Volunteering Guide

Prepared By
Izzadin Ahmed

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An Overview of the Project:

Broadening Participation through Civil Society Program (Musharaka) is a three years project that aims at promoting the participation of the civil society/citizens. It is funded by the United States Agency for International Development (USAID) and it is implemented by Mercy Corps and its consortium of organizations consisting of Interniews, The International Center for Not-for-profit Law (ICLN), Mercy Hands (MH) and Public Aid Organization (PAO).

The goal of the project is to make the democratic institutions of Iraq to be more participatory and lively. The intention is to do this through broadening the political and social participation of citizens through civil society organizations. Throughout all the stages of the project, Musharaka will attempt to broaden the participation of citizens in social, economic and democratic development of the country. It also attempts to enhance the organizational and institutional capacities of an core group of civil society organizations. It also aims at increasing the impact of the civil society organizations on the decision making process, and improving the legal, organizations and capacity-building environment of civil society organizations (CSOs). In all of this, Musharaka will build upon more than nine years of experience of the consortium in the area of assisting Iraqis who were affected by the war.
Voluntary work in the civil society arena:

What is volunteering and voluntary work?
On December 5th, international, national and local organizations around the world celebrate the International Volunteer Day.

The International Volunteer Day is organized by the United Nations Volunteers (UNV) program. On that day, the world celebrates and appreciates voluntary work and volunteers for the service they provide and for their impact on the economic and social development around the world. In 1985 the 17th of December was recognized as the volunteers’ day. Voluntary work is an ancient concept that exists in every civilization and all cultures. It is a basic human concept that cannot be attributed to a single country or civilization. It has a tremendous importance in the building of nationals and the advancement of the development of different countries around the world.

Many think that voluntary work is limited only to religious purposes and understandings. However, it is greater than just a religious concept. It is a basic human and biological need regardless of religious or ethnic affiliations and convictions. There are many aspect of volunteering and it is not limited to only few aspects.

Voluntary work is regarded as one of the most important means for improving the status of society in the current era. Voluntary work is increasing getting an importance status on daily bases. There is an increasingly strong belief that government, whether in developed or developing countries, cannot meet alone the needs of their individuals and populations. With the rising levels of complexity of social life, the social needs are also changing. Therefore, it is necessary to have a complementary level beside governments to fill the gaps that are left by the latter. This level can be termed civil society organizations.
Figures and facts about voluntary work:

Following a conference in Amsterdam in 2001, the question of why some countries enjoy high levels of voluntary work while others do not, has produced continuous debate. Some attributed that difference to the culture of the society in question. When we examine the numbers reflecting the status of voluntary work in different countries we notice huge differences. For example:

1. The number of the not-for-profit organizations in the US in 1999 was 1.5 million. One third of those organizations are charitable and 48% are religious. The funds collected by not-for-profit organizations in the US reached $174 billion, 77.3% of which came from individuals. The size of the contributions and donations in 2002 reached $212 billion, 83% of those donations were dedicated to religious purposes. More than half of the adults in the US are doing some kind of voluntary work including 135 thousand hours annually which translates to approximately $4 billion. Efforts related to voluntary work contribute to about 9 million jobs. In addition, the association of the not-profit-universities include 100 institutions. There are about 90 million volunteers dedicated to humanitarian and emergency work at a rate of about 5 hours a week in all specialties.

2. In Israel, there are more than 35000 not-for-profit NGOs. This number exceed the NGOs in the Arab countries combined. The budget for the projects implemented by those NGOs reached $11 billion in one year and the governmental support represents 65%.

3. According to statistics for the year 2000, more than 91% of the residents of Canada who are more than 15 years of age have participated in some form of voluntary work.

4. According to some statistics more than 45% of Germans (of the same age group) are participating in some form of voluntary work or another.
5. The value of voluntary work in the United Kingdom accounts to about £400 million annually. In comparisons, those numbers are very humble and small in eastern and Arabic countries. For example, the statistics indicated that the youth between the ages of 13-30 in Kurdistan are the less interested in voluntary work. Therefore our country is one of the those that are plagued by the lack of interest in voluntary work including working in civil society organizations or other organizations. Therefore it is necessary to prepare the social, political and cultural grounds for enhancing the culture of volunteerism and enhancing its value and worth.

**There are a number of reasons that contribute to the limited interest in voluntary work in our societies including:**

1. A political culture that does not encourage public participation.
2. The lack of trust between the citizen and the state or between the citizen and the religious establishment.
3. The near total absence of institutions that promote social and educational development.
4. Poverty, hunger and unemployment.
5. The lack of legislations that facilitate and enhance voluntary work, on the contrary there are laws in some countries that restricts the role of the NGOs and CSOs.
6. Problems with building the capacities of volunteers.
7. The lack of real projects in part of NGOs to attract volunteers.

There are also some misconceptions about volunteering in parts of the volunteers themselves. Many think that volunteering does not have to be restricted to a particular time or rules and regulations. This is one of the most common misunderstandings that limit the ability of volunteers to achieve their intended aims and goals.

It is important to stress that voluntary work is crucial for building a cohesive society. It is a humanitarian action that is linked strongly to meanings of good work in every person since the establishment of humanity. It can take many forms and shapes depending on the needs of
the individuals and the society and the willingness of individuals to assist each other. To achieve these goals it is important for the following conditions to be available in the volunteer:

- A motivation towards voluntary work.
- A deep conviction in the importance of voluntary work for the society.
- Not thinking about a financial reward in return for the voluntary work.
- Working with others as part of one team.
- An understanding of the basic and principles of voluntary work.
- Dedicating enough time for voluntary work.

**What is the concept of volunteerism?**

Voluntary work has become an essential building block of any society and a mean to enhance social cohesion among citizens. It is a natural human endeavor that has happened since the dawn of humanity. However, its form and shape, direction and motive differ from one society to the other and from one era to the other. In terms of its size, it is lessens during the times of stability and calmness. It increases during disasters, wars and turmoil. In terms of its form, it can be a physical, professional, financial donation or any other type of volunteering. With regards to its direction, it can be spontaneous or directed by the state for the implementation of social, political or economic activities. Finally, in terms of its motives it can be for humanitarian, political or social purposes. It is well accepted that there are many concepts of voluntary work including:

1. Volunteering: it is the effort that is made by an individual voluntarily through contributing in the provision of a service of any kind without expecting a reward.
2. Volunteering is a doing something with a free will or a wholehearted contribution or responding to a voluntary call for service.
3. Volunteering is a not-for-profit work that is provided without a specific payment. It is not a job or a formal professional work.
that is done by an individual to advance the social well-being of others including their neighbors or any other human being in general.
4. Volunteering also include donating something that the person does not need voluntarily.
5. Voluntary work is providing assistance and benefits to someone or a group of persons who are in need for it without expecting a financial or moral reward.
6. Volunteering also include the services that the person provides outside the scope of her official work without expecting a benefit or financial reward. The service should be beneficial for the whole society. Those services can be traditional means of offering assistance to those in need.
7. Volunteering is the type of the efforts that an individual does by her own will through providing services without expecting a financial reward. This service can be in the form of a work or providing an advice or providing financial donations to service the people of the society. It seems from this definition that the best way of serving the community is through organizing in a civil society organization.

There are many forms of volunteering. Those can include traditional methods of voluntary work. They can also include assisting others during the times of need including natural disasters and social unrest. The unifying factor in these forms of voluntary work is the aim to enhance and promote the wellbeing and happiness of the affected individuals and societies. For example the aim could be to alleviate the suffering of those affected by natural disasters or illnesses or poverty or hunger.

Despite the fact that most of the voluntary work is without any rewards, but it can include a simple reward in comparison to the work that people normally do. Those can include gifts or symbolic rewards offered to the volunteer.

It is important to remember that the commitment between the volunteer and the organization is a moral one. So in this understanding the volunteer does not have the rights of a normal employee such as a
monthly salary or a stipend or leaves. This is the case because the work of the volunteer is mostly with NGOs or private institutions. Those institutions do not have formal funding mechanisms through government but rather depend on fund-raising through grants and donations. Such funding is limited to projects that are implemented by the institution; therefore the latter will not be able to offer large sums of funds in return for the work done by the volunteer.

**Why volunteer?**
There are many reasons that motivate an individual to volunteer:

- Reasons related to enhancing the capacities of the individual: we mean by this the acquisition of experience, enhancing a skill, learning a profession, introducing to the market…etc.
- Personal reasons: these are related to the willingness of the individual to increase her self-respect through feeling that others are in need for her skills and that we are carrying a humane message to help others and the society.
- Social reasons: these are related to the social participation through extending a hand of assistance to others.
- Personal believes: we are practicing through voluntary work what we believe in through adopting a behavior of giving without expecting any reward from those in need.
- Feeling of psychological comfort: these are related to the psychological satisfaction that follows voluntary work. The person in this case feels that he or she offered something valuable to humanity. Therefore this feeling might help in getting rid of social isolation and guilt especially when seeing someone in need.
- Self-awareness: these are related to the increase in the degree of awareness about the individual and society.
Voluntary Work

What is the importance of volunteering?

The importance of volunteering is not only in filling the gaps in the work of institutions and states alone, but also its great importance is in enhancing the feeling of belonging in part of the volunteer and the person or community that receives the service. It further enhances the feeling and state of social cohesion within the community. In addition, volunteering represents a form of positive participation to shape and form the direction of policies of social institutions and modifying them in a way that is productive and useful for the society as a whole.

Voluntary work is an essential factor in enhancing the success of all social institutions in all political, social and economic aspects. Therefore, the advancement of voluntary work is a reflection of the advancement of the society in general and it represents the cohesion and the cooperation among the individuals of the society in general.

In general it could be said that the importance of voluntary work is in:

1. The services that are provided play an important role in the areas that the government cannot offer in terms of the service and development related projects. In addition the voluntary sector is characterized by smoothness in movement and activity which helps to accomplish objectives rapidly and easily compared to the government.

2. It offers the opportunity to know the needs and shortcomings of the society leading to addressing those problems and solving them either through the government or through other means.
3. It helps to gather and coordinate the personal and financial resources of the society without resorting to the governmental or outside sources.
4. It clarifies and promotes the humanitarian side of the society and helps to promote social cohesion and support among people.
5. It contributes to the promotion of the democratic process through offering the chance for the volunteers to make decisions about their society directly and democratically.
6. Getting introduced to the shortcomings in the society and problems in the offered services.
7. Experimenting with new ways of dealing with the needs of the society.
8. Complementing the government’s work and supporting it for the sake of the interests of the society.
9. Volunteerism is an indicator of the liveliness of the people and it is a measure of the level of the progress of the society.
10. Offering the opportunity for people to contribute and participate in decision making.
11. Enhancing the humane side of society and promoting solidarity among people.
12. It contributes greatly to the fast development of the society because of its social and economic utilities.
13. It leads to enhancing the solidarity and cohesion of society and building bridges of communication among them.
14. Helping of the less privileged in society.
How are the goals of volunteering classified?

The goals of volunteering are divided into general and special:
The general goals of volunteering include:

- Decreasing the problems that are facing the society
- Enhancing the values of participation in the society and countering negativity and passivity.
- Promoting development and fighting poverty.
- Increasing the sense of understanding among people and agreeing on the goals of the society, this will led to decrease their participation in activities that are counterproductive for the society and its cohesion.
- Participation in the social development
- Enhancing the role of the individual and using her spare time productively.
- Promoting the voluntary work in part of the youth.
- Contributing to the authorities’ efforts to develop and advance the society.
- Introducing to the problems of the society and attempting their solution.
- Using the abilities of the individuals in a productive way.
- Facilitating the cooperation between the governmental and non-governmental institutions.
- Establishing cooperation in the society.
- Complementing the private and public resources.
The special goals of volunteering:

- Producing a sense of fulfilment in part of the individual for doing something that is appreciated by others.
- Getting a better social status in society.
- Producing a sense of belonging to the society and being part of the community leading to a sense of security.
- Self-fulfilment
- Volunteers can meet some of the shortcomings in the workforce that many institutions suffer from.
- Volunteers can play a role in introducing the local community to its institutions.
- Training individuals on the productive participation in voluntary work.
- Using the energies endowed in individuals and groups.
- Getting sense of confidence and satisfaction.
- Producing social relationships with individuals and institutions.
- A genuine understanding of the society’s conditions and needs.
- Learning to love others and not being selfish.
- Getting used to working with others in a team and working on planning and decision making.

How to determine the rights and responsibilities of the volunteer?

There are a host of rights that should be respected if the voluntary work to be done appropriately and productively. Some of those rights include the right to have adequate training and mentoring; the right to be treated respectfully; the right for the volunteer’s time not to be wasted because of the limited planning; the right to
be asked questions and provided with suggestions with regards to the work that she is doing; the right to be given the confidence and trust in providing information appropriate for the level of work that she does. There are also some responsibilities that the volunteer needs to respect. Those include the responsibility for adhering to the timeline for doing the task at hand, doing the task appropriately, respecting the rule of conduct, and respecting the secrecy of the information provided. In addition to the above, the volunteer has the right to:

- Feel that her efforts are genuinely contributing to the accomplishment of the goals of the institution.
- Get the direction, supervision and training necessary to accomplish her task.
- Learn how to improve her skills in the work done.
- To be treated with respect.
- Expect not to waste her time because of poor planning at the institution.
- To ask questions and provide suggestions with regard to the work that she is doing.
- Expect to be trusted and offered information that are private and specific to the task at hand.
- To be appreciated for the work that she is doing.
- To offer a proof and a work plan for the task that she is doing.

In addition to those rights, the volunteer has some responsibilities that are presented below:

- Participating in the voluntary activities.
- Working in one team
- Respecting the others
- Implementing the instructions of the superiors
- Working seriously and energetically
- Offering new and useful ideas to the organization
- Encouraging others to participate in voluntary activities.
Traits of Voluntary Work (Positives)

1. Decreasing the costs in not-for-profit organizations.
2. Redirecting the energies of individuals and investing them in the interests of the society.
3. Offering the freedom of work and the type of jobs offered.
4. Lead to decreasing the financial burden on social organizations because it can allow the redirection of some of the financial resources to other services.
5. Offers energy and enthusiasm that might be absent in the regular and fixed salaried jobs. However, this enthusiasm should be produced through peaceful methods and within its functions and it should be based on a background of experience and skilfulness rather than only interest.
6. Offers a genuine opportunity for democratic participation in the society because it offers the freedom to participate in a chosen type of work and it allows the volunteer to express freely her opinion with regards to the nature and quality of the services.
7. It is regarded as one of the productive means of using the energies of the youth and occupying the free time of that section of society productively.
8. Volunteers play an important role in changing the projects of the organization according to the needs of the society.
9. It can allow meeting some of the shortcomings related to rare specialities and expertise.
The negative aspects of volunteering:

1. Excessive enthusiasm and energy in the part of the volunteer might lead to a wasting of the resources of the organization if this energy is not accompanied by direction and supervision.

2. It is important to keep in mind that the interest and enthusiasm of the volunteers to some kind of work does not mean that they will do it as productively and appropriately as someone who is a specialist in the field.

3. The ability of the volunteer to stop working on the task at hand can be a shortcoming because the organization cannot force the volunteer to work on something that she does not want to.

4. The combination of the voluntary and formal work might lead to a decrease in productively because of the discrepancy in the ways that those two aspects of the work are treated.

5. Most of the time the volunteer will meet his or her own needs through working as a volunteer and that might prevent him or her from introducing to the philosophy of the organization and its goals.

6. The lack of discipline within the organization and issues with practicing authority within the institution and the inability to practice monitoring and corrections.

What are the techniques of voluntary work?

First: Media and Invitations:
The media plays a critical role in supporting the social and economic development of society. In addition the media also plays a role in disclosing the importance of the voluntary work to help the marginalized and disadvantaged populations. It also plays an
assisting role in inviting people to volunteer and contribute to their communities. In short, the media can play the following roles:

- Helping families in gaining knowledge and eradicating illiteracy.
- Motivating volunteers to help
- Motivating decision makers to help
- Motivating entrepreneurs and businessmen in contributing to the voluntary sector.
- The practical participation of the media in the organized development process in part of the public, private and voluntary sectors.
- Focusing on the religious values and motives to help the society.
- Building a desire for social participation and helping the state to develop and advance.
- The media can play an important role in social changes and building new motives and incentives and attracting the attention for social participation.
- The participation of the media in learning and training and contributing in decision makings that touch the lives of people.
- The media plays a role in broadening the values of completing each other and helps with rooting the ideas of team work and cooperation.
- The media plays an important role in strengthening the values of participation and feelings of responsibility and contribution.
For all of the above reasons it is important that the media should continue communicating about voluntary work particularly in relation to the social, political, cultural and economic developments. It is also important not to underestimate those who are attempting to discourage voluntary work and try to use the media to counter those attempts.

Second: Selection

The process of selecting volunteers appears to be an easy one. However, it is a difficult process particularly when you deal with persons who are willing to volunteer but do not have enough information about voluntary work and the commitments that it entails. Therefore the organization should work on establishing the principles that determine the need for volunteer. This is of a great importance because it is related closely to the concept of the correct use of energies of the volunteers. It is important to find a volunteer but more importantly the volunteer’s energies should you used to achieve the following results:

- Meeting some essential societal needs
- It is consistent with the skills and desires of the volunteer
- Do not disagree with her cultural and societal norms.
- Do not put her at risk of legal persecution or cultural discrimination.

When volunteers approach the organization, the latter should be careful in selecting them. The qualitative aspects of the volunteers are more important that the number of volunteers recruited. Voluntary work needs individuals who have particular characteristics. First of all, the volunteers should believe in the voluntary work. Also they need to be aware of
the responsibilities that they are expected to shoulder. They need to be also aware of the importance of their role in promoting the societal development of their communities.

**The organization have to ensure that those aspects are ensured through the following steps:**

1. Distributing a special application form for volunteers.
2. Conducting an orientation program about the organization, its projects, its achievements and aspirations.
3. Conducting a meeting with the volunteers to introduce to their knowledge and expectations about the organization. During the meeting it is important to offer them the opportunity to choose among the departments of the organization, given that this will be done under supervision and mentoring.
4. The organization have to be aware of an important point which it is critical not to think of itself as an institution only and ignoring the needs, skills and expectations of the volunteers. This might lead volunteers and other individuals to leave the organization because they will feel that they are not appreciated. In addition, the organization have to be careful in making decisions about selecting the volunteers because selecting volunteers have a special dimension because of many reasons including:
   - It helps to formulate a common understanding between the two side on the nature of the work, the framework that everyone works within, the long term and short term benefits and the different commitments and responsibilities of each side.
   - The appropriate selection of volunteers will also help in:
     1. It provides the opportunity for a healthy use of the energies of the volunteer.
2. Lessens the cost of preparations.
3. Quickens reaching goals.
4. Prevents conflict and decreases frustrations.
5. Prevents burdening the volunteer above her abilities.
6. Understanding the goals and the aspirations of the organization.

**Third: Preparations:**
Most of the time the volunteer needs some sort of preparation or training to provide the opportunity to use his or her energies. Some of them might need longer periods of time than others. Preparation has important goals that are related to:
   1. Enhancing the existing skills.
   2. Providing them with new skills.

**In addition training can help with the following:**
   1. Creating a sense of belonging to the group or the institution.
   2. Continuing to work and function as a volunteer for a longer period of time.
   3. Using his or her energies in a better way and at all levels.

**Third: The organizational framework**
The importance of putting an organizational framework is attributable to the ability of this framework to prevent distractions in part of the individual volunteers. The existence of an organizational formula will help to provide strength and power to the group. It will also secure against selfishness, distractions and divergence from the main goals of the group. Also offering an organizational framework will help in ensuring continuity.
Fourth: Motivating and activating:

It is easy to attract volunteers but it is difficult to maintain them because of a number of reasons related to the neglect and the failure in part of the organization to understand the mentality of the volunteers and their psychological needs. Those needs include but are not limited to appreciation, self-fulfilment, a need to be praised…etc. Those needs can be less salient and visible but they are crucial for the human being. Therefore the organization have to protect and maintain its volunteers through the moral appreciation and through motivating them so that the volunteer feels that she is part of the organization and has commitment to it. Motivating and encouragement plays an important role in using the energies of the volunteer in the best productive way. There are a number of ways of doing so:

1. Participation: it means that the volunteer has to be at the core of the work that the organization does rather than in the margin.
2. Transparency: that the work of the organization has to be transparent rather than hidden and secret.
3. Recognition: means that the work that the volunteer does should be recognized and appreciated.
4. Integration: the volunteer should be offered the opportunity to integrate within the work of the institution or group if she is willing to do so.
5. Dialogue: an opportunity must be provided for dialogue and discussions and taking the ideas and opinions of the volunteer into consideration.
6. Removing barriers: routine is very disadvantageous to voluntary work. The volunteer might come with a lot of energy but be shocked by the bureaucratic and administrative routine which might lead to frustration and disappointment. Therefore it is necessary to work on
removing the barriers and help in encouraging the volunteer to continue working.

7. Thanks and appreciations: it is part of recognition, but it is different from the latter because it might night public events, but the former is restricted to a formal letter of notification that is sent should the volunteer succeeds in doing the task.

**How to attract volunteers:**

There are numerous ways of attracting volunteers which have important impact if are well prepared for. It should include the views and missions of the organization and the cause that the latter is working on attracting volunteers for. Some of those include:

1. **A large attraction campaign: this technique is resorted to in two situations:**
   - The society is in need for a large number of volunteers within a short period of time for a specific cause.
   - The tasks are simple and do not need specific skills and most of the volunteers can do the tasks with simple training.

   The campaign is implemented through disseminating simple information about the cause and the needed tasks. This is usually done through distributing leaflets, posters or announcing the activity in different physical locations.

2. **A targeted attraction campaign:**

   This campaign is a specific plan that aims at attracting a small number of volunteers. This technique is used with there is need for specific skills or experiences to attract those who have those
skills. Planning for this campaign need answering the following questions:

- What we want to achieve (the task)?
- Who can offer this (the volunteers)?
- How to contact them?
- What can motivate them?

3. **Campaign to attract the peripheral circle:**
This is a campaign to attract those who are in the periphery of the targeted society and activities. Those can include:
- The owners of the cause or the target group
- Friends of the current volunteers
- The surrounding society or the location of the activity
- Those who are affected by the problems of the targeted group.

4. **Letter to attract volunteers:**
For every campaign, there is a special letter that should be sent. The letter should explain why the society needs those services that would be provided through the voluntary action. The letter should be short, simple and direct. It should explain to the volunteer why there is a need for her time and efforts. And there should be an emphasis on the needs of the society for her service.
Examples:
- Your work at the organization is a step to support the cause of………..
- together we can contribute in building a better society
- they are victims, contribute in making their lives better
What are the factors that help attract and retain volunteers?

Attracting volunteers is one of the important things that the Organization must take notice of it in practice. It is important and, above all, the organization must take into consideration some important things, which precedes the polarization process which serves as some preparatory steps, which ensure the lifting of the readiness of the organization and its capacity in volunteer management, and these steps are:

1. The organization should study its need for volunteers. It should determine the departments, the projects and services that the volunteers will work at.
2. The required number of volunteers.
3. Determining the locations that the volunteers will be based at.
4. The organization should prepare a location to host the volunteers.

There are a number of factors that help in the attraction of volunteers and retaining them:
1. The progress in the understanding of the concept of voluntary action. Volunteers do not need to dedicate all of their time to the organization or the society. However, the organization has to appreciate any effort regardless of its size and shape. Especially those services that are rare and need some skill and expertise. The most important factor is to make sure not to waste the time and efforts of the volunteer.
2. There is generally complaints about the length of the meetings and that there is a waste of time in those meetings and that there is no respect for appointments and time. Therefore the respect for appointments and a good preparation for the meeting is a sign that volunteers and their times are respected.
3. Encouraging the youth to start projects of their own and encouraging the elements of participation and citizenship in their part and engaging them in the work at hand without patronizing them. It is crucial to respect their opinion and offer them the opportunity to participate together with a sensitivity towards their time and other commitments. For example students should be treated while taking their study times into consideration.

4. Producing some benefit. This might contradict the lack of a financial reward in part of the volunteer. However, this does not prevent the volunteer from getting some practical or scientific experience or self-fulfillment that can be achieved while taking the higher goals and objectives of the organization into consideration.

5. Volunteer’s records: the organization has to have a list of all the volunteers. The list should be organized in the same way that the record of experts in the organization are. They can be recalled and used when needed.

6. Attempting to advance the local laws and regulations to give the volunteers a moral reward and status. Volunteering should be one of the reasons for appreciating and offering a social status to a person. Many countries have laws that are dedicated to this aspect.

7. Appreciating volunteers can take many forms and shape. For example this could be done through organizing events or parties to shed some light on the work that the volunteer is doing.

8. Dissemination: those organizations that have periodicals or journals can offer examples of the work of their volunteers that are done to support the voluntary work and it can be used as a method to attract other volunteers.

9. Compensating volunteers through repaying them what they have spent in transportation, per-diems…etc. this does not contradict the principle of the absence of financial rewards, unless the volunteer choose to forgo those compensations.
What are the criteria for selecting volunteers?

1. Believing in the voluntary work.
2. Being prepared to work with in a team
3. A description of the voluntary work types.
4. Classifying individuals based on their skills and knowledge
5. Studying and knowing the incentives and motives for the voluntary work
6. Paying attention to harmony with other team members
7. The credibility of the volunteer in the work
8. Commitment to the moral values and a love for serving others.
9. Lack of selfishness and being distant from the tribal and family influences.

Evaluation:

It is useful to evaluate the efforts offered by the volunteer scientifically and it is also necessary that the volunteers themselves participate in the evaluation process in order to:

1. Be aware of its importance
2. To introduce to the accomplished results and conduct a self-evaluation
3. To know the real assistance that was provided to the institution or group.
4. To learn lessons from the shortcoming in order to plan better for future work.

Monitoring:

It is agreed that some of the voluntary work is temporary for a particular subject or a specific period of time. For example, volunteering camping lasts for a limited period of time. Some of the other activities can continue for longer periods of time. This latter type of voluntary work is very challenging in terms of finding the appropriate personal for it. The willingness of the volunteer to come back and work in the project depends on the
level of her satisfaction with her first experience. However, the organization should have a clear idea about how to use the efforts and abilities of the volunteers productively particularly if the organization spends time and efforts on training them and preparing them for the task at hand.

Types of voluntary work:

1. Singular voluntary work: this is a social behavior that an individual does spontaneously without expecting any financial reward. This is usually done for moral, social, humanitarian or religious considerations. In the area of illiteracy for example, one might teach those who she knows or donate some money to an organization that is dedicated to eradicating illiteracy.

2. Institutional voluntary work: this is a more advanced method of voluntary work and it is more organized and more effective. In the Arab world there are a number of organizations, institutions and societies that are offering large voluntary services to the society.

There are a number of institutions in the society that dedicate considerable time and efforts to the voluntary work. Those institutions play a critical role in advancing the society because the voluntary work at those institutions helps to organize the scattered energies. For example a person might not be able to provide a specific service in the area of eradicating illiteracy; however, the same person can donate some money through which the social institutions can invest.

It is usually forgotten that the volunteers who are part of the organization can do a lot of work as part of the organization’s efforts. The idea that an organization has individuals and groups who are volunteers means that there is a large human resource.
This human resource should also be calculated in the form of a financial resource during the budgeting process. When an organization submit a proposal to a donor, most of the funding requests are usually dedicated to the project personnel. Donors, therefore, usually negotiate with the potential awardee through attempting to reduce the number of personnel in the project. This results in negative impact on the project. A lessened salary have a negative effect on an organization’s employee who depends entirely on that salary.

Civil society organizations attempt to provide services that are of high quality and are different from those provided by the government. This is difficult to achieve through low salaries. For example it is difficult to ask the worker in the organization to offer a service that is as high in quality as those provided in private companies. This is the case while taking into consideration that the public expects that CSO do the job without the incentive of profits that are so crucial for the work of private companies.

There is no other way of solving this difficult situation without the use of volunteers. This will allow the organization to achieve the goals that are intended as well as those goals that are expected by the society. In addition, the individual who is willing to volunteer to accomplish a task will benefit as well from the voluntary work.

**What are the barriers against voluntary work?**
The obstacles in front of the voluntary work are various. Those are divided into two types of barriers that need the attention and care of the leadership of the organization.

The first type is related to the volunteers:
- The conflict between the time of the volunteer and the time of the activity at the organization
- The fear in part of some of the volunteers to take responsibility and make commitments
The weakness of their financial income that might lead to seek financially rewarding jobs other than volunteering.

Looking after the family or looking for a source of income

The lack of an adequate education

The lack of awareness about the importance of voluntary work

Anxiety about social tensions

The lack of financial and moral incentives for voluntary work

The weakness of the team that the volunteer works with

The lack of respect and appreciation for the work that is done through voluntary activities.

The second type of barriers is related to the voluntary institutions:

- The lack of harmony between the institution and the volunteers
- The lack of clarity about the role of the volunteer and the expectations of the organization
- The adoption of unnecessary punishments in parts of the organization again the volunteers.
- The lack or limited efforts to encourage and active the voluntary activity within the organization itself.
- The absence of the training opportunities for the volunteers and the lack of encouraging voluntary work in society.
- The absence of human resources that are trained for voluntary work.
- The lack of rules and regulations that organize the social voluntary work
- The failure to market the voluntary work at the level of organizations
- The lack of coordination among the organizations in the voluntary work
- The lack of clarity in the goals of voluntary work
- The absence of opportunities for the ambitious youth to participate in the organizational activities
The monopoly of certain positions within the organization

How to train and prepare volunteers
Regardless of the degree of readiness and commitment of the volunteer for voluntary work, everyone needs some form of training and preparation for the task at hand. Those include:
1. Training on the methods of social work and research
2. Training on marketing and fund raising
3. How to prepare periodicals and advertisement leaflets
4. Training the volunteers on administrative and organizations skills
5. Acquiring secretary skills including how to write reports and speeches.
6. Training on computer skills
7. Training on how to prepare for meetings
8. Learning the methods of communication and convincing
9. Studying the conditions and social issues and making appropriate decisions about them
10. Training on conducting exhibitions and marketing them
11. Training on how to conduct charitable projects such as charitable housing
12. Training on storage and distribution

How to activate organizations to do voluntary work?
Voluntary work is not limited to helping a limited number of individuals; rather it became part and parcel of the modern state and an important factor in its economic development. The success of the voluntary organizations is not dependent alone on the financial abilities. It also depends on the following a scientific method that depends on the planning and execution through high skilled personnel.
Those organizations that fail to plan for the future will be vulnerable to losing their chances in expanding their resources and increasing and varying their services. They also risk not being able to commit their resources in a productive way. Therefore the price that those kind of organizations pay is stagnation and deterioration in their impact and services and finally the total cessation of their activities.

In the face of the rapid economic, social and political developments at the global and local levels, organizations need to do a more effective job in terms of the quantity of the services provided as well as the quality and impact of those services. To achieve those goals the followings are needed:

**First: strategic planning:**
For organizations to be able to meet the needs of the society, those needs need to be assessed and determined clearly and carefully. Organizations also need to have a solid organization plan and a number of leaders who believe in that plan. They should also be aware of the fact that a solid plan will allow the transformation of the vision and mission of the organization to ones that inspire people to volunteer to provide services to the society. In addition, those plans are important internal tools that will help in promoting and protecting the internal stability of the organization in the face of the rapid changes. Besides, the plan will help in attracting both volunteers and potential employees for the organization.

The administrative leadership at city and governorate councils for example as well as the donors and citizens in general are interested in knowing whether the organization is paying attention to the careful strategic planning about the needs of the society. Those stakeholders are interested in knowing the vision of the organization and how the latter is planning on achieving and implementing that vision. They are also interested in assessing the goals that the organization has set for itself. In addition it is important to know the level of the commitment of volunteers and
donors towards the organization which is in turn depends on the ability to achieve the goals that are determined through the long term strategic plan.

There are two methods of putting a strategic plan together

1. Preparing the plan by the executive director and putting it to the administrative committee.
2. The participation by all in the planning process.

The first method is called the directed planning from the administrative team who will prepare the plan and present it to the administrative committee to agree to.

The second method is called a participatory method because the members of the administrative committee and those who are working in the organization are participating in the planning process. This will be done through a number of working groups or sub-committees that cooperate among each other to reach the final plan.

1. Components of the strategic plan:
The strategic plan consists of five main components:

A. The vision of the organization:
The vision is what the organization hope to achieve in the future. This vision directs all of the departments of the organization to a single direction. It is not easy to determine the vision of the organization this is particularly the case when the members of the administrative council are busy with other tasks. Given that the determination of the vision of the organization is a philosophical task with strategic dimensions, therefore everyone should participate in such vision setting exercise. The vision should be
practical and consistent with the social realities and the situation of the organization.

**B. Determining the general goals of the organization**

The general goals of the organization represent a summary of the main program that the organization is aspiring to achieve. Those general goals are characterized by generality and are not measurable quantitatively and they could be measured long or short term.

There are six types of goals that a voluntary organization aspires to achieve:

- The goal of continuation and consolidating the organization
- The goal of progress and renovation
- The goal of getting financial and human resources and ensuring their development and getting benefit from them
- The goal of the effective productive capacity from the used resources
- The goal of achieving a reasonable growth rate
- The goals that are related to the social responsibilities of the organization.

For the organization to achieve those goals that latter should be:

- Realistic so that it can achieve the goals in reality and within the financial and human resources that are available to the organization
- In agreement with the needs and demands of the environment within and outside the organization

**C. Determining the immediate goals of the organization**

The general goals that were achieved in the prior stages should be converted into specific goals that can be implemented in reality. If
the general goals describe the work that can be done, specific goals describes how to implement those goals.

**D. The determination of the steps of the work process**
The work plan determines the broad picture of the necessary activities for the implementation of the project’s plan. The work plan can be done through a time bound program that should be distributed to all of the personnel who will do the project.

**E. The evaluation of the plan:**
In order to arrive at the vision of the organization through the implementation of the short term and long term goals, the administrative committee has to monitor the implementation fo the plan through:

- The establishment of committee of the director’s committee that is specialized in monitoring the implementation of according to the plan.
- The request from the head of the department to submit periodic report about the progress of the organization and their input about the implementation of the plan.
- The establishment of a committee for long term planning. The task of this committee is to monitor the implementation of the plan and suggesting modifications that are deemed necessary through the implementation process.

**The factors that contribute to the success of the strategic plan of the voluntary organizations include:**

1. **The existence of a political support from the state:**
Even if the organization is a voluntary one that does not necessarily mean that the voluntary work is happening in isolation from the government institution or there is by definition a contradiction with the work of the latter. This is a type of work
and cooperation between the formal and informal institutions. The voluntary work is a complementary aspect of the government and official work.

For this particular reason, the governmental support through financial and moral assistance is of utmost importance for strengthening and activating the voluntary work at both the civil society level and the governmental level. With the expansion of organizations, the governmental support becomes very important and crucial. In addition, the review and amendment of the bills and rules that regulate the work of the voluntary sector is important from time to time to accommodate the changes that are happening at both the world and local levels.

**Coordination with the related authorities**

All stakeholders have to be involved in the strategic planning process. Those include the formal and informal institutions. This is necessary given that the voluntary plan is part of the overall plan for social work. The participation of those organizations and body would ensure their involvement and assistance of the plan when it is put to discussion at any level.

2. **The availability of a data base for voluntary work**

Accurate planning for voluntary work needs the availability of a data base. The bigger the size and the more details and the coverage of the historical period through the data base the easier the work of the planning agencies. When there are any obstacles in front of the use of the data, then technological development enabled the overcoming of those obstacles through cheap mechanisms. However, the point here is not only the use of a technology or a machine, but rather how to deal with the large number and size of the data that are stored and analyzed in order to use them appropriately.
The most important data that should be included in the data base include:

- The size of the population that are distributed to the different geographical areas according to the administrative division combined with the demographic features of age, gender, educational status, income, families, health status and the social status of the population.

- The numbers and sizes of the voluntary organizations in the region, the number of their members, the size of their activities, the geographical area of their activities, the areas of work, the number of the beneficiaries, numbers of donors, size of funds and the other financial resources of the organization.

- Data about the number of the volunteers, their classification based on age, gender, education status, skills and their geographical areas.

- Data about the number of employees in the organization according to age, gender, education, and skills.

Second: the restructuring of voluntary organizations:

Voluntary work is not limited (as it used to be) to the provision of financial assistance to those in need alone. This extended to become a more comprehensive work that includes many social, economic and cultural activities. In parallel to this development there are a number of specialized agencies that are dedicated to collecting donations and data about funders and beneficiaries, the areas of activities, the geographical area of the organization, conducting research on the areas that the funds of the organization can be invested, research on how to improve the quality of the services provided, the preparation of a intensive media plan to attract donors and volunteers to join the organization and convincing the society of the importance of the work that the organization is doing.
Third: the provision of financial capacities for organizations:
The dependence of voluntary organizations on the traditional sources of resources will not allow them to expand to broader horizons. The limited ability of organizations to receive funding is restricting their ability to achieve their objectives. Therefore it is necessary to create an effective mechanism to reach out to everybody that is interested in supporting the activities of the organization either through funding or providing volunteers. Therefore, it is necessary for organizations to look at their sources of support scientifically and to arrive at an understanding with the funders.

Forth: coordination with the official and civil bodies
The services that are provided by the voluntary non-governmental organizations have become broader to include all aspects of life. Those services became intermingled with the services provided by governmental bodies. This is complementing official efforts because the voluntary work is completing the official work in the provision of the social services rather than replacing those services. Because of the expansion of the voluntary work and its ramification to various beneficiaries, groups and individuals, therefore there is a need for a coordinating effort between the official and non-official bodies so that voluntary efforts are used effectively.

Fifth: the activation of the role of media in increasing the awareness of volunteers
Despite the already productive role that the media plays, the latter shoulders a great and essential responsibility in recruiting and harvesting the energies of the society in supporting voluntary work. The society is still looking at some of the social problems in
an extreme sensitivity and engages in a traditional way rather than objectively in discussing social issues and problems. The ability to engage all or most of the society in voluntary work starts with an understanding that there are issues and problems that need to be solved. The responsibility for solving those issues is shouldered by all the society. In the second stage, it is important to underline the importance of voluntary work from the religious, social, economic and political perspectives. In the third stage, there should be calls for participation in specific and explicit projects and activities.

**To achieve those goals, the media should work on:**

- Dedicating awareness programs for the society in general and the youth in particular about the importance of the voluntary work, its areas and clarifying its legitimacy from the religious aspects and its importance as a national and social responsibility in part of all members of society.
- Allowing the voluntary organizations to announce their needs for volunteers.
- Arranging interviews with the leaders of voluntary organizations so that they explain their projects and their needs.
- Arranging interviews with some of the youth who volunteer and had excellent results to explain their experience in this area.
- Giving prominence and coverage to the work of some of the organizations and individuals who are engaged in the voluntary sector in the media.
- The dedication of nominal prizes to those youth who excel at the voluntary work.
- Publishing the work of the volunteers in journals and magazines should their authors agree.
- Helping women in encouraging their participation in the voluntary work and introducing some balance between that work and their domestic responsibilities. This should be done while taking into consideration the religious sensitivities involved because this will ensure that the participation of the women in voluntary work will be more effective.
Volunteering request from sample

Organization ..............
Human resources department

Information questionnaire for the volunteers of the organization:
1. This form is filled in two copies. The original copy will be sent to the department of human resources and a copy to the office of the organization.
2. A photocopy of the civil ID should accompany this form.
3. A new personal photo of the applicant should be attached.
4. A blue pen should be used to fill the application form.

<table>
<thead>
<tr>
<th>/</th>
<th>/</th>
<th>date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full name</td>
<td>name</td>
<td>father</td>
</tr>
<tr>
<td>DoB</td>
<td>day</td>
<td>month</td>
</tr>
<tr>
<td>Civil ID</td>
<td>number</td>
<td>Date of issue</td>
</tr>
</tbody>
</table>
Tick in front of the information requested in the form

Gender

<table>
<thead>
<tr>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>

1- Educational accomplishments

<table>
<thead>
<tr>
<th>elementary</th>
<th>secondary</th>
<th>High school</th>
<th>institution</th>
<th>Bachelor</th>
<th>masters</th>
<th>doctorate</th>
</tr>
</thead>
</table>

The details of the dissertation or qualifications..............
The location and date of graduation..............

2- The initial specialty......

3- Number of years in the organization

<table>
<thead>
<tr>
<th>Date of volunteering</th>
<th>The duration (up until the filling of the form)</th>
</tr>
</thead>
<tbody>
<tr>
<td>day</td>
<td>month</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4- The official title outside the organization :

5- Training courses participated in:

<table>
<thead>
<tr>
<th>In or through the organization inside Iraq</th>
<th>In or through the organization outside Iraq</th>
<th>Outside the organization inside Iraq</th>
<th>Outside the organization outside Iraq</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topic of the training</td>
<td>location</td>
<td>Topic of the training</td>
<td>location</td>
<td>Topic of the training</td>
</tr>
</tbody>
</table>
6- Skills and capacities (trained in)

<table>
<thead>
<tr>
<th>Title of training</th>
<th>Organized body</th>
<th>Start date</th>
<th>End date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mother tongue
Other languages

7- Readiness to work in the organization

<table>
<thead>
<tr>
<th>Any time</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily after official working hours</td>
<td></td>
</tr>
<tr>
<td>Specific days of the week</td>
<td></td>
</tr>
<tr>
<td>Specific dates in the month</td>
<td></td>
</tr>
<tr>
<td>On need</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

The department wishing to work for
Note: please select only one department

<table>
<thead>
<tr>
<th>department</th>
<th>department</th>
<th>department</th>
<th>department</th>
<th>department</th>
<th>department</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
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</tbody>
</table>

Other information
Marital status married single other (mention)….
Individuals within the organization that can act as a reference

Name and signature
Phone number
Voluntary Work

Volunteer application form

General information about the applicant

Full name: ............................................

Gender: ............................................. –

Age, please select from these age groups

14 to 11 ......................
18 to 15 ......................
24 to 19 ......................
25+ .............................

address: .......................... –:

Are you a member of other organization
yes/ no ......................

Were you a member of any organization and you left? Yes no

Did you participate in any organization’s activities? Yes No
## Questions

<table>
<thead>
<tr>
<th>No</th>
<th>questions</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Did you participate in any voluntary activity during the last 12 months</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the answer to the above question is yes please answer questions (5, 4, 3, 2)

<table>
<thead>
<tr>
<th>No</th>
<th>What are the average hours per week that you spent in voluntary activity? (please put yes in front of any of the correct answers)</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>1 to 5 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 to 10 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11 to 19 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>More than 20 hours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No</th>
<th>Did you include any of the following considerations in your determination of the time that you spend in voluntary activity</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Working on another organization’s project on permanent bases</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Voluntary for one time in a specific activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Working as a member of a committee of one of the organizations</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(fund raising, preparing for events…etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Attending the meetings of the organization</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Voluntary Work

### 4. The type of the organization that benefited from you voluntary activity during the last 12 months (choose all that apply)

<table>
<thead>
<tr>
<th>Type of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children/youth/ women</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Environment</td>
</tr>
<tr>
<td>Culture/arts</td>
</tr>
<tr>
<td>Health</td>
</tr>
<tr>
<td>Food assistance</td>
</tr>
<tr>
<td>Government related</td>
</tr>
<tr>
<td>Providing services to the elderly</td>
</tr>
<tr>
<td>Disaster relief</td>
</tr>
<tr>
<td>Others (mention)</td>
</tr>
</tbody>
</table>

### 5. The type of the organization that offered you to volunteer with them (please choose all that apply)

<table>
<thead>
<tr>
<th>Type of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/ institution/ university</td>
</tr>
<tr>
<td>NGO</td>
</tr>
<tr>
<td>Religious institute</td>
</tr>
<tr>
<td>International organization</td>
</tr>
<tr>
<td>Other (mention)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>A</td>
</tr>
<tr>
<td>B</td>
</tr>
<tr>
<td>C</td>
</tr>
<tr>
<td>D</td>
</tr>
<tr>
<td>E</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Why do you do voluntary work</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>To learn new skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.</td>
<td>To advance as a person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.</td>
<td>To meet some of the needs of the society/ to repay the favors provided by the society</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D.</td>
<td>To get experience/ to help in finding a job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E.</td>
<td>To spend time on something</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F.</td>
<td>To meet new persons/ to undertake social relations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G.</td>
<td>To spend time with friends and family</td>
<td></td>
<td></td>
</tr>
<tr>
<td>H.</td>
<td>To work in my area of interest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.</td>
<td>To support and advance a social cause</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Voluntary Work ……………………………………………………………

| J. | To feel personal satisfaction |
| J. | Is part of my tradition, culture and beliefs |
| L. | Part of the requirements of study and job |

<table>
<thead>
<tr>
<th>8</th>
<th>Question</th>
<th>yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Do you want to volunteer more?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9</th>
<th>What restricts or prevents you from doing more voluntary work?</th>
<th>Agree</th>
<th>Do not agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Less time</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weak interest</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weak incentives</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Few opportunities for volunteering</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>family</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>education</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Personal interests</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>transport</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>others</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do not apply</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10</th>
<th>What in your opinion is your contributions as a volunteer (choose one of the following answers)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Personal experience</td>
</tr>
<tr>
<td>B</td>
<td>Skills</td>
</tr>
<tr>
<td>C</td>
<td>My time</td>
</tr>
<tr>
<td>D</td>
<td>Financial resources</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>11</th>
<th>Who suggested that you volunteer?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Parents</td>
</tr>
<tr>
<td>B</td>
<td>One of the teachers</td>
</tr>
<tr>
<td></td>
<td>Voluntary Work</td>
</tr>
<tr>
<td>----</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>C</td>
<td>One of the CSO activists</td>
</tr>
<tr>
<td>D</td>
<td>Friend</td>
</tr>
<tr>
<td>E</td>
<td>Others</td>
</tr>
<tr>
<td>F</td>
<td>Nobody, I started volunteering by myself</td>
</tr>
</tbody>
</table>

14 | Can you benefit from more of the following in voluntary work | yes | no |
---|-------------------------------------------------------------|-----|----|
1. | The identification of more opportunities for voluntary work |     |    |
2. | The identification of more opportunities for group voluntary activities |     |    |
3. | Offering more training for volunteers                       |     |    |
4. | Financial support (transportation, accommodation, food)     |     |    |
5. | More recognition for the work of volunteers                 |     |    |
6. | Offering opportunities for leading voluntary activities     |     |    |
7. | Offering support to create and conduct more voluntary activites |     |    |
8. | Do not apply                                                 |     |    |
How does the United Nations view voluntary activity?

The United Nations (UN) prepared a manual for volunteering inside the society in cooperation with the Independent Sector. The manual was prepared during the year of volunteering of 2001. The implementation of this tool or presenting a similar tool can help with:

1. Attracting the attention of the government and the partner organization in volunteering so that they contribute productively to the society.
2. The provision of up-to-date and accurate data to help decision makers to support voluntary work.
3. Underlying the social and personal benefits of voluntary work.
4. Underlying the relationship between serving the nation and serving local societies.
5. Offering information that can be used by organization to promote their projects that are targeted toward volunteers.

Below is a list of the activities that are related to voluntary work in a number of civilizations. These can be used as a base for designing a tool to measure voluntary activity. This list does not necessarily cover all types of activities that are related to voluntary work in a particular type of culture. This might lead the investigator to add more materials to this section. Therefore it is necessary to describe those additions clearly, focusing particularly on the behavioral sides.
1. Activities at local levels

- Did you help in preparing for food and other vital needs for your society including for example building materials, animals and equipment?
- Did you help in getting rid of the waste materials from the public places in your society?
- Did you help in introducing improvements in the public places in your society such as roads, bridges, buildings, water pipelines, electricity, public spaces, green areas (through planting trees for example?) and renovating historical sites.
- Did you help in organizing others and attempting to solve their problems and the issues that are facing your society or larger environment? In such cases, did you discuss the issues with others and did you attempt attracting the attention of the authorities?
- Have you participated in an activity that attempts at attracting the public’s attention on a problem that your area or the wider environment faces through for example organizing a demonstration or petition?

2. Responding to emergencies

- Did you help in preparing for natural disasters or eliminating the effects of such disasters through building barriers, protecting buildings, extinguishing fires, collecting wasters and raining others on first aid?
- Did you participate in rescuing the victims of natural disasters from direct dangers such as evacuating people during the times of floods or fires and recovering bodies, search and rescue operations, searching for people who are trapped in areas of natural disasters, looking for missing people in
distant and hard to reach areas (such as mountains and the seas).

- Did you help in preparing for natural disasters such as disseminating information, hosting meetings to discuss the possibilities of disasters and promoting plans prior to their occurrence?

3. Protecting peace in the local community:

- Did you help in organizing the members of your local community or a particular social group to protect order in your area through for example touring the area, being vigilant about illegal activities or defending the members of your community from attacks on them.
- Did you participate in any direct activity such as surveillance, arresting people, and direct intervention to discover or prevent an illegal activity or a behavior that is inimical to society?
- Have you participated directly in an activity aims at preventing military attack on your society.
- Have you participated in any training activities to acquire skills that help you protect your region or group from any criminal activity.
- Have you participated in conflict resolution activities between your group or any other group?
- Have you helped in advancing or running a project or an organization that works on conflict resolution between groups, societies and nations.
4. **Social care**

- Have you helped in offering quick social care for the elderly, the disabled, the unemployed, the sick or those who have behavioral problems such as addiction or breaking the law through the provision of food, shelter, medical care, training and the provision of advice?

- Have you participated in building special shelters for housing the elderly, the unemployed, the sick or those without home or shelter or those with behavioral problems in temporary housing places or medical places?

- Have you participated in developing or advancing a project or an organization that works on providing social care and the coordination of various types of social services for the elderly, the disabled, unemployed, sick or those with behavioral problems?

5. **Personal assistance**

- Have you given assistance, advice, emotional support, opinion to someone who you know such as a friend, a colleague, a neighbor or a relative that is not a member of the immediate family?

- Have you participated in providing the essential needs of life such as food, transport, personal hygiene to someone who you know such as a friend, colleague or a relative?
6. **Childhood and youth**

- Have you participated in promoting or running a program that deals with the problems of children and youth such as begging, neglect, abuse of children, street children, lack of education or food?
- Have you participated in offering services to children and youth such as training, providing advice, protection against the violation of laws, rehabilitation and the provision of moral support?
- Have you participated in promoting or running a program or child care to those parents who work?
- Have you taken care of children while their parents are working?

7. **human rights and social and political advocacy**

- Have you contacted people to organize them in groups to advocate political rights such as political participation, religious freedoms, encouraging people to participate in elections and helping political candidates?
- Have you participated in a direct activity such as a public demonstration, a walk, writing letters to the authorities to attract the interest of the public to a political or social situation such as a violation of human rights, discrimination or destroying the environment?
- Have you participated in organizing or running elections through disseminating information, office work, observation or protecting public order during elections.
- Have you organized or run an organization that aims mainly to influence the political process or the election of a candidate to public office?
8. Social justice

- Have you helped in organizing people through advocating or protecting their social interests for example by establishing a union or launching a campaign that deal with salaries or industrial security?
- Have you participated in a direct activity for example a strike to protect the economic interests of the workers or to demonstrate against the unjust behaviors at work?

9. Religious volunteering

- Have you participated in organizing a special event about a religious occasion or a religious personality (a prophet, saint, martyr…etc.) the voluntary activity in this case does not involve participating in the event itself but rather helping in preparing the place, announcing for it, the distribution of equipment and information, protecting order and cleaning up after the event.
- Have you participated in disseminating information about belief, religious principles or have worked on enhancing those values and beliefs within the society?
- Have you participated directly in an activity such as a demonstration or a walk or writing a letter to the authorities to attract the attention of the public about matters that have religious connotations and meanings such as extremism, disrespecting others religious beliefs or lack of religious freedoms?
- Have you helped in establishing or running a different religious entity?
- Have you participated in organizing a funeral?
10. Education
- Have you educated others to acquire new skills such as reading and writing or advancing their skills at work or learning a new language?
- Have you helped in establishing or running an educational institution (school, professional training centers, libraries) or did you help professional workers in those institutions to train others or to get a chance in learning and educating?

11. Healthcare
- Have you helped in disseminating information, providing advice, organizing programs that deal with health issues and preventing diseases, medical treatment, personal hygiene, reproductive health or healthy ways of living?
- Have you helped in providing services to healthcare institutions (hospitals, clinics, primary health care centers, preventive and nutritional centers?) or have you helped the professional workers in those institutions to provide healthcare?
- Have you offered direct services in the area of health care, mental health rehabilitation, or physical rehabilitation for those in need?
- Have you donated blood or any other biological materials such as organs or bones?
- Have you participated in advancing or running a program that aims at providing medical services and treatment or disseminating information about health, diseases, reproductive care, personal care or other means of healthy life?
### 12. Environment

- Have you participated in campaigns that prevent the dangers of the environment such as dams or damaging forests?
- Have you participated in campaigns to protect the indigenous populations from danger?

### Data 13

- Have you collected samples from the natures, or read scientific references, observed the climate or the natural environment to record information that would be able to predict dangers or for scientific and research purposes?
- Have you recorded, visited or met others to identify information that can be used for research and scientific purposes.
- Have you reviewed documents, newspapers, books or other records to identify information that can be used for research and scientific purposes?
- Have you participated in promoting or running a program or an organization that aims at collecting data or monitoring the surrounding environment and providing information to the public?

### 14. Advancing Knowledge

- Have you contributed to simplifying knowledge and technical skills through working on public lectures, writing articles, reviewing and editing professional journals or working on the administrative board of professional organizations?
- Have you participated in organizing a public event that aims at presenting and simplifying knowledge and technical skills for example presenting lectures or public forums, workshops or seminars?
Have you established or ran an organization that aims at representing some public interest or facilitating the communication within the members of a professional group or disseminating information about a particular profession?

Promoting trade

Have you participated in promoting a particular mean of production or a productive organization, exchange of goods or services or the trade security?

Have you established or ran a program or an organization that aims at promoting productive, trade or trade security?

15. Laws and legal services

Have you provided legal consultations or provided legal representation to anyone for voluntary reasons?

Have you helped in the introduction of a general understanding of laws and legal protection, or the right of all to have access to legal representation equally and in a just way?

Have you established or ran a program that aims at providing legal representation or advice for voluntary purposes or to advance the legal understanding of people?

16. Culture

Have you helped in planning, establishing, announcing, running, providing technical support, protecting order, cleaning after a cultural event (such as a musical event, party, dance, theatre, lecture, poem reading, film or exhibition?).

Have you done any acting, playing music, singing, dancing, poem reading, presenting your writings or art work in a cultural event? These do not include the events that are done for your own leisure but only the ones that you want to offer to people.
17. leisure

- Have you helped in the planning, establishing, announcing, running, providing technical support, protecting order, cleaning following a sport or cultural activity to offer entertainment such as sport events, chess, tourist visits, animal exhibitions or festivals?
- Have you participated as a player, competitor, member of a team, participant of one of the activities presented in the previous point that target some public service such as providing funding for medical research, helping the victims of natural disasters, defending human rights, defending peace, promoting citizenship or social justice?

How to draft a bill about voluntary work?

- Draft:
- Kurdistan Region-Iraq
- Parliament of Kurdistan
- In the name of the people
- The law of voluntary work in Kurdistan region of Iraq
- Bill number () for the year……

According to the authorities provided to use in section one of article 56 of law number one of the year 1992 (amended) and based on what have been legislated by the parliament of Kurdistan in its session number, we legislated the following bill on the voluntary work in Kurdistan region of Iraq;
Chapter One
General Provisions

Article 1: This law applies to voluntary work in the Kurdistan Region, whether inside or outside systems. It also applies to the organized voluntary work in the Kurdistan Region and outside its borders, provided that the volunteer be an Iraqi or a foreigner legally resident out without contradicting the laws or regulations relating to foreign volunteers or International Organization in the country.

Article 2: Regulates volunteer work within the framework of associations and organizations that do not aim to make a profit and recognized in accordance with the legislations in force.

Article 3: Subject to the provisions of this law include all forms of volunteer work done in the framework of empowering the efforts of the State, local communities and public institutions and structures in the implementation of development programs and training on the management of public affairs in implementation of the duty of solidarity between the different components of society and the materialization of humanitarian cooperation and for the general benefit.

Article 4: The following words and phrases shall have the meanings explained hereunder:
Volunteer work: all collective work that aims to achieve a public good which is implemented in a structured framework in accordance with the contract under which the volunteer volunteered and is committed personally and automatic completion is entrusted with the activity without pay and with full respect to discipline and within the scope of law and respect for the rights and dignity of individuals.
Voluntary Work

Volunteer: Every natural person who carries on a work voluntarily without pay and aims to achieve a public benefit in an organized manner and according to the requirements of this law.

Organized Framework: each program related to a voluntary collective activity which aims to achieve a public good.

Organization: Each private legal entity which does not aim to profit and which embraces a voluntary action in accordance with the provisions of this law.

A volunteer contract: fixed-term written regulates the relationship between the volunteer and the organization according to the requirements of this law.

Chapter Two:
Formation of the volunteer relationship

Article 5: Any organization that embraces a voluntary action under this law may seek the assistance in the completion of their programs and activities from volunteer with whom the organization should have a formal contract. The contract should be consistent with a sample contract that is approved by the minister in charge of social affairs and should include absolutely the following data:

- The subject of volunteering and methods of implementation
- The duration of the contract and conditions for renewal
- The rights of both the volunteer and the organization and duties of each of them,
- Securing voluntary activities.

Article 6: The volunteering contract should be signed for a limited period not to exceed the actual time required to complete
the agreed upon, within the limits of volunteer work for a maximum of two years.

Article 7: The volunteer relationship is not subject to laws that regulate work and employment in its composition, execution and termination, parts to the provisions of the legislation regulating labor relations. The organizations included in this law cannot sign contracts to complete services that are the subject of an ongoing working relationship or of limited duration have been terminated in any way.

Chapter Three
The rights and duties of the volunteer

Article 8: Every natural person who exceeded eighteen years old can sign a volunteering contract. Every person who exceeded fifteen years but not older than eighteen years can have a volunteering contract if able to provide in writing a consent from the guardian or custodian or a similar consent from the responsible authorities.

Article 9: It is forbidden that children who did not exceed age fifteen to do volunteer work. This can happen only within the framework educational organization activities designed to familiarize them with the volunteer work and contribute to the establishment of solidarity. These activities should be exercised under the management and control of specialized arrangement under the supervision of the structures and institutions of educational organizations that are concerned with the affairs of childhood after written consent from a parent or guardian or submitted from a competent responsible government entity.
Article 10: The organization must take into account each volunteer’s qualifications of intellectual and physical abilities when implementing the volunteer activity. Those qualifications should fit the agenda of the task. The organization should avoid as much as possible exposing the volunteer to any harm, and the organization to make special care of children and refrain in particular the work assigned to harm their health and development or affect their studies.

Article 11: Every organization that embraces a voluntary action which poses a risk to the health of participants or require special skills, should offer a program of rehabilitation and training to carry out this work.

Article 12: The requirements of the legislation are applicable to the compensation for the damage occurring due to accidents at work and occupational diseases on the volunteer. The organization should make public the volunteers that it contracts with, register them in a special roaster volunteers and register them with the Ministry of Labor and Social Affairs. This will ensure that the payment of entitled compensation for the losses sustained because of the system work accidents and occupational diseases occurs in accordance with the exact proportions of the legislations and regulations in force.

Article 13: The volunteer can claim the expenses that she made during the implementation of volunteering activity. Those expenses should not exceed the ceiling of monthly expenses or two-thirds of the minimum monthly guaranteed wage for the various professions in accordance to the labor laws.
**Article 14:** The organization should put at the disposal of the volunteer of all the means necessary to implement the volunteer contract and equipment.

**Article 15:** The volunteer has the right to enjoy public holidays and other occasions that are regulated by specific legislation in force. The program does not require volunteer to work in those occasions but taking into account the right to rest in the other days.

**Article 16:** The organization has to provide the volunteer at the end of the contract with a certificate which includes the work done, duration and training, the skill or experience gained by type. The organization can offer to a volunteer financial reward determined by the ceiling and the method of disbursement in order.

**Article 17:** The volunteer should be committed to the completion of volunteer work with full honesty and integrity as required by the rules within the organization and its principles and objectives. The volunteer has to perform the assignment with respect for public order and other volunteers involved in the same work. The volunteer should refrain from divulging secrets and personal data that are disclosed during the work done.

**Chapter IV**

**The end of the volunteer relationship**

Article 18: Volunteer relationship will end with the conclusion of the voluntary work at the end of the contract. The parties to the volunteer contract have the right to terminate their relationship before the end of the contractual term provided that the party wishing to terminate the relationship inform the other party at least fifteen days prior to conclusion of the contract.
Chapter V
National coordination and international cooperation:

Article 19: State, local groups and institutions, public and private structures and organizations work to stimulate initiatives to embrace programs of voluntary activities and to provide moral and technical support needed to implement those programs. Article 20: the relationship between the state and local communities, public institutions and organizations are regulated by this law and are subject to the provisions of this Act. Contracts will be arranged according to a per-determined sample provided for this particular purpose.

Article 21: Each organization subject to the provisions of this law can develop and exchange cooperation and partnership relations with their counterparts in the province of Kurdistan or foreign countries.

Article 22: Every Iraqi citizen over the age of eighteen years has the right to participate in voluntary work outside the country. He or she may enroll at the Iraqi embassies or representations under official regulations.

The foreign official bodies in this case should organize a list of volunteers in coordination with each organization that oversees an international volunteer program and take into account the availability of the basic guarantees provided for the benefit of volunteers including:

- Insurance against accidents and occupational diseases
- Paying the fees and medicines for treatment abroad or in the province of Kurdistan,
• Pays the fees for transportation and return to the national territory,
• Financial incentives for volunteers.

Chapter VI
FINAL PROVISIONS

Article 23: Under this law, International Volunteer Day approved by the UN on December 5 each year is the national day of voluntary work in the Kurdistan Region.

Article 24: This Law shall be published Official Gazette of Kurdistan facts and go into force in the Kurdistan Region after the thirtieth day after publication.

How to prepare a national policy for the volunteer work!
How we can develop a national policy for the volunteer work!
The focus of the national policy on volunteer work in the Kurdistan Region.

Preamble:
Voluntary work has become one of policies of the developed societies in human history. When we talk about the progress of urbanization and individuals in any country, we find that voluntary work occupies the main aspect of this progress which is the basis of the sustainability of the progress of human society.
It is not an exaggeration to say that it is not possible to achieve progress and development properly without the work of volunteerism to individuals in the community. At the present time
when someone speaks in developed countries for activities speaks about volunteering with pride. The main reason is due to the great benefits that can be achieved through voluntary work for the society. At the same time voluntary work helps several other aspects including reducing the responsibilities of the government, and the government will be able to contribute to the performance of its duties to the fullest in the implementation of pre-planned strategic planning.

**Who is the volunteer?**

The volunteer is a legal person who offers her physical energy or provides information or knowledge or offer material and moral contribution to the members of the community free of charge. All of this is intended to provide the necessary services to the community with a sense of self-restraint and peace of mind.

The volunteer can provide her work in the framework of voluntary work, such as an official (civil society organizations) or informally (self).

**What is volunteer work?**

Voluntary work consists of a work that is free of charge by a person or group of persons done for the benefit of society and do not require a salary or stipend in return. This can be in the form of providing physical energy, scientific knowledge, moral or financial support. Occasionally the provision of the voluntary work can happen spontaneously or unofficially. An example include someone who volunteers to clean the street in her neighborhood. On other occasions a group or an organization provides humanitarian work in a formal setting, but do not consider this formal labor compulsory.
There might be national, sectarian, religious, political or social motives for individuals to do voluntary work. Sometimes this is regarded as a responsibility that offers the person some mental and spiritual comfort.

**The importance of volunteer work:**

*All kind of work needs an appropriate environment which include the followings:*

1. The local environment (our country)
2. The external environment

The local environment include conducting activities voluntarily inside the country in general to advance and develop the country or help those who are in need during natural or man-made disasters. This is derived by national feelings or citizenship.

The external environment include doing voluntary work outside the country for the service of humanity. This is done mostly in reaction to humanitarian motives or sometimes religious ones. This include working in an international organization to provide services to children in poor countries voluntarily through the provision of financial services or moral support.

**The areas of voluntary work:**

- working in civil society organization
- scientific and professional work
- social work
- humanitarian work
- environmental work
- cultural work
- educational work
- institutional work
there also others means to provide voluntary work

Mechanisms of voluntary work:
There are many ways to do voluntary work. We can find those ways in our daily that were explained above.

The rights of the volunteer:
- feel that her efforts are contributing positively to the aims of the organization
- feel that her contributions are appreciated by CSOs.
- To get respect and appreciation for the work that she provides.
- To get help to advance her skills and humanitarian abilities through training and workshops.
- Giving interest to the suggestions and observations that she provides about the work that she does.
- To determine the time and the mechanism of the voluntary work by herself.

The responsibilities of the volunteer:
1. Participate in the activities of the volunteers
2. Respect others
3. Implement her duties regularly and with commitment
4. Adhere to the policies and rules of the organization
5. To implement the orders of her superiors

The goals of voluntary work and volunteers:
First: General Goals:
1. Decrease the problems and suffering of society
2. To fill the gaps that are left by the official bodies in the provision of services
3. Spread the spirit of participation and provision of services
4. Spread information and knowledge in the society
Second: Special Goals
1. Feel that the services provided are done in a satisfactory way.
2. Mental and psychological comfort
3. To raise the status of the society
4. To advance the humanitarian and social relationships with those that the volunteers acquaint with in CSOs/
5. Getting benefit from modern topics
6. Achieving goals.
Volunteer