Survey (LFS) should be used to try interview the household members with VWM;

(b) Proper training for interviewers is essential;

(c) Proxy respondents must not be addressed in the VWM; they give twice as low a number of volunteer work declarations than normal respondents;

(d) The questionnaire should be adjusted to the cultural background of the population under study; interviewers should be supplied not only with examples but should be trained to introduce the concept of VW for respondents with different social backgrounds;

(e) The sequence of questions should be adjusted to the cognitive abilities of the studied population; to ensure proper measurement of indirect volunteering rate, the close-ended questions must be used instead of general questions with prompts that interviewers may not use;

(f) ICNPO works better than the International Standard Industrial Classification of All Economic Activities (ISIC/NACE) for coding main field of activity among entities for which the VW is contributed;

(g) Differences between volume of volunteer work estimated on the basis of a) 4-weeks volunteering rate and b) 12-months rate, should be carefully studied against results of other credible data sources (Time Use Survey and organisational surveys; other surveys on voluntary unpaid activities), in order to understand the factors influencing the results, and to make sure which of the estimation procedures produce less biased results.

I. South Africa: Volunteer Activities Survey, 2010

93. **Statistics South Africa (Stats SA)** conducted its first Volunteer Activities Survey (VAS) in the second quarter of 2010 as a supplement of the Quarterly Labour Force Survey. VAS covers activities willingly performed for little or no payment to provide assistance or promote a cause in the four weeks preceding the survey interview. These activities can be performed either through an organisation or directly for someone outside one's own household. The main aim of the survey is to provide information on the scale of volunteer work and bring into view the sizeable part of the actual labour force that is invisible in existing labour statistics. The specific objectives are:

- (a) To collect reliable data about people who are involved in volunteer activities;
- (b) To identify organisation-based and direct volunteering;
- (c) To give a profile of those engaged in volunteer activities.

J. Switzerland: Unpaid Work module in the Swiss Labour Force Survey and Swiss Volunteering Survey, 2009.

94. The **Federal Statistical Office (FSO)** has been gathering data since 1997 on voluntary work every three to four years as part of the "Unpaid Work" module in the Swiss Labour Force Survey (SLFS). This survey takes both formal and informal commitments into account.

95. The "Swiss Volunteering Survey" for 2009 includes detailed information on the motivations for volunteering, recruitment potential and charitable donations by the resident population in Switzerland age 15 and older.

K. United States: Volunteers Supplement to the Current Population Survey; American Time Use Survey; Civic Engagement Supplement

96. The Current Population Survey (CPS) is the monthly United States labour force survey conducted in partnership with the **U.S. Census Bureau** and the **Bureau of Labor Statistics**. The September Supplement (2002-2011) is aimed at providing a rate of volunteering, specifically about hours of volunteer activity, the kinds of organizations volunteered with, and types of activities performed. Among volunteers and non-volunteers, questions are asked about general community involvement and whether any money, assets, or property with a combined value of more than \$25 were donated to a charitable or religious organization. Volunteers are defined as persons age 16 and over who undertook unpaid work (except for expenses) in the previous year through or for an organization. Mandatory volunteering is not excluded.

97. The American Time Use Survey (ATUS), conducted by the **U.S. Bureau of Labor Statistics**, collects information on how individuals spent their time on one day. ATUS categorizes approximately 20 different types of volunteer activities, and estimates of the amount of time people spent volunteering can be produced by a variety of demographic characteristics. The Bureau of Economic Analysis has used ATUS data to measure the value of unpaid work, including volunteering, child care, and household activities.

98. The Census Bureau staff conducted the November 2010 Civic Engagement Survey as a supplement to that month's Current Population Survey (CPS). Self or proxy responses were allowed for this supplement, that is, a single respondent could provide answers for themselves or provide answers for all eligible household members, provided the respondent him/herself was a household member 15 years of age or older. The supplement

questions related to people's involvement in their communities and communication with their friends and family. The questions sought to measure the level of civic engagement of individuals in the United States. Civic engagement was defined by one's level of or involvement in: empowerment and political action; groups and networks; trust and solidarity; information and communication; and social cohesion and inclusion. Civic Engagement Supplement to the CPS offers such information as: level of participation in organized groups, extent of political action and knowledge, extent of connections with other community members, and how often individuals get news and information from various media sources.

V. Questions and challenges

A. Delimitation between volunteer work and other voluntary actions and activities

99. Forge a consensus on the identification of political and other community activities that are better categorized as participatory actions as opposed to volunteer work.

B. Comprehensive statistics on participative solidarity

100. Consider the usefulness of assembling statistics on all forms of solidarity engagement, not only to obtain comprehensive statistics on the many ways people contribute voluntarily to the common good, but also to facilitate investigations into the motivations and subjective effects on individuals that engage in these types of activities and actions.

C. Module for political and community activities and volunteering as part of labour force surveys

101. A major concern is related to proxy respondents who may not deliver quality information.

D. Gathering information on volunteer work and other participative actions and activities separately

102. Consider the option of gathering information on volunteer work in a labour force survey, while statistics on other participatory activities and donations are obtained in a time-use survey and/or an ad-hoc survey. Duplicity and failure to capture all participative activities and volunteer work is a threat when opting for this approach.

E. Self-help groups

103. Participation in self-help groups is regarded as *volunteer work*. However, we would explore the necessity of examining the role played by the volunteer in the group in order to translate participation in these groups into hours of *volunteer work*.

F. Satellite Accounts

104. A measurement on the economic value of volunteer work exists in the NPI and the Unpaid Work Satellite Accounts. An effort should be made to standardize definitions and methods.

G. Subjective well-being

105. It is necessary to address the role of volunteering based on the perspective of subjective well-being; identify the satisfaction generated for those who participate in these activities, its correlation with satisfaction with life, self-esteem and state of mind.

H. Social capital and relational goods

106. Social capital and relational goods, together with subjective well-being and participative solidarity, lead to a better life. It should be borne in mind that a framework for political participation and volunteer work will be better if it is thought to fit in both the production sphere of the SNA and the developments that have been made worldwide on social issues and subjective well-being.

VI. Conclusions and recommendations

A. Preliminary conclusions

107. The need to shed light on people's altruistic activities and actions has been identified.

108. There is also a need for agreement on a conceptual framework encompassing all forms of participative solidarity. This will benefit investigation of motivations for altruistic behavior as well as the analysis of the intrinsic effects on the giver (individual well-being) and the social cohesion effect.

109. A better measurement of volunteer work should be encouraged within the framework of the SNA satellite accounts.

110. National experience in Poland found that proxy respondents give twice as low an amount of volunteer work, compared to declarations of direct respondents.

B. Recommendations

111. We propose the topic "Statistics on political participation and other community activities, including volunteer work" for a seminar to be held during the CES plenary session in April 2014. The topic would be considered in a wider context linked to social capital and human well-being.
