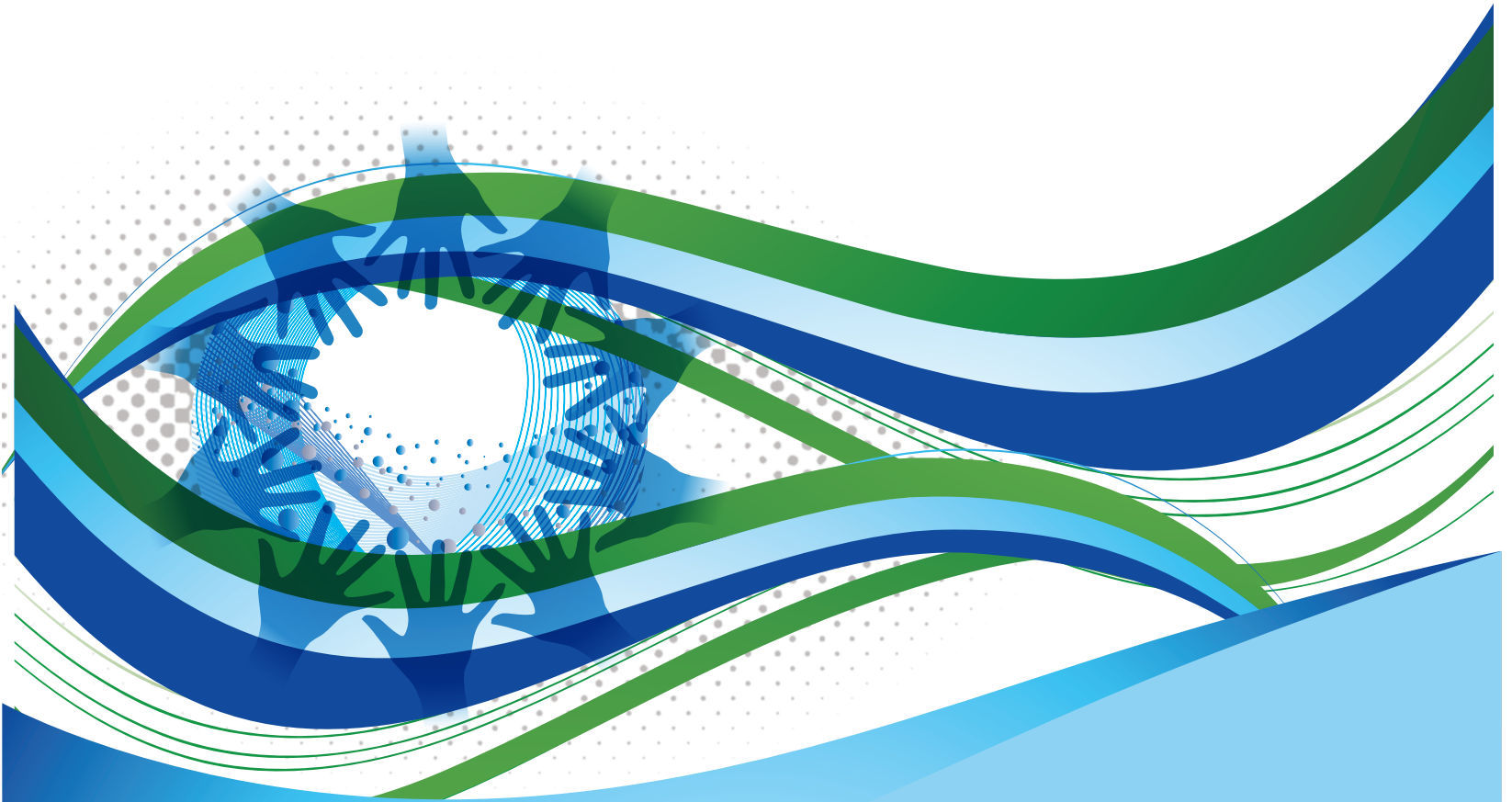




IVCO 2010  
*Innovation and Challenges in International Volunteerism & Development  
— an Asian Perspective*



# IVCO 2010

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FORUM Research Paper  
**Emerging Perspectives on  
International Volunteerism in Asia**

by

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## List of Acronyms and Abbreviations

AAR	Association for Aid and Relief (Japan)
AEYVE	Asia-Europe Young Volunteer Exchange
AFS	American Field Service (AFS Intercultural Programmes)
AFVP	Association Francaise des Volontaires du Progres
AIESEC	Association Internationale des Etudiants en Sciences Economiques et Commerciales
ASEAN	Association of South East Asian Nations
AVI	Australian Volunteers International
AVS	Agency for Volunteer Service (Hong Kong)
AYAD	Australian Youth Ambassadors for Development
BIVA	Beijing International Volunteers Association
BVF	Beijing Volunteer Federation
BYLC	Beijing Youth League of China
CCIVS	Coordinating Committee for International Voluntary Service
CEC	Commission of the European Communities
CECI	Centre d'Etude et de Cooperation International (Centre for International Studies and Cooperation) (Canada)
CESO	Canadian Executive Service Organisation
CICETE	China International Centre for Economic and Technical Exchanges
CIDA	Canadian International Development Agency
CIP	Community Involvement Programmes (Singapore)
CNPON	China NPO Network
CSD	Centre for Social Development (USA)
CSO	Civil Society Organisation
CSR	Corporate Social Responsibility
DFID	Department for International Development (United Kingdom)
DPJ	Democratic Party of Japan
EVS	European Voluntary Service
FGD	Focus Group Discussion
FORUM	International FORUM on Development Service
GIP	Global Interoperability Programme
GIS	Geographic Information System
GK	Gawad Kalinga (Philippines)
GPS	Global Positioning System
GVI	Global Vision International
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome
HVSF	Hungarian Volunteer Sending Foundation
IAVE	International Association for Volunteer Efforts
ICT	Information and Communication Technologies
IVA	International Volunteerism Association (Singapore)
IVCO	International Volunteer Co-operation Organisations
IVS	International Volunteer Services
IYV	International Year of Volunteers
KOICA	Korean International Cooperation Agency
JANIC	Japan NGO Centre for International Cooperation

JANPORA	Japan NPO Research Association
JEEIU	Japanese Electrical Electronic & Information Union
JICA	Japan International Cooperation Agency
JOCV	Japan Overseas Cooperation Volunteer
KOICA	Korean International Cooperation Agency
KANPOR	Korea Association for Non-Profit Organisation Research
MCD	Centre for Marine life Conservation and Community Development (Vietnam)
MITRA	'Friends' in Hindi language
MSF	Medecins Sans Frontieres
NEDA	National Economic and Development Authority (Philippines)
NGO	Non-Governmental Organisation
NICE	Never-ending International workCamps Exchange (Japan)
NNOPV	National Network of Organisation for the Promotion of Volunteerism (Japan)
NVDA	Network for Voluntary Development in Asia
NVPC	National Volunteer and Philanthropy Centre (Singapore)
NYC	National Youth Council (Singapore)
ODA	Official Development Assistance
PACCOM	People's Aid Coordinating Committee (Vietnam)
PAVE	Philippine Association for Volunteer Efforts
PNVSCA	Philippine National Volunteer Service Coordinating Agency
PSDN	Philippine Sustainable Development Network
PSSP	Philippine Business for Social Progress
SIF	Singapore International Foundation
SLAN	Service-Learning Asian Network
SMS	Short Message Service
SRC	Singapore Red Cross
SRD	Sustainable Rural Development (Vietnam)
TEMM	Tripartite Environment Ministers Meeting (Among China, Japan and Korea)
TWAF	Tidal Waves Asia Fund
TSRGI	Third Sector Research Group (India)
UK	United Kingdom
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNICEF	United National International Children Emergency Fund
UNDP	United Nations Development Programme
UNV	United Nations Volunteers
USA	United States of America
V4D	Volunteerism For Development
VIDA	Volunteering for International Development from Australia
VOICE	Volunteer Organisations Information Coordination and Exchange (Philippines)
VSA	Volunteer Service Abroad (New Zealand)
VSO	Volunteer Service Overseas (United Kingdom)
VWO	Voluntary Welfare Organisation
WUSC	World University Service of Canada
YEP	Youth Expedition Programmes (Singapore)
YLC	Youth League of China
YMCA	Young Men's Christian Association

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## **IVCO 2010**

### *Innovation and Challenges in International Volunteerism & Development — an Asian Perspective*

## **“Emerging Perspectives on International Volunteerism in Asia”**

### **Executive Summary**

#### ***I. Introduction***

This report presents the current challenges and emerging perspectives in international volunteerism in Asia. Evidence from the Asian region is very scant as compared with Europe and the Americas, yet there is increasing activity and new forms of partnerships developing in the Asian region. To date, there has been no comprehensive study focusing on Asia, hence the importance of a comprehensive review. The aim of this research is two-fold: First, it is a mapping exercise on the current trends and challenges of international volunteerism in Asia. Second, it provides evidence for an informed discussion on the way forward for international volunteerism in Asia.

Our original research question was whether there is a distinct or unique ‘Asian’ approach to International Volunteer Service (IVS). But just as Asian countries differ tremendously in terms of culture, history, economy, and political context, it is not surprising that we found not just one but many unique approaches within Asia. The literature review looked at the forms and scope of IVS in Asia. It specifically addressed what forms IVS programmes take, as well as their goals, activities, and coverage. Interviews and focus-group discussions aimed to uncover the challenges and innovations of IVS in Asia from the perspective of volunteer-sending agencies and local host agencies.

In this research paper, IVS is defined as an organised period of engagement and contribution to society by volunteers who work across an international border, in another country or countries. This includes short- and long-term volunteer activities organised by International Volunteer Co-operation Organisations (IVCOs) including public, non-governmental organisations (NGOs or non-profits), and private for-profit organisations. In this paper, we differentiate IVCOs with local host organisations to highlight their point of view and perspectives, as gathered during the interviews.

The report is aimed at all those involved in IVS, including volunteers, managers of volunteer-sending and volunteer-hosting agencies, policy makers, and researchers. The findings are based on a review of the literature on volunteerism in Asia (available in English), extensive field interviews in six Asian countries, and an online survey with 80 IVS sending organisations in 20 countries across Asia. Findings are also taken from focus-group discussions held with returned volunteers, as well as with national volunteers working with IVS sending organisations in Asia.

## **II. Literature Review**

The literature survey revealed relatively few studies on IVS in Asia. Similar to many other nations, IVS is an emerging institution in Asia, and only recently has received scholarly attention. Antecedents of IVS in Asia include indigenous and local traditions of mutual aid, religious traditions and missionary work, and international post-war and post-colonial peace-building and reconstruction. Contextual factors, such as the rise of civic society, globalisation, natural and human-made disasters, developments in national/domestic volunteering, and the economic and political context, continue to shape and influence IVS programmes in the region. As findings from this research illustrate, each of these factors influence IVS in Asia, but operate differently in every country. Moreover, these factors do not operate in isolation; they interact to shape sending and hosting IVS programmes, the types of volunteer experiences, and the effects of service on host communities.

## **III. Survey of Volunteer-Sending Organisations**

The online survey covers aspects of volunteer-sending organisations in Asia and reports on: principal types, missions, regional placement, age and scale of the organisations, recruitment and eligibility requirements, training and support, activities, duration, placement type, and primary challenges and strengths. These factors were identified in the research review of IVS in Asia and worldwide, and are summarised in Annexe A.

Altogether, 80 volunteer-sending organisations spanning 20 Asian countries responded to the online survey between July and August 2010. Responding organisations included seven countries in South Asia: Bangladesh, Bhutan, India, the Maldives, Nepal, Pakistan and Sri Lanka; ten countries in Southeast Asia: Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Timor-Leste, and Vietnam; and three countries in East Asia: China, South Korea, and Japan. The online survey results describe the principal characteristics of international volunteer-sending organisations in Asia.

The majority of volunteer-sending organisations classify themselves as international NGOs (43%), followed by government organisations (22%). One in ten claims to be 'quasi-governmental', reflecting a unique public-private partnership approach to international volunteer programming.

Volunteer placements from Asian cover all major types of activities, with a heavier focus on development assistance compared to other typical forms of volunteering focused on building international understanding or providing disaster aid and relief. The majority of activities relate to the Millennium Development Goals (MDGs), with the most frequently reported being environmental sustainability or climate change (43%), followed by economic development (42%), and primary or secondary education (35%). Though this could be an artefact of sampling and response bias, when compared with studies about IVS in other nations, programmes in Asia appear to be more associated with development aims, including poverty alleviation and attention to the MDGs, than other IVS programmes in other regions of the world. However, this trend seems to be in line with most of the in-depth interviews in the six country case studies, which also included local host organisations.

The majority of organisations based in Asia place volunteers in Southeast Asia (73%) and South Asia (54%), and Sub-Saharan Africa (44%). Many volunteer-sending organisations operating in less-economically developed countries report placing volunteers in countries in the global South—most frequently to other countries in Asia and to Africa. Organisations operating in more developed regions of Asia follow a similar pattern. However, few organisations report facilitating South-North placements.

All organisations responding to the survey report eligibility requirements in some areas--most frequent being health (98%), education or training (88%), and age (76%). Only 31% require that their volunteers speak a specific language, and 45% require at least a university education. Despite the fact that only 31% of volunteers are required to have competence in the host-country language, 84% of programmes offer some type of language and cultural training.

Programmes tend to be either long-term (six months or more) or short-term (one-month or less). The majority place volunteers for a year or more (73%), though many also place volunteers for 6-12 months (28%). Very few of the organisations place volunteers for 1-6 months (6%). Nearly one-third of all programmes place their volunteers with other international volunteers or with local volunteers, which may reflect more collectivist patterns in volunteer activity than in Western sending organisations generally.

Key challenges of sending organisations operating in Asia include securing funding and resources (37%), and evaluation and research (28%). Qualitative interviews with programme managers illustrate these findings with greater detail in the country case studies. Among the perceived challenges in sending volunteers to host organisations, 23% indicate natural disasters, civil unrest, or conflicts, followed by organisational capacity of host organisations (22%). The perceived advantages of operating in Asia include security, low living costs, and the benefits of Asia-to-Asia placements based on shared understanding, and similar systems, processes, living conditions, and cultures.

#### ***IV. Country Case Studies***

In addition to examining quantitative findings from survey research, in-depth qualitative field research took place in six countries including: Japan, Singapore, India, China, the Philippines, and Vietnam. Between January and July 2010, nearly 60 face-to-face in-depth interviews were conducted in 47 organisations in these six countries. The interviews were with staff from volunteer-sending, volunteer-hosting, and service network or support organisations involved in international volunteerism in Asia. The country case studies focused on the Asian-perspective on international volunteerism, along with more focused attention to youth development, climate change, and other emerging issues.

In the case of Japan, recent changes in the structure of the government have altered the relationship between the government and volunteer-sending agencies. This has led to greater emphasis on the development of new forms of partnerships. For instance, International Volunteer Co-operation Organisations (IVCOs) are now establishing direct contact with local universities to recruit prospective international volunteers. Previously, there had not been a systematic effort to link volunteer activities to the education system. Among the challenges faced by IVCOs in Japan is the fact that there is still very little

recognition of the value of volunteer experiences in the professional world. Also, given the recent global crisis, youth tend to prioritise finding jobs at home rather than volunteering abroad. This has led the Japanese Ministry of Education to provide incentives to school teachers, including subsidies and guaranteed employment to enable them to undertake long-term volunteerism. Given that English is often the language of communication in IVS placements, Japanese IVCOs also point out limitations in communication due to the relatively low English skills of Japanese youth.

In contrast, the Singapore government has been somewhat proactive in infusing the Singapore youth with “the spirit of volunteerism” through short-term programmes funded in part or in full by the Ministry of Education. However, some NGOs have expressed concern about the quality, impact, and sustainability of short-term volunteer projects. Consequently, some NGOs in Singapore aim to increase impact of IVS on local communities, and to establish clearer norms and standards of practice. The increased use of intermediary service providers (such as tourism agencies) to facilitate short-term volunteerism has also raised concerns about the quality of projects as well as their impact on host communities. For these reasons, the rise of volunteer tourism or ‘voluntourism’ in Singapore generally has a negative connotation. To address issues of quality, impact, and sustainability, some NGOs in Singapore have begun training start-up organisations involved in IVS. Others have focused on increasing the continuity of short-term volunteerism across multiple groups by arranging for one group to continue the work done by a previous group. The government of Singapore is actively sending not just short-term but also long-term volunteers. However, many of the host organisations interviewed did not seem to be aware of this fact.

In China, some governmental organisations are now actively engaged in piloting IVS projects with organisations such as the Britain-based Volunteer Service Overseas (VSO). The act of volunteering is relatively new in China, and many believe that the Beijing Olympics of 2008 had a significant impact in encouraging national volunteerism. In turn, increased contact and partnerships with IVCOs has led the Chinese government to consider developing a regulatory framework as well as a Chinese Volunteer Association on international cooperation and exchange. Still, the challenge among IVCOs operating in China is the lack of information and coordination among IVS sending organisations. Some IVCOs see the need to increase awareness of the value and meaning of IVS, and to conduct seminars for Chinese government officials to address this issue. Among the local host organisations, one of the key challenges faced is the relatively low capacity for volunteer management.

The trend toward voluntourism in India – in contrast to Singapore -- is perceived by some host organisations as an additional support to lighten the heavy logistical requirements, and cost, of bringing in short-term international volunteers. According to the IVCOs interviewed, the Indian government is very selective of the sectors in which they allow international volunteers to work, as there are concerns about the international volunteers actually taking the job of local nationals. A relatively new trend in IVS is that some Indian NGOs are starting to work with the corporate sector to develop strategies to target other members of the Indian Diaspora to bring them back to India as volunteers. Another upcoming development is the growing use of the Internet and technology in the volunteer sector, which is having a significant impact on the management of IVS activities, such as mapping volunteer opportunities using Global Positioning System (GPS) instruments.

The concept of volunteerism is not new in the Philippines, and many Filipino volunteers have been involved in IVS in other developing countries in Asia. The Philippine National Volunteer Service Coordinating Agency (PNVSCA), which represents the Philippines government, provides a centralised system for recruitment and dispatch of international volunteers. In addition, there are many network NGOs offering a platform for information exchange and lesson sharing, such as Philippine Association for Volunteer Efforts (PAVE), and Volunteer Organisations Information Coordination and Exchange, Inc. (VOICE). Like in the case of India, some Filipino NGOs are starting to target the second and third generation Filipinos living overseas as a source of volunteers into India in a more systematic way. An interesting feature of IVS in Philippines is the recent 'export' of an indigenous model of development based on the work of an NGO called Gawad Kalinga. Under this model, which began as a nation-building movement, development is fuelled by volunteers working together to bring about change and recognise the contributions of the poorest of the poor.

In Vietnam, the governmental organisation in charge of coordinating IVS is the People's Aid Coordinating Committee (PACCOM). As in China, there is a slowly growing trend of national volunteers getting involved in IVS. Also, just like in India and the Philippines, the Vietnamese Diaspora is being targeted by IVCOs as well as by the host organisations themselves as a source of volunteers to Vietnam. Vietnamese youth who serve abroad tended to have been more exposed to volunteering previously through national volunteering than other Vietnamese youth. Currently, the Vietnamese government is attempting to include volunteer activities in poor communities as part of the formal curriculum. As Vietnam prepares to join the ranks of other middle-income countries, donors are slowly phasing out. This places greater pressure on IVCOs to ensure the sustainability of IVS activities in the long run. In parallel, informal placements of international volunteers are often done by host organisations in Vietnam that hope to capitalise on their professional and personal networks.

#### *IV.1 Focus Group Discussion with Returned Volunteers*

Four focus group discussions were also held with a total of 32 returned volunteers in Singapore and Japan, as well as with national volunteers working with IVS sending organisations in Vietnam. The focus group discussions reveal different patterns of motivations and outcomes in each country. For instance, in Singapore, volunteers perceive that their hard skills, such as knowledge of planning and evaluation, are most helpful to their work with the host organisation and host community. In contrast, volunteers from Japan emphasise the importance of their soft skills, such as interpersonal skills. In addition, the motivation for volunteering tends to be largely induced by an early introduction to volunteerism as part of the formal education system in Japan and in Singapore. This was also noted by many of the host organisations interviewed. In each group, former international volunteers reported they gained the most personally from the cross-cultural experience.

#### *IV.2 Youth Development*

As part of the mandate of this research, youth development received particular attention during the in-depth interviews. The key findings are three-fold. The first is concerned with ensuring employment of returned volunteers, which also posed some challenges in recruiting volunteers -- especially for long-term assignments. As a result, new forms of arrangements for the international volunteers are being implemented with the support of some

governments. There are concrete efforts to support returned volunteers in some countries, to help secure jobs after long-term volunteerism either through subsidies or through using incentives such as employment guarantees. For example, in Japan, hiring practices give little credit to IVS experience in the formal labour market. Consequently, some IVCOs receive governmental support in terms of providing their long-term volunteers with employment guarantee schemes and wage subsidies. This has been especially prevalent for employees of the Ministry of Education. A second finding is a strategy to attract international volunteers from the Asian Diaspora by sending organisations, and sometimes directly by local host organisations.<sup>1</sup> This also takes the form of encouraging international students to volunteer in their home country, especially through short-term projects. This is discussed further as part of the emerging trends. A third finding is the importance of early exposure to domestic volunteerism by youth through the school system or local community volunteering, which leads to increased awareness about international volunteerism. (See Box 3 and Box 4)

### *IV.3 Climate Change*

Many bilateral donors have prioritised climate change related projects as part of the financial support to developing countries in Asia. This has led many IVS host organisations to raise concerns about their own lack of knowledge about climate change issues at the technical and managerial levels. Attracting volunteers in this sector is also a perceived challenge due to the high technical skills required, along with the perceived lack of availability of specialists who are willing to work as international volunteers. However, some Singapore IVCOs relate that there is an increasing proportion of eco-friendly projects across Asia. Some interviewees believe that volunteerism related to climate change needs to go through a paradigm shift, not just do what is necessary (the 'what'), but also understand the 'why'-- especially for short-term assignments. Others believe that lack of awareness of climate change is the most critical challenge.

For disaster relief in particular, there is a clear trend towards ensuring greater professionalism. For some Japanese IVCOs, this translates into preferring to engage professionals instead of volunteers. This practice is pursued to reduce risk and negative repercussions of low expertise among volunteers, and to enable the imposition of greater authority on paid professionals. For some Singapore IVCOs, this means requiring that the volunteers take a standardised training course that would help them prepare mentally and technically for the challenges of working in a post-disaster context.

## **V. *Emerging Perspectives and IVS Innovations in Asia***

Over the course of fieldwork, five additional themes emerged from the research. These include: 1) the growth of Asia-to-Asia volunteering, 2) new pathways to international volunteering, 3) quasi-governmental forms of IVS, 4) IVS as a principal form of corporate social responsibility in Asia, and 5) the growing influence of the Internet on IVS activities and on IVS sending and hosting organisations. Each of these themes surfaced in the online survey and several times across countries during the fieldwork research.

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<sup>1</sup> The Asian Diaspora is a cultural phenomenon that led to the dispersion of people outside their country of origin, due to factors such as hardship, prejudice, social struggles, or search for more prosperous lives.

### *V.1 Growth of Asia-to-Asia Volunteering*

As manifest in both the online survey responses and the country case studies, an important facet of IVS in Asia is a trend toward commitment to Asia-to-Asia placements. This seems to be important for both the supply and demand sides of the equation. On the supply side, former volunteers reported that volunteer placements in Asia are more convenient due to systems and processes that allow for greater ease securing visas and other travel documents, especially within ASEAN countries.<sup>2</sup> At the country level competition in the global market and trade regionalisation has pressed Asian countries to focus development aid more tightly on strategic ‘South-South Cooperation’ with countries in Asia and abroad. Moreover, IVS sending organisations have begun exporting models that work in their local context to other countries in Asia and other regions. (See Philippines case study).

On the demand side, volunteer-hosting organisations also mentioned that similar cultures and commonalities in food and living conditions shared cultures make placements easier to manage. Cultural practices, such as ‘saving face’ and ‘patronage’, often do not have to be explained to volunteers from other countries in Asia. Consequently staff need to spend less time orienting and training international volunteers from Asia. Many volunteer-hosting organisations who previously received international volunteers from Europe and the United States are now explicitly seeking to attract more volunteers from Asia. Interviews suggest that it is easier to ‘blend in’ and there are more immediate ‘connections’ between Asian volunteers and Asian host communities, often based on similar sets of values and practices. Related to this, programme officials believe that Asian volunteers serving in Asia may have better understanding of local issues than Western volunteers, although some also note that there may also be a gap between volunteers coming from more developed countries in Asia and developing country placements.

However, there is variation across the Asia region. In South and Southeast Asia, there is a tendency toward South-to-South volunteering within developing countries in Asia. This is a relatively new trend in international volunteering worldwide, which has been dominated historically by North-to-South volunteering, with Europe and North America dominating in sending volunteers abroad. Like development strategies generally, this trend may signal a new model of IVS emerging from Asia. Many interviewees from host organisations expressed a desire to engage in South-to-North volunteering. They also wish to have more *mutually engaging* relations with IVCOs in developing countries. International volunteering in this direction is minimal in Asia—as it is in many other regions of the globe. (See Vietnam case study)

### *V.2 New Pathways to International Volunteering in Asia*

The research findings point out four new pathways to international volunteering in Asia, namely: a) targeting the Asian Diaspora; b) increased awareness about volunteerism; c) growing relevancy of national volunteers in short-term IVS activities; and d) increased reliance on national volunteers.

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<sup>2</sup> ASEAN countries include: Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam.



- a) *Targeting the Asian Diaspora.* An interesting pathway to volunteering mentioned explicitly in India and the Philippines is through the Asian Diaspora. For example, IVS organisations target the first, second, and third generation of Indians or Filipinos (who migrated to other, usually Western, countries), to return and participate in IVS activities in India or the Philippines. This has also been prevalent within corporate volunteers for short-term assignments in India, and is also beginning to emerge in Vietnam. (see Box 14 and Box 16)
- b) *Increased awareness about volunteerism.* There were many references made to the link between national volunteering and international volunteering across Asian countries. Although this is more common worldwide, this was manifest in a number of unique ways in Asia. For example, many interviewees reported they began volunteering at home first, and then took up an opportunity to volunteer abroad. This was manifest after the Asian Tsunami in Japan; after the 1997 financial crisis created high youth unemployment in Korea; and following the 2008 Olympic Games in China, which brought out scores of domestic volunteers. (See Singapore and Japan case studies). The greater awareness of volunteerism also comes from formal introduction as part of the educational system, as noted in Singapore, for example.
- c) *Growing relevancy of national volunteers in short-term IVS activities.* National volunteers often report teaming up with international volunteers to complete short-term projects in their country, as highlighted by focus group discussion with the Vietnamese national volunteers. Local and national volunteering is also relevant to international volunteer management. For example, this is particularly relevant to short-term visits by medical experts, where the preparatory work in the field is done by national volunteers, and the coordination and logistical arrangements are facilitated by national volunteers. Since this trend has not been observed frequently in other regions of the world, it warrants further investigation. (See Table 3)
- d) *Increased reliance on national volunteers.* Due to the sometimes overwhelming presence of international volunteers into some countries in Asia, there have been concerns over potential jobs lost to international volunteers. As a result, host organisations raised questions about how to recruit more national volunteers—as a preferred strategy. For example, according to many IVCOs based in India, the governments made it explicit that they do not wish to prioritise international volunteering, partly due to fears that IVS would take away jobs from capable and willing nationals. (See India case study)

### V.3 Quasi-governmental Forms of IVS

Given that nearly one in ten survey respondents identify their organisation as ‘quasi-governmental’, IVS in Asia may be more closely linked to the state through public-private partnerships and quasi-governmental relationships than in other parts of the world. This is another expression of the link between the national and international connection that seems to be important in Asia. This suggests that developing private and non-governmental IVS programmes in Asia likely will continue to involve national, regional, or international governance organisations (such as ASEAN and United Nations) at some level. (See Annexe D)

#### *V.4 IVS as a Principal Form of Corporate Social Responsibility*

Another trend that seems to be growing in Asia over the past ten years—particularly in India—is the practice of IVS as a principal form of corporate social responsibility (CSR). This is often manifesting through short-term corporate volunteering within the Asia region. While the intent of these programmes is good, there is little research to demonstrate efficacy, especially for host communities. For example, among the various forms of CRS receiving more attention in the Philippines are ‘beyond CSR’ and ‘radical CSR’. (See Box 13 and Box 19)

#### *V.5 Growing Influence of the Internet on International Volunteers and IVCOs*

The use of information technology (IT) during international volunteering is a persistent theme. It is expressed in a number of ways. First, volunteers from Asia often specialise in information technology and export these skills and expertise to other nations through international volunteering placements, whether short-term corporate volunteering or longer-term placements in the non-profit sector. Second, volunteers tend to engage in a number of tasks considered ‘e-volunteering’, ‘virtual-volunteering’, or ‘online-volunteering’. Third, information technology is commonly used by volunteers to stay in touch with friends and family, and to share experiences through texting or blogging. Fourth, IVS programmes in Asia often use the web, emails or even SMS blasts to recruit domestic or international volunteers or to centralise databases and platforms to match volunteers’ skills with the needs of host communities. (See China case study)

#### *V.6 Challenges*

For programmes operating in Asia, four challenges emerge from analysis of the survey and case study. First, they lack funding to operate their programmes. Based on the interviewees, financial constraints seem to be especially relevant to monitoring and evaluating the impact of volunteer activities, and to introduce innovative technologies necessary to tackle the impact of interventions in areas such as climate change.

Second, is the lack of coordination and communication between sending and hosting organisations, and the related issue of mismatched expectations. This results in problems such as delays in dispatching volunteers and a poor understanding of the local conditions under which the international volunteers work.

Third, IVCOs face challenges in placing volunteers in under-resourced communities (e.g., lack of infrastructure, low local organisations and host government capacity). Additional attention to studies assessing impact may be important to leverage public and private support for IVS in the region.

Fourth, is the challenge raised by most of the host organisations interviews (as well as some IVCOs) on effective methods and tools to evaluate the impact of volunteer activities on the host communities. In particular, host organisations noted that they usually follow the IVCOs evaluation forms but they wish to increase their capacity to do their own evaluations. (See Table 5)

## *V.7 Limitations of the Research*

The research has several limitations in terms of scope and potential methodological weakness. First, the small non-randomised samples and lack of control or comparison groups likely led to selection bias and do not permit generalisation to the whole of Asia. There is, for example, a likely higher response from development-focused and FORUM-related IVS sending organisations than other types of IVS sending and hosting organisations. Second, the geographical coverage of case studies does not permit conclusions on IVS in Asia as a whole. Third, key stakeholder groups were not included in the research, such as current international volunteers, direct beneficiaries, rural-based IVS host organisations, and government officials in charge of regulation and implementation of policies. Moreover, the limited scope of the research did not allow for interviews with many returned volunteers from an array of countries.

## **VI. Directions for Further Research**

Understanding the emerging trends, innovations, and challenges of volunteerism in Asia would benefit from additional research in these areas. First, future studies should include primary and secondary data collection in all countries within Asia (including urban and rural settings) and across all stakeholders (including representatives of sending and hosting organisations, current and returned international volunteers, direct beneficiaries of IVS activities, and government officials in charge of regulation and implementation of policies). Similarly, research should expand the literature review to include more research and evaluation from Asian countries, including reports and studies in other languages.

Second, future research should include data collection with larger and more representative samples, including qualitative (e.g., interviews and focus groups), and quantitative (e.g., surveys and geographical mapping) methods. Understanding reasons for the trends identified in this report requires a complete inventory of IVS sending and hosting organisations across the Asia region using representative samples.

Third, future research should also address the outcomes and impacts of different types of IVS on host communities, sending organisations, and international volunteers across the Asia region. This will require investing in quasi-experimental and experimental research that can sort out effects of IVS from other trends and influences. Such studies can scientifically examine the influence of different types and forms of IVS. More rigorous research can also inform patterns that emerge in this study, including volunteer pathways to international volunteering (e.g., through domestic volunteering and diasporas), and the dominance of Asia-to-Asia and South-to-South volunteering.

Fourth, a few interviewees raised concerns over corrupt practices (on the part of any of the stakeholders involved). This may be an area worth investigating in greater depth. For example, researchers can examine the impact of volunteers or volunteer management receiving payments or 'gifts' from host organisations in exchange for specific work or favours. Research can explore situations when volunteers are requested to make some form of payment to host communities in order to accomplish their mandated work or to receive services that should be provided free (e.g. security). Whether volunteer-sending organisations also face these issues is an unexplored area. While these are open questions

for the moment, their answers are highly relevant to understanding the impact of IVS on development outcomes.

## **IVCO 2010**

### *Innovation and Challenges in International Volunteerism & Development — an Asian Perspective*

#### **FORUM Research Paper**

### **“Emerging Perspectives on International Volunteerism in Asia”**

## **I - Introduction**

This research takes stock of the body of knowledge on international volunteerism in Asia. It also provides recent evidence in selected countries based on an online survey of 80 volunteer-sending organisations to Asian countries. The scope of the literature review and online survey spanned 20 Asian countries, based on criteria provided by the sponsoring organisation: seven countries in South Asia: Bangladesh, Bhutan, India, the Maldives, Nepal, Pakistan and Sri Lanka, ten countries in Southeast Asia: Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Timor-Leste, Vietnam and three countries in East Asia: China, South Korea and Japan.

In addition, through extensive fieldwork in China, India, Japan, the Philippines, Singapore, and Vietnam, this research synthesises recent developments in the field of international volunteerism in these six countries. Nearly 60 face-to-face interviews were conducted in 47 organisations. These include volunteer-sending organisations, volunteer-hosting organisations, private organisations, and service network or support organisations involved in international volunteerism in Asia.

Each case study looks at the themes of youth development, climate change and South-South and Asia-to-Asia cooperation and presents the emerging challenges, such as constraints on volunteer recruitment, evaluation of impact of volunteer work and the implications of the increased use of information technology in the international volunteer sector. Finally, focus group discussions were also held with a total of 32 returned volunteers in Singapore and Japan, as well as with national volunteers working with IVS sending organisations in Vietnam.

The report contains six sections and is organised as follows. The first section is an introduction to the research. It clarifies the key definitions and concepts used in the context of the literature and our observations in the field. It lays out the research questions and discusses the qualitative and quantitative methodologies used. Finally, it discusses the scope and limitations of the research. The second section is based on a thorough review of the international literature, with a focus on identifying what is known and what is not known about international volunteerism in Asia. It identifies key indicators to understand trends and patterns of international volunteerism and clarifies the linkages between the literature and the design of the online survey questions.

The next three sections synthesise the results of the primary data collection. The third section presents the key findings from the online survey and synthesises both the qualitative

and quantitative data gathered from 80 organisations throughout Asia. The fourth section complements the previous sections by summarising the insights from the in-depth interviews and focus-group discussion in six country case studies. The fifth section discusses emerging perspectives on IVS in Asia, based on crosscutting issues from the country case studies, the online survey, and the literature review. In particular, it discusses the growth of Asia-to-Asia volunteering, new pathways to international volunteering, quasi-governmental forms of IVS, IVS as a form of corporate social responsibility, and the growing influence of the Internet on IVS activities and on IVS sending and hosting organisations. In conclusion, the last section presents potential directions for further research, as this research project may be part of a longer-term project in Asia, which would look at broader issues of aid effectiveness and aid governance, and the role of international volunteerism in Asia.

## **Definitions and Terminology**

In this report, we define International Voluntary Services (IVS) as an organised period of engagement and contribution to society by volunteers who work across an international border, in another country or countries.<sup>3</sup> Public or private organisations may sponsor IVS. IVS is recognised and valued by society, and volunteers receive little or no monetary compensation (Cnaan et al., 1996; Sherraden, 2001). This definition excludes volunteering within national boundaries, as well as mutual aid and military service.

Within IVS, there are several types of volunteerism that may need further clarification. First, the growing sector of volunteer-tourism (or ‘voluntourism’) refers to travellers who volunteer in an organised way in environmental and other projects (Wearing, 2001; Lyons & Wearing, 2008; Raymond & Hall, 2008; TRAM, 2008). Approximately 3.5 percent of overseas travellers go abroad to volunteer, and the total value of this volunteering is estimated between USD 1.7 and USD 2.6 billion (TRAM, 2008).

Second, ‘gap year’ volunteering is defined by Andrew Jones (2004) as “any period of time between 3 and 24 months which an individual takes ‘out’ of formal education, training or the workplace, and where the time out sits in the context of a longer career trajectory” (p.8). Gap year programming may be less common in Asia than in Europe.

Third, international service learning is another type of volunteering often included under the IVS banner. Service learning refers to a pedagogy in which service is an integral part of learning and uses a reflective process to link academic and experiential learning (McCarthy, 2009). Typically, students earn academic credit. In Asia, the Service-Learning Asian Network (SLAN), an international service learning exchange among Christian and secular educational institutions, aims to “promote increased cross-cultural and regional awareness” and create pathways for future regional cooperation by engaging undergraduate students in international service learning exchanges (McCarthy et al., 2006,p.2).

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<sup>3</sup> However, definitions vary depending on local traditions and national policies, and definitions continue to be a topic of national and international debate (Nakano, 2010; Taylor, 2004; Rootes, 2002). Moreover, sometimes international and domestic volunteering overlap; for example UNVs assignments sometimes include developing domestic volunteer programs (Hutter, 2008).

As IVS has expanded, it has also become more complex organisationally (Sherraden et al., 2006). Over the last forty years, four organisational structures have emerged to support the implementation of IVS. *IVS sending organisations* recruit and arrange for volunteers to serve abroad. *IVS host organisations* receive volunteers in the host country and make arrangements in country. Sometimes sending and hosting functions are undertaken by one organisation that has offices or subsidiaries in host countries. *IVS service networks* provide leadership and help coordinate the work of IVS sending and hosting organisations by providing training, centralised information, linkages to volunteer opportunities, and monitoring and evaluation. Finally, *IVS support organisations* bring groups of IVS organisations together to plan, fund, research, and advocate for IVS. They are not engaged directly in the work of sending and hosting organisations. The International FORUM on Development Service is an example of an IVS support organisation. This report will focus on the work of IVS sending and IVS hosting organisations, with additional insights from returned volunteers as well as selected network and support organisations.

## Research Questions

The aim of this research is two-fold: First, it is a mapping exercise on the current trends and challenges of international volunteerism in Asia through insights gained from in-depth interviews, focus-group discussions and an online survey. Second, it provides evidence for informed discussion on the way forward for international volunteerism in Asia. Our original research question was whether there is a distinct or unique 'Asian' approach to IVS. But just as Asian countries differ tremendously in terms of cultural, historical, economic, and political backgrounds, it was not surprising that we found not just one but many unique approaches within Asia. The literature review (in the narrative and Annexe A) examines forms and scope of IVS in Asia, specifically the antecedents and forces that shape IVS in Asia, the capacity and characteristics of IVS sending programmes, as well as programme goals, activities, and coverage. The interviews and focus-group discussions aim to uncover the challenges and innovations from the perspective of volunteer-sending agencies, and to complement it with the perspective of local host agencies.

Within the research mandate (Annexe O), a few themes were initially identified for discussion in the six country case studies, namely youth development, short-term volunteerism, climate change, and South-South and Asia-to-Asia cooperation. However, over the course of fieldwork, additional themes emerged from the research. In sum, the key themes developed in this report are as follows:

*Youth development* pertains to programmes aimed at helping youth deal successfully with the challenges of adolescence and adulthood, and foster youth leadership through structured volunteer activities and experiences that enhance their social, emotional, ethical, physical, and cognitive competencies to become good global citizens. The research covers youth programmes in developed and developing countries as part of one-way or two-way programmes.

*Climate change* has growing implications on developmental issues such as energy consumption, food and water security, and protection of habitat. The research reveals the innovative approaches and the many challenges faced by volunteer-sending as well as

volunteer-hosting organisations when responding to climate change, environmental protection, and natural disasters that occurred in the recent past in Asia.

Other themes addressed in this research paper are: *Growth of Asia-to-Asia volunteering* which is a relatively new trend in international volunteerism that many volunteer-sending organisations are beginning to explore. A growing number of host organisations wish to engage in reciprocal activities by sending national volunteers to work in developed and developing countries in Asia.

Among the emerging trends of IVS in Asia are *New pathways to international volunteering* including: targeting the Asian Diaspora; increased awareness about volunteerism; the growing relevancy of national volunteers in short-term IVS activities; and the increased reliance on National Volunteers.

Other themes emerging from the research are: *Quasi-Governmental Forms of IVS, IVS as a form of corporate social responsibility; the growing influence of the internet on international volunteers and IVCOs*. These have been raised by many interviewees as one of the most important recent developments that can be both positive and negative from the perspective of volunteer recruitment, volunteer experiences abroad, and sharing of information on IVS;

Finally, the research also discusses the main challenges raised by the survey respondents and the interviewees. These are: tackling financial constraints; the lack of coordination and communication between the sending and hosting organisations; the challenges faced by IVCOs when placing volunteers in under-resourced communities; and from a host organisations point of view, implementing effective methods and tools to evaluate the impact of volunteer activities on the host communities. The research takes stock of the current practices and points to some of the solutions employed by various organisations.

## **Research Methodology**

A mix of four complementary methodologies was used to investigate the research questions. These include a literature review, an online survey, six country case studies, and focus group interviews.

### *Literature review*

Researchers examined existing published research and reports on IVS worldwide and in Asia to identify key characteristics and influences on international volunteering in Asia, and features that help to shape approaches, forms, and types of IVS. The literature review was limited to readily available research published in English. Overall, there is little academic publishing on international volunteers, although the literature review includes pertinent information from studies of volunteering in some countries, such as Japan, Korea, China, Philippines, Singapore, and Malaysia.



## *Online Survey*

In order to understand the nature of volunteer-sending organisations in Asia, we developed a survey based on our survey of the literature regarding forms, functions, and outcomes of IVS programmes in Asia and worldwide. The online survey was designed originally with input from various researchers. Next, it was edited according to comments compiled from a pretest with the Singapore International Foundation (SIF) staff, as well as pre-testing with FORUM on International Volunteering research group members.

As part of the sampling methodology for the online survey, we conducted a thorough internet search to identify the principal IVS sending organisations that have offices inside or outside Asia and send volunteers to the 20 Asian countries selected by the sponsors of this research. The compilation of email addresses by FORUM (75) and non-FORUM (171) was done through an internet search and with help from the FORUM research group. Out of a total of 246 individuals contacted, we received 80 responses, of which 43 were FORUM members (57% response rate) and 25 non-FORUM (less than 15% response rate). The predominance of respondents coming from FORUM members may be due to the excellent institutional support provided by FORUM. Other non-FORUM respondents were mostly from organisations that had been interviewed as part of the country case studies. The online survey has been reproduced in Annexe B and the list of respondents of the online survey is shown in Annexe C , only including those who wished to be publically acknowledged.

## *Country Case Studies*

We supplemented the literature review and online survey with case studies in six countries, including four primarily IVS host countries (China, India, Philippines, and Vietnam) and two primarily IVS sending countries (Singapore and Japan), as identified by the sponsors of this research. Case studies are used because little is known about an Asian perspective on IVS. In-depth interviews and focus-group discussions provided an excellent opportunity to engage directly with managers and coordinators of volunteers in both sending and host organisations to uncover goals, methods, innovations, challenges, and outcomes that might be specific to these Asian countries or common to all of them. Direct observations of these organisations' day-to-day activities and collection of locally produced documentation was also invaluable to this research.

When sampling for the country case studies, researchers aimed for interviews with two to three FORUM member organisations, two to three non-member volunteer-sending organisations, and two local host organisations for each country. Interview questions were not released in advance unless requested by the interviewees. The sampling of interviewees extended beyond volunteer-sending organisations that are members of FORUM to gain insights from multiple perspectives, to reflect different scales of programmes, and to understand further the other forms of volunteering that the FORUM members may not be involved in. An example of one of these activities is reciprocity, where host organisations become sending organisations; another example is organisations that focus on short-term programmes and have goals, such as fostering cross-cultural understanding, that are not primarily development-focused.

### *Face-to-Face Interviews*

The field interviews took place from January 18 to July 20, 2010. Altogether a total of 59 individuals participated in the formal face-to-face in-depth interviews (China: 11, India: 11, Japan: 11, The Philippines: 8, Singapore: 9 and Vietnam: 10). Information on the interviewees is included in Annexe E. These participants represent 47 organisations of which 25 volunteer-sending organisations are based in host countries, 9 are local host organisations, 8 are organisations involved in some form of reciprocity (i.e. mixed sending and hosting organisations), 5 are other organisations acting either as network or support organisations, and one is a private company involved in CSR. Summary backgrounds on each of these organisations are presented by country in Annexe F to Annexe K.

All of the interviews were conducted face-to-face with the researchers. In China and Japan some translation was required by research assistants during the interviews. For confidentiality reasons, some interviewees preferred not to be recorded, or preferred to have segments of the interview 'off-the-record'. Consequently, the quotes in this report are identified by type of organisation and location only, as these are the two most important factors used to contextualise the quotes.

### *Focus Group Discussions with Returned Volunteers*

In addition to the field interviews, 32 individuals participated in Focus-Group Discussions (FGDs), of which two in Singapore, one in Vietnam and one in Japan. The FGDS were undertaken with returned international volunteers, except in the case of Vietnam, where participants were national volunteers working closely with international volunteers. Each FGD lasted around two hours and were conducted thanks to the extraordinary support offered by the SIF and JICA, who coordinated the events and offer suitable venues for the discussions. Both agencies helped to contact potential volunteers and greatly facilitated the process. Since the sampling was not random, results cannot be generalised across IVS programmes in Asia. In other countries, FGDs could not be organised in parallel with the in-depth interviews, except in the case of Vietnam, where a FGD was possible due to the researcher's professional network in Hanoi. Detailed information about the participants in the FGDs is included in Annexe K and the list of questions appears in Annexe N.

### **Limitations of the Research**

The research has several limitations in terms of scope and potential methodological weakness. First, the geographical coverage is limited. The small number of countries covered by the case studies do not permit generalisation to the whole of Asia. Due to limited time, only a small selection of organisations could participate in the online survey, which covered 20 Asian countries only, leaving out other Asian countries such as Afghanistan, Brunei, and Mongolia.

Second, the types of stakeholders interviewed are relatively narrow. This research did not include interviews with organisations based in rural settings, or with local direct beneficiaries, or with government officials in charge of regulation and implementation of policies related to

international volunteerism in Asia. The limited scope of the research did not allow for interviews with many returned volunteers from countries other than Singapore and Japan.

Third, for the interviews, the online respondents to the survey, and the focus group discussions, it was not possible for the researchers to apply a random selection of the participants, which may lead to some selection bias—including a likely higher response from development-focused and FORUM-related sending organisations. Low response rate from survey respondents may have also biased results from the final sample. The sampling methodology, combined with self-selection and low response rates do not allow us to generalise that these results represent international volunteer programmes in Asia overall. In fact, many organisations representing a significant portion of the volunteer-sending organisations may be absent from this analysis.

## II. International Volunteer Service Worldwide

International volunteer service (IVS) has been growing steadily in scope, size, and stature (Davis Smith, Ellis, & Brewis, 2005; Lough, 2010; McBride, Benítez, & Sherraden, 2003). Although precise figures are unknown, increasing numbers of people of all ages are travelling to other countries to perform volunteer service. They serve in many different capacities and for varying periods. Some travel abroad with religious groups to build homes for the poor. Others join work camps in other countries for a few weeks, building trails in nature reserves or restoring historic structures. Some professionals spend one to two years sharing their knowledge, skills, and expertise in less-developed countries. Others work on disaster response teams in regions recovering from natural or human-made disasters. Some go overseas in education-oriented service learning programmes, or take a year out from their studies.

Although research lagged behind practice for many years, currently IVS is receiving greater scholarly attention.<sup>4</sup> The preponderance of research, however, focuses on the West, while the Asia region has received less attention. Therefore, this review of theory and evidence on IVS worldwide focuses on developing a theoretical framework for investigation of IVS in the Asia region, and presenting the evidence so far available on Asia-based IVS. It is limited to theory and evidence available in English.

### IVS Antecedents and Context

International volunteer service emerged in many nations as an institution in the twentieth century. IVS antecedents included indigenous and local traditions of mutual aid and volunteering, religious traditions and missionary work, international post-war reconstruction, and peace-building efforts. Other contextual factors, such as colonisation in many nations, natural and human-made disasters, globalisation, developments in national volunteering, and economic and political realities continue to shape and influence IVS programmes.

Indigenous and local traditions of mutual aid and volunteering in Asia help shape modern volunteering, including international volunteering. In China, *guanxi* reciprocity and the *baojia* system of village protection underlie voluntarism, although the state plays a key role in mobilising (and requiring) volunteer activities (Co, 2004; Palmer, 2010). For example, the altruism of revolutionary soldier Lei Feng is celebrated and embodied in Party-related institutions, such as Youth League and Street Committees that perform volunteer work (Palmer, 2010; Han, 2009; Guiheux & Kuah-Pearce, 2010).

Despite the decline of collective values and rise of individualism in China, Gilles Guiheux and Khun Eng Kuah-Pearce write that there is also “persistence of traditional values and ethics, the growing individual contributions to charity work, and the rise of a broad sense of shared community” (2010, p.3). Nonetheless, there organised structures for institutionalising

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<sup>4</sup> More data are forthcoming. Researchers at John Hopkins University, in partnership with UNV, are working with national statistical agencies across the globe to implement the *NPI Handbook*, which will compile data on volunteering. At present, 26 countries have agreed to implement the handbook—including Japan and Korea in Asia (UNV, 2007).

volunteering remain undeveloped, (Han, 2009), which may also impede development of IVS sending organisations.

For example, in Japan, volunteering has its origins in village-level mutual help organisations that build on altruism, but also on principles of mandatory membership and duty (Nakano, 2010). According to Lynne Nakano (2010), however, modern volunteering has taken on larger aims: “. . . the voluntary sector is heralded as a forum for expressing alternative values, challenging corporatism, bureaucratisation, and materialism of mainstream society” (p.4). In Korea, volunteering is considered a core value of patriotism and mutual aid (Co, 2004), which has supported calls for international volunteering in contemporary context. In Indonesia, volunteering is inspired by a custom of *gotong royong* (mutual assistance), and in South Sulawesi, *arisan tenaga* refers to other forms of mutual assistance across the social classes (Agarhem, 2004).

Second, IVS also has roots in religion, a factor linked to mutual assistance. In the West, Christian missionaries fanned out across the globe proselytising and bringing their ideas about education, nutrition, and health to people on all continents (Rosenstock-Huessy, 1978; Manitsas, 2000; Purvis, 1993). Currently, religious groups often refer to their work as ‘faith-based’ service, emphasising service as an expression of religious beliefs, and distinguishing it from earlier proselytising forms (McBride & Daftary, 2004). Faith-based IVS is experiencing a resurgence and as a potential bridge across class, race, and nationality (Berger, 2003).

In the Asia region, religions, including Confucianism, Buddhism, Hinduism, Islam, and others shape mutual aid traditions and influence volunteer service (Hasan, 2001). The influence of religion plays out differently in East and West. According to Justin Davis Smith (1995): “Those countries with a Judeo-Christian tradition would appear to be most associated with the development of voluntary associations and formal philanthropic voluntary activity, whilst those with a Buddhist and Islamic tradition are more associated with informal forms of voluntary action” (p.5). Edna Estifania Co (2004) explains the nature of traditional helping in Asian countries: “Goodwill giving or sharing of oneself, especially with those in need are discernible in the service and acts of voluntarism among the Koreans, Chinese, Filipinos, and Thais (p.132S). She suggests, also, that in Philippines, Christian and indigenous Filipino beliefs combine to form a foundation for volunteering (Co, 2004).

The increase in faith-based volunteering in Malaysia is the result of two trends, according to Julia Huang (2010): “old popular local temples took on global and cosmopolitan projects, and new transnational religious philanthropic organisations entered the public sphere of the local Chinese” (p.10). The latter in particular appear to be involved in international volunteering. For example, the Buddhist Lodge is a network of lay Buddhist associations in the Malay Peninsula, which has been providing medical care and financial support since 1990. Similarly, beginning in 1992, the Buddhist Tzu Chi from Taiwan set up 17 offices to provide disaster relief, medical care, and other support in Malaysia (Huang, 2010). Although a recent phenomenon, the movement has grown rapidly, drawn support from “the reservoir of local Buddhist social capital”, and is based on the idea of “socially engaged Buddhism” in several countries (Huang, 2010, p.19-20; Co, 2004). The larger Taiwanese Buddhist movement in Southeast Asia, including Tzu Chi, claims six million members in over 100 countries (Huang, 2010).

Third, the rise of civil society in the twentieth century also generated an alternative to the predominant top-down development model (Clark 2003; Hasan, 2001; Kaldor 2003; Devereaux, 2008). IVS may simultaneously develop along with domestic civil society and civic engagement. Although some civil society organisations have roots in faith traditions, over time they may have become secular. For example, the origins of international volunteering in France lie in Catholic humanitarianism and secular post-revolutionary thought (Guiheux & Kuah-Pearce, 2010). French physicians founded *Medecins Sans Frontieres* (MSF) – currently working throughout Asia and financially the largest French NGO – because they were disillusioned with the failures of Western nations and International Committee of the Red Cross to respond to victims of the Biafran war (Guiheux & Kuah-Pearce, 2010, p.2). The role of volunteers must be understood in the context of changing institutions, in particular the rise of NGOs and civic engagement in China-based NGOs (Hasan, 2001; Guiheux & Kuah-Pearce, 2010; Farid, 2010).

Fourth, the trend toward globalisation has contributed to growth of IVS. Low-cost and convenient travel overseas, growth of international corporate volunteering, increased international activity, migration, an increasingly globalised media, development of multicultural identities, more international study abroad programmes, and more flexible working and learning patterns make international volunteering more accessible and feasible (Randel, German, Cordiero, & Baker, 2005). For example, Singapore's National Youth Policy and National Youth Council include an international service-learning programme, the Youth Expedition Project, that aims to generate "world-ready youth" (Hutter, 2008, p.50). Early international peace and post-war reconstruction efforts helped shape another global phenomenon, international institutions of cooperation, which have sponsored and advocated for IVS, including the United Nations through its UN Volunteers (UNV) programmes, which now has operations in Asia and most other regions around the globe (Rosenstock-Huessy, 1978; Krishna & Khondker, 2004; UN 2005; Sherraden, 2007). Another way in which increased globalisation has contributed to IVS is through virtual volunteering (Wintle, 2008). Along with the rise of a global Internet, web-based IVS has flourished. For example, UNV has 9,427 online volunteers, including 5,855 from developing countries, and 3,572 from other countries, including 16% of total online IVS assignments in the South/East Asia and Pacific region (UNV, 2009a). Together, the rise of civil society and globalisation has led to emergence of what has been called "global civil society" (Clark 2003; Kaldor 2003). Increasingly, international volunteering focuses on the idea of citizen action, 'smart' power, or citizen diplomacy, including advocacy, grassroots development, and people-to-people efforts (Reiffel & Zalud, 2006; Caprara, et al., 2009; Krennrich, 2008). In Asia, this process is exemplified by the Singapore International Foundation, which receives a large portion of its budget from the state, was founded in part for international diplomacy reasons (Krishna & Khondker, 2004).

Fifth, related to globalisation is coverage and response to natural and human-made disasters. The tsunami in Asia, earthquake in Kobe, floods in Pakistan, and Hurricanes Katrina, Wilma, and Rita, may accelerate adoption of international volunteering by citizens and IVS policies in nations around the world (MacNeille, 2006). For example, the Japanese government has promoted volunteering since the 1970s, but after the 1995 Hanshin-Awaji earthquake in Kobe, volunteering (*borantia*, in Japanese) became much more widely adopted. Researchers estimate that 1.5 million people volunteered and demanded state action in response (Hasan, 2001; Murakami, 2005, cited in McCarthy et al., 2006; Nakano,

2010). As a result, international volunteering is now more common and celebrated. Japanese students, whose lives are fairly narrowly focused on education, gain insights into themselves and Japan's relationship with other Asian countries as a result of service learning placements overseas (McCarthy, et al., 2006). Christian and Buddhist volunteer organisations were active in the response to the 2008 Sichuan earthquake in China (Landreth, 2010).

Sixth, with competition in the global market, it has become increasingly important for Asian countries to focus aid more tightly on 'South-South cooperation' with strategic countries. This is one reason why programmes such as Korea International Cooperation Agency (KOICA) and Japan International Cooperation Agency (JICA), as well as Thailand's International Development Cooperation Agency (TICA) and China's Young Volunteers Serving Africa Programme, have all focused sending volunteers to other countries in Asia, as well as to strategic countries in Africa (Davies, 2008; MediaGlobal, 2008; Sunaga, 2004). UNV also focuses on within region volunteering (UNV, 2009a). Sending international volunteers has become a significant trend in the Asian aid and development community—as can be witnessed in many of the responses from sending programmes later in this research paper.

Finally, the nature of IVS in a particular country is shaped by economic and political context. Higher levels of economic development and growth of a middle class may offer greater opportunities for populations to undertake unpaid work (Co, 2004), although this may be closely associated with organised forms in countries with more developed civil society. In the cases of Singapore and Malaysia, which have experienced fast growth, volunteer placements abroad have expanded rapidly (Co, 2004). This report describes several examples from Singapore.

The political context, especially the nature of the state, shapes IVS (Co, 2004; Hutter, 2008). For example, while IVS emerged in Western nations partially in response to war reconstruction and peacemaking (Rosenstock-Huessy, 1978), IVS in Asia emerged in some countries, such as Vietnam and Philippines, in part as a movement against colonisation (Co, 2004). For example, in Vietnam, volunteers, who originally organised against outside aggressors, have in recent years have been harnessed by government and outside organisations, such as the Red Cross, for rebuilding the country's infrastructure and other development activities (Co, 2004). Since colonisation, states enabled volunteering and sometimes compelled it, although non-state organisations have increasingly taken on mobilising roles (Co, 2004). For example, in Indonesia, volunteering by formal organisations, including professional groups and corporations, has become more widespread (Asian Development Bank, 2002). Across Asia, since independence, volunteer action shifted – along with the demographic profile of volunteers – in many Asian countries from defense to community development (2004). As Edna Esifania Co writes:

History of colonisation, a culture of obeisance and responsibility based on hierarchy, and a tradition of moral obligations based on philosophy and religion are among the factors that shaped civic duty, alongside the state playing a strong role that provides impetus to service (Co, 2004, p. 127S).

Peace and political stability are important for development of volunteer organisations (Co, 2004). Hutter (2008) finds that in some countries with strong states and relatively weak civil

societies (e.g., China, Lao PDR and Vietnam), Communist Party youth organisations often run large-scale and successful youth service projects, but they focus on politically safe issues, are hierarchical, and provide limited opportunity for leadership among youth. In contrast, in democratising countries with strong civil society organisations (e.g., Philippines and Thailand), there are many opportunities for youth civic engagement in public and non-governmental organisation (NGO) sectors, although initiatives may lack resources (Hutter, 2008). Employment issues, especially unemployment, may also shape national and international service. For example, in the Philippines, the Youth in Nation Building Act of 1995 supports volunteering, including international volunteering, and supports these developments with volunteer recognition and incentives, visa waivers for foreign volunteers, and promoting research on best practices (Hutter, 2008). Overall, however, Co observes that the dominance of the state in shaping volunteering has diminished vis-à-vis the non-profit sector (Co, 2004; Hason, 2001).

These seven factors may influence international volunteer service in Asia, but they operate differently in every country (Agarhem, 2004). For example, the Philippines have the most diversity in types of volunteer programmes because of its unique political history (Co, 2004). Moreover, these factors do not operate in isolation. They interact to shape sending and hosting programmes, and the types of volunteer experiences and effects of service on host communities.

## **Prevalence of IVS**

Comprehensive data on the prevalence of IVS do not exist (UNV, 2007), and estimates of IVS exist for only a few countries. One study of civic service found 103 IVS programmes worldwide, including 12 in East Asia/Pacific region, and 2 in South Asia, that send volunteers one-way from one country to another; and 21 programme, none in Asia, that send volunteers to two or more countries (McBride, et al., 2003). Another global study surveyed over 300 'volunteer tourism' organisations, accounting for a total of 8,500 international volunteers (TRAM, 2008).

The 2009 UNV Annual Report shows 7,716 volunteers serving worldwide (UNV, 2009b). Of these, 17% (1,292) serve in the Asia/Pacific region. By regions within Asia, in Western Asia 89 volunteers came from other regions, the region sent 61 volunteers to other regions, and had a total of 164 volunteers from the region who served within the region. In South Central Asia, 398 volunteers came from other regions, the region sent 470 volunteers to other regions, and had a total of 363 volunteers from the region who served within the region. In Eastern Asia, 14 volunteers came from other regions, the region sent 107 volunteers to other regions, and had a total of 14 volunteers from the region who served within the region. In Southeast Asia, 398 volunteers came from other regions, the region sent 329 volunteers to other regions, and had a total of 215 volunteers from the region who served within the region (UNV, 2009).

VSO, a large international NGO based in the UK, Philippines and Kenya, whose purpose is to promote volunteering to fight global poverty and disadvantage through international volunteers (2008). In total, VSO had 1,714 new volunteer placements in 2007/8 (12% increase over 2006/7, including 886 volunteers who served for 7 months or longer and 341



short-term volunteers who served for 6 months or less. Approximately, 500 volunteers served at any point during the year. Of the total number of volunteers, VSO Bahaginan, based in Philippines recruited about 11%. In VSO Bahaginan, 123 volunteers deployed (April 2008-March 2009), and were sent to 26 developing countries, including 49 to Asia (VSO Bahaginan, 2009).

There is little data available on international volunteering by country in Asia. In Japan, the National Survey on Time Use and Leisure Activities estimates that approximately 1.7% of all volunteers in Japan, or 500,000 individuals, reported engaging in “activities related to international cooperation” (Statistics Bureau, 2008). However, we cannot assume that all volunteers engaged in international activities in Japan by serving overseas. The Korean Social Population Survey also contains data on the total number of people participating in volunteer work abroad, though these findings have yet to be translated into English.

As public volunteer-sending programmes, Japan’s JICA and Korea’s KOICA are among the top three largest international volunteer-sending programmes in the world, next to the US Peace Corps (Chosun Ilbo, 2010). Based on these figures and other anecdotal evidence, it is possible that Japan and Korea may send more international volunteers than other countries in Asia; though this is difficult to ascertain as other countries in Asia do not administer any known population-level surveys on volunteering.

## **Factors Influencing Outcomes in IVS Programmes**

IVS programmes are shaped by organisational capacity and programme characteristics. Organisational capacity includes organisation type and sponsorship, mission and goals, funding and organisational size, reciprocity and accountability, organisational support networks, volunteer requirements/eligibility and access, volunteer incentives, and training and support/supervision. IVS characteristics include service activity, length and continuity of service, type of placement (group or individual), cross-cultural contact and immersion, and location and direction of service. Annexe A is a review and synthesis of research aimed at identifying key variables and indicators for the survey of IVS sending organisations.

Table 6 (see page 79) summarises the key features and specifies how each was used in the online survey.

### III. – Results of Online Survey of IVS Sending Organisations

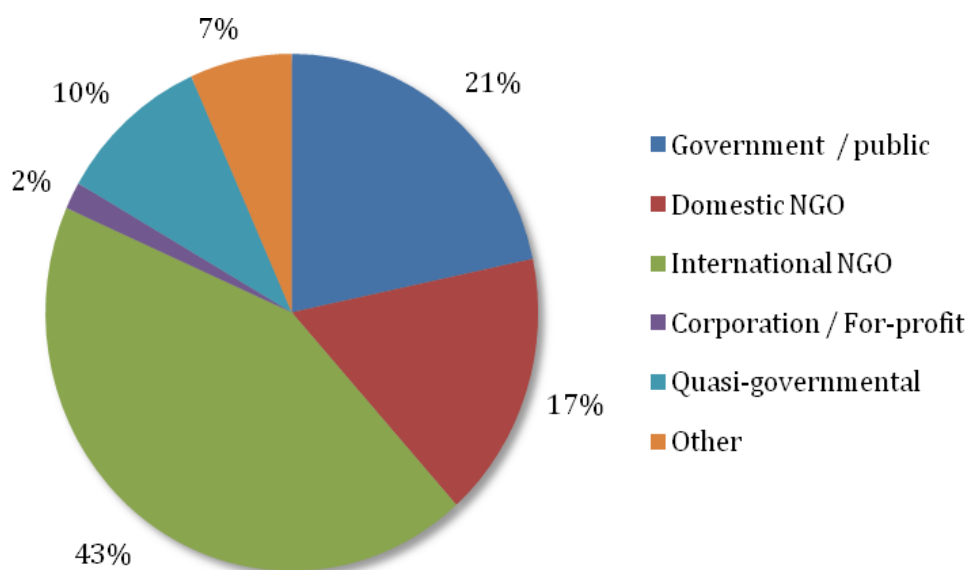
As no previous assessment had been completed to understand the types and forms of IVS in Asia, these results represent an initial attempt to describe the principal characteristics of international volunteer-sending organisations in Asia. The aspects of organisations assessed include: principal types, missions, regional placement, age and scale of the organisations, recruitment and eligibility requirements, training and support, activities, duration, placement type, and primary challenges and strengths.

#### Types of Sending Organisations

Of those organisations responding to the survey, the majority (43%) classify themselves as international NGOs, followed by government organisations (22%), and domestic NGOs (17%). While the survey methodology and response rates do not allow us to make robust generalisations and comparisons, we can speculate that most sending organisations operating in Asia are not specific to a single country, but are based in multiple countries. Organisations describing themselves as ‘other’ (7%) are mostly funded by the United Nations, and 2% are for-profit organisations or corporations.

While the proportion of organisations claiming to be governmental appear to be the same in Asia and globally (22%) (McBride, Benítez, & Sherraden, 2003), one in ten organisations in Asia also claim to be ‘quasi-governmental’ (i.e. funded by the government but operating independent from the civil service). This finding likely reflects the public-private partnerships that are typical to the non-profit sector in much of Asia (Baron, 1997).

**Figure 1: Types of International Volunteer-Sending Organisations (n = 60)**



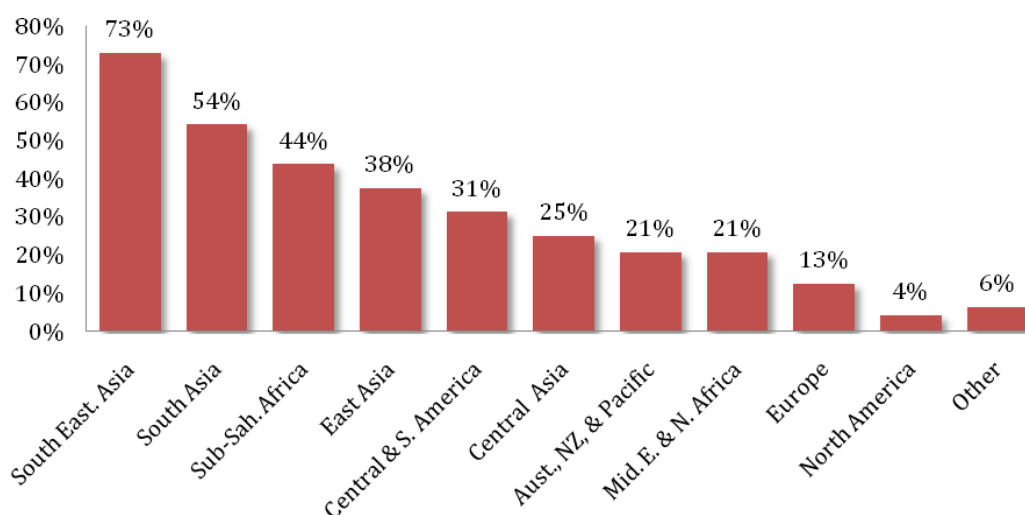
## Organisational Missions

Responding organisations listed a wide range of missions. Among these, the most common responses include building capacities in communities and providing assistance to combat poverty. Therefore, according to the general typology presented earlier, the majority of programmes would be classified as ‘providing development assistance’. The predominant development focus is likely a result of the larger response rate among FORUM members. The next most common missions include promoting cooperation between Asian countries, exchanging knowledge, and building networks and friendships with neighbouring countries, which could be classified as ‘building international understanding’. A few also mentioned their contribution to preventing conflicts within the region, helping with disaster relief, and fulfilling their government’s Asia-to-Asia ‘Grant Aid’ and ‘Development Assistance Programmes’.

## Regional and Country Placement

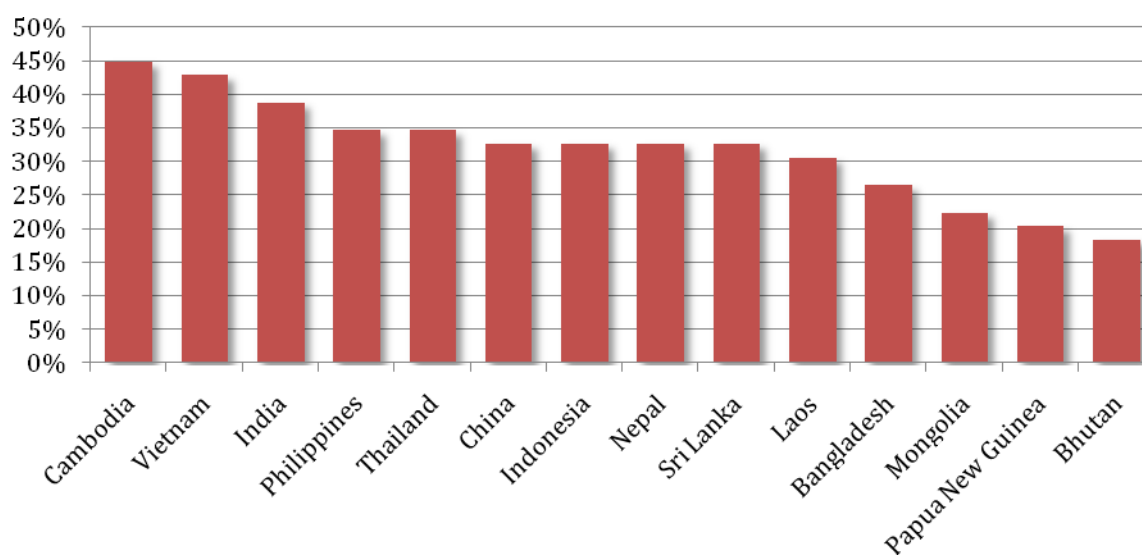
While IVS sending organisations operating in Asia place volunteers in countries in all regions of the globe, the majority (73%) place volunteers in Southeast Asia and South Asia (54%). The next most common region for volunteer placements is in Sub-Saharan Africa (44%), followed by East Asia (38%), and Central or South America (31%). Only a handful of programmes place volunteers in more developed regions in the global North, with 13% going to Europe, and 4% to North America.

**Figure 2: Regional Placement of Volunteers (n = 48)**



The five most common receiving countries include Cambodia (45%), Vietnam (43%), India (39%), the Philippines (35%), and Thailand (35%). No organisations report sending volunteers to Japan or South Korea, and only 4% send volunteers to Singapore. These findings indicate that while many IVS organisations are engaged in South-South and North-South volunteering—with many of these exchanges occurring within the Asian region—few organisations operating in Asia seem to facilitate South-North volunteer placements.

**Figure 3: Most Common Volunteer-Receiving Countries (n = 48)**



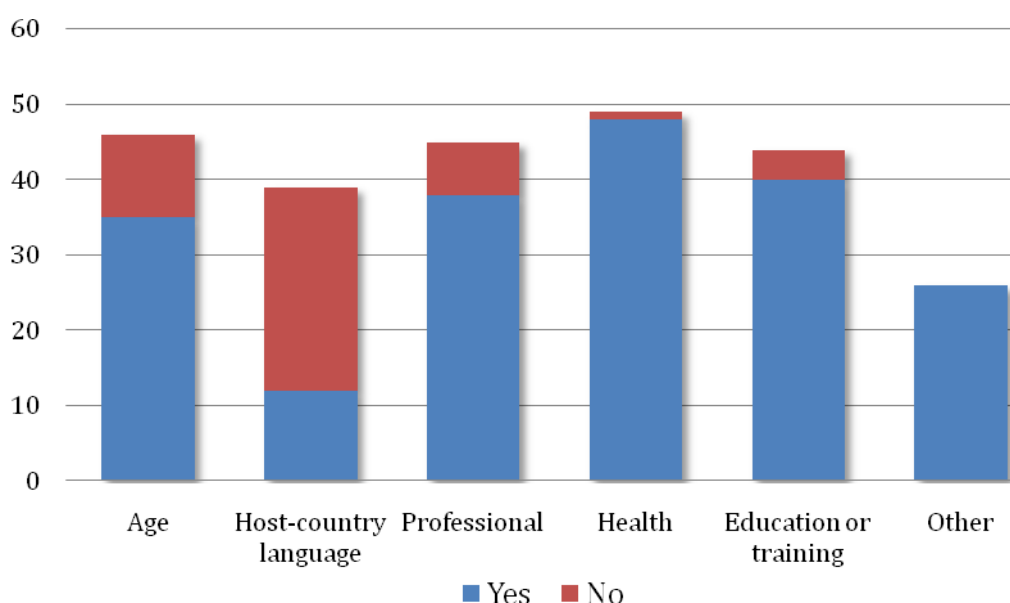
### **Age and Scale**

Responding organisations from Asia have been in operation for an average of 22 years, which is consistent with the average age of volunteer programmes globally (21 years) (McBride, et al., 2003). On average, responding IVS organisations operating in Asia send around 350-400 volunteers annually. Despite this rather high average, the range of volunteers sent from Asian programmes varied widely—from between 3 to 2,000 volunteers per year.

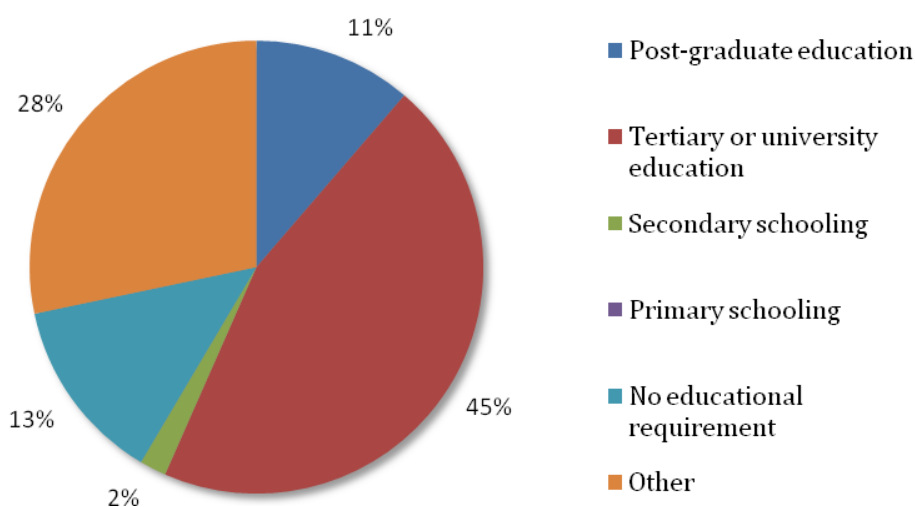
### **Recruitment and Eligibility Requirements**

All responding organisations reported eligibility requirements in some areas that effectively limit who can participate in their programmes. The vast majority (98%) have a health requirement, 88% have an educational or training requirement, 84% have a 'professional' requirement, and 76% have some type of age requirement. Only 31% require that their volunteers speak a specific language. Of those requiring a specific level of education, only 11% require a post-graduate degree, while 45% require at least a university education. Additional 'other' eligibility requirements include citizenship, and 'soft skills' including volunteers' values, psychological readiness, and cultural sensitivity and competence.

**Figure 4: Additional Eligibility Requirements for Volunteers (n = 52)**



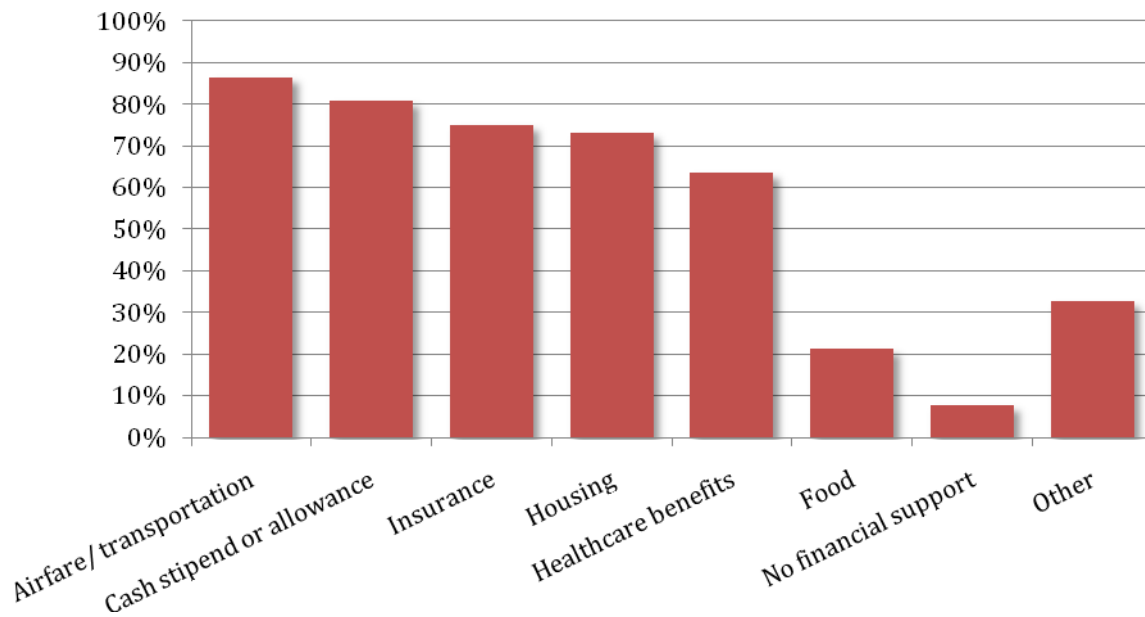
**Figure 5: Educational Requirements for Volunteers (n = 53)**



### Financial or In-kind Support

Income or socio-economic status does not appear to be a major barrier to participation of international volunteers from Asia. Only 9% of sending organisations require that volunteers pay a fee 'sometimes' or 'always', and 80% of the programmes never require that volunteers pay a fee to participate. In fact, the majority of volunteers are offered some type of incentive or remuneration for participating. Most volunteers (87%) have their airfare and transportation covered, and 80% receive some form of cash stipend or allowance. Three in four have their housing costs covered, and many (60 to 75%) have insurance and health benefits. Only 8% of volunteers receive no financial support.

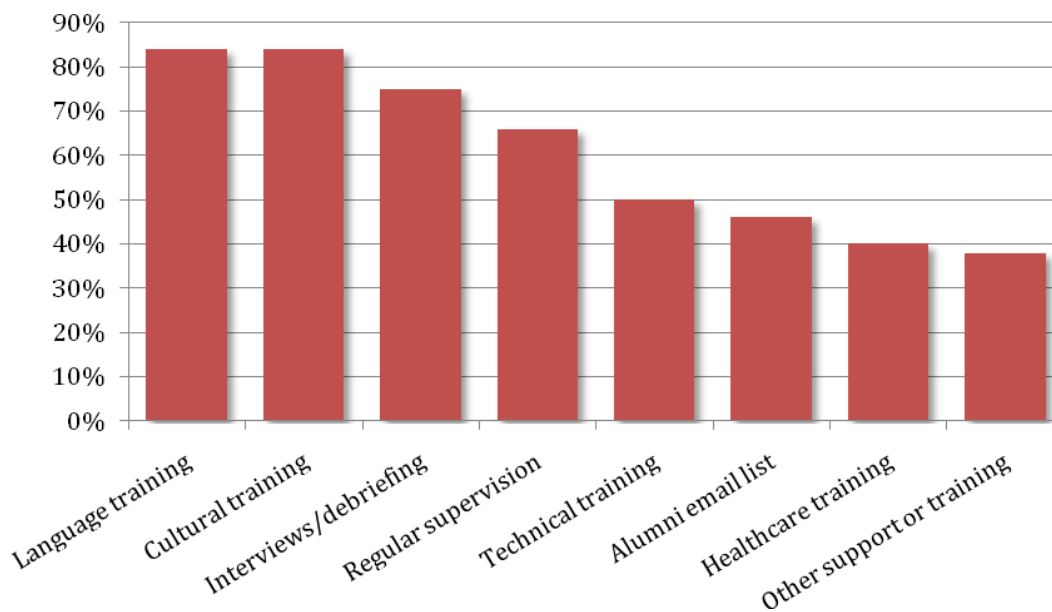
**Figure 6: Types of Financial or In-kind Support Received by Volunteers (n = 52)**



### Training and Support

Despite the fact that only 31% of volunteers are required to have competence in the host-country language, 84% of programmes offer some type of language and cultural training, and nearly half of the programmes offer additional ‘technical training’ to help volunteers perform their duties. Many (66%) provide regular supervision sessions, while others have occasional debriefings with volunteers (75%).

**Figure 7: Types of Training Received by Volunteers (n = 50)**



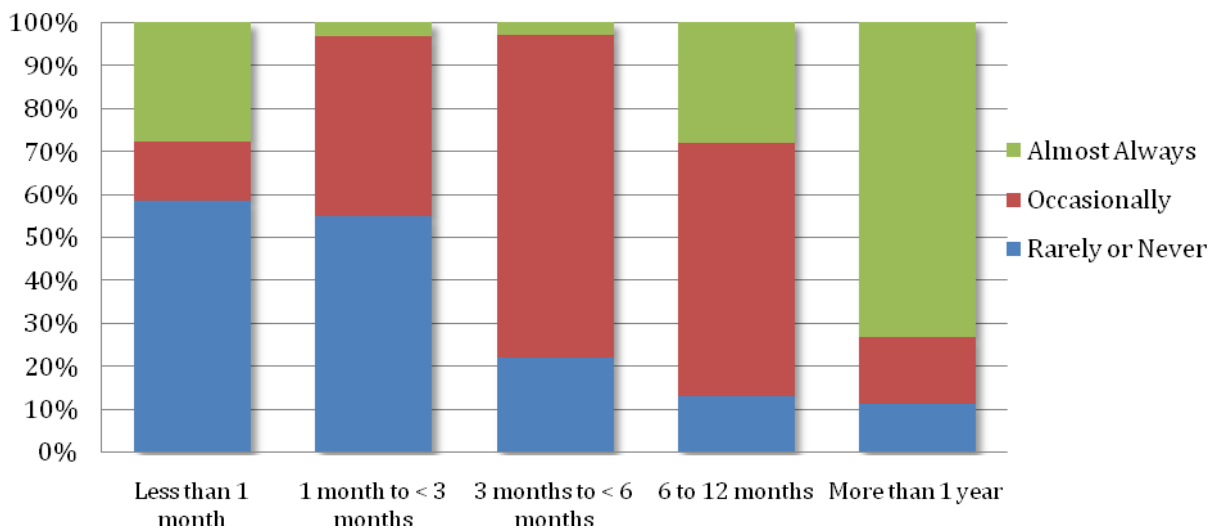
## Programme Activities

While sending organisations claim a number of key priority areas, the majority of activities are related to the Millennium Development Goals. This reflects the earlier finding that the majority of programmes in Asia sending volunteers are focused on 'development assistance', and further suggests that FORUM members biased results toward development-type IVS. The most frequently reported activity area includes environmental sustainability or climate change (43%), followed by economic development (42%), and primary or secondary education (35%). An additional 29% engage in maternal or child health, health education or prevention (25%), and youth development (24%).

## Duration

Responding organisations tend to be divided into one of two groups: long-term programmes (six months or more) or short-term programmes (one-month or less). The majority of responding organisations place volunteers for a year or more (73%), while many also place volunteers for 6-12 months (28%). Very few of the responding organisations place volunteers for 1-6 months (6%), and many send volunteers for one month or less (28%). Volunteers from these programmes serve for longer durations, on average, than in other studies indicate, but results cannot be generalised to Asia because of the small sample and possible response bias (Jones, 2004; Lough, 2010; McBride et al., 2003).

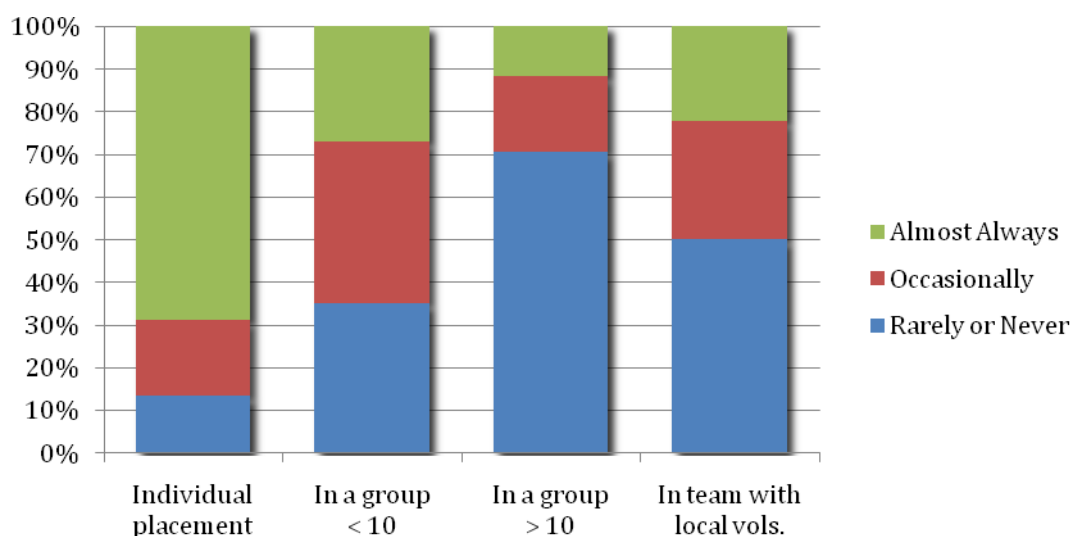
**Figure 8: Duration of Volunteer Placements (n = 51)**



## Group Placement

While a few responding organisations tend to send international volunteers in groups of less than ten (27%), most send individuals into placements alone (69%). Only 12% send large groups of 10 or more volunteers. In addition, only a minority of organisations place volunteers in programmes with a team of local volunteers (22%). Data that permits comparison with other regions of the world is unavailable. However, the fact that nearly one-third of all volunteers are placed with others may mirror volunteering in Asia generally, which reflects collectivist patterns in volunteer activity (Anheier & Salamon, 1999; Grönlund, Holmes, Kang, Yamauchi & Okuyama, 2008; Hofstede, 2001).

**Figure 9: Type of Volunteer Placement, Group or Individual (n = 50)**

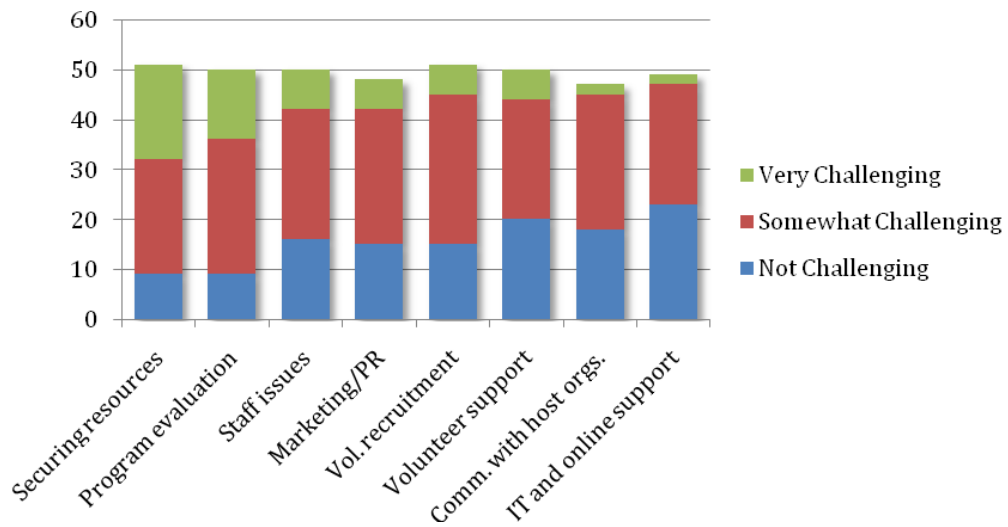


## Organisational Challenges

For responding organisations in Asia, securing funding and resources is reported to be 'very challenging' by the largest percentage of organisations (37%), followed by programme evaluation and research (28%). Problems with monitoring and evaluation were also expressed clearly during the interviews with host countries programme managers. Staff recruiting is also perceived as very challenging by some organisations (16%), as are marketing and public relations (13%). Information technology and online support is perceived as 'not challenging' by the greatest percentage of organisations (47%), followed by volunteer training and support (40%), and communications with host country organisations (38%).



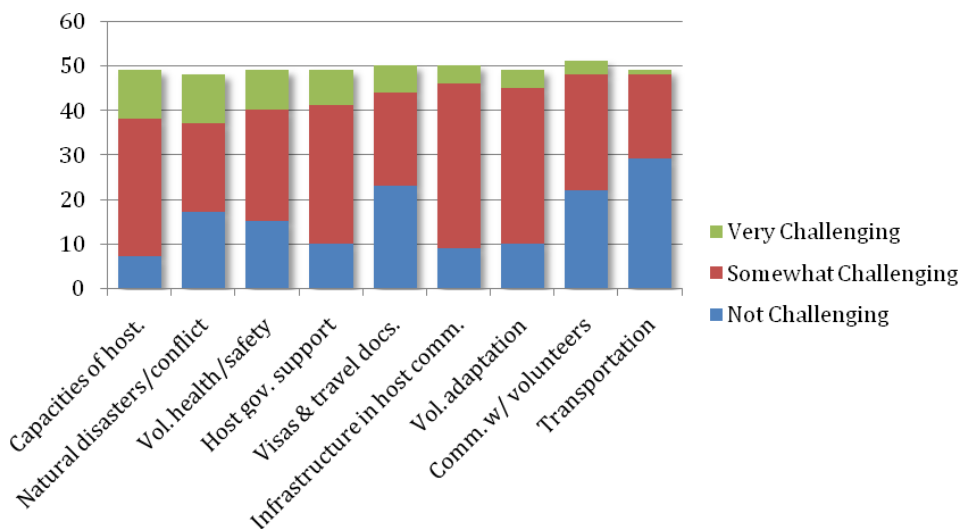
**Figure 10: Key Organisational Challenges (n = 52)**



### Challenges with Sending Volunteers

Although a few organisations listed communication with host organisations as difficult, the majority of organisations do not perceive sending volunteers to host organisations in Asia as very challenging. Of those that do perceive challenges with sending volunteers, 23% indicated natural disasters, civil unrest, or conflicts as very difficult, followed by the capacities of the host organisations (22%). Other important areas that are seen as ‘somewhat challenging’ by sending organisations include: infrastructure in host communities (74%), dealing with volunteer social and cultural adaptation (71%), and host-country governmental support (63%). For many organisations, sending volunteers in Asia poses ‘no challenges’. Of the potential challenges listed, the easiest for sending organisations seemed to be transportation (59%), procuring visa and travel documents for the volunteers (46%), and communicating with volunteers (43%).

**Figure 11: Key Challenges with Host Community Placements (n = 51)**



## Placing Volunteers in Asia—What Works Well?

Organisations indicated several factors as working particularly well in Asia. These include good security, cheap living costs, and the benefits of Asia-to-Asia volunteer placements based on shared commonalities, systems, processes, living conditions, and cultures—such as ‘saving face’ and ‘patronage’. As one respondent wrote, “The South-South programme has been very successful because partner organisations have common problems and understand the wealth of resources to be shared within Asia”. A respondent from a different organisation also supported this belief, “In some cases, a South-South placement seems to work better than placing a volunteer from Western countries in Asia. Asians have somehow similar culture hence there is less difficulty in understand and adjusting to the culture of partners in host country”.

On the other hand, when placing volunteers from more developed countries in developing areas in Asia, there may also be unexpected and stark differences. For instance, a volunteer manager from Japan indicated that the many religious differences and the caste system in India that are not a part of Japanese culture proves difficult for the volunteers. Another noted that, “There may be some level of cultural familiarity since we are all Asian countries but often the difference in developing context means that there are more cultural differences than similarities.”

With Asia-to-Asia volunteering, there may also be greater cooperation with processing visas and other coordinating activities for reasons of political expediency, as one respondent expressed: “The Asian countries we send volunteers to are countries of strategic importance to our country... [and] fulfils the expectation of our state donors in building relationships with strategic partners.”

## **IV. – Country Case Studies**

The purpose of these country case studies is to obtain deeper insights from volunteer managers and coordinators from volunteer-sending agencies and local host organisations that highlight key features of IVS in these countries, in terms of innovations, specific challenges, emerging issues, and thoughts on future directions.

The research sponsors selected two so-called ‘sending countries’, Singapore and Japan, as well as four ‘host countries’, namely China, India, the Philippines and Vietnam. These countries represent a variety of experiences with IVS in Asia, ranging from new players in volunteer-sending organisations (Singapore) to countries which have hosted volunteers for a relatively long time (Vietnam) to countries who are developing their own indigenous models which have been adopted in other Asian countries (the Philippines). Although the 59 face-to-face interviews took place in urban settings, the experiences shared usually cover issues faced in both rural and urban areas.

Each case study begins with an introduction that contextualises the organisation of IVS in the country, followed by a discussion on youth development, climate change, and challenges and emerging issues. Aside from the country-specific issues discussed in these case studies, the subsequent section summarises major crosscutting themes which were raised by the interviewees during the field research.

### **Country Case Study #1: Japan**

#### *Summary*

Recent changes in the structure of the Japanese government have altered the relationship between the government and volunteer-sending agencies. This has led to greater emphasis on the development of new forms of partnerships. For instance, International Volunteer Co-operation Organisations (IVCOs) are now establishing direct contact with local universities to recruit prospective international volunteers. Previously, there had not been a systematic effort to link volunteer activities to the education system. Among the challenges faced by IVCOs in Japan is the fact that there is still very little recognition of the value of volunteer experiences in the professional world. Also, given the recent global crisis, youth tend to prioritise finding jobs at home rather than volunteering abroad. This has led the Japanese Ministry of Education to provide incentives to school teachers, including subsidies and guaranteed employment, to enable them to undertake long-term volunteerism. Given that English is often the language of communication in IVS placements, Japanese IVCOs also point out limitations in communication due to the relatively low English skills of Japanese youth.

#### *Context in Japan*

In September 2009, the LDP (Liberal Democratic Party - conservative) lost the election and the DPJ (Democratic Party of Japan - Liberal) formed a new government. Uncertainty for

volunteer-sending agencies has increased rapidly since then, because the larger network organisations were connected to the old government. This uncertainty has caused some Japanese International Volunteer Co-operation Organisations (IVCOs) to conclude that, “in international volunteerism, it is too risky to depend on the government too much.”

Indeed, there have been remarkable changes in terms of the relationship between government and Japanese NGOs under the DPJ government. First, the DPJ reviewed numerous policies to reduce expenses. Since the domestic social welfare system is a higher priority for the government than international aid, Japanese NGOs feared losing funding. Second, the DPJ shifted to an increased use of Japanese NGOs and IVCOs based in Japan (such as World Vision Japan) rather than using private contractors. This was for the purpose of expanding official developmental aid from building infrastructure to capacity building and social development, and consequently, funds for Japanese NGOs have been increased in some specific projects, like the Afghanistan recovery effort.<sup>5</sup>

Finally, in Japan, there is a distinction between the Japanese employment recruitment process for recent graduates (called *shinsotsu saiyo*) and for those with working experience (so called *chuto saiyo*). The relative shift in importance between the two processes may affect the recruitment of international volunteers for long-term projects. Basically, Japanese companies and government institutes invest in further education and training, for new graduates (*shinsotsu saiyo*). Employees are expected to be loyal and to work for the same company until they retire. In contrast, for employees hired through *chuto saiyo*, expectations are different. However, Japanese social circumstances are changing, especially after the recession in 1990s. Younger generations demonstrate less loyalty to their employers as they seek better opportunities in terms of salary and promotion. Hence, *chuto saiyo* is becoming a more strategic way to find jobs, and especially among those wishing to work for NGOs or work as international volunteers immediately after they graduate.

### *Youth Development in Japan*

Among the key issues relating to youth development and youth volunteer programmes highlighted by the interviewees are difficulties in linking with the education system, from Japanese high schools to Japanese universities. This is seen to be partly due to the lack of incentives within the education system as well as a lack of incentive mechanisms and/or enabling regulatory framework put in place by the government: “We don’t have a volunteer spirit in Japan, (...) public high schools should provide time for volunteer activities locally.” [NGO, Japan]

However, one representative of a Japanese NGO noted that he expects positive change in 2010: “A new government policy will provide instructions and guidelines to follow, through the Ministry of Education, for this year’s incoming students.” Previously issued guidelines are also helpful to exchange students: “The Ministry of Education has provided guidelines, which are very useful because students who participated in schooling abroad can have their grade level remain the same. The government recognition of grade level is stated in the regulation.” [IVCO, Japan]

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<sup>5</sup> In Japan, policy statements are released as ‘manifestos’, but the current cabinet has been criticised because some crucial policies are different from the manifesto. Hence, the political situation is always fragile and fluid in Japan, which in turn affects the international voluntary sector, as mentioned by most interviewees.

Still, there are many challenges in establishing partnerships with universities: 1) Internal politics makes it very difficult to get agreement *within* universities; 2) building partnerships is very labour intensive; and 3) it is difficult to coordinate the demand in the field and the qualifications of students. According to a volunteer-sending organisation, however, “the Ministry of Education is very supportive. They contacted us last year. Their general concern is that the young generation is ‘domesticated’ and is not so much interested in what’s happening overseas, that’s a very general trend.”

Another challenge to recruitment of young volunteers is the economic situation in Japan and the lack of recognition of the volunteer experience by future employers: “The youth are too busy finding jobs. (...) And society doesn’t give credit to international volunteerism.” Moreover, “the economic situation in Japan is difficult, the young generation need to find jobs and it is difficult, they see lots of problems in Japan and want to focus on domestic issues, rather than what’s happening in developing countries.” [IVCO, Japan]

Finally, one of constraints identified in Japan regarding youth development is difficulty connecting internationally through the internet or other electronic devices because of limited English language fluency. As one interviewee pointed out: “Because of communication skills problems, the young Japanese students are not fluent in communication in English, but those global networks require English as a communication, so communication is the key for young people to join the international efforts. I wish they will join these global networks and share their ideas globally, which will facilitate young people to get involved.” [IVCO, Japan]

#### *Climate Change and Japanese Programmes*

In Japan there was a clear turning point 15 years ago following the Kobe earthquake that killed more than 6400 people and left hundreds of thousands homeless. One volunteer-sending organisation believes that “Youth doing volunteerism in Japan tend to concentrate on climate change and environmental issues because it is more visible.” The international experience of Japanese NGOs has led some of them to put more effort into raising environmental awareness at the international level: “We chair a Forum to exchange information on common themes to solve issues related to climate change and the environment and have participated in a Green International Conference which is government based and involved Japan, China and South Korea.<sup>6</sup> We would like to hold a similar conference [among citizens]” [Japanese IVS]

Senior volunteers also increasingly engage in volunteer work related to climate change, as described in Box 1.

#### **Box 1: Senior volunteers in reforestation projects in China: A meaningful ‘second life’**

“Yes, we accept all of those who want to join because all of [the] costs are paid by volunteers. Currently, about 70% are elderly. Elderly people get more time after retirement. Current life expectancy is about 80 years in Japan, therefore, they still have 20 years after they retire. Elder Japanese generations are very serious about considering how to spend their second life. They want to make their second life very meaningful. They seek the way of life which is meaningful; some of them find this in domestic activities, others go abroad. The

<sup>6</sup> Japan, China and South Korea hold regular conferences on environmental issues called the Tripartite Environment Ministers Meeting (TEMM), see <http://www.temm.org/>

increase of such needs is also one of the crucial issues for us, and we are trying to respond to their needs. We would like younger people to join the programme. However, the cost is a little bit high for them. [Japanese IVS]

Corporate Social Responsibility programmes and independent groups of corporate volunteers have emerged only in the last ten years in Japan, in part due to favourable law and regulation. As observed by one NGO in Japan: “Since the last decade, the major companies [who send employees to do international volunteerism] are Toyota, Panasonic, Honda, Yamaha (...). This trend started after 1998 when a new law on non-profit promotion was passed in Japan.” Other Japanese IVCOs note, however, that interest is expanding: “There are also employee voluntary groups contacting us, not as a part of CSR”.

CSR programmes participate in climate change work at various levels of involvement. For example, some corporations just want to donate nursery trees and request that IVS organisations plant them in China. Others send their employees to plant trees in China. According to an official in one Japanese IVS, “There are increasing requests from corporations who want to send their employees as volunteers. We received requests from three corporations at least: Toyota, Nippon Shokubai, and the last one is Japanese Electrical Electronic & Information Union (JEEIU), called Denki Rengo in Japanese. For example, JEEIU wants to send one hundred personnel to China through us. This organisation coordinates their programme and assists their employees, and our staff goes to China with them. Our field office accepts their programme in China and supports them.”

Another interesting development in the last ten years has been the shift from heavy reliance on volunteers to the use of paid professionals in the field of disaster relief (see Box 2).

**Box 2: Japanese Volunteerism versus Professionalism in Conflict and Disaster Situations**

“In the 1980s, AAR went through a transformation, from volunteerism to professionalism. From our experience working abroad, we have noticed that volunteers do not perceive themselves to be under our authority, which is why we have preferred to work with paid employees over the last ten years. The ‘do no harm’ concept is very difficult to achieve. If we want to decrease the negative side of aid, we need to be more professional. We have 30 paid staff and 80 to 100 volunteers based in Japan. We hire local staff in the foreign countries we work in, so we have about 15 experts in 8 countries. Our predecessors think we have lost our ‘volunteerism spirit.’” [Japanese IVS]

Asia-to-Asia programmes are recently gaining momentum in environmental protection, youth programmes and in the corporate world, but are still underexplored. “My personal view is that there should be more mutual work with developing countries, and they should also send volunteers to the more developed countries. Mutual help should apply for ecological activities. We host Chinese volunteers, about 10 per year to come and work on Japanese domestic projects.” [Volunteer-sending organisation involved in reciprocity, Japan]

### *Challenges and Emerging Issues in IVS in Japan*

The National Network of Organisation for the Promotion of Volunteerism (NNOPV) is a semi-governmental organisation related to social welfare that includes international IVS organisations like the Japanese Red Cross and the YMCA. However, there is no coordinating body of international volunteerism in Japan. Some Japanese NGOs involved in reciprocal relationships wish to improve coordination of international voluntary services in Asia by setting up umbrella organisations that cover the entire Asian region: “My biggest advocacy point is to set up a “Asian Voluntary Service”<sup>7</sup> just like the European Voluntary Service (EVS) that started in the late 1980s.” [Japanese IVS]

Most of the interviewees are concerned that the number of international volunteers in Japan is not increasing: “In Japan, there is a stable trend in international volunteerism but an increasing trend in domestic volunteerism because of the seniors (over 50 years). People feel the need to assist communities at home which are connected to issues abroad”. [NGO, Japan] Encouraging seniors to volunteer abroad could address this problem, but this solution has costs and benefits. Due to population aging in Japan, seniors now have to take care of seniors in their own families, and due to these commitments, they may not be available as international volunteers. “Due to the long life expectancy, the seniors in Japan have to take care of their own seniors!” [IVCO, Japan] However, one potential impact of senior volunteers becoming international volunteers is that: “They ‘fit better’ due to the respect of elders in rural communities in Asia, so this is a good match.” [IVCO, Japan]

Several challenges discussed by the interviewees concern the recruitment of Japanese volunteers to international service. In addition to the economic situation, which leads many potential volunteers to prefer to focus on finding paid employment, “In Japan, there are more people seeking to find opportunities domestically. For example, they become ‘office volunteers’ on related issues to support NGO activities.” [NGO, Japan]

Also, despite the fact that long-term volunteer programmes sometimes include several months of local language training, the lack of English skills can also pose constraints. This is especially relevant as English is often the language of communication between the host organisation and the volunteers. Finally, for long-term programmes of two years, some interviewees note that “There is a time lag of about six months between the identification of a need and the dispatch of volunteers.” Consequently, by the time the volunteer reaches the field, there may be a mismatch between the type of volunteer recruited and the exact needs of the host organisation. [IVCO, Japan]

Finally, the increased presence of for-profit organisations competing with non-profit organisations in the IVS sector poses further challenges for recruitment: “In Japan, we face more and more difficulties recruiting high school student volunteers. This is due to two main reasons: 1) it is in part a demographic issue, as people have fewer children, and 2) high school students have more options nowadays. We are a non-profit organisation, but there are a lot of for profit organisations that offer opportunities. Our challenge is to convince people about the benefit of volunteering. (...), but for profit organisations see their participants as clients and provide what customers want.” [IVCO, Japan]

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<sup>7</sup> See [http://ec.europa.eu/youth/youth-in-action-programme/doc82\\_en.htm](http://ec.europa.eu/youth/youth-in-action-programme/doc82_en.htm)

## Country Case Study #2: Singapore

### *Summary*

The Singapore government has been somewhat proactive in infusing the Singapore youth with the “spirit of volunteerism’ through short-term programmes funded in part or in full by the Ministry of Education. However, some NGOs have expressed concern about the quality, impact, and sustainability of short-term volunteer projects. Consequently, some NGOs in Singapore aim to increase impact of IVS on local communities, and to establish clearer norms and standards of practice. The increased use of intermediary service providers (such as tourism agencies) to facilitate short-term volunteerism has also raised concerns about the quality of projects as well as their impact on host communities. For these reasons, the rise of voluntourism in Singapore generally has a negative connotation. To address issues of quality, impact, and sustainability, some NGOs in Singapore have begun training start-up organisations involved in IVS. Others have focused on increasing the continuity of short-term volunteerism across multiple groups by arranging for one group to continue the work done by a previous group. The government of Singapore is actively sending not just short-term but also long-term volunteers. However, many of the host organisations interviewed did not seem to be aware of this fact.

### *Context in Singapore*

The national government in Singapore is actively encouraging volunteer service, including IVS. Singapore’s National Volunteer and Philanthropy Centre (NVPC) was established in 1999 to promote volunteerism and philanthropy. Among other services, NVPC provides a centralised database of information on secular non-profit organisations, a matching platform for volunteers and philanthropists to support their preferred interests or cause, grants to organisations involved in volunteerism, and research on volunteerism and philanthropy.<sup>8</sup> The NVPC is also the National Representative of the International Association for Volunteer Effort (IAVE).

Similarly, over the last ten years, the Singapore Ministry of Education has been awarding grants to schools to send their students to do overseas community service. One IVCO in Singapore believes that the Singapore government as a whole “is planting seeds in their minds,” which will lead to positive impacts in the long run. Others are of the view that “the government cannot continue to sustain this effort, at a certain point in time, the volunteer sector must lift itself up and this is one of the reasons why we must encourage start-ups and get more mature [NGOs] to share best practices (...) it’s about benefiting the community at large’ [IVCO, Singapore]

In the NGO sector, the most active Singapore-based organisations sending volunteers internationally include the Singapore International Foundation, the Singapore Red Cross, Habitat for Humanity, Mercy Relief, World Vision, and the YMCA. Since 2006, there has been a growth of international volunteer organisations but some believe that ‘definitely there is space for more organisations to take on the role of volunteer-sending in Singapore.’ [Singapore NGO] Among the newcomers, the Raleigh Society of Singapore, established in

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<sup>8</sup> See <http://www.nvpc.org.sg/>



2001 is dedicated to youth development ‘through adventure learning’ and proposes an ‘alternative holiday experience’ through sending volunteer groups on overseas expeditions, as well as local adventure projects. It is a volunteer driven organisation. Their approach is a youth-led model, where they organise trips and raise funds to support their trips.<sup>9</sup>

A factor that has also contributed to more interest in IVS is the Asian Tsunami, which was a milestone in the republic’s history of humanitarian assistance efforts. It led to large amounts of fundraising, increased overall assistance, greater cooperation amongst agencies, and more organised governance structures. It also led to greater interest among the population to become involved in international volunteering, at least for short-term assignments. The main coordinating organisation was the Singapore Red Cross (SRC), which set up the Tidal Waves Asia Fund (TAAF). Money poured in from foundations, private companies, government-linked entities, and private individuals adding up to just over SGD 88 million, excluding SGD 1 million that the Singapore government had pledged. According to the SRC, this was a record in Singapore for “any single humanitarian cause”.<sup>10</sup>

### *Youth Development in Singapore*

Some IVCOs in Singapore involved in long-term volunteerism observed that short-term IVS has become more desirable among youth than long-term IVS. As one interviewee observed, “as a whole there has been a significant drop in people wanting to go away for one year... more people want to do short-term (3 months). Also, we have more people in their 30s who are coming up, I think it’s because of a shift in young Singaporeans’ mentality. Before, more wanted to build up their careers, now they want to have a balance in their life and want to contribute to society.” [IVCO, Singapore] This may be also due to the government policy encouraging international volunteerism among youth since the early 2000s.

For short-term assignments, some IVCOs are thinking about strategic linkages with schools, in terms of targeting a specific young audience: the ‘elite students’. For example, these would come from the top junior high schools in Singapore, as explained in Box 3 .

#### **Box 3: Exposing Singapore’s Young Elite To Development Issues**

“We have a Community Involvement Programmes<sup>11</sup> (CIP), and one extension of them is the overseas community involvement programme. What the schools do is that they bring groups of [students] to the poor countries then technically let them see poverty as they never have. Among the top schools, the top students, they are going to be the leaders of tomorrow. One student told me she thinks it is most critical that we imbue them with the right values. I agree with her and, in fact, we are developing this programme to bring groups of this type of students to some of these projects involving short-term volunteerism and expose them all to these issues. (...) We are looking at the top schools and colleges, any school that runs a CIP programme; these are all the elite schools” [IVCO, Singapore]

<sup>9</sup> See <http://www.raleigh.org.sg/>

<sup>10</sup> Singapore Red Cross Society and the National Volunteer and Philanthropy Centre (2009), “Beyond the Tsunami: Rebuilding Communities, Touching Lives”, (p.22).

<sup>11</sup> See <http://www.moe.gov.sg/education/secondary/cip/>

There are concurrent and somewhat competing models of formal short-term programmes taking place in Singapore, with various types of requirements in terms of prior training and post-trip briefing. These models vary in terms of requirements, including training: “we encourage team leaders to go through training by the National Youth Council, but at the end of the day it’s their own prerogative, whether they want to be trained or not. But corporate team leaders don’t have time to go through the training, so in that case, we take on the role of team leader.” [IVS Singapore] This leads many youth to prefer getting involved in less ‘demanding’ programmes. Moreover, other organisations offer volunteer opportunities that are easy to register for, as not much information is requested and they do not require particular skills.<sup>12</sup>

Some Singapore NGOs are concerned about the need to strengthen processes within the school sectors, as illustrated in Box 4.

**Box 4: *Strengthening the School-based IVS Will Improve Volunteer and Host Community Outcomes***

“Because youth volunteerism is institutionalised, the motivation for getting involved changes and therefore, the impact changes. Today, schools are encouraged to send students to participate in international volunteerism, and teachers [take on] such type of activity. But to do a project well, you need at least six months because, for example, the pre-expedition phase is very important, visiting project site, determining needs, etc. One challenge is that teachers are asked to lead expeditions, so teachers should be given more time to prepare. In addition, we are dependent on a service provider who knows an area and can organise such an expedition. Over time, teachers come and go, and the school is not able to sustain the activities. As a result, there are gaps observed from a host community point of view. [Singapore NGO]

School holidays impose time constraints on student involvement in international volunteering, as students primarily serve during school holidays. Coordination is often overlooked, and so local host organisations often lose all of their youth volunteers at once when a school holiday ends. This becomes burdensome for local host organisations. One solution to this problem is “to ‘bundle up’ three to five schools so they can go out in phases and take over for each other to complete a project over time. For example, with ten teams going to teach English in Cambodia, they can fashion a modular teaching programme where one team is responsible for one module out of ten modules.” [IVCO, Singapore]

Finally, comparing CSR-related volunteers and youth volunteers in the education sector, one interviewee observed: “Corporate groups do a better job at teaching. At the same time, we find that youth teaching youths could be very effective as well. They may not have the maturity or the talent to do a fantastic teaching programme, but the interaction between them helps... lots of talking to each other and getting to know each other.” [IVCO Singapore]

*Climate Change and Singapore Programmes*

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<sup>12</sup> See for example <http://idealist.org/>

In terms of level of awareness on climate change volunteerism, a turning point in Singapore occurred in the aftermath of the December 2004 Tsunami. More people wanted to volunteer abroad and more organisations expanded their volunteer activities into the international arena. This had several ripple effects on the international volunteerism scene. First, the expansion of volunteer activities spurred IVCOs to increase their knowledge of best practices, especially regarding project management, volunteer management, and partnership development. As one interviewee stated: “We intend to support a network of locally-based [IVCOs] to help build their capacity and rev-up their level of professionalism through activities such as talks and sub-group task forces to exchange on practices, tools, and sector-specific issues.” [NGO, Singapore]

Second, ‘disaster tourism’ has led some IVCOs to change their operational guidelines and establish a minimum deployment of three weeks, “because we work with others and there are costs involved in rotating teams”. As a result of the longer time commitment, it is more difficult to recruit volunteers. Moreover, there are indications that potential short-term volunteers may be dissuaded by ‘disaster fatigue,’ following the recent increase in catastrophic natural disasters.

Third, some government regulation has been modified to accommodate implementation of projects funded by the enormous amounts of donations that came in right after the 2004 Tsunami (see Box 5)

**Box 5: Easing Regulatory Constraints for Publicly Raised Funds for Disaster Volunteer Response**

“In the past, for every dollar [fundraised], the law says that I have to spend 80 percent in Singapore, 20 percent overseas. This was called the 80:20 (fundraising) rule. It is waived for private donations, and if the funds are raised in public, then 80% would be spent in Singapore (within two years). The only exception was for overseas disaster, like in Meulabo (Indonesia) after the Tsunami, where the government waived these requirements.” This rule was eventually lifted in 2007, to reflect the growing interest in philanthropy in Singapore and abroad.<sup>13</sup> [IVCO, Singapore]

Unlike their counterparts in Japan, but similar to developments in disaster response agencies worldwide, some IVCOs in Singapore choose to rely on volunteers in disaster situations, but only those with more rigorous training: “We now follow an international syllabus to train 200 volunteers in a disaster response training course, going beyond just first aid. We run lectures and field training to learn how to survive, for example, in the case of earthquake aftershocks, and we give them psycho social training. So that they can be prepared mentally, we show them photographs of what they are likely to see in post-disaster contexts.” [IVCO, Singapore]

For most organisations engaged in disaster response, the work entails the implementation of training courses following an international syllabus, which is required to ensure compliance to international standards of practice. “Because of highly publicised events such as earthquakes and tsunamis, many individuals offer their help as volunteers immediately

<sup>13</sup> See the Singapore Budget Speech 2007 [http://www.mof.gov.sg/budget\\_2007/budget\\_speech/subsection10.3.html](http://www.mof.gov.sg/budget_2007/budget_speech/subsection10.3.html)

following a disaster, but these individuals cannot necessarily be tapped into due to lack of proper training.” [IVCO, Singapore]

*Challenges and Emerging Issues in IVS in Singapore*

As in Japan, the first challenge raised by the interviewees concerns the recruitment of volunteers, especially in long-term programmes: “In Singapore, there is a lot of opportunity to travel overseas, so doing an expedition to gain overseas exposure is not as attractive as when we started ten years ago. Moreover, as Singaporeans become more affluent, there are more channels to gain exposure.” [Singapore NGO]

After decades of focusing on capacity building, some IVCOs in Singapore are starting to shift emphasis to direct services provision (which are more tangible and visible), as part of their mandate to increase volunteer opportunities for Singaporeans. This shift occurred for two main reasons. First, the growing pool of professional volunteers working in the IVS sector leads to more competition on capacity building training. Second, capacity building tends to be suitable for a smaller group of skilled people. With direct services “we can work with a wider pool of generalist volunteers, they can do work outside of their work areas” even if they are professionals. [IVCO, Singapore]

In the professional world, there are varying degrees of implementation of CSR practices in Singapore from the traditional method of employee donations and volunteer programmes and company pledges, to practices that go beyond CSR and delve into a more hands-on approach and foster social innovations. One interviewee observed that in Singapore, “since 2006 CSR became more structured and more regular. For example, Citibank and Price Waterhouse Coopers started having regular programmes with us only in the last two years. From the companies’ annual reports, we can see that, prior to 2006 there were trips overseas but they were irregular.” [IVCO, Singapore] However, the distinction between CSR and volunteerism remains unclear for many, as described in Box 6.

**Box 6: *The Blurred Distinction Between CSR and Volunteerism***

“I shouldn’t confuse CSR with volunteerism or sometimes they are the same. So we do have companies who are interested to be part of, to partner with us in this development work. So we do have a company who on an annual basis, sends teams of highly qualified professionals to do hard labour—to build a school, a toilet, pupil libraries or something of that sort. I think you know what I mean. We call it a ‘work trip’ rather than volunteerism. I’m not sure... Does that count as volunteerism?” [IVCO, Singapore]

Finally, in recent years in Singapore, there has been an increase in ‘vacation with a purpose’, or ‘voluntourism’, especially among Singaporean youths and their families, which also has led to an emergence of for-profit organisations catering to these types of activities. Many for-profit organisations have now entered the realm of volunteerism by offering voluntourism types of activities, where travel agents source overseas projects. Clients pay such organisations to arrange a trip including a small component of volunteerism varying from a few hours to a few days or weeks. Voluntourism comes in direct competition with the work of non-profit organisations. Exactly how this will change operations in volunteer-sending agencies in the future remains unclear, as this is a relatively recent trend. [IVCO Singapore]

Many problems have emerged with the rise of voluntourism, as observed by IVCOs in Singapore. First, the service providers (travel agents) report that their clients sometimes request a specific project that may not be meaningful to the host community and may even create a negative impact. Second, there is no structured learning. Third, in some cases, some travel agencies create their own NGO abroad and combine moneymaking aspect of tourism with the volunteer opportunity. Since 2009, some Singapore NGOs took a proactive approach to increase awareness of their programmes, holding focus-group discussions with service providers (e.g. travel agents) to explain what their short-term volunteerism programmes were about and what they were looking for. However, they note that they cannot change mindsets or internal policies, so the impact is limited.

### **Focus Group Discussions with Returned Volunteers in Singapore and Japan**

From the perspective of returned volunteers, two comparative focus groups were held in Singapore and Japan. FGDs addressed (a) volunteers' motivations, (b) effects of skills and personality on the volunteering experience, (c) volunteers' perceived effects on the host community, (d) effect of volunteer experience on their personal and career development, (e) support received from sending and host organisations, and (f) a concluding question on their perceptions of Asians volunteering in Asia compared to non-Asians doing the same. The list of FGD questions is included in Annexe N.

In sum, the focus groups suggest that motivation for volunteering is affected by an early introduction to volunteerism as part of the formal education system. In Singapore, volunteers perceived that their hard skills, such as knowledge of planning and evaluation systems, were most influential on their work with the host organisation and host community. In contrast, volunteers from Japan mentioned the importance of their soft skills, such as interpersonal skills. For both groups, the cultural experience is where they gained the most personally. In terms of support by the sending organisation, training, briefing and additional budget for smaller projects such as organising workshop and mobilising communities helps. One key challenge raised was the lack of coordination and communication between the sending and hosting organisations, and the related issue of mismatched expectations. Finally, there appears to be a quicker 'connection' between Asian volunteers and Asian host communities, often based on similar sets of values. The comparative results are summarised below.

**Table 1: Comparing Results of the FGDs with Returned Volunteers in Singapore and Japan**

<b>Question 1: Motivation for Volunteering</b>	
<b>Singapore</b>	<b>Japan</b>
<ul style="list-style-type: none"> <li>• Faith (particularly Christian missionary) play an important role</li> <li>• Volunteerism is perhaps not part of primary or secondary schooling</li> <li>• The curiosity/knowing about 'the other' is not as prominent as in Japan</li> </ul>	<ul style="list-style-type: none"> <li>• A curiosity to know 'the other' (culture/language/people) plays an important role</li> <li>• Primary/Secondary education sensitises and create passion and curiosity</li> <li>• Organisations/Universities may not have 'compulsory' volunteering</li> </ul>
<b>Question 2: Influence/effects of Skills and Personality on Volunteering</b>	
<b>Singapore</b>	<b>Japan</b>
<ul style="list-style-type: none"> <li>• Hard skills such as medical, education, planning and evaluation, etc</li> <li>• Interpersonal skills are secondary</li> <li>• Compulsory programmes by some universities</li> </ul>	<ul style="list-style-type: none"> <li>• Soft and generic skills such as attitudes, management, mobilisation, interpersonal skills, etc</li> <li>• Difference in attitudes towards work and life is a prominent theme</li> <li>• Special programmes for teacher exchange by JICA</li> </ul>
<b>Question 3: Influence/effect on the host community</b>	
<b>Singapore</b>	<b>Japan</b>
<ul style="list-style-type: none"> <li>• Cultural exchange and making connections</li> <li>• They want to learn from our experience and skills</li> <li>• Continuity and permanency required for tangible effects</li> <li>• In some cases built homes, provided medical services</li> </ul>	<ul style="list-style-type: none"> <li>• Affected their thinking about the importance of work and time schedule</li> <li>• May be no 'tangible' effect, but cultural exchange, making friends, understanding each other</li> </ul>

**Question 4: Influence/effect on volunteer****Singapore**

- A learning experience
- Better connections across the region
- Initially the host organisation think of us as stranger but gradually we become family
- Serving God and less privileged giving inner satisfaction

**Japan**

- Learned the importance of social communication (family and community relations), leisure and free time
- Learned that the people in those communities are 'warm, easy-going, and extrovert' as compared to the Japanese who are more 'serious, uptight, and introvert'
- May be no 'tangible' effect, but cultural exchange, making friends, understanding each other

**Question 5: Support from the sending organisation****Singapore**

- Some organisations do 'absolutely' nothing about funding
- Some organisations fund 80% to 100%, even for training
- Organisations with 'clear objective' generally do very well
- Pre-Project/Volunteering briefing and training is important
- Some organisations do take feedback from volunteers while others do not

**Japan**

- When volunteering, not many expectations
- Good financial and logistic support, even insurance
- There are too many rules
- Training before sending volunteers is really helpful
- Paid leave from job for volunteering (like in case of teachers) is really helpful and productive
- it is helpful to obtain some additional budget to provide volunteers with logistics, organising workshops, mobilising community and working on some small projects

### Question 6: Support from the Host organisation/Community

Singapore	Japan
<ul style="list-style-type: none"> <li>• The community and people very supportive, warm and welcoming</li> <li>• Lack of coordination and communication between Sending and Hosting Organisation</li> <li>• Sometimes there are no follow-ups and continuity</li> <li>• Their expectation are high while our capacity is limited</li> </ul>	<ul style="list-style-type: none"> <li>• The community and people very supportive, warm and welcoming</li> <li>• There have been communication problems</li> <li>• Lack of coordination and communication between sending and host organisation</li> <li>• There are some misunderstanding because of cultural differences</li> <li>• In some cases the host organisation takes volunteers just as 'labour'</li> </ul>

### Question 7: Asian Vs. International Volunteers in Asia

Singapore	Japan
<ul style="list-style-type: none"> <li>• Asians talking to Asians connect faster</li> <li>• Within Asia the cost of travelling is less</li> <li>• Most Western volunteers [in Asia] are long-term while Asians are short-term?</li> <li>• Volunteers from 'developed Asian' countries give aspirations to the developing Asian communities</li> <li>• Asians can adapt to host Asian societies better than westerns and there is less 'value conflict'</li> </ul>	<ul style="list-style-type: none"> <li>• There is this sympathy bond between Asian people</li> <li>• The non-Asian volunteers perhaps would like to talk about 'achievements' but we as Japanese talk about more emotional issues</li> <li>• The connection is important, those who love Asia know the importance of warmth and human relations</li> </ul>

In addition, former volunteers from Singapore reported that volunteer placements in Asia are more convenient due to systems and processes that allow for greater ease securing visas and other travel documents, especially within ASEAN countries.<sup>14</sup>

Turning to the 'host countries' cases in this study, we discuss similar themes of youth development, climate change and challenges and emerging issues in each country, before turning our attention to crosscutting issues in the following section. As seen from these case studies, the distinction between 'host' and 'sending' country is increasingly blurred.

<sup>14</sup> ASEAN countries include: Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam.



## Country Case Study #3: China

### *Summary*

In China, some governmental organisations are now actively engaged in piloting IVS projects with organisations such as the Britain-based Volunteer Service Overseas (VSO). The act of volunteering is relatively new in China, and many believe that the Beijing Olympics of 2008 had a significant impact in encouraging national volunteerism. In turn, increased contact and partnerships with IVCOs has led the Chinese government to consider developing a regulatory framework as well as a Chinese Volunteer Association on international cooperation and exchange. Still, the challenge among IVCOs operating in China is the lack of information and coordination among IVS sending organisations. Some IVCOs see the need to increase awareness of the value and meaning of IVS, and to conduct seminars for Chinese government officials to address this issue. Among the local host organisations, one of the key challenges faced is the relatively low capacity for volunteer management.

### *Context in China*

Two very recent turning points in international volunteerism in China have been the Beijing Olympics of 2008 (and the preceding years of preparation) and the Sichuan Earthquake in 2008.<sup>15</sup> The Beijing Youth League of China (YLC) was responsible for Olympic volunteer coordination, including coordination of large numbers of IVS volunteers with extensive experience in volunteer management, such as UNV. “Just before the Olympic Games in 2008, from 2005, the word ‘volunteer’ become more and more popular in Beijing, or even in China.” [NGO, China] More recently, the 2010 Asian Games in Guangzhou, have also raised awareness about volunteerism, both national and international.<sup>16</sup>

The YLC is the department responsible for volunteer advancement. YLC has different branches in cities and districts. According to many Chinese NGOs, the YLC does not necessary perceive itself as a volunteer organisation, in the pure sense, but more a platform for exchange in expertise. In Beijing, the Beijing Volunteer Federation (BVF) acts as an umbrella organisation. At the national level, “The YLC coordinates a yearly volunteer forum (national volunteers). For example in 2006, the meeting was organised by the National Committee of the Chinese People’s Political Consultative Conference and the People’s *Political* Consultative newspaper.” [NGO, China]

Up to now, there have been few coordination mechanisms for international volunteerism in China. Requests for volunteers from the Chinese government tend to be from a few selected Ministries, according to one official of an NGO: “The (Chinese) Ministry of Science and Technology is the only ministry for Japanese government technical cooperation in China, they send us the requests for volunteers, and it is the same Ministry also for Korea.” [IVCO, China] The establishment of the Chinese Volunteer Association in 2009 may provide more coordination.

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<sup>15</sup> The Sichuan earthquake is also known as the Wenchuan earthquake, a county located in Sichuan province.

<sup>16</sup> See <http://www.unv.org/en/news-resources/news/doc/passing-the-torch-for.html>

The Chinese Volunteer Association was established after the Ministry of Civil Affairs approved plans by the working committee of volunteers (of the Office of China Association of Social Workers). Expected to be implemented by late 2010, the committee will become the Chinese Volunteer Association, and will be located at the same administrative level as China Social Work Association. Interviewees explained that they have adopted the term 'Chinese Volunteer', instead of 'China Volunteer' because the latter implies only domestic volunteers, but 'Chinese' can include overseas Chinese. The translation might be same, but the meaning is different. The Ministry of Civil Affairs issued a regulation on this in November 2007, which aims to prompt this system of community volunteer registration in cities of the country.

Since 2010, the Office of China Association of Social Workers, Working Committee of Volunteers has been cooperating with VSO to learn about the experience of international exchange. Similar to the Volunteer Dispatching, the cooperation with VSO also aims to expand the exchange in the long term, including increased cooperation with VSO. [We are also planning] the establishment of the Chinese Volunteer Association, specifically responsible for international cooperation and exchange.

The recruitment of volunteers by Chinese host organisations varies tremendously. Some have online registration for international volunteers 'in English', therefore, some international volunteers come directly to them via their website and others via IVS programmes. However, in China, as in Vietnam, for smaller local host organisations, many still tend to receive international volunteers through their personal and professional connections, especially among managers who have previously studied abroad (mainly in the US or the UK) where they retained linkages with their *alma mater*. This is especially the case for smaller Chinese NGOs, but larger IVCOs tend to face another constraint: "Even though we are in China, but we seldom have a chance to contact other volunteer organisations." [IVCOs]

#### *Youth Development in IVS in China*

Knowledge of Mandarin or other Chinese languages among foreign youths is often raised as a constraint for both host and IVCOs: "We have (...) maybe one or two per month, from other countries. I think, last year, we had less than ten. Normally they do not speak Chinese, so they cannot do something [that] needs an understanding of Chinese. So, normally we will ask them to do some international work, like, (international) communication." [IVCO, China] As a result, one key source of volunteers are the English-speaking students, mostly coming from the USA, as described in Box 7.

#### **Box 7: Connecting with Foreign Students in Chinese Universities**

"We have a connection with Peking University since about two years ago. They have this kind of programme. Each term, there are foreign students who go to their university and study. Some of the students there would like to come to us to participate in our work. It's normally short-term: like proofreading a document, proofreading our proposal or report. Because many of our programmes are funded by some international foundation, we need to write English proposals and reports. Also, they can help us with coordinating activities, just

like normal volunteers. Before, we also had some international volunteers who did English training for our staff.” [NGO, China]

Others tackle the language issue by providing extensive language training for long-term volunteers, but short-term volunteers are another matter. “One big problem for short-term volunteers is the language, because the Chinese language is very difficult for Japanese people. Japanese people can communicate with Chinese people in writing, but speaking and reading is very difficult for us. We have 70 days of training mainly for language training for long-term volunteers, but no training for short-term volunteers.” [IVCO, China]

Bilateral understanding is often the goal of the volunteer programmes that send Japanese young volunteers to China (see Box 8). For IVCOs linked with bilateral or technical cooperation, volunteer activities in China focus on bilateral understanding between Japanese and Chinese people. Volunteers are working in various fields ranging from language, to environment, and industrial promotion. Bilateral understanding is a key feature of the volunteer efforts funded by the Japanese Government.

**Box 8: Japanese Volunteers in China: Towards Bilateral Understanding**

“The basic dispatching policies by the Japanese Ministry of Foreign Affairs to China (focus on) three fields: environment, social development in China and the third is very typical between Japanese and Chinese government, bilateral understanding between Chinese people and Japanese people. We are sending a lot of volunteers to promote bilateral understanding, and (for that purpose) Japanese language education may be one of the best fields. In the case of China, more than half of the volunteers are engaged in Japanese language education.” [IVCO, China]

However, the availability of long-term volunteers as language trainers is dwindling: “About ten years ago, we could recruit more than 80% of the volunteer [requested from] all over the world. But now I think the percentage decrease to 60%.” [IVCO, China] This is also explained by the fact that in China, the requests are for more experienced teachers with five years or six years of experience. Given that is very easy to find a job in other countries for this kind of language teacher, these teachers do not tend to join in as volunteers.

*Climate Change and IVS in China*

Some of environmental issues tackled by IVCOs in China relate to climate change, forest protection, food security and agriculture, and toxic waste. “We investigate to find out where environment crime(s) happen. Where is pollution from? What’s the reason and how can we resolve it.” [IVCO, China] However, even though the use of volunteers is important, it has some limitations, especially due to lack of Chinese language skills. However, as cyber volunteers (or online volunteers) and mobile volunteers (through mobile phones) become increasingly popular, this limitation can be overcome. This may be especially the case in projects that raise awareness on environmental issues. For example, cyber volunteers can be involved in translating and editing documents, and mobile volunteers can help with transmitting messages and raise awareness through sharing information via mobile phones.

Other organisations rely more on technical cooperation than on volunteers, as pointed out by an interviewee: “Each volunteer cannot do anything to that big problem. But we are trying to make a small impact on a small environmental programme. For example, encouraging recycling or reusing... that kind of movement in each cities. But we have no volunteers in that field. But in the future, the Chinese government is also very interested in our movements in recycling and reusing.” [IVCO, China]

### *Challenges and Emerging Issues in IVS in China*

The concept of international volunteerism may be well understood at the central level, but levels of awareness among the local officials at the provincial level may vary. This has prompted one IVCO to address the issue directly (see Box 9).

#### **Box 9: Seminars for Chinese Government Officials on IVS**

“We have seminars for each official from each province. [We talk about] what is a JICA volunteer, or what is JICA’s technical support. Maybe these provinces don’t know any volunteers from any countries. Our last seminar was, maybe two years ago, because the officials won’t change for several years.” [IVCO, China]

Some local host organisations have tapped into the growing number of matching platforms targeting internships abroad. For example, NE International is a for-profit organisation based in Beijing that matches internship opportunities with students who have at least a master’s degree. Local host organisations register with NEI for a small fee.<sup>17</sup> Compared with volunteers sent through IVCOs, some perceive internships organised through foreign governments as ‘better-organised and have a certain term and task identification...sometime we pay, something like... subsidies for their lunch or transportation.’ [NGO, China]

#### **Box 10: Upgrading Skills in Volunteer Management: A Challenge for Local Host Organisations in China**

“We need more details like management tools of volunteer coordination, volunteer training, and volunteer management systems, and maybe flow charts—how to draw the flow chart. I know there are some international organisations; they give some very basic training about capacity building and capacity improvement of NGOs in China. But I think, at least, our organisation has passed through the very beginning stage (regarding international volunteerism). And now, we need more detailed and more complicated management tools, for example, database management—how to manage thousands of volunteers. Although now we don’t have many (national) volunteers, maybe one hundred or so, but I think in the future, because there is a very big base of charities in China, we can grow up very quickly in the future. Yes, definitely. We do not need this kind of work.” [NGO, China]

<sup>17</sup> See <http://www.neinternship.com/>

Since 2003, a new trend has emerged in terms of sending senior volunteers to work in the industrial promotion sector: “at the moment we dispatched 10 to 13 people. And, they have worked for sectors which directly encourage growth of industry in China, which has a very good connection with the [our own] economic growth at the same time. But we think that demand for the skills and knowledge of senior volunteers may increase in the near future.” [IVCO, China] We tend to send senior volunteers (even if the request is for younger volunteers) because it is very difficult to recruit young persons who have experience in the field of promotion industry.

Finally, changes in the rules and regulations in specialised fields can also affect the types of volunteers sent to China. For example, one interviewee reported that: “before, nursing was the biggest sector where we sent volunteers to China, but in these few years, we had limitations in these activities, due to different medical rules between China and our country. So [our] nurse cannot conduct some medical practices, such as injections. But in many countries, I think including in China, nurse can do such medical practice.” [IVCO, China]

## **Country Case Study #4: India**

### *Summary*

The trend toward voluntourism in India – in contrast to Singapore -- is perceived by some host organisations as an additional support to lighten the heavy logistical requirements, and cost, of bringing in short-term international volunteers. According to the IVCOs interviewed, the Indian government is very selective of the sectors in which they allow international volunteers to work, as there are concerns about the international volunteers actually taking the job of local nationals. The NGO community is very active in IVS. A relatively new trend in IVS is that some Indian NGOs are starting to work with the corporate sector to develop strategies to target other members of the Indian Diaspora to bring them back to India as volunteers. Another upcoming development is the growing use of the Internet in the volunteer sector, which is having a significant impact on the management of IVS activities, such as mapping volunteer opportunities using Global Positioning System (GPS) instruments.

### *Context in India*

In India, there are hundreds of thousands of NGOs, religious charities, political parties, cooperatives and various other organisations working across the country in virtually every sector, many relying on a combination of national and international volunteers. These play a pivotal role in the development process in sectors such as education, health, agriculture, rural sanitation and so forth.<sup>18</sup> The space for some IVCOs has been reopened only recently: “[Our] programme was very successful but it was phased out in 1978. Not only [us], but also the American corps, Australian, [and] Canadian corps phased out. Then in accordance with the government of India [we] started again in 2006. [The Government of India believes that]

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<sup>18</sup> A 2001 study conducted by the New Delhi based Society for Participatory Research in Asia (PRIA) in conjunction with Johns Hopkins University, found an estimated 1.2 million non-profit organisations operating in India. The full report of this study can be accessed at [http://www.pria.org/cgi-bin/press/pressrelease1.htm?pr\\_id=8](http://www.pria.org/cgi-bin/press/pressrelease1.htm?pr_id=8)

they have the knowledge and experience in the general fields, so [they] wanted to start with specific skills linked to the [volunteers'] society or culture." [IVCO, India]

Although, there is no central governmental organisation coordinating international volunteerism into India (like in the Philippines), many IVCOs, like the United Nations Volunteers (UNV) under the United Nations Development Programme (UNDP), help coordinate the volunteering efforts. The NGO scene in India has given rise to a number of network organisations that give advice and feedback to the NGO community.<sup>19</sup>

The international volunteer sector is becoming more diverse and involves growing numbers of new actors, especially from the private for profit sector. In particular, very short-term volunteerism is often complemented by tourism in the country, as one local host organisations notes: "The organiser abroad gets in touch with a Tour Company in India. They chalk out the plan for sightseeing and part of that they come to NGO and work for [a] number of days. For example, one tour company is KVT India."<sup>20</sup> In particular, this is occurring with Japanese tourists: "Already some travel agents have established some channels for Japanese tourist to go to Calcutta. Japanese people are looking for some volunteer opportunities in India as compared to America, Europe." [IVCO India]

Another illustration of the new types of partnerships occurring in India is the "Teach India" campaign launched in Delhi, Mumbai, Kolkata, and Chennai in June 2008. It is a social initiative involving a consortium of 35 NGOs, 32 schools and colleges, and 27 corporations. Currently, more than 100,000 volunteers are enrolled in the campaign that has also begun in Bangalore, Jaipur, Hyderabad, and Ahmedabad.<sup>21</sup>

#### *Youth Development and IVS in India*

Young volunteers often come from schools in Europe over weekends, as part of their touring: "I am organising the touring day, programme visits, this is the school from UK and after the three day visit they will go to touring. I think that they are really connected with [an] organisation called Schools Worldwide in UK and they organised these trips for the students."<sup>22</sup> [Host Organisation, India]

This trend in short-term volunteer-tourism among schools appears to be growing through the emergence of service providers who take care of the logistical support, thereby reducing the burden on the organisers and host organisation: "I think for [a] school it is not difficult. They usually come from a maximum of one week. So, it is usually the tour company that takes care of their logistics, their stay, their travel, their food, any medical needs, so all that we had to take care of is the voluntary work, the actual work. In this way, that is not straining of course, but it's a lot of hard work; a lot of manpower is required for that [especially] to take care of their emotional needs, and safety, especially for woman, that's why we have an age bar for woman." [Host Organisation, India]

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<sup>19</sup> See <http://indiango.com/>

<sup>20</sup> See <http://www.kvtholidays.com/>

<sup>21</sup> See [http://teachindia.itimes.com/public\\_teach-india.php](http://teachindia.itimes.com/public_teach-india.php)

<sup>22</sup> see <http://www.schoolsworldwide.co.uk/home.html>

## *Climate Change and IVS Programmes in India*

Some IVCOs rely more on local interns than on volunteers when addressing issues of climate change: “We are not working with international volunteers but we have interns who are at the moment studying the impact of climate change, tribal health, and livelihoods. They are Indians they are interns and they are doing masters in environmental sciences and as the part of their internship, they have to spend one month with the organisation. We are using that particular space to study climate change, so international volunteering there might be possibility ... we might get into that... now that we [are] working on climate change. The needs of partners will tell us which skills sets we are looking for [in] international volunteers, so the time will tell.” [IVCO, India] Others are integrating sustainable development into their IVS activities such as illustrated in Box 11

### **Box 11: Sustainable Development in IVS – Building Durable Bamboo Houses**

“We ensure that what [we] build we does not damage the climate. For example, we are trying to use the local available technology. For example in the north east, we use a lot of bamboo which is readily available. Just go by the roadside; just use the technology [that] makes the use of bamboo possible. People originally could never think [a] bamboo house could last more than 5 or 6 years. We developed a technology so that [a] bamboo house would last for 30 to 40 years. If you cut one bamboo [plant], use it, and treated it, that would be last for 40 years. That means in the next 40 years, you are not going to cut another bamboo [plant]. That is sustainable for [the] environment (...) It is mostly done by our offices in Nepal. One of our colleagues over there and is the pioneer in this technology. Because Nepal is in the North-East side, bamboo is readily available in that area. In the state of Rajasthan, the material used changes. There, a lot of rock is used, because rock is readily and easily available. Rock houses give a nice cool effect inside because Rajasthan is very hot.” [IVCO, India]

## *Challenges and Emerging Issues in IVS in India*

There have been many attempts at creating centralised volunteer registration platforms, and although this can be time efficient, it may pose some limitations, especially when it comes to tackling the expectations and underlying intentions of applicants: “We had an online platform, and within six months we received 3,000 registrations, but we only placed 65 in the first year. The people come and say that I want to volunteer; they fill [out] the form and everything. Their organisation can also fill [out] their form and put them on [a] volunteering opportunity. You can expect that matching would happen as it’s like a job portal as matching would [be] happen. [But] volunteering is different. (...) [We needed a] change of model. We said we will not work on the web [anymore]. We started with one centre in Delhi, and one centre in Mumbai. We will screen them. We will check their motivation. So, we will have a 15 minutes chat, or a small kind of interview. Because signing [up] for the volunteering opportunities on the web is one thing, going for [an] interview that will be for doing volunteering is a different thing.” [Network NGO, India]

In India, attempts are under way to make full use of IT to tackle short-term volunteerism, as described in Box 12.

**Box 12: Mapping the City for Volunteer Opportunities: Just Use Your iPhone**

“You must have seen that iPhone has a smart phone application. If I have to go from place X to place Y, I can see that a lot of volunteering related activities can be facilitated through smart phones application. So currently, in my personal capacity I am trying to do a pilot and map the roads of Delhi with Geographic Information System (GIS) and Global Interoperability Programme (GIP), where you put data there. I think with the current pace of technology, a lot of these things have some [potential]. The first step is mapping the city. Mapping the city is not tough exercise because you can get it from Google search. All you need is \$300 dollars Global Positioning System (GPS) equipments. You need to have various volunteers who can go through the various organisations. They come here and press a few buttons. With people and everything, this pilot would cost around 4000 thousand Indian rupees. Once we create the platform we need data. This can be in two ways: I need to enter data in every organisation with a GPS instrument. Or second I can open the platform, and organisations can come and update. On the Google map if we want to landmark on this you can do it. Who will kind of moderate? Putting information like a Wikipedia model that is a more cost effective model.” [IVCO, India]

Due to the vast number of NGOs in India, there are efforts afoot to establish rules and regulations for the voluntary sector, though there is no uniform system. This is to facilitate the international volunteers and sending organisations to differentiate between ‘ghost’ NGOs and ‘honest’ NGOs.<sup>23</sup> Host organisations see meeting the needs of the volunteers as the biggest challenge, especially short-term volunteers. As related by one observer: “For international teams it is a culture experience as well. In fact, it’s [a] lot tougher for us to ensure that the [work] progresses well for the international volunteers most of [all] because that they are coming here with a purpose. We have to ensure that they have a cultural experience as well. That they get to see other aspects of India apart from the community they are working with.” [IVCO, India]

A recent survey in India showed the gaps often found between the expectations of NGOs versus those of the volunteers (see Table 2).

**Table 2: Summary of Sending and Hosting Organisations’ Expectations.<sup>24</sup>**

NGO Expectations	Volunteer Expectations of NGO
Volunteer will meet a need of the organisation	Volunteers expect to make an impact on the organisation
Volunteer will display the credentials that they put on paper	Volunteers expect personal satisfaction

<sup>23</sup> See [www.credibilityalliance.org](http://www.credibilityalliance.org)

<sup>24</sup> Sandhya Gupta (2005), ‘A guide to serving in India’, Available at [www.indiserve.org/Documents/GUIDEBOOK%20FOR%20VOLUNTEERING%20IN%20INDIA.doc](http://www.indiserve.org/Documents/GUIDEBOOK%20FOR%20VOLUNTEERING%20IN%20INDIA.doc)



Volunteers will add value to the organisation	Volunteers expect that the organisation will give them a certain amount of freedom AND support
Volunteers will provide fresh blood and new ideas	Volunteers expect that the organisation will communicate with them.
Volunteers will be interested in the subject material of the organisation	Volunteers have a picture in their mind of what their experience will be like
Volunteers will be sensitive and committed	Volunteers expect to change the world
	Volunteers have an idea of service as 'glamorous'

For other IVCOs, the challenge is to work within a decentralised system: “[The] government of India is still very strict in the sense that each of the fields they choose the nodal ministry. Like [for] education that is the Human Resources Ministry; in case of health centres, the Ministry of Health; for agriculture, the Ministry of Agriculture; the government of India has selected the nodal ministry in each of [our] programmes.” [IVCO, India] Working with corporate volunteers also brings its own set of challenges (see Box 13).

**Box 13: Working with Corporate Volunteers Requires Almost a Sales-Like Approach**

“Our work is 30 to 40 % involved with the corporate sector. We would like it to grow to 50% to 60%. To work with corporate requires a very different kind of skills. Most of the people work in this office; they are very good [at] working with volunteers, very good with working with NGOs. When working with corporate [though], suddenly you have to speak in the different language: you have to talk in terms of service provider, customer satisfaction. You have to satisfy the clients. All those things are business like. Sometimes our team [is] not comfortable doing that. Then we have to hire different skilled people. Because of the work with corporate, it’s tremendous work on corporate social responsibility. It’s almost a sales-like approach.” [IVCO, India]

Finally, an emerging strategy for international volunteerism is to target the Indian Diaspora. Box 14 shows two very distinct models, with different set of goals:

**Box 14: Two Types of Programmes Targeting the Indian Diaspora as Volunteers:**

“Indi Core and America India foundation get 30 to 40 volunteers each per year. Indi Core just focuses on Diaspora volunteering. They are getting Indian Americans who want to work in India or to do some service to help people but they want to see where they come from, as third and fourth generation Indians. Indian American they are not first or second generation.

100 years back their family left India and nobody came back. Their purpose is to connect Indian Americans to get connected roots in India. Volunteerism is the tool to do that. It was founded in 2005. The second organisation is America India foundation. This is an organisation which was set [up] by some very wealthy entrepreneurs—Indians of Silicon Valley—during the Silicon Valley boom time and the trigger for them was the Gujarat earthquake that happened in 2001. They would bring young Indian Americans to India for the exposure and give them a voluntary assignment. But the idea is that it brings a connection to India at the early stage of their career. Some of them will become part of the administration, heads of companies in 20 years and then their policies may be more favourable to India. This brings India and America closer together.” [IVCO, India]

## **Country Case Study #5: Philippines**

### *Summary*

The concept of volunteerism is not new in the Philippines, and many Filipino volunteers have been involved in IVS in other developing countries in Asia. The Philippine National Volunteer Service Coordinating Agency (PNVSCA), which represents the Philippines government, provides a centralised system for recruitment and dispatch of international volunteers. In addition, there are many network NGOs offering a platform for information exchange and lesson sharing, such as Philippine Association for Volunteer Efforts (PAVE), and Volunteer Organisations Information Coordination and Exchange, Inc. (VOICE). Like in the case of India, some Filipino NGOs are starting to target the second and third generation Filipinos living overseas as a source of volunteers into India in a more systematic way. An interesting feature of IVS in Philippines is the recent ‘export’ of an indigenous model of development based on the work of an NGO called Gawad Kalinga. Under this model, which began as a nation-building movement, development is fuelled by volunteers working together to bring about change and recognise the contributions of the poorest of the poor along.

### *Context in the Philippines*

The Philippines is one of the few countries that has institutionalised volunteerism as a strategy for national development and international cooperation. According to the Volunteer Act of 2007:

Volunteerism refers to an act involving a wide range of activities, including traditional forms of mutual aid and developmental interventions that provides an enabling and empowering environment both on the part of the beneficiary receiving and the volunteer rendering the act, undertaken for reasons arising from socio-developmental, business or corporate orientation, commitment or conviction for the attainment of the public good and where monetary and other incentives or rewards are not the primary motivating factors. (Republic Act No. 9418, Section. 4.a)

The implementing body of this Act is the Philippine National Volunteer Service Coordinating Agency (PNVSCA) at the National Economic and Development Authority (NEDA) of the

Ministry of Finance, founded in 1964. It is tasked with reviewing and formulating policies and guidelines on national volunteer service programmes, coordinating, monitoring, and evaluating the national service programme, and acting as a clearinghouse for matters pertaining to international volunteer services. PNVSCA holds periodical Volunteer Sharing Sessions. In mid-July 2010, a Regional Symposium on Volunteerism initiated by PNVSCA discussed the Act on Volunteerism (2007).<sup>25</sup> This centralised system has been praised by many interviewees, as illustrated in Box 15.

**Box 15: *The Philippines' Centralised System for International Volunteers***

"In the Philippines, the system is a bit different compared with other countries. Each local government unit or each school can apply for a volunteer without the approval of each ministry. They apply for a volunteer from us and the Philippine National Volunteer Service Coordinating Agency, we call it PNVSCA, this agency handles all international volunteer programmes. It's a very convenient and effective system, I think. Because the volunteer request process usually takes a long time if we must necessarily be endorsed by each ministry. But in the Philippines, just the PNVSCA handles it. Just one agency acts as the representative of the Philippine government. So we receive the request from the requesting organisation through the PNVSCA. And in this request they mentioned about the work plan and activities. Then we conduct a site survey, maybe a volunteer coordinator or national staff and we discuss what they would like to do. And then we (translate) the documents to our recruitment centre. They match the applicant and their career and the request. And this process takes a little bit of a long time, around one month or something. This is the timing of the matching of the volunteer and the request." [IVCO, Philippines]

There are many support organisations to the volunteer sector. Among them is the Philippine Association for Volunteer Efforts (PAVE), which was founded in 1995 and is a network of organisations and individuals advocating volunteerism as a Filipino way of life. It acts as a capacity builder for volunteerism and aims to develop professionalism in volunteerism. It also provides training and technical assistance towards effective leadership and management of volunteers to community-based agencies, CSOs, and state agencies. In the past, it has mainly worked with organisations like start-ups in the field of volunteerism, but in the future, it aims to focus on individuals in charge of volunteer management. PAVE is the National Representative of the International Association for Volunteer Effort (IAVE) and runs a flagship programme called the National Conference of Volunteer Managers.<sup>26</sup>

Another is the Volunteer Organisations Information Coordination and Exchange, Inc. (VOICE), established in 2001 in response to the International Year of Volunteers (IYV), with the collaboration of VSO, to increase cooperation among volunteer organisations and partners in the region. The organisation holds a National Volunteer Summit.<sup>27</sup> Finally, with respect to climate change, The Philippine Sustainable Development Network (PSDN) is a non-profit corporation composed of organisations active in sustainable development issues, which provides a platform to exchange and access information (network organisation). It

<sup>25</sup> The implementing rules and regulations of this Act can be found at <http://www.freewebs.com/voicenetwork/Volunteer%20Law%20-IRR.pdf>

<sup>26</sup> See [http://en.wikipilipinas.org/index.php?title=Philippine\\_Association\\_for\\_Volunteer\\_Effort](http://en.wikipilipinas.org/index.php?title=Philippine_Association_for_Volunteer_Effort)

<sup>27</sup> See <http://www.voicenetworkph.org/>

includes, for example, a comprehensive list of NGOs working in the Philippines and working on climate change, environmental protection, natural resource management, etc.<sup>28</sup>

### *Youth Development in the Philippines*

In the Philippines, first-year and second-year college students are required to do community work. “Hopefully, they can embrace it (volunteerism) so that when they are in their third and fourth year, they continue to volunteer” [NGO Philippines]

#### **Box 16: Targeting the Second and Third Generation Filipinos**

“We started to concentrate on the second generation or third generation Filipinos last year, to deliberately get them. Because in the past, we had them but it was not deliberate. We just sent this shout out to everybody if you want to volunteer. But now we want to concentrate on the second / third generation. Because growing up, they were trying to figure out, ‘Who am I? Who am I? I’m not Mexican. I’m not Hawaiian. Who am I? I’m Asian, right, but I don’t look Chinese.’” [NGO, Philippines]

### *Climate Change and IVS in the Philippines*

One of the more popular types of programme in the field of agriculture and rural development is organic farming. IVCOs send volunteers that teach environmentally friendly organic farming practices. But even some of the large IVCOs face some constraints in terms of meeting the requests for long-term international volunteers to tackle problems related to climate change. Most often, the constraints are due to the lack of proper technical equipment combined with the lack of available volunteers in this sector. Yet the demands are increasing from all corners, as illustrated in Box 17.

#### **Box 17: How International Volunteers Can Work Towards Alleviating the Negative Impact of Climate Change in the Philippines**

“We’re really looking for appropriate, relatively low-cost and low-maintenance type of technologies. Especially given the fact that we’re islands, and we need to provide energy to all but it’s really costly to have centralised grids, so decentralised renewable energy options would be something that we’re looking for. (...) Same thing with wastewater treatment, where you don’t just treat the wastewater but you try to capture the methane through bio-digesters, and the more famous models for this are of course the China dome models. But I’m sure there might be other, there are other models of bio-digesters that are relatively low-cost out there that we could also explore. So things like that I think are what could be of value to us from the international volunteers.” [NGO, Philippines]

<sup>28</sup> See <http://www.psdn.org.ph/psdn>

**Box 18: *Climate Change: The Number One Challenge is the Lack of Awareness***

“The number one challenge really is still the lack of awareness. The recent calamities that we’ve experienced raised awareness about climate change per se, but that doesn’t really mean people understand what the causes of climate change are and what are the consequences, or that in fact, that this is a more invasive world that we are living in. So I really think a lot of information education and communication work needs to be done. We need to start building the capacity at the local level because we know that the impacts of climate change are different in different parts of the country, in different parts of the world. Even if you say East Asia will have a 14% increase in precipitation, the fourth (Climate Change) assessment clearly says that it is going to differ per region, it’s not going to be the same across the region. So, I think the microclimates are changing, and especially because we’re an archipelago so the islands are so different. And the scientific understanding of that has to be brought down to a level that is chewable, that’s understandable, even to the local leaders themselves. I tell our scientists our problem is we talk in the scientific language, so we’re only talking to ourselves. And the people who need to make the decisions don’t fully understand.” [NGO, Philippines]

*Challenges and Emerging Issues in the Philippines*

Some IVCOs are mandated by their main funders to stop operating in the Philippines within the next four to five years, as the Philippine economy has grown and the country is no longer a priority country for some bilateral donors. For the IVCOs concerned, three activities have begun in preparation: searching for new types of partnerships, preparing an exit strategy, and ensuring long-term impact and sustainability of the programmes developed over the years: “we have to come up with innovative ways of financing our activities, either by public-private partnerships, or by linking with other foundations”. [IVCO, Philippines]

For short-term professional volunteers, managing expectations of the volunteers seems to be one important aspect of volunteer management: “Sometimes, our Canadians, although they have been briefed, they have their own set of standards that sometimes, when these standards are not met by the clients, they either complain or feel disappointed, you know. Especially because they work as volunteers and, of course, their time spent with the client is valuable. So they are expecting that the client would, in return, make sure that their time is spent productively.” [IVCO, Philippines]

**Box 19: Venturing ‘Beyond CSR’ and into ‘Radical CSR’**

“Sometimes CSR, you do this so you can further enhance the brand of your company and maybe at some point get some kind of return. But what we’re trying to say to corporations and others is that, beyond CSR, this is not about doing some projects here and there. This is investing in the people, especially the poor. This is all about investing, because this is about marketing the whole country.” [NGO Philippines]

“CSR as we know it in the management books, is doing something beyond compliance and public relations. That’s the traditional CSR. Doing regular programmes like medical missions, infrastructure building, things like that. Radical CSR is an approach that involves the community spirit. So, there is an emotional element in the way we are doing CSR. Also, the regular CSR, the traditional CSR, talks about best practices. Radical CSR talks about next practices.” [Private Company, Philippines]

Finally, one rapidly growing NGO in the Philippines, Gawad Kalinga, is delving into a more structured and strategic way of managing international volunteers: “Before, maybe we were so confident with the number of people coming to GK that we never lacked volunteers. That’s why we never took time to just put them on a database. And second, now we are looking at a volunteer management and spreading the GK way as a very, very major key component in Gawad Kalinga, because this is where the sustainability of GK will happen later on.” The GK model of volunteerism is being exported outside the Philippines. There is a Gawad Kalinga site in Cambodia, two in Jakarta, one in Port Moresby in Papua New Guinea, one in Colombia (South America) and there is one being started in India. The second Gawad Kalinga 2024 Global Summit took place recently, in Singapore.<sup>29</sup>

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<sup>29</sup> See <http://app1.mcys.gov.sg/MCYSNews/SecondGawadKalinga2024GlobalSummit.aspx>

## Country Case Study #6: Vietnam

### *Summary*

In Vietnam, the governmental organisation in charge of coordinating IVS is the People's Aid Coordinating Committee (PACCOM). As in China, there is a slowly growing trend of national volunteers getting involved in IVS. Also, just like in India and the Philippines, the Vietnamese Diaspora is being targeted by IVCOs as well as by the host organisations themselves as a source of volunteers to Vietnam. Vietnamese youth who serve abroad tended to have been more exposed to volunteering previously through national volunteering than other Vietnamese youth. Currently, the Vietnamese government is attempting to include volunteer activities in poor communities as part of the formal curriculum. As Vietnam prepares to join the ranks of other middle-income countries, donors are slowly phasing out. This places greater pressure on IVCOs to ensure the sustainability of IVS activities in the long run. In parallel, informal placements of international volunteers are often done by host organisations in Vietnam that hope to capitalise on their professional and personal networks.

### *Context in Vietnam*

IVCOs in Vietnam are under the purview of the People's Aid Coordinating Committee (PACCOM), established in 1989. PACCOM facilitates humanitarian and development aid activities of foreign non-governmental organisations based in Vietnam, assists their local partners, and disseminates information from foreign NGOs and Vietnamese partners. For example, it processes permits of different types of foreign NGOs according to the 1996 regulation on the operation of foreign non-governmental organisations<sup>30</sup>.

In recent years, IVCOs have been collaborating with educational institutions for their volunteer-sending programmes, among which are many Hanoi-based Universities, such as Hanoi University, Foreign Trade University, Vietnam National University, University of Technology, and National Economics University. These partnerships are not student-led, but instead, the IVCO approaches the management board of these universities to establish these partnerships.

In Vietnam, reciprocity between IVCOs and host organisations has recently grown in importance. Many interviewees from host organisations in Vietnam expressed a desire to engage in South-to-North volunteering. Vietnamese volunteers are increasingly sent abroad, although financial constraints remains a serious issue: "Vietnamese students have a high motivation to travel but they don't have the conditions to cover (the expenses), we want to support our young people to go abroad to bring our image and also to enhance volunteerism in Vietnam, to bring the spirit of volunteerism to Vietnam." [IVCO, Vietnam] In addition, host organisations pointed out that they also wish to have more *mutually engaging* relations with IVCOs in developing countries.

On the supply side, at a national level, volunteering is still a relatively unusual concept in Vietnam. Many of the Vietnamese interviewees concurred that, "the concept of the working

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<sup>30</sup> For information on the 1996 regulation see: <http://unpan1.un.org/intrdoc/groups/public/documents/APCITY/UNPAN004702.pdf>

as a volunteer it is not very common in Vietnam” [Host Organisation, Vietnam]. Also, some participants of the FGD in Vietnam believe that this is partly due to the fact that students are not formally exposed to volunteerism early on, as part of their curriculum. On the supply side of IVCOs, a recent survey of 30 sending IVCOs in Singapore finds that the top five perceived obstacles to international volunteer development in Vietnam are: 1) lack of reliable contacts overseas, 2) lack of financial resources, 3) lack of experienced/skilled volunteers, 4) lack of training, and 5) apathy. (IVA, 2009)

Despite these findings, it is clear that international volunteering is taking hold in the country. Among other key organisations receiving long-term volunteers (defined as at least one month) in Vietnam are *Solidarites Jeunesses Vietnam*<sup>31</sup> (SJ Vietnam) and Sustainable Rural Development<sup>32</sup> Vietnam (SRD) which is part of the recent Network of Vietnamese Non-Governmental Organisations and Climate Change<sup>33</sup> (CNGO&CC) to support the role of civil society involved in sustainable community livelihood and environmental protection. The Vietnam Youth Union<sup>34</sup> and the Vietnam Women’s Union<sup>35</sup> are also very active in terms of national and international volunteerism in Vietnam.

### *Youth Development in Vietnam*

One of the participants in the focus group in Vietnam highlighted one of the sources of increased awareness about volunteerism in Vietnam: “from the last 20 years or more, a lot of Vietnamese go study abroad, and you would learn about volunteerism when you are at different schools, like graduate or undergraduate schools. So you bring that openness from abroad back home.” [FGD, Vietnam]

#### **Box 20: Volunteerism in Vietnam: From Past to Present**

“I also think that there’s an evolution of volunteerism through our time. I remember that during the wartime when the country was in very difficult time, everybody volunteered to fight for the war to win again our independence. And now I see the economy has developed and there’s a bigger gap between different groups of people. (...) I think along with economic growth there’s an increasing awareness that people should help each other.” [FGD, Vietnam]

“Each university has groups they call Youth Volunteers in each university. For example the first, second and third-year students, in each class they would have five or six key members in the volunteer group and they get involved in a lot of different activities. For example, helping to build houses for people in the poor areas or helping to plant trees in some remote areas. I think that the movement is good but I really hope that they would do something more practical and raise awareness on the meaning of volunteer work. Because sometimes they go to school, they are assigned to go to some places to do something but they do not have clear instructions. May be that [location] needs 20 volunteers but they sent 50 and then everything is messed up. “ [FGD, Vietnam]

<sup>31</sup> See: [http://www.sjvietnam.org/index.php?menu\\_selected=4&sub\\_menu\\_selected=128&language=EN](http://www.sjvietnam.org/index.php?menu_selected=4&sub_menu_selected=128&language=EN)

<sup>32</sup> See <http://www.srd.org.vn/index.asp>

<sup>33</sup> See <http://vnngo-cc.vn/en/introduction-vngocc>

<sup>34</sup> See [www.Thanhgiong.vn](http://www.Thanhgiong.vn) or [www.doanthanhnhien.vn](http://www.doanthanhnhien.vn) (Vietnamese language websites)

<sup>35</sup> See [www.vwu.vn](http://www.vwu.vn) or [www.hoiphpn.org.vn](http://www.hoiphpn.org.vn) (Vietnamese language websites)



There is an increasing trend of young Australian volunteers of Asian origins for example from China, Hong Kong, India, South Korea and Vietnam. This is an increasing trend at least as perceived by some IVCOs in Vietnam. Similarly, some of the 'Western' volunteers also have Vietnamese backgrounds, and these individuals do not have any language problems. There are more and more Vietnamese overseas professionals coming back to Vietnam to take advantage of the opportunities in the country, so this trend is broader than just at the volunteer level. Few of the interviewees reported having a concrete strategy to promote Western volunteers with Asian background. Further research would be required to determine whether or to what extent this trend is increasing.

From an IVCO perspective, international volunteer assignments are a challenge in sending international volunteers to Vietnam: "Assignment proposals (from local partners) are not clear and there are unclear expectations, no feedback on the volunteer work, but we need to ensure quality assignments so we have set a quota system each year in terms of number of assignments (...) the quota itself is very challenging [to reach] but it's really up to us in the end. I think having a quota is important to ensure quality, but it can also create other problems if there are insufficient projects." [IVCO, Vietnam]

From a host organisation perspective, support for international volunteers and language barriers are challenges for local partners: "Volunteers expect a lot of guidance especially at the beginning and sometimes it is a bit like a burden because they ask a lot of questions and also they question why they do things as they do, there is a language problem as most of the documentation is in Vietnamese" [NGO, Vietnam]

### *Climate Change and IVS in Vietnam*

Addressing climate change is at the forefront of Vietnam's long-term development strategy. Vietnam is also one of the most affected countries in the world in terms of being victim of environmental disasters. As a result, donors have prioritised this sector and IVCOs follow suit: "75% of our programmes must be aligned with [our donor's] priorities, which include the environment, climate change, water and sanitation and disabilities. Climate change and environmental protection is *the* theme for our country, [but we] need more technical understanding in Vietnam (...) and understanding of the issue and what volunteers can offer". [IVCO, Vietnam]

One host organisation identified a need for 'high-level volunteers' with expertise and experience in climate change issues. "We need professional staff with three to five years experience in coastal management, advocacy and management to build our capacity (...) 'high level' volunteers to help us build our projects (...) we find that international volunteers with no experience are challenging for us and that coming for six months only makes it difficult to help us". [NGO, Vietnam]

However, an important shift is occurring in the international donor community: "as Vietnam moves to middle-income country status, donors may reassess their priority countries and may shift their assistance to more needy country. In fact, Finland has already taken out Vietnam among its priority country in terms of Finnish fully funded UNV volunteers, and other donors may follow suit. So there is a possibility of phasing out, maybe gradually." [IVCO, Vietnam]

### *Challenges and Emerging Issues in IVS in Vietnam*

One of the constraints faced by some of the IVCOs relates specifically to short-term volunteerism, especially in cases when expert volunteers cannot get involved in long-term volunteerism, since visas need to be processed more rapidly. Short-term volunteerism often means 'doing the job yourself' compared to long-term volunteerism, which is more focused on working with people for sustained development. Sometimes short-term volunteers become repeat volunteers as they come periodically during the summer holidays, for example.

For many host organisations, partnerships with IVCOs are a relatively recent phenomenon, as they rely extensively on personal and professional relationships: "usually we've [had a] very close relationship with some key persons in the USA or in Germany so they organised teams by themselves, they called their colleagues, they called their close friends and they came here. Of course we needed to negotiate about the time, about the schedule, everything through the emails first but usually organised by some key persons not by a foundation." [Host Organisation, Vietnam] In contrast, working through an IVCO may at times take a longer time due to budget and visa issues or to frequent changes in the contact person abroad.

### **Focus Group Discussions with National Volunteers Working within the IVS Sector in Vietnam**

Seven national volunteers working in collaboration with international volunteers in the health sector in Vietnam and Cambodia, participated in a focus group discussion in Hanoi on March 10, 2010. The list of questions is included in Annexe N. Among the key issues raised were the differences in understanding of the roles of volunteers among young people. Partners ascribed these differences to two factors, first, early exposure with volunteerism in formal education systems in some countries and second, cultural differences on the understanding and expectations of the role of volunteerism (see examples in Table 3).

Focus Group participants note that Vietnamese students are not exposed to volunteering at school, and are therefore less likely to understand what a volunteer does, in contrast to international volunteers who have early exposure to volunteerism. Another problem is the fact that expert volunteers are used to certain standards and do not realise that they are being demanding or putting more pressure on the host organisation and the host community. This perceived lack of sensitivity is explained by the difference in cultural background. Other observations point out that international expert volunteers tend to be more decisive, especially because of the short-term nature of their visit. The illustrative quotes from the FGD are summarised in Table 3 below.

**Table 3: Results of the FGD with National Volunteers Working within the IVS Sector in Vietnam**

Working with national volunteers	Working with international volunteers
<p>“Young Vietnamese do not get involved very much in terms of volunteering when they are in the primary school or secondary school even high school therefore [<i>they lack understanding</i>] of what volunteers should do,</p>	<p>“Young international volunteers have been experienced with volunteerism when they were at primary school or the secondary schools already so they are <i>familiar with what is a volunteer</i> “</p>
<p>National volunteer tend to be more flexible because they understand the constraints in the local context</p>	<p>“International volunteers are <i>more demanding and less flexible</i> when they’re in the local country, they... they want something more from the local people can offer, don’t want the local nurse to help them with the patients because they thought that they were not well trained.”</p>
<p>“It is <i>more effective when you work with the local volunteers because we have the same culture</i>, and educational background, the way of you solving of problems and we know much better about our environment</p>	<p>“when we work with the international volunteer first thing we have to think about is the <i>different culture, the international volunteers, they never think that they are demanding but the way they do we think that they demanding</i>”</p>
<p>“Some people are easy to work with when we do the missions, within the same time, <i>local doctors can usually operate more children</i>, maybe double than international doctor volunteer”</p>	<p>“the [international] <i>doctor think that they need the full equipment to do the best operation</i> whereas we try to find the way even we don’t have the light, operation light, it’s normal light”</p>
<p>“sometimes for the local volunteers just want to join in and then they will decide later. They did not have any kind of volunteer activities when they were very young, the <i>difference comes from the education and from the culture</i>”</p>	<p>“international volunteers, they are more active and they are <i>more decisive and more independent, they understand about their roles and responsibilities</i> very clearly before if they join any activity, they understand about that and they agree with that”</p>
<p>“Ultimately, I do not see the difference whether they come from foreign country or local country but I do see two trends of or two types of volunteers: One is that they are doing it from their heart whether they are international or local. The other, they want to do it because it’s fun and also because they want to maybe, to be active and want to have more profile in their curriculum vitae.”</p>	

## **V. – Emerging Perspectives and IVS Innovations in Asia**

In addition to youth development and climate change, many other themes emerged as part of this research, namely: the growth of Asia-to-Asia volunteering; new pathways to international volunteering; quasi-governmental forms of IVS; IVS as a principal form of corporate social responsibility; and the growing influence of the Internet on IVS activities and on IVS sending and hosting organisations. Each of these themes surfaced in the online survey and several times across countries during the fieldwork research and are discussed in turn in this section.

### **Youth Development**

As part of the mandate of this research, youth development received particular attention during the in-depth interviews. The key findings are three-fold. The first is concerned with ensuring employment of returned volunteers, which also posed some challenges in recruiting volunteers -- especially for long-term assignments. As a result, new forms of arrangements for the international volunteers are being implemented with the support of some governments. There are concrete efforts to support returned volunteers in some countries, to help secure jobs after long-term volunteerism either through subsidies or through using incentives such as employment guarantees. For example, in Japan, hiring practices give little credit to IVS experience in the formal labour market. Consequently, some IVCOs receive governmental support in terms of providing their long-term volunteers with employment guarantee schemes and wage subsidies. This has been especially prevalent for employees of the Ministry of Education. A second finding is a strategy to attract international volunteers from the Asian Diaspora by sending organisations, and sometimes directly by local host organisations.<sup>36</sup> This also takes the form of encouraging international students to volunteer in their home country, especially through short-term projects. This is discussed further as part of the emerging trends. A third finding is the importance of early exposure to domestic volunteerism by youth through the school system or local community volunteering, which leads to increased awareness about international volunteerism.

### **Climate Change**

Many bilateral donors have prioritised climate change related projects as part of the financial support to developing countries in Asia. This has led many IVS host organisations to raise concerns about their own lack of knowledge about climate change issues at the technical and managerial levels. Attracting volunteers in this sector is also a perceived challenge due to the high technical skills required, along with the perceived lack of availability of specialists who are willing to work as international volunteers. However, some Singapore IVCOs relate that there is an increasing proportion of eco-friendly projects across Asia. Some interviewees believe that volunteerism related to climate change needs to go through a paradigm shift, not just do what is necessary (the 'what'), but also understand the 'why'-- especially for short-term assignments. Others believe that lack of awareness of climate change is the most critical challenge.

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<sup>36</sup> The Asian Diaspora is a cultural phenomenon that led to the dispersion of people outside their country of origin, due to factors such as hardship, prejudice, social struggles, or search for more prosperous lives.

For disaster relief in particular, there is a clear trend towards ensuring greater professionalism. For some Japanese IVCOs, this translates into preferring to engage professionals instead of volunteers. This practice is pursued to reduce risk and negative repercussions of low expertise among volunteers, and to enable the imposition of greater authority on paid professionals. For some Singapore IVCOs, this means requiring that the volunteers take a standardised training course that would help them prepare mentally and technically for the challenges of working in a post-disaster context.

## **Growth of Asia-to-Asia Volunteering**

As manifest in both the online survey responses and the country case studies, an important facet of IVS in Asia is a trend toward commitment to Asia-to-Asia placements. This seems to be important for both the supply and demand sides of the equation. On the supply side, former volunteers reported that volunteer placements in Asia are more convenient due to systems and processes that allow for greater ease securing visas and other travel documents, especially within ASEAN countries.<sup>37</sup> At the country level competition in the global market and trade regionalisation has pressed Asian countries to focus development aid more tightly on strategic 'South-South Cooperation' with countries in Asia and abroad. Moreover, IVS sending organisations have begun exporting models that work in their local context to other countries in Asia and other regions. (See Philippines case study).

On the demand side, volunteer-hosting organisations also mentioned that similar cultures and commonalities in food and living conditions shared cultures make placements easier to manage. Cultural practices, such as 'saving face' and 'patronage', often do not have to be explained to volunteers from other countries in Asia. Consequently staff need to spend less time orienting and training international volunteers from Asia. Many volunteer-hosting organisations who previously received international volunteers from Europe and the United States are now explicitly seeking to attract more volunteers from Asia. Interviews suggest that it is easier to 'blend in' and there are more immediate 'connections' between Asian volunteers and Asian host communities, often based on similar sets of values and practices. Related to this, programme officials believe that Asian volunteers serving in Asia may have better understanding of local issues than Western volunteers, although some also note that there may also be a gap between volunteers coming from more developed countries in Asia and developing country placements.

However, there is variation across the Asia region. In South and Southeast Asia, there is a tendency toward South-to-South volunteering within developing countries in Asia. This is a relatively new trend in international volunteering worldwide, which has been dominated historically by North-to-South volunteering, with Europe and North America dominating in sending volunteers abroad. Like development strategies generally, this trend may signal a new model of IVS emerging from Asia. Many interviewees from host organisations expressed a desire to engage in South-to-North volunteering. They also wish to have more *mutually engaging* relations with IVCOs in developing countries. International volunteering in this direction is minimal in Asia—as it is in many other regions of the globe. (See Vietnam

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<sup>37</sup> ASEAN countries include: Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam.

case study)

## **New Pathways to International Volunteering in Asia**

The research findings point out four new pathways to international volunteering in Asia, namely: a) targeting the Asian Diaspora; b) increased awareness about volunteerism; c) growing relevancy of national volunteers in short-term IVS activities; and d) increased reliance on national volunteers.

*1. Targeting the Asian Diaspora.* An interesting pathway to volunteering mentioned explicitly in India and the Philippines is through the Asian Diaspora. For example, IVS organisations target the first, second, and third generation of Indians or Filipinos (who migrated to other, usually Western, countries), to return and participate in IVS activities in India or the Philippines. This has also been prevalent within corporate volunteers for short-term assignments in India, and is also beginning to emerge in Vietnam. (see Box 14 and Box 16)

*2. Increased awareness about volunteerism.* There were many references made to the link between national volunteering and international volunteering across Asian countries. Although this is more common worldwide, this was manifest in a number of unique ways in Asia. For example, many interviewees reported they began volunteering at home first, and then took up an opportunity to volunteer abroad. This was manifest after the Asian Tsunami in Japan; after the 1997 financial crisis created high youth unemployment in Korea; and following the 2008 Olympic Games in China, which brought out scores of domestic volunteers. (See Singapore and Japan case studies). The greater awareness of volunteerism also comes from formal introduction as part of the educational system, as noted in Singapore, for example.

*3. Growing relevancy of national volunteers in short-term IVS activities.* National volunteers often report teaming up with international volunteers to complete short-term projects in their country, as highlighted by focus group discussion with the Vietnamese national volunteers. Local and national volunteering is also relevant to international volunteer management. For example, this is particularly relevant to short-term visits by medical experts, where the preparatory work in the field is done by national volunteers, and the coordination and logistical arrangements are facilitated by national volunteers. Since this trend has not been observed frequently in other regions of the world, it warrants further investigation. (See Table 3)

*4. Increased reliance on national volunteers.* Due to the sometimes overwhelming presence of international volunteers into some countries in Asia, there have been concerns over potential jobs lost to international volunteers. As a result, host organisations raised questions about how to recruit more national volunteers—as a preferred strategy. For example, according to many IVCOs based in India, the governments made it explicit that they do not wish to prioritise international volunteering, partly due to fears that IVS would take away jobs from capable and willing nationals. (See India case study)

## **Quasi-Governmental Forms of IVS**

Given that nearly one in ten survey respondents identify their organisation as 'quasi-governmental', IVS in Asia may be more closely linked to the state through public-private partnerships and quasi-governmental relationships than in other parts of the world. This is another expression of the link between the national and international connection that seems to be important in Asia. This suggests that developing private and non-governmental IVS programmes in Asia likely will continue to involve national, regional, or international governance organisations (such as ASEAN and United Nations) at some level. (See Annexe D)

## **IVS as a Principal Form of Corporate Social Responsibility**

Another trend that seems to be growing in Asia over the past ten years—particularly in India—is the practice of IVS as a form of corporate social responsibility (CSR). This is often manifest through short-term corporate volunteering within the Asia region. While the intent of these programmes is good, there is little research to demonstrate efficacy, especially for host communities. For example, among the various forms of CRS receiving more attention in the Philippines are 'beyond CSR' and 'radical CSR'. (See Box 13 and Box 19)

## **Growing Influence of the Internet on International Volunteers and IVCOs**

The use of information technology (IT) during international volunteering is a persistent theme. It is expressed in a number of ways. First, volunteers from Asia often specialise in information technology and export these skills and expertise to other nations through international volunteering placements, whether short-term corporate volunteering or longer-term placements in the non-profit sector. Second, volunteers tend to engage in a number of tasks considered 'e-volunteering', 'virtual-volunteering', or 'online-volunteering'. Third, information technology is commonly used by volunteers to stay in touch with friends and family, and to share experiences through texting or blogging. Fourth, IVS programmes in Asia often use the web, emails or even SMS blasts to recruit domestic or international volunteers or to centralise databases and platforms to match volunteers' skills with the needs of host communities. (See China case study) This trend suggests that IVS may expand through increased access to potential international volunteers to recruit for overseas service, as well as through increased access to volunteer experiences without having to travel abroad.

Finally, most of the interviewees viewed the use of IT as having both potentially positive and negative impacts on IVS activities, as described in Table 4:

**Table 4: The Use of Information Technology in International Volunteerism in Asia**

Potentially Positive Impact	Potentially Negative Impact
<b><i>On Volunteer Work and Experience</i></b>	
<ul style="list-style-type: none"> <li>• The range of activities e-volunteers may engage in varies from editing or translating materials produced by the volunteer organisations, to more specialised work such as reviewing technical proposals or projects.</li> <li>• the enormous possibilities in ‘virtual volunteerism’ offered by email and SKYPE (for example) may not have been fully explored</li> <li>• allows sharing experiences online through official or non-official blogs</li> <li>• volunteer-sending organisations prefer to let their returned volunteer organise their own discussion and blogs</li> </ul>	<ul style="list-style-type: none"> <li>• Youth can keep in touch with family via webcam, so exchange programmes experience ‘diluted’</li> <li>• Blogs can present a negatively biased view of the experiences, discouraging others to join in</li> </ul>
<b><i>On Volunteer Recruitment</i></b>	
<ul style="list-style-type: none"> <li>• There is an increasing use of IT to enlist ‘online volunteers’ who many not be available or able to travel abroad</li> <li>• Centralised database and platform to match volunteers in a centralised way</li> <li>• Decentralised location for recruiting foreign volunteers who cannot physically go to the recruitment centres of sending organisations/ all nationalities can apply</li> <li>• Local host organisations can apply for hosting volunteers instead of doing their own recruitment</li> </ul>	<ul style="list-style-type: none"> <li>• though for profit organisations advertising online voluntourism not necessarily aligned with local community objectives and at times lacking the ‘volunteer spirit’</li> <li>• lack of integration of the online platform making it difficult to evaluate the quality of assignment and the quality of the volunteers</li> <li>• if hosts may not get to interview volunteers before they host them</li> <li>• marginalise those may not be connected with the internet</li> <li>• excludes those who not have sufficient language skills (e.g. for English language platforms)</li> <li>• lack of coordination between the various pools of volunteers between different volunteer-sending agencies</li> <li>• On the part of the prospective volunteers, this often means applying</li> </ul>



	<p>online to each individual organisation. This can be time consuming and lead to more applications for organisations which have a more user-friendly application, and leave out those without online forms</p>
<b><i>Other Impacts</i></b>	
<ul style="list-style-type: none"> <li>• use of Short Message Service (SMS) as an advocacy tool</li> </ul>	<ul style="list-style-type: none"> <li>• the use of this type of volunteerism is limited for certain organisations (especially when publicly funded) for administrative reasons, as there is no financial cost involved, so it cannot be counted as part of the budget</li> <li>• limitation of the use of online services due to the lack of English language skills among some youths</li> </ul>

## Challenges

For programmes operating in Asia, four challenges emerge from analysis of the survey and case study. First, they lack funding to operate their programmes. Based on the interviewees, financial constraints seem to be especially relevant to monitoring and evaluating the impact of volunteer activities, and to introduce innovative technologies necessary to tackle the impact of interventions in areas such as climate change.

Second, is the lack of coordination and communication between sending and hosting organisations, and the related issue of mismatched expectations. This results in problems such as delays in dispatching volunteers and a poor understanding of the local conditions under which the international volunteers work.

Third, IVCOs face challenges in placing volunteers in under-resourced communities (e.g., lack of infrastructure, low local organisations and host government capacity). Additional attention to studies assessing impact may be important to leverage public and private support for IVS in the region.

Fourth, is the challenge raised by most of the host organisations interviews (as well as some IVCOs) on effective methods and tools to evaluate the impact of volunteer activities on the host communities. In particular, host organisations noted that they usually follow the IVCOs evaluation forms but they wish to increase their capacity to do their own evaluations.

Table 5 summarises the key problems raised by some interviewees, in parallel with some observed solutions from others.

**Table 5: Monitoring and Evaluation: Problems Raised and Observed Solutions**

Problems Raised	Observed Solutions
<b><i>Sending Organisations</i></b>	
Lack of awareness about the available tools	Have a central repository (as in larger organisations)
Lack of sharing of experience on how to do M&E	Hold periodical forum of discussion
Lack of knowledge on the use/implement the M&E tools	Conduct internal training
Lack of clarity on what are the 'impacts' to be measured	Include in the initial project documentation
Lack of clarity on the timeframe of these impacts (long-term impact?)	Include in the initial project documentation
Lack of capacity, time or resources to implement the tools	Train internal staff (instead of relying on more expensive external consultants)
Difficulty in assessing impact of short or medium term assignments	Develop simple methodology (e.g. few questions, ranking ...)
Necessity to comply with donors requirements (especially for larger organisations)	None raised
<b><i>Host Organisations</i></b>	
Lack of understanding of the aim of the impact assessment due to: <ul style="list-style-type: none"> <li>• language skills</li> <li>• use of unclear indicators</li> </ul>	Develop their own informal assessment in local language
Lack of voice in evaluating impacts with sending organisations due to: <ul style="list-style-type: none"> <li>• top down approach by some sending organisations</li> <li>• lack of capacities/skilled people</li> <li>• lack of time</li> <li>• lack of financial resources</li> </ul>	Develop simple evaluation forms filled by the volunteers or the host community or both

## VI. – Directions for Further Research

Understanding the emerging trends, innovations, and challenges of volunteerism in Asia would benefit from additional research in these areas. In many ways, the primary data collected for this study were ground-breaking. For example, the online survey conducted in 20 Asian countries sets the stage for future larger-scale studies on international volunteerism in Asia. This final section suggests directions for further research on IVS in Asia, and proposes specific research questions that address these directions.

First, future studies should include primary and secondary data collection in all countries within Asia (including urban and rural settings) and across all stakeholders (including representatives of sending and hosting organisations, current and returned international volunteers, direct beneficiaries of IVS activities, and government officials in charge of regulation and implementation of policies). Similarly, research should expand the literature review to include more research and evaluation from Asian countries, including reports and studies in other languages.

Second, future research should include data collection with larger and more representative samples, including qualitative (e.g., interviews and focus groups), and quantitative (e.g., surveys and geographical mapping) methods. In terms of selection of countries, some of the so-called fragile states should be included as this is where bilateral aid will tend to focus in future decades. In Asia, such countries could include Sri Lanka, Nepal, and Afghanistan. Understanding reasons for the trends identified in this report -- such as the magnitude of South-to-South volunteering (and whether this is a result of a desire for closer cultural and geographic proximity, or for other reasons), voluntourism, and online volunteering -- requires a complete inventory of IVS sending and hosting organisations across the Asia region using representative samples.

Third, future research should also address the outcomes and impacts of different types of IVS on host communities, sending organisations, and international volunteers across the Asia region. This will require investing in quasi-experimental and experimental research that can sort out effects of IVS from other trends and influences. Such studies can scientifically examine the influence of different types and forms of IVS (e.g., state-guided compared to NGO-led IVS). More rigorous research can also inform patterns that emerge in this study, including volunteer pathways to international volunteering (e.g., through domestic volunteering and diasporas), and the dominance of Asia-to-Asia and South-to-South volunteering.

Fourth, a few interviewees raised concerns over corrupt practices (on the part of any of the stakeholders involved). This may be an area worth investigating in greater depth. For example, researchers can examine the impact of volunteers or volunteer management receiving payments or 'gifts' from host organisations in exchange for specific work or favors. Research can explore situations when volunteers are requested to make some form of payment to host communities in order to accomplish their mandated work or to receive services that should be provided free (e.g. security). Whether volunteer-sending organisations also face these issues is an unexplored area. While these are open questions

for the moment, their answers are highly relevant to the impact of IVS on development outcomes.

In order to refine knowledge on ways to increase efficiency and effectiveness of international volunteer services, some of the following research questions could be addressed:

- What are the unique advantages of the trend of host organisations targeting Asian Diaspora to participate in IVS activities? What could be the impact of strategies to engage Western volunteers with Asian background on host communities, and on the Asian Diaspora volunteers themselves?
- If IVS in Asia is more influenced by the state through quasi-governmental IVCOs and public-private partnerships than in other regions of the world, what are the practical implications for volunteers and host-communities? How might this affect the intents, motivations, and outcomes of international volunteers and programmes?
- Is the growth of South-to-South and Asia-to-Asia volunteering due to closer cultural and geographic proximity, or for other reasons such as state-driven development agendas or political expediency? What effect might this difference make on outcomes?
- What are the forces in Asia for the growth of voluntourism? Are there different interpretations among different countries in Asia—particularly for those who may be overloaded with volunteer tourists?
- How can other countries benefit from the employment of the Internet and other technology that is common in volunteer practices and the management of IVS and in Asia?
- Do different perceptions among returned IVs about the benefits to host communities reflect on the nature of sending organisations in Asia?
- What are the advantages and disadvantages of partnerships between national volunteers teaming up with international volunteers in the context of short- or long-term assignments in Asia?

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## Annexes

### Annexe A: Factors that Shape and Influence Outcomes in IVS Sending Programmes

This annexe is a review and synthesis of factors identified in research that shape and influence outcomes in IVS sending programmes. It includes a section on organisational capacity and another on programme characteristics, including characteristics of the service. It concludes with a table that summarises key features and specifies how each were used in the online survey.

#### IVS Sending Organisation Capacity

IVS sending organisation capacity shapes types of IVS programmes and their effectiveness. The following section includes dimensions of organisational capacity.

##### *Type of organisation and sponsorship*

Type of organisation has implications for programme focus, funding levels, and outcomes (Eberly & Sherraden, 1990). IVS programmes may be public or governmental, quasi-governmental, NGO (including some which have a religious affiliation), private for-profit, or corporate. Government programmes, such as Japan's JICA and Korea's KOICA, are government funded and managed. Quasi-governmental programmes, such as the Singapore International Foundation, are government-funded but privately managed. NGOs include secular and faith-based organisations, and are funded by a variety of sources. For-profit IVS programmes include the growing numbers of volunteer tourism and gap-year IVS programmes. Finally, a more recent player in IVS, corporations typically organise IVS as part of corporate social responsibility (CSR), and service usually involves employees serve (often on company time) in areas where the company has a presence (Hills & Mahmud, 2007).

##### *Programme mission and goals*

Programme mission and goals shape service activities and influence outcomes. Although programmes usually have multiple aims, they tend to emphasise building international understanding and global engagement, providing development assistance, and/or delivering humanitarian aid and disaster relief, although many IVS programmes focus on two or more of these (Davis Smith, et al., 2005; Devereux, 2008; Wintle, 2008; Sherraden, et al., 2006; Woods, 1980).<sup>38</sup> IVS programmes that emphasise international understanding tend to focus on intercultural skills and tolerance, global awareness, civic engagement, personal development, and international peace, understanding, and solidarity (McIntosh & Zahra, 2007; Randel, et al., 2005, p. 5; Spence, 2006).

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<sup>38</sup> These are "ideal types" and therefore, relatively few programs will be exclusively one or the other. The point of making the distinction is that programs tend to veer towards one type of the other, with implications for other dimensions of service and, possibly, service impacts.

IVS programmes that emphasise development assistance tend to focus on host community outcomes. This type of IVS aims to achieve specific development goals by linking volunteer skills and expertise with an approach that build trust with people in host communities (Devereux, 2008; Greenwood, Vo, & My, 2005; Leigh, 2005; Rockliffe, 2005; Werna & Schneider, 2006). In Asia, development volunteering is part of Korea's Korea International Cooperation Agency (KOICA), which provides technical experts and funding to less developed countries. KOICA focuses "on transferring the Korean model of economic development" to developing countries (Chosun Ilbo, 2010), but in recent years, focus has expanded to aid in the tsunami disaster of 2005, and build a volunteer infrastructure to help with climate change (KOICA, 2008).

Similarly, IVS programmes emphasising humanitarian aid and disaster response and recovery focus primarily on host community outcomes. This type of IVS provides swift delivery of critically needed technical expertise, and follow up assistance similar to development assistance with focus on long-term recovery. Non-expert volunteers are discouraged because they overburden already-stretched service delivery systems. UNV, for example, has worked to mobilise recent university graduates to work with the Indonesian government in tsunami reconstruction efforts (Hutter, 2008).

#### *Funding sources and size*

Funding levels influence size and stability of IVS organisations, and programmes' ability to cover costs; provide orientation, language training, supervision, and support for volunteers; coordinate IVS activities; and other activities that affect volunteer effectiveness (SOS, 1999). Government-sponsored IVS programmes usually have large budgets from public sources, but there are fewer programmes than NGOs, which, while more numerous, tend to have smaller budgets. In Asia, as in much of the world, large international NGOs (INGOs), such as the International Red Cross, can mobilise and sustain resources at higher levels than local NGOs (Hutter, 2008). Corporate IVS programmes, often located in corporate responsibility offices, are increasing in number worldwide, including in Asia ( CorpWatch, 2005; Vian, et al., 2007; .<sup>39</sup> Private for-profit programmes typically receive little or no direct public funds, and tend to rely on volunteer fees. For-profit programmes include rapidly growing volunteer-tourism, eco-tourism, and "gap year" programmes (VSO, 2002; Jones, 2004).

#### *Reciprocity and accountability*

Reciprocity and accountability, including the extent to which IVS reflects joint planning, and shared goals, strategies, and benefits across sending and hosting organisations and communities<sup>40</sup>, varies widely (Sherraden, et al., 2006). Like development programmes generally, volunteer programmes may be more effective when there is mutual accountability

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<sup>39</sup> Examples of groups working in this sector include the Global Corporate Volunteer Council of the International Association for Volunteer Effort, and CSR Asia, a provider of information about Corporate Social Responsibility (CSR) in the Asia Pacific Region. (<http://csr-asia.com/>) (Welford & Gilbert, 2008) .

<sup>40</sup> The idea of reciprocity is reflected in the Paris Principles for effective international aid, especially in the principles of *ownership* (in which developing countries set their own strategies for poverty reduction); *results* (in which developing countries and donors shift focus to development results and results get measured; and *mutual accountability* (in which donors and partners are accountable for development results).  
[http://www.oecd.org/document/18/0,3343,en\\_2649\\_3236398\\_35401554\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/18/0,3343,en_2649_3236398_35401554_1_1_1_1,00.html)

among all stakeholders, including volunteers, sending and host organisations, host communities, and funders (Cleaver, 1999; Devereux, 2008; Jones, 2004; Ludlam & Hirschhoff, 2007). A study of youth civic engagement in Asia finds that international organisations, especially large ones whose priorities are developed elsewhere, may find it challenging to understand and be responsive to local contexts (Hutter, 2008). IVS programmes that are locally accountable may adjust IVS service to local conditions, gain acceptance and community involvement, and meet organisational and community needs (VSO, 2002). In other words, volunteers do not act as managers and experts, but colleagues and team members, thereby encouraging mutual learning and reciprocity in skill sharing, while minimising paternalism and reducing competition (Daley & Winter, 1978; Rockliffe, 2005). Where goals are mutual and reciprocal, the programme may be more likely to match volunteer activities with local priorities (Pusch & Merrill, 2008; Rockliffe, 2005). Accountability requires effective review and programme evaluation that informs a range of stakeholders about programme processes and outcomes across nations and within programmes.

Some IVS programmes are developing reciprocal programmes and structures in which the distinction between sending and hosting programmes is blurred (Sherraden et al., 2006; Allum, 2007).<sup>41</sup> In these programmes, volunteers may in an exchange between two countries, or serve together in two or more countries in projects that are the outcome of cross-border negotiations (Sherraden & Benitez, 2003; Sherraden, 2007). Well known examples of exchanges between Northern hemisphere countries and Asian countries include Canada World Youth, Swedish World Youth, FK Norway, and Global Xchange, (Allum, 2007; British Council, 2007; South House Exchange & Canada World Youth, 2006).

### *Organisational support networks*

An IVS sending organisation's networks can connect host organisations to local and international partners for resources, advocacy, information, media work, and other forms of empowerment. For example, vertical networks can connect IVS programmes with international NGOs, universities, corporations, governments, and other entities (Acevedo, 2002; VSO, 2002). Horizontal networks across nations and among IVS sending and hosting organisations, and volunteers' home community organisations may support growth of civil society in both countries, facilitate resource flows, and increase knowledge of development issues in the sending country (VSO, 2002). Examples of networks focused on IVS in Asia include the Network of Voluntary Development in Asia (NVDA), which especially promotes international work camps in Asia and Pacific region; Service Learning Asia Network (SLAN), which promotes service learning across universities in Asia; and Asia-Pacific ISTR Regional Network, which promotes research on third sector issues including IVS.<sup>42</sup>

### *Volunteer eligibility, requirements, and access*

Eligibility criteria and participation requirements shape the volunteer corps, and limit access to some groups of potential volunteers. Eligibility may include such criteria as age,

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<sup>41</sup> The European Voluntary Service (EVS) defines multilateral service as involving four or more countries: "At least 6 volunteers have to participate in these projects which must have a common theme and approach for co-ordination, networking and exchange of good practice between the partners" (1999, 12).

<sup>42</sup> NVDA (<http://www.nvda-asiapacific.org/>); SLAN ([http://subsite.icu.ac.jp/slc/slan/index\\_old.html](http://subsite.icu.ac.jp/slc/slan/index_old.html)); Asia-Pacific ISTR Regional Network (<http://www.istr.org/networks/asia/index.htm>).

education, language ability, or health. Participation requirements may include fees and other costs, procedures, time commitment, affiliation and membership, service activities, and other conditions (AVSO, 2003; European Commission, 2004; Gaskin, 2004; Gran, 2006; Jones, 2004; McBride & Lough, 2010; Rehberg, 2005). Overall, requirements favour socially and economically advantaged volunteers, especially those originating in wealthier countries (Allum, 2007; McBride, et al., 2003; Sherraden, et al., 2006; TRAM, 2008; McBride & Lough, 2010). A study of youth civic engagement in East Asia and the Pacific finds that higher costs tend to lead to lower levels of inclusion (Hutter, 2008). A more inclusive volunteer corps may facilitate effective volunteer action by attracting a range of skills, experience, and perspectives (Sharma & Bell, 2002).

### *Volunteer incentives*

Incentives can offset participation barriers and increase the propensity and motivation to volunteer. Compensation, in the form of stipends, reimbursement, academic credit, recognition, subsidies for disadvantaged volunteers, social protections, or other incentives may encourage more participation, generate a more diverse volunteer pool, and encourage greater volunteer effort in the field (Annette, 2002; Sharma & Bell, 2002; Jones, 2004; Gran, 2006; Moskwiak, 2005; Marquis & Kanter, 2009; Globalhood, 2010).<sup>43</sup> Incentives to participate in civic service in Asia identifies use of a variety of incentives, including certificates, skill development and training, financial reimbursement (usually for expenses), identity cards, awards, and sometimes funds for projects, stipends, preferential job placement, and national and international travel (Agarhem, 2004; Hutter, 2008).

### *Training, support, and supervision*

Volunteer placements often require significant adaptation and adjustment to new cultural contexts and, sometimes, difficult work and conditions. Therefore, adequate and appropriate orientation, language training, supervision, coaching, peer support, and reflection may increase effectiveness (CEC, 2001; Costanza & Geudens, 2003; Dumélie, et al., 2006; Eyster & Giles, 1999; Grusky, 2000; Mutz & Schwimmbeck, 2005; Raymond & Hall, 2008; Sherraden & Benítez, 2003; Simpson, 2004). Researchers have also linked post-programme debriefing and follow-up for former volunteers to positive outcomes for volunteers (Grusky, 2000; Keesbury, 2003). Support for volunteers may be provided by sending and/or host organisations.

## **IVS Activity and Programme Characteristics**

IVS service is also shaped by the type of service activity, length and continuity of service, type of placement (group or individual), cross-cultural contact and immersion, and location and direction of service.

### *IVS activity*

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<sup>43</sup> However, programs that provide minimal salary and accommodation comparable to local wages, may encourage trust and understanding in the host community (VSO, 2002), compared to those who offer perks unavailable to local residents (Rehnstrom, 2000).



There is no comprehensive assessment of IVS globally or in Asia. However, assessments of IVS in the past decade suggest that education, community and sustainable development, and social services are among the most common IVS activities worldwide. One study on 103 IVS programmes found that educational services (85 percent), human and social services (80 percent), community development (75 percent), and environmental protection (73 percent) were most common (McBride, et al., 2003).<sup>44</sup> A study of volunteer tourism, found that human and social services (40%), community development (38%), education (31%), and environmental protection (27%) were most common.<sup>45</sup> A UK study estimates the most common types of activities performed by gap-year participants are community-based work (37 percent), teaching (15 percent), and conservation and environment (15 percent) (Jones, 2004).

Data from several large IVS organisations that sent volunteers to parts of Asia show varied service activity, depending on the organisation's mission and goals. In UNV, a large IVS programme under the auspices of the United Nations, crisis prevention and recovery (42%) was the most common activity, followed by poverty eradication and MDG achievement (28%), fostering democratic governance (27%), and environment for sustainable development (3%) (UNV, 2009). In the Peace Corps, a public programme operated out of the United States, education is the most common volunteer activity (35 percent of total services), followed by health (22 percent), business development (15 percent), and environment (14 percent) (U.S. Peace Corps, 2010). Of the estimated 1,500 volunteers in VSO, most focused on education (36%), followed by HIV and AIDS (17%); secure livelihoods (17%); participation and governance (13%); disability (9%); and health (7%) (VSO, 2008).

### *Geographical direction of IVS*

IVS may be one-way, two-way, or more. In one-way programmes, volunteers travel from a sending country to a hosting country to volunteer (e.g., JICA, SIF). In two-way programmes, volunteers serve in each other's countries in an exchange. For example, Global Xchange has operated several youth service exchanges between countries in Asia and the UK since 2004.<sup>46</sup> One-way volunteering is the most common. Moreover, evidence suggests that most international volunteers travel from northern to southern hemisphere countries to serve. Overall, there are relatively fewer opportunities for volunteers from poor countries to serve abroad, especially in Northern countries, although increasing numbers of programmes encourage South-South and South-North volunteering (VSO, 2002; Randel et al., 2004; Rockcliffe, 2005; Davis Smith, et al., 2005; Devereux, 2006; Moskwiak, 2006; Allum, 2007; Plewes & Stuart, 2007). The study of volunteer tourism, indicates the principal destinations are Latin America (36%), Asia (28%), and Africa (25%), Europe (7%), and North America (2%) (TRAM, 2008). A study of gap-year volunteering listed Asia as the most popular destination (40%), followed by Africa (20%) and South America (20%) (Mintel, 2005).

### *Length and continuity of service*

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<sup>44</sup> Categories in this survey were not mutually exclusive.

<sup>45</sup> The range of figures across these two studies differs due to measurement. McBride et al. (2003) allowed respondents to select multiple categories, and TRAM (2008) allowed respondents to select only one type of activity.

<sup>46</sup> <http://www.globalxchange.org.uk/about/story.htm>

Duration of IVS episodes ranges from short-term to long-term service. Definitions vary, but short-term is usually defined as 1 week up to 2 months; medium-term from 2 up to 8 months; and long-term as eight months to a year, or more (Beckers & Sieveking, 2001; Engle & Engle, 2003; Finkelstein, et al., 2005). The average length of service is six to seven months, or more (Jones, 2004; Lough, 2006; McBride et al., 2003). In a variation, volunteers may commit to multiple short- or medium-term episodes, sometimes over a period of years.

Length of service may accomplish different types of objectives, depending on the nature of the programme (Purvis, 1993; Dumélie, et al., 2006; Allum, 2007; Devereux, 2008; Sherraden, et al., 2008; McBride, et al., 2010). On one hand, for example, short-term IVS may be benefit volunteers more than host communities, although short-term IVS can be beneficial to communities when service is demand-driven and well coordinated (Simpson, 2004; Keesbury, 2003; Laleman, et al., 2007). On the other hand, long-term IVS may offer time to engage with community residents, although a risk of long-term IVS is that international volunteers may encourage host organisations to substitute international volunteers for local volunteers or employees (Laleman, et al., 2007; Devereux, 2008).

#### *Individual or group placement*

Like length of service, individual or group placements also influence service effectiveness. Individual placements encourage more volunteer-host interaction and perhaps more responsiveness to local needs. However, individual placements require more resources than group placements. Often, group placements are used for specific age groups (e.g., youth) or for teams of experts on short-term assignments (e.g. disaster response). Group placements offer economies of scale that result in more volunteer hours, possibly increasing effectiveness, but group placements may hinder prevent cultural immersion of volunteers, and hamper language and cultural learning (Sherraden, et al., 2006). In other words, volunteers in a group placement may be able to make significant tangible contributions (build a school or build a trail), but participants (volunteers and hosts) may gain little intercultural understanding because they interact with the group rather than local residents. Groups can be diverse (by ethnicity, religion, economic background, or nationality), which may encourage greater cultural awareness and sensitivity to host than those who serve in homogeneous volunteer groups (Lewis, 1999; U.S. Peace Corps, 2008; Sharma & Bell, 2002). Volunteer groups also may include local volunteers, which increases cross-cultural exposure. Supervision and training may also heighten the effects of diverse group interaction.

#### *Cross-cultural contact and immersion*

IVS also varies by extent of cross-cultural exposure. Contact between volunteers and local residents may encourage heightened awareness among volunteers of norms and community needs; it also improves volunteer language development, and may provide psychological support to local residents in high-conflict or oppressed areas (VSO, 2002). Cultural immersion experience in some IVS programmes may lead to what Peter Devereaux suggests is “genuine, fair and respectful reciprocal relations” that form the foundation for development (2006, p. 18). Several factors – such as home stays, multinational volunteer groups, and pairing international volunteers with local people – may increase cross-cultural

contact. In contrast, other factors, such as concerns about safety, security, and health, may diminish cross-cultural contact.

Table 6 summarises the key features of IVS and summarises how these were used in the online survey questionnaire:

**Table 6: IVS Sending Organisation Capacity, Activity, and Programme Characteristics**

Concept	Definition	Question in online survey
<b>IVS Sending Organisation Capacity</b>		
Type of organisation	Public or government-sponsored/operated NGO Private for-profit Corporate	The organisation is a 1. Government / public organisation 2. Domestic non-governmental organisation (NGO) 3. Business, corporation, or for-profit 4. Quasi-governmental 5. Other
Sponsorship	Where operating funds come from: government, private sources, and participant fees	[not asked]
IVS programme mission and goals	Organisation mission and goals emphasise international and cross-cultural understanding, development assistance, or humanitarian aid and disaster relief.	What is the mission or overall purpose of your organisation?
Funding and resources	IVS sending organisation budget	[not asked]
	The ability of sending organisation to cover costs and coordinate IVS activities.	*Please indicate the main organisational challenges facing your organisation: 1. Access to funding 2. Communication with host country placements 3. Information technology and online support 4. Marketing/ public relations and visibility 5. Programme evaluation and impact research 6. Staff recruiting, training and support 7. Volunteer recruitment

		8. Volunteer training and support 9. Other  *Please indicate the main challenges with sending volunteers to host communities: <ol style="list-style-type: none"> <li>1. Communication with host country placements</li> <li>2. Lack of infrastructure in host communities</li> <li>3. Working with local volunteer-hosting organisations</li> <li>4. Natural disaster civic unrest/ conflicts</li> <li>5. Public / governmental support</li> <li>6. Transportation</li> <li>7. Visas and travel documents for volunteers</li> <li>8. Volunteer safety</li> <li>9. Other</li> </ol>
Organisation size	Scope of organisation activity	Approximately how many volunteers did your organisation send abroad?
Reciprocity	The location of personnel engaged in decision making about who volunteers and project selection	If you have sub-offices in Asian countries, please indicate which countries
	Degree to which sending organisations share decision making authority with host country and host organisations and communities	*Please indicate the main organisational challenges facing your organisation <ol style="list-style-type: none"> <li>2. Communication with host country placements</li> </ol> *Please indicate the main challenges with sending volunteers to host communities: <ol style="list-style-type: none"> <li>1. Communication with host country placements</li> <li>3. Working with local volunteer-hosting organisations</li> </ol>
Accountability	Programme evaluation and transparency with stakeholders, including volunteers, host communities, funders, and others	*Please indicate the main organisational challenges facing your organisation: <ol style="list-style-type: none"> <li>5. Programme evaluation and impact research</li> </ol>
		If you would be willing to provide a copy of a written evaluation or report of your

		programme, please send report.
Programme experience	Sending programmes level of experience in sending volunteers abroad	In what year did your organisation begin sending volunteers abroad?
Organisational support networks (vertical)	Vertical networks that provide access to information, resources, and influence.	[not asked]
Volunteer eligibility	Eligibility requirements for participation.	Does your organisation have eligibility requirements in the following areas 1. Age requirement 2. Health requirement 3. Education or training requirement 4. Language requirement 5. Other
Volunteer requirements	Participation requirements that may limit ability of volunteers to participate.	Do volunteers need to pay a fee in order to volunteer abroad with your organisation?
Volunteer incentives	Financial or other incentives designed to increase propensity for individuals to volunteer.	What types of financial support do volunteers receive for their service? 1. No financial support 2. Cash stipend or allowance 3. Housing 4. Food 5. Airfare / transportation 6. Health care 7. Insurance 8. Other
Volunteer access and inclusion	Special efforts to increase diversity of volunteer corps (e.g., socio-economic, racial, religious, people with disabilities)	[not asked]

<b>IVS Activity and Programme Characteristics</b>		
<b>Concept</b>	<b>Definition</b>	<b>Question in online survey</b>
Type of service activity	The substantive focus of volunteer activity.	<p>Please identify your organisations' most important priority areas?</p> <ol style="list-style-type: none"> <li>1. Climate change Environmental sustainability</li> <li>2. Community public safety</li> <li>3. Cross-cultural exchange</li> <li>4. Cultural activities/ Historical preservation</li> <li>5. Democracy building</li> <li>6. Disaster and humanitarian relief</li> <li>7. Economic development</li> <li>8. Food or Nutrition</li> <li>9. Gender issues</li> <li>10. Health care promotion / Disease prevention</li> <li>11. Historical and cultural preservation</li> <li>12. Housing</li> <li>13. Information technology</li> <li>14. Maternal/ Child health</li> <li>15. Microfinance / Microcredit</li> <li>16. Peace and conflict resolution</li> <li>17. Post-secondary education</li> <li>18. Primary and secondary education</li> <li>19. Youth development / Services</li> <li>20. Other areas</li> </ol>
Direction of service	<p>One-way: Volunteers go from sending country to host country to serve.</p> <p>Two (or more)-way: Volunteers go more than one-way between sending and host countries.</p>	Please indicate the regions where your volunteers have recently served.
Length of service	Average length of volunteer service.	<p>How long do volunteers with your organisation serve?</p> <ol style="list-style-type: none"> <li>1. 1 month or less</li> <li>2. 1 to 3 months</li> <li>3. 3 to 6 months</li> </ol>

		<ol style="list-style-type: none"> <li>4. 6 to 12 months</li> <li>5. 1 year or more</li> </ol>
Continuity of service	The degree to which there is continuity across time on service projects in host communities	[Not asked]
Training, support, supervision	Efforts to facilitate volunteer adaptation, skill-building, and re-entry.	<p>What types of support or training do volunteers receive before or during service?</p> <ol style="list-style-type: none"> <li>1. Language training</li> <li>2. Technical training</li> <li>3. Reflection sessions</li> <li>4. Regular supervision</li> <li>5. Cultural training</li> <li>6. First aid</li> <li>7. Other support or training</li> </ol>
		<p>What type of support do volunteers receive when they return home?</p> <ol style="list-style-type: none"> <li>1. Alumni group</li> <li>2. Newsletter</li> <li>3. Interviews or group meeting</li> <li>4. Internet or web-based network</li> <li>5. Link to volunteer opportunities at home</li> <li>6. Other support</li> </ol>
Individual or group placement	<p><i>Individual placements:</i> Volunteers work alone or with in-country nationals, but do not perform service with other IVS volunteers a majority of the time.</p> <p><i>Group placements:</i> Volunteers regularly perform service with other IVS volunteers from own country.</p>	<p>Please indicate how often volunteers serve</p> <ol style="list-style-type: none"> <li>1. By themselves</li> <li>2. In a group of less than 20</li> <li>3. In a group of more than 10</li> <li>4. In a team with local volunteers</li> </ol>
Cross-cultural contact	Lives in community where service takes place	[not asked]
	Volunteers live with in-country national volunteers or live with local residents.	<p>Please indicate how often volunteers serve</p> <ol style="list-style-type: none"> <li>1. By themselves</li> <li>2. In a group of less than 20</li> <li>3. In a group of more than 10</li> <li>4. In a team with local volunteers</li> </ol>
	Group IVS placements may consist of IVS volunteers from other countries, and	[See individual or group placement (above)]

	local volunteers/employees.	
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\* Some of these items also apply under other concepts and were inserted as appropriate.



## **Annexe B: Online Survey Questionnaire**

### INTRODUCTION

The Singapore International Foundation (SIF) and the International FORUM on Development Service (FORUM) have commissioned research into understanding the scope of international volunteering in Asia.

The longer term research will investigate key research questions such as: “What are the emerging perspectives on International Volunteering in Asia?” Initial research via an online survey is being conducted by Dr. Caroline Brassard from the National University of Singapore.

We are asking a cross section of international volunteer-sending organisations to complete a short online survey to assist us with our research. The information you provide will help improve international volunteer programmes, thereby benefiting future programme participants and recipients. The survey will only take 10 minutes of your time and will be invaluable to our research – we hope that you will please take the time to complete this by Friday July 23, 2010.

We will share the results of the survey with you once the data has been analysed, and the overall research findings will be presented in October 2010 at the International Volunteer Cooperation Organisations (IVCO) conference in Singapore, hosted by the SIF from 4 to 6 October 2010. More information about this conference can be found at <http://forum-ids.org/> or <http://www.sif.org.sg/ivco2010singapore/index.php> If you have any questions about the survey, please contact Ivy Toh at [ivy.toh@sif.org.sg](mailto:ivy.toh@sif.org.sg) or Dr. Caroline Brassard at [sppbc@nus.edu.sg](mailto:sppbc@nus.edu.sg).

All personal information will remain private and confidential.

We would like to thank you for your time and thoughtful completion of this survey. We truly appreciate your response. Any comments regarding questionnaire would be greatly appreciated.

Yours sincerely,

Jean Tan, Executive Member, FORUM, Executive Director, SIF  
Deborah Snelson, Chair, FORUM, CEO Volunteer Service Abroad

1. Please enter details for the primary contact person.  
(This is to enable us to send you a copy of the survey report)

Name:

Email Address:

Phone Number:

2. Please enter organisational contact information:

Organisation Name:

Address:

Address 2:

City/Town:

State/Province:

ZIP/Postal Code:

Country:

Work Phone Number:

3. The organisation is a:

- Government / public organisation
- Domestic non-governmental organisation (NGO)
- International non-governmental organisation (INGO)
- Business, corporation, or for-profit
- Quasi-governmental (government funded but independent operations from the civil service)
- Other

4. If "Other", please describe your organisation.

5. What is the mission or overall purpose of your organisation?  
(Please summarise to the best of your knowledge)

6. In what year did your organisation begin sending volunteers abroad (managed by your country office) if applicable?

7. How many volunteers does your organisation send abroad (managed by your country office)?

Each year?

Last year (in 2009)?

Total number since the organisation was established?

8. What length of time do volunteers sent by your organisation serve (managed by your country office)?

(Please indicate percentage of volunteers serving for each duration):

	Rarely or Never	Occasionally	Almost Always
less than 1 month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 month to less than 3 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 months to less than 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 to 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
more than 1 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Please indicate below the regions where your volunteers are currently placed (managed by your country office):

- |  |   |
|--|---|
| <input type="checkbox"/> South Asia                                | <input type="checkbox"/> Sub-Saharan Africa                             |
| <input type="checkbox"/> East Asia                                 | <input type="checkbox"/> Europe   |
| <input type="checkbox"/> Southeast Asia                            | <input type="checkbox"/> North America                                  |
| <input type="checkbox"/> Central Asia                              | <input type="checkbox"/> Central America, South America & the Caribbean |
| <input type="checkbox"/> Australia, New Zealand, & Pacific Islands | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Middle East & North Africa                |   |

10. If "Other" regions, please specify

11. Please check the Asian countries where your volunteers work (managed by your office)

- |                                      |   |                                      |
|--------------------------------------|---|--------------------------------------|
| <input type="checkbox"/> Afghanistan | <input type="checkbox"/> Laos             | <input type="checkbox"/> Philippines |
| <input type="checkbox"/> Bangladesh  | <input type="checkbox"/> Malaysia         | <input type="checkbox"/> Singapore   |
| <input type="checkbox"/> Bhutan      | <input type="checkbox"/> Maldives         | <input type="checkbox"/> South Korea |
| <input type="checkbox"/> Brunei      | <input type="checkbox"/> Mongolia         | <input type="checkbox"/> Sri Lanka   |
| <input type="checkbox"/> Cambodia    | <input type="checkbox"/> Myanmar          | <input type="checkbox"/> Taiwan      |
| <input type="checkbox"/> China       | <input type="checkbox"/> Nepal            | <input type="checkbox"/> Thailand    |
| <input type="checkbox"/> India       | <input type="checkbox"/> North Korea      | <input type="checkbox"/> Vietnam     |
| <input type="checkbox"/> Indonesia   | <input type="checkbox"/> Pakistan         | <input type="checkbox"/> Other       |
| <input type="checkbox"/> Japan       | <input type="checkbox"/> Papua New Guinea |                                      |

12. If "other", please specify which countries in Asia:

13. Please indicate how often volunteers serve:

	Rarely or Never	Occasionally	Almost Always
By themselves (individual placement)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In a group of less than 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In a group of more than 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In a team with local volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Please identify your organisation's four most important priority areas?  
(where 1 is most important)

	1	2	3	4
Personal care/ Social services assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health education/Prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternal/ Child health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food/ Nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary/ Secondary education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary education/ Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cross-cultural exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Disaster/ Humanitarian relief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microfinance / Microcredit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment/ Climate Change / Sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural activities/ Historical preservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender equality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human rights/ Economic justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peace/ Conflict resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politics/ Democracy building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research/ Data collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please specify "other" priority areas:

16. Please indicate whether your organisation require a specific educational level from your volunteers, if any?

- No educational requirement
- Primary schooling
- Secondary schooling
- Tertiary or university education
- Post-graduate education
- Other

17. Please specify 'other' educational requirement in more details below:

18. Does your organisation have other eligibility requirements in these areas?

	Yes	No
Age requirement	<input type="checkbox"/>	<input type="checkbox"/>
Host country language requirement	<input type="checkbox"/>	<input type="checkbox"/>
Professional requirement	<input type="checkbox"/>	<input type="checkbox"/>
Health requirement	<input type="checkbox"/>	<input type="checkbox"/>
Education or training requirement	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

19. Please explain 'other' eligibility requirements in more details below:

20. Please describe the types of support or training your volunteers receive before, during or after their work abroad, if any? (Please check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> None                          | <input type="checkbox"/> Regular supervision              |
| <input type="checkbox"/> Language training             | <input type="checkbox"/> Individual interviews/debriefing |
| <input type="checkbox"/> Cultural training             | <input type="checkbox"/> Group debriefing/meetings        |
| <input type="checkbox"/> Technical training            | <input type="checkbox"/> Alumni/organisation email list   |
| <input type="checkbox"/> First Aid/Healthcare training | <input type="checkbox"/> Other support or training        |

21. Please specify "other" support and training:

22. Do volunteers need to pay a fee in order to volunteer abroad with your organisation?

- Never
- Sometimes
- Always

23. If yes, please describe this fee and how it is used:

24. Please indicate whether your volunteers receive financial or in-kind support for their service, if any? (Please check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> No financial support      | <input type="checkbox"/> Airfare/transportation |
| <input type="checkbox"/> Cash stipend or allowance | <input type="checkbox"/> Healthcare benefits    |
| <input type="checkbox"/> Housing                   | <input type="checkbox"/> Insurance              |
| <input type="checkbox"/> Food                      | <input type="checkbox"/> Other                  |

25. If yes, please specify in more details the type of support:

26. Please indicate whether the issues listed below are challenging or not, for your organisation:

	Not Challenging	Somewhat Challenging	Very Challenging
Securing funding and resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with host country organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information technology and online support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing/public relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programme evaluation and research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff recruiting, training and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer training and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Please specify 'other' challenges in more detail:

28. Please indicate whether the issues listed below are challenging or not, when sending volunteers to the host communities?

	Not Challenging	Somewhat Challenging	Very Challenging
Communication with volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure in host communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacities of the hosting organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural disasters, civil unrest, or conflicts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Host-country governmental support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visas and travel documents for volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer social/cultural adaptation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Please specify "other" challenges in more detail:

30. From your experience, please describe what works well for your organisation, when placing volunteers in Asian countries:

31. If you would be willing to provide a report or evaluation of your programme, please type or copy/paste the web link below (or let us know who to contact to obtain a copy of the report):

32. This survey information is confidential. However, a list of organisations participating in the study may be included in the Acknowledgements section of the report. Please indicate if your organisation would like to be included in this list:

- Yes, please list my organisation in the Acknowledgements section of the report
- No, please do not list my organisation in the report

33. Is there anything else you would like to mention?

THANK YOU. You will receive a copy of this report in October 2010. We have one additional question about other international volunteering programmes:



We want to include as many Asia-based international volunteering programmes in this report as possible. Please help us identify other programmes to participate in this survey.

**34. ORGANISATION ONE**

Name of Organisation:

Contact Person:

Email Address:

Phone Number:

**35. ORGANISATION TWO**

Name of Organisation:

Contact Person:

Email Address:

Phone Number:

**36. ORGANISATION THREE**

Name of Organisation:

Contact Person:

Email Address:

Phone Number:

Thank you sincerely for completing this survey!

## Annexe C: List of Respondents to the Online Survey

We are grateful to the following IVS organisations for completing the online survey. The total number of respondents to the online survey is 80, of which the following 47 organisations agreed to be acknowledged as part of this report, others wished to remain anonymous:

AVI (Cambodia)	SIF- India
Australian Red cross	SIF – Indonesia
Architects without frontier	SIF – Laos
Bethlehem Mission Immensee	SIF – Vietnam
Beijing New Sunshine Charity Foundation	Skillshare International
BELUN, Timor leste	UNV Bonn
CECI Nepal	VSA (Cambodia)
Coral Cay Conservation	VSA (Timor leste)
FK Norway , Thailand	VSA (Vietnam)
France volontaire, India	VSO Bahaginan
GVI	VSO (Cambodia)
HVSF (HQ)	VSO (India)
IFRC, Bangladesh	VSO (Nepal)
JICA Bangladesh	VSO( Sri Lanka)
JICA, China	VSO ( Vietnam)
JICA India	World Vision, Singapore 50 80 N/A
JICA Indonesia	YMCA Singapore
JICA Japan	
JICA Laos	
JICA Philippines	
JICA Sri Lanka	
JICA Timor Leste	
JICA Thailand	
JICA Vietnam	
JICA Vietnam	
Mitra, India	
Nepal German Friendship Association (NeGFA)	
NICE, Japan	
OXFAM , Bangladesh	
SIF, Cambodia	

## Annexe D: Summary Findings of the Survey of Sending Organisations in the Asia Region

Table 7: Summary Findings of the Survey of Sending Organisations in the Asia Region

Sending Organisation Attributes	Number (percent) of programmes in each category
<b><i>IVS Programme Attributes</i></b>	
Type of organisation	
International NGO	43.30%
Government / public organisation	21.70%
Domestic NGO	16.70%
Quasi-governmental	10.00%
Business, corporation, or for-profit	1.70%
Other	6.7%
<b><i>Organisation age</i></b>	
Average years in Operation	21.8 years
<b><i>Number of volunteers sent abroad (2009)</i></b>	
Last year (2009)	506 volunteers
Each year	576 volunteers
Total since foundation	6,940 volunteers
<b><i>Recruitment policies</i></b>	
Health requirement	97.96%
Education or training requirement	87.91%
Professional requirement	84.44%
Age requirement	76.09%
Host country language requirement	30.77%

Other	100.00%
<b><i>Educational requirements</i></b>	
Tertiary or university education	45.30%
No educational requirement	13.20%
Post-graduate education	11.30%
Secondary schooling	1.90%
Other	28.3%
<b><i>Regional placement</i></b>	
Southeast Asia	72.90%
South Asia	54.20%
Sub-Saharan Africa	43.80%
East Asia	37.50%
Central America, South America & the Caribbean	31.30%
Central Asia	25.00%
Australia, New Zealand, & Pacific Islands	20.80%
Middle East & North Africa	20.80%
Europe	12.50%
North America	4.20%
Other	6.30%
<b><i>IVS Institutional Capacity</i></b>	
Resources (volunteers pay a fee)	
Never	80.4%
Sometimes	9.8%
Always	9.8%
<b><i>Volunteer incentives and remuneration</i></b>	
Airfare/transportation	86.50%
Cash stipend or allowance	80.80%
Insurance	75.00%

Housing	73.10%
Healthcare benefits	63.50%
Other	32.70%
Food	21.20%
No financial support	7.70%
<b><i>Volunteer training and support</i></b>	
Language training	84.00%
Cultural training	84.00%
Individual interviews/debriefing	76.00%
Group debriefing/meetings	74.00%
Regular supervision	66.00%
Technical training	50.00%
Alumni/organisation email list	46.00%
First Aid/Healthcare training	40.00%
Other support or training	38.00%
<b><i>IVS Programme Activity<sup>2</sup></i></b>	
Environment/ Climate Change / Sustainability	43.14%
Economic development	41.18%
Primary/ Secondary education	35.29%
Maternal/ Child health	29.41%
Health education/Prevention	25.49%
Youth development	23.53%
Cross-cultural exchange	17.65%
Other health services	15.69%
Personal care/ Social services assistance	13.73%
Post-secondary education/ Training	13.73%
Human rights/ Economic justice	13.73%
Peace/ Conflict resolution	13.73%
Disaster/ Humanitarian relief	9.80%
Gender equality	9.80%
Food/ Nutrition	5.88%

Politics/ Democracy building	5.88%
Information technology	3.92%
Research/ Data collection	3.92%
Housing	1.96%
Cultural activities/ Historical preservation	1.96%
Legal services	1.96%
Other areas	21.57%
<b><i>Length and continuity of service<sup>1</sup></i></b>	
1 month or less	27.78%
1-3 months	3.23%
3-6 months	3.13%
6-12 months	28.21%
1 year or more	73.33%
<b><i>Group or individual placement<sup>1</sup></i></b>	
Individual placement	68.89%
Group (less than 10)	27.03%
Group (more than 10)	11.76%
In team with local volunteers	22.22%

<sup>1</sup>Percentage value represents the proportion of responding organisations reporting “almost always”.

<sup>2</sup>Listed as one of the four top priority areas for the sending organisation.

## Annexe E: Fieldwork Interviewees

The interviews concentrated on volunteer managers and coordinators and managers of host organisations. Some complementary interviews with network organisations which act as umbrella organisations for NGOs and local volunteer organisations were also useful to obtain a better overview of the situation in the country. Each interview lasted between 45 to 75 minutes, depending on the availability of the interviewee. This Annexe presents a compilation of all organisations interviewed in the six country case studies. In addition to the names of the organisations, we include their types as follows: local host organisation, international sending organisation, network organisation, national sending organisation and organisations playing both roles of host and sending organisations through reciprocity. In this study, the term IVCO is used to represent international volunteer-sending organisations.

**Table 8: Interviewees for China, Beijing, May 11-13, 2010**

Type of Organisation	Name of Organisation	Interview date
Local Host	New Sunshine Charity Foundation/ Sunshine Volunteer Association of Peking University	11 May 2010
International Sending	United Nations Volunteer	11 May 2010
Local Host	Volunteer Committee of China Social Work Association	12 May 2010
International Sending	Japan International Cooperation Agency	12 May 2010
Local Host and International Sending	Beijing Volunteers Federation	13 May 2010
Local Host	Global Village of Beijing	13 May 2010
International Sending	Greenpeace International	13 May 2010

**Table 9: Interviewees for India, Delhi, March 2-3, 2010**

Type of Organisation	Name of Organisation	Interview date
International Sending	Habitat For Humanity	02 March 2010
International Sending	United Nations Volunteers India	02 March 2010
Local Host	Prayas	02 March 2010
Local Host	HOPE Foundation	02 March 2010
International Sending	Japan International Cooperation Agency (JICA) India	03 March 2010
Local Host and International Sending	Ivolunteer and MITRA	03 March 2010
International Sending	SkillShare International India Regional Office	03 March 2010

**Table 10: Interviewees for Japan, Tokyo, June 1-3, 2010**

Type of Organisation	Name of Organisation	Interview date
International Sending	United Nations Volunteers (UNV), Tokyo	01 June 2010
International Sending	NICE	01 June 2010
National Network	JANIC	02 June 2010
International Sending	Green Earth Centre	02 June 2010
International Sending	AFS Japan	03 June 2010
Previously International Sending	AAR Japan	03 June 2010
International Sending	Japan International Cooperation Agency (JICA)	04 June 2010
Previously International Sending	Peace Winds Japan	04 June 2010

**Table 11: Interviewees for the Philippines, Manila, April 21-23 and August 30, 2010)**

Type of Organisation	Name of Organisation	Interview date
International Sending	JICA	21 April 2010
Local Host Organisation and International Sending	Gawad Kalinga GK1MB and Green Kalinga Programme	21 April 2010 and 22 April 2010
International Sending	KOICA	22 April 2010
Private involved in CSR	Globe Telecommunications BridgeCom	22 April 2010
International Sending	CESO	23 April 2010
National Network	VOICE (Ateneo de Manila University)	23 April 2010
International Sending	Jesuit Volunteers Philippines Federation (Ateneo de Manila University)	23 April 2010



**Table 12: Interviewees for Singapore, between February 2 and July 20, 2010**

Type of Organisation	Organisation	Interview date
International Sending	Youth Challenge	02 February 2010
International Sending	Habitat for Humanity	11 February 2010
International Sending	World Vision	18 March 2010
International Sending	Singapore Red Cross	25 March 2010
National Network	International Volunteer Association	20 May 2010
International Sending	Mercy Relief	22 June 2010
International Sending	Youth Expedition Programme, National Youth Council	06 July 2010
International Sending	Singapore International Foundation	07 July 2010
International Sending	YMCA	20 July 2010

**Table 13: Interviewees for Vietnam, Hanoi, between March 9 and July 15, 2010**

Type of Organisation	Name of Organisation	Interview date
Local Host	Vietnam National Heart Institute, Bach Mai Hospital	09 March 2010
Local Host	National Ears Nose and Throat Hospital	09 March 2010
International Sending	VSO Vietnam	23 June 2010
International Sending	Australian Youth Ambassadors for Development (AYAD) and Volunteering for International Development from Australia (VIDA)	23 June 2010
Local Host and International Sending	Volunteers for Peace Vietnam	25 June 2010
Local Host	Marinelife Conservation and Community Development (MCD)	14 July 2010
International Sending	UNV Vietnam	14 July 2010
International Sending	KOICA Vietnam	15 July 2010

## **Annexe F: Background of Organisations Interviewed In China (Beijing)**

### **Beijing Volunteers Federation** [www.bv2008.cn](http://www.bv2008.cn)

The Federation was founded in 1993 as a municipal volunteer organisation. The federation was launched by the Beijing Youth League and approved by the Beijing Municipal Civil Affairs Bureau. It is responsible for planning, directing, organising, and coordinating volunteer action in Beijing. To date, the federation has 389 group members and over 215 million registered volunteers. The number of public service projects is amounted to 1,283. In addition to the domestic volunteer service, the federation is cooperating with international volunteer organisations for volunteer exchange programmes. Update: From October 2010, foreign volunteers working in Beijing will obtain permanent ID cards  
<http://www.beijingtoday.com.cn/tag/beijing-volunteers-federation>

### **Global Village of Beijing Environmental Education Centre (GVB)**

<http://www.gvbchina.org.cn/en/content/environmental-education-center>

The Centre is a non-profit, non-government organisation dedicated to realising and spreading an environment-friendly society. Since its founding in 1996, GVB has advocated greener lifestyles through construction of green urban communities, cultivation of green rural communities, advancing sustainable urban-rural models for greener living, and promotion of environmental media through film production, seminars, and other activities. While the headquarters is located in Beijing, GVB has a branch in Sichuan. To date, GVB has 30 full-time staff in total. Domestic and international volunteers are recruited mainly for programme purposes. GVB developed an online registration system for volunteer participation. Hundreds of international volunteers have been registered with GVB and have worked on research, database construction, communication, training, and other activities.

### **Greenpeace China** <http://www.greenpeace.org/china/en/>

Established in Hong Kong in 1997, Greenpeace China also set up offices in Beijing in 2003. Greenpeace's activities include protecting ancient forests, eliminating toxic chemicals, stopping climate change, food security and agricultural development, and reducing air pollution. Hundreds of volunteers have been recruited to work on action and investigation. Volunteers are broadly categorised into two groups. One group are "cyber activists" who support the organisation's campaigns via the internet. Greenpeace China has over 20,000 cyber activists. The other group, "offline volunteers," participate directly in organisation activities. Excluding the fundraising teams, the Beijing office has about 70 staff and the Hong Kong office about 30 staff.

### **Japan International Cooperation Agency (JICA China)** <http://www.jica.go.jp/china/english/>

This is an independent administrative institution for implementing government-based technical cooperation. The JICA China office is one of 56 overseas JICA offices and was founded in 1982. Its main activities include technical cooperation and grant aid. JICA's main youth volunteers programme, JOCV, started in 1986 in China. Since then, 700 volunteers have been dispatched all over the country. The programme is involved with the sectors of Japanese language, education, and healthcare. Among these, Japanese language teaching attracts more than 50 per cent of the total number of dispatched volunteers. In addition, 13

senior volunteers have worked for industrial and economic development in China since 2003. JICA organises a 70-day Chinese language training mainly for long-term volunteers.

**New Sunshine Charity Foundation** [www.isun.org](http://www.isun.org)

The foundation was registered as a private charity foundation in April 2009 in Beijing. The foundation grew out of the Sunshine Volunteer Association of Peking University, a student association founded in 2002. The majority of the foundation's funding is raised from individual connection, companies, and universities. The initial funding was 2.5 million Yuan. The foundation's main activity is its Hematopoietic Stem Cell Donor Registry, and has the goal of building up a hematopoietic stem cell pool for Leukemia or Cancer patients in China. One sub-project was to provide funding for people who suffered from the Sichuan earthquake in 2008. There have been five Finnish students working as international volunteers for the organisation. Their duties include establishing international contacts, fundraising, cases development from international experience, and some basic service provision and peer support to clients. The foundation has broad support networks with overseas organisations, such as AIESEC, Cancer Council Queensland, and University of Hartford.

**United Nations Volunteers** (UNV China) <http://china.unv.org/> and <http://www.unv.org/what-we-do/countries/china.html>

The programme began its collaboration with China in 1981, concentrating mainly in the areas of education and language training. Since then, UNV has recruited over 200 international UN volunteers to work in China, and more than 160 Chinese national UN volunteers to work overseas. More recently, UNV in China has shifted its focus towards socio-economic development, including gender, participatory development, environment, poverty alleviation, health, HIV/AIDS, and microfinance. UN volunteers have made valuable contributions to meeting global development challenges through their dedication and commitment.

**Working Committee of Volunteers, China Association of Social Workers (CNCASW)** <http://www.cncasw.org/cncasw/gywm/xhgk/>

This is a volunteer organisation on the national level that was established in 2005. The committee is responsible for volunteer registration, international dispatching, and domestic volunteer service provision. To date, over 10 million citizens have registered through the committee's online system. Closely working with governmental bodies, the committee plays a key role in coordinating national volunteer services and drafting volunteer regulations. The committee has cooperated with VSO for several years on the international volunteer exchange programme. VSO shares a comprehensive system in evaluating short-term volunteerism. The China Volunteer International Dispatch Pilot Project is a new two-year project initiated by the committee and its three partners in December 2009. The project plans to send 10 Chinese volunteers overseas.

## **Annexe G: Background of Organisations Interviewed In India (Delhi)**

**Habitat for Humanity (India):** <http://www.habitatindia.in/>

Habitat for Humanity India, established in 1983, provides low cost housing to the economically weaker sections of society. Now the organisation is partnering with a local

NGO to take an active role in planning and coordinating housing needs. Since 1983, the organisation has helped to build 32,000 houses for the homeless in India. Habitat built 13,000 houses in South India to replace those destroyed by the tsunami. The organisation also has two strong campaigns—India Builds and Global Village—that support 50,000 underprivileged families across India. The unique feature of Habitat for Humanity India is its “Spirit for volunteerism” campaign, which actively promotes volunteer engagement with corporations and other organisation within India.

**HOPE Foundation (India):** <http://www.hopefoundation.org.in/>

Hope Foundation, India was established in 1991 as a charitable society. They are operating in 12 cities in India with numerous programmes in a variety of areas helping the poor. Services range from care of orphans, seniors, and individuals dying of HIV/AIDS to health awareness programmes affecting thousands of people across India. In addition, Hope Foundation, India runs medical and education programmes for mentally challenged people, and provides shelter, education, medical care and better future to 60,000 children living on the streets of Bangalore. The organisation works directly with communities to provide health education, and sustainable linkages to government health system. Hundreds of people come from overseas to take part in their programmes at their own expenses. Volunteers are the real strength of Hope Foundation, India.

**JICA (India):** <http://www.jica.go.jp/india/english/>

JICA India works in partnership with the government of India to achieve government objectives. JOCV, one of the most important schemes of technical cooperation provided by JICA, offers opportunities to young Japanese people who aspire to be a part of economic and social development of developing nations like India. JOCV was implemented in India in 1966, but was discontinued in 1978 and resumed after 28 years in 2006. Since 2006, JOCV volunteers have been engaged in various activities in India, including Judo training and Japanese language instruction in various schools and universities.

**MITRA (India):** <http://www.mitra.org.in/>

MITRA (a Hindi word meaning ‘friend’) had been founded since its inception in 2000, from an organisation focusing on using information and communication technologies (ICTs) to make a significant contribution toward meeting India’s social and rural development needs. MITRA began its journey in 2002 with the support of a private bank, by launching an online volunteer matching programme through an internet portal to promote and facilitate volunteering in India. MITRA also established Volunteer Relationship Centres in Delhi, Mumbai, Bangalore, and Chennai. MITRA’s flagship programme, iVolunteer, has placed more than 1,500 domestic volunteers and 100 international volunteers each year with over 200 organisations working on a variety of development issues across India. In 2007, iVolunteer overseas, in partnership with Voluntary Services Overseas (VSO), also placed skilled Indian volunteers in 16 other developing countries.

**PRAYAS (India):** <http://www.prayaschildren.org/delhioffice.htm>

Prayas, an Indian NGO, was established in 1988 to serve street children and marginalised youth. It is now one of India's leading advocacy groups for the rights of children with more than 700 employees. Since its founding, Prayas has established 227 community-based centres across India that serve neglected and disadvantaged street children, and it also runs integrated programmes of alternative education and vocational training, and provides health

care, shelter, and interventions against abuse and exploitation of children. *Prayas* also provides training and microcredit facilities to help women to start their own businesses. *Prayas* projects have received funding from various international organisations including the United Nations and the governments of Canada, Japan, Australia, Norway, and the United States.

**Skillshare International (India):** <http://www.skillshare.org/>

Skillshare International, India focuses on community health, HIV/AIDS, disability, and employment, and supports programmes in environment & natural resource management. The organisation also facilitates the economic & socio-political empowerment of disadvantaged communities such as tribal communities, Dalits, and artisans, with a focus on women and children within these communities. Skillshare International, India works with partner organisations (NGOs) in 8 Indian states - Andhra Pradesh, Karnataka, Kerala, Jharkhand, Maharashtra, Orissa, Tamil Nadu and Uttaranchal. Their partner organisations work mainly with rural communities in mountainous, forested areas who are economically and socio-politically excluded. These communities lack sustainable incomes and have high levels of illiteracy, ill health and barely any access to education and health care facilities. Skillshare assists their partner organisations through skills development, programme funding and building the capacity in fundraising, communications and building networks and coalitions. Their development workers (including health trainers) include engineers, doctors, paramedical, ethno-botanists and textile designers. It receives very significant funding from the UK Department for International Development (DFID).

**UNV (India):** <http://old.undp.org.in/unv/> and <http://www.unv.org/what-we-do/countries/india.html>

UNV India focuses on peace and development in developing countries. UNV India works with various local NGOs to promote literacy rates, change lifestyles, and reduce pollution and other impacts of global warming. Through their voluntary action, UNV India always maintains environment and climate change as a top priority.

## **Annexe H: Background of Organisations Interviewed In Japan (Tokyo)**

**AFS Japan** [http://www.afs.or.jp/jpn\\_en/view/1940](http://www.afs.or.jp/jpn_en/view/1940) and [http://www.afs.org/afs\\_or/home](http://www.afs.org/afs_or/home)  
AFS Japan is one of the branches of AFS based in New York. This Japanese association has been in operation since when eight Japanese students were sent to the United States in 1954 through AFS. AFS Japan has three offices in Japan: Tokyo, Osaka and Nagoya. AFS Japan accepts about 600 high school students from more than 40 countries every year. They also send more than 500 students to 30 countries annually. Except for its Director-General, AFS Japan is managed completely by volunteers, most of whom are alumni of AFS.

**Association for Aid and Relief, Japan (AAR)** <http://www.aariapan.gr.jp/english/>  
AAR is one of the most powerful Japanese NGOs in the world. Initially, AAR was originally established to provide relief to refugees coming from Indochina 31 years ago. However, since then, AAR has broadened its goals to include a focus on human security. Their activities consist of five areas: emergency relief, aid for challenged people, civic education, and anti-landmine and infectious disease work. AAR implements these activities in thirteen countries over the world, including Japan, and they have field offices in Laos, Myanmar, Afghanistan, Tajikistan, Sudan, Kenya, Zambia and Haiti.

**Green Earth Centre (GEC)** <http://www.n-gec.org/> (in Japanese only)  
GEC, founded in 1993, is a Japanese NGO primarily working for keeping 'green'. They send about 300 volunteers each year. One major activity is to plant trees in desert areas, and the organisation has implemented reforestation projects in three locations in China. These projects are implemented through the Chinese local government. At the same time, they have several domestic projects to preserve forests. GEC has pursued the creation of networks with other stakeholders, and is engaged in trying to widen and strengthen its connections with Nepal, Indonesia, the Philippines, and China.

**Japan International Cooperation Agency (JICA):** <http://www.janic.org/en/>  
JICA is a Japanese governmental agency which finances and implements international aid all over the world. Like USAID, the organisation provides important financial and technical aid to developing countries. JICA also has a scheme to send young Japanese volunteers to developing countries, known as the Japan Overseas Cooperation Volunteers (JOCV). This is the largest volunteering platform in Japan.

**Japan NGO Centre of International Cooperation (JANIC)** <http://www.janic.org/en/>  
JANIC is the major umbrella organisation aggregating NGOs in Japan. Their existence is very significant for Japan in terms of their role, which bridges NGOs, government, and Japanese citizens. Their activities consist of three pillars. First, they study current global issues and advocate for the Japanese government to achieve international cooperation. Second, they promote NGOs to Japanese people. Third, JANIC facilitates NGOs' capacity building to increase their capability in terms of social responsibility. JANIC is the starting

point to know more about NGOs and volunteerism in Japan. Their growth is equal to the growth of volunteerism in Japan.<sup>47</sup>

### **Never-ending International workCamp Exchange (NICE)**

<http://nice1.sakura.ne.jp/e/indexe.html>

NICE, a Japanese NGO based in Tokyo, was established in 1990 by seven individuals who experienced workcamps abroad. NICE has grown rapidly, and now they are a registered member of the UN/CCIVS. Mr. Kaizawa, President of NICE, was one of the seven founders and has led the organisation since its establishment. He also contributes to the Network for Voluntary Development in Asia (NVDA) founded in 1997, as the Director-General, and UNESCO/CCIVS as the Vice-President. Over the years, NICE developed a large number of partnerships with other NGOs in the world. In 2009, they held approximately 150 weekend workcamps of less than a week, 100 short-term workcamps between 2 to 3 weeks, and 30 workcamps for 2 to 3 months, all focusing on Asian countries such as Indonesia, Thailand, Mongolia, Malaysia, Taiwan, China, Cambodia, Laos, and Hong Kong.

### **Peace Winds Japan (PWJ)** <http://www.peace-winds.org/en/>

PWJ, a global NGO founded in 1996, works mainly in Mongolia, Afghanistan, Myanmar, Sri Lanka, Taiwan, and Indonesia. Since its establishment in 1996, the organisation has grown rapidly to become one of the largest and strongest NGOs in the country with the ability to influence the Japanese government. At the same time, even if PWJ has such position among Japanese NGOs, they are at the forefront of the new area of international cooperation. Domestic volunteers provide support to the PWJ professionals working abroad.

### **United Nations Volunteers, Tokyo Liaison Office** <http://www.unv.or.jp/>

The main task of UNV Tokyo Liaison Office is to strengthen and develop partnerships with the stakeholders in Japan including Japanese government, JICA/JOCV, academic institutes and major volunteer involving organisations in Japan. Recently UNV Tokyo supports implementation of the Japanese government's programme for Human Resources Development in Asia for Peace Building which UNV provides the participants with the opportunity to serve as UNV volunteers in the field of peace building. UNV Tokyo has partnered with NNOPV (National Network of Organisations Promoting Volunteerism) since 2001 in following-up to IYV2001 and marking the 10th anniversary of IYV in 2011 in Japan. UNV Tokyo has supported recruitment and deployment of nearly 100 Japanese UNV volunteers serving in developing countries annually.<sup>48</sup>

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<sup>47</sup> For a list of Japanese NGO websites, see: <http://www.gdrc.org/ngo/japan-ngo/ngo-websites.html>

<sup>48</sup> For more information on IYV+10, see <http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2010/FINAL%20IYV10%20-%20Global%20Plan%20of%20Action%20-%20Jan%202010.pdf>

## **Annexe I: Background of Organisations Interviewed in The Philippines (Manila)**

**CESO Philippines:** <http://www.ceso-saco.com>

CESO is a volunteer-based, non-profit organisation that helps to strengthen individual businesses, organisations and communities and enhances self-sufficiency and sustainability. CESO was established with the mission to build capacity in governance and economic development through the transfer of knowledge and skills by Volunteer Advisers. CESO is works in partnership with the Philippine Business for Social Progress (PSSP) to nurture enterprises and transform communities in the Philippines.

**Gawad Kalinga, Philippines:** <http://www.gk1world.com>

Gawad Kalinga, Philippines was established in 1995 with the mission of providing shelter, child and youth development, and healthcare to underprivileged communities across the Philippines. It is a massive organisation that is gaining lots of momentum across Asian countries and world communities.

**Globe Telecommunications BridgeCom:**

[http://www.site.globe.com.ph/bridging\\_communities](http://www.site.globe.com.ph/bridging_communities)

Globe Bridging Communities was started with the goals of integrating corporate social responsibility programmes, enriching community leaders and micro-entrepreneurs through various community and enterprise development projects, and supporting and improving education initiatives by harnessing mobile and information technology and empowering youth. Their strategy is focused on the three biggest challenges to prepare global young Filipinos: sustainable economic growth, empowerment of community leaders, and protection of the environment.

**Jesuit Volunteers Philippines Federation (Ateneo de Manila University)**

<http://www.admu.edu.ph>

Jesuit Volunteers Philippines Federation was established in 1993 with the mission to promote a sovereign society of peace and freedom based on social justice, civic participation, and authentic Filipino values. Jesuit Volunteers Philippines (JVP) is a lay organisation of young men and women who assist in social, pastoral, and development work of missions, apostolates, NGOs, schools, and social development agencies. For at least one year, Jesuit volunteers take on the role of teachers, youth trainers, parish workers or community organisers in institutions which share the JVP vision, especially those that have the greatest need for volunteers.

**JICA Philippines:** <http://www.jica.go.jp/philippine/english/>

JICA Philippines has worked in partnership with the government of Philippines to achieve government objectives since 1966, when JOCV dispatched its first batch of volunteers to the Philippines in line with the government's Medium-Term Philippine Development Plan. The Philippines now has one of the largest number of JOCV assignments worldwide with 1,378 in cumulative total as of September 2009. Long-term JOCV volunteers (aged 20 to 39) spend 2 years involved in cooperation activities and living and working with people in the local community. Short-term JOCV volunteers (maximum of 10 months) provide technical training in seven fields, namely 1) agriculture, 2) forestry and fishery, 3) processing, 4)



maintenance and operation, 5) civil engineering, 6) public health care, and 7) education, culture, and sport.

**KOICA Philippines:** <http://www.philkofa.org/index.php>

The KOICA-Philippines Office was formally established in December 1994 to directly implement the grant-based Official Development Assistance (ODA) of Korea in the Philippines. KOICA made a significant contribution in Philippines' development efforts in the areas of rural development, ICT, education, health, governance, infrastructure, energy, environment, and disaster relief. One of KOICA's key programmes is the [Korea Overseas Volunteer \(KOV\) programme](#), which promotes technical manpower development and transfer of advanced technology by deploying volunteers to live and work together with local communities in the developing world.

## **Annexe J: Background of Organisations Interviewed In Singapore**

### **International Volunteerism Association (IVA): <http://www.iva.org.sg/>**

The International Volunteerism Association provides a platform for practitioners involved in international volunteerism to share best practices, lessons learned, resources and information. It aims to improve current volunteer standards for Singapore-based volunteer groups and facilitate their progress in planning and carrying out international expeditions/trips. In particular, it is aimed mainly at IVS start-ups. It also provides IV practitioners with opportunities to network locally, and internationally. Among their country foci are: Vietnam, China, India and Indonesia.

### **Mercy Relief Singapore: <http://www.mercyrelief.org/>**

Mercy Relief, Singapore was founded in 2003 as an independent charitable non-governmental humanitarian organisation. Mercy Relief, Singapore implements a successful development project in the Asian Region to address the issues of water and sanitation, healthcare and livelihood and significantly strengthen the community's belief in their integral role in improving their lives. Mercy Relief Singapore, through their work in other Asian countries, aims to promote volunteerism, compassion and civic-mindedness among Singaporeans.

### **People Association (PA): (not interviewed but some participants to the FGD)**

<http://www.pa.gov.sg>

The People's Association (PA) was established in 1960 to promote racial harmony and social cohesion. PA is a network of over 1800 grassroots organisation in Singapore that seeks to build and bridge communities to achieve a unified populace. PA initiates various programmes and services that cater to the needs of Singaporeans from all walks of life and promotes international volunteerism and community engagement.

### **Singapore International Foundation (SIF): <http://www.sif.org.sg>**

The Singapore International Foundation is a non-profit organisation founded in 1991 with the mission to build a better world. SIF activities are organised around three strategic arms: working with communities for sustainable development, exchanging ideas for greater understanding, and show-casing Singapore to build ties. SIF focuses on five core areas: healthcare, education, the environment, arts and culture, and livelihood and business. SIF promotes international volunteerism through these people-to-people exchanges across the world that broaden perspectives and promote understanding between Singaporeans and world communities.

### **Singapore Red Cross (SRC): <http://www.redcross.org.sg>**

Singapore Red Cross is an independent humanitarian organisation established with the objective to serve humanity and further their volunteer work locally and internationally on the principal of unity and universality. SRC provides relief operations in times of disaster, and provides medical and welfare services to the sick, the handicapped, the aged, and the poor without any distinction on grounds of race, nationality, religion, or political opinions.

### **Young Men's Christian Association (YMCA) of Singapore: <http://www.ymca.org.sg>**

YMCA, Singapore is a Christian voluntary welfare organisation based on Christian principals with the aim of “touching lives and lifting spirits” among its members, communities, and beneficiaries. YMCA Singapore contributes to the fields of volunteer and donor management, fund raising, and corporate governance. Various programmes like the community service programme, volunteer programme, Lifestyle programmes, and international programmes develop bonds among local and international communities.

**Youth Challenge (Singapore):** (website closed down)

Youth Challenge, Singapore is a non-governmental organisation that deals with the activities of youth, providing guidance and care for troubled youth and giving them maximum support and attention. Youth Challenge, Singapore has 25 years of experience in the field of youth development and touched the base over thousands of youths to re-energise the charity, drive local volunteers and programmes. Update: in March 2010, the Straits Times newspaper announced the imminent closure of Youth Challenge.<sup>49</sup>

**Youth Expedition Programmes (YEP):** <http://www.yep.sg/about/overview>

Youth Expedition Programme or the National Youth Council brings together youth participants aged 15 to 35 to embark on overseas service-learning projects and leaders who are keen to plan and implement YEP in China, India, and ASEAN. YEP focuses on issues including education, healthcare, social enterprise & income generation, environmental conversation, special needs, and technology transfer. The YEP looks into resource and sector development and plays an advocacy role to promote good practices in youth international volunteerism work. Together with their partners, YEP volunteers make active contributions to communities both at home and abroad, at the same time learning from research and experience.

**World Vision Singapore:** [www.worldvision.org.sg](http://www.worldvision.org.sg)

World Vision Singapore is a humanitarian organisation with the objective to tackle the root causes of poverty, alleviating the suffering of the poor, and enabling children to have fullness of life. World Vision’s orientation camp has brought potential volunteers together across religious borders, uniting them in the common goal of bettering the nearby community. World Vision Singapore also makes significant contributions to peace-building, environmental concerns, education, children’s activities, and child sponsorship.

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<sup>49</sup> See the summary article at: [http://www.straitstimes.com/BreakingNews/Singapore/Story/STIStory\\_503043.html](http://www.straitstimes.com/BreakingNews/Singapore/Story/STIStory_503043.html)

## **Annexe K: Background of Organisations Interviewed In Vietnam (Hanoi)**

### **Australian Youth Ambassadors for Development (AYAD)** <http://www.ayad.com.au/>

AYAD has existed in Vietnam since 1998. They manage about 26 new assignments a year of volunteers who serve for one year. Most of the Australian Government Volunteer Programmes (including AYAD-VIDA volunteers) go to Cambodia, Indonesia, Papua New Guinea, and Vietnam.

### **KOICA Vietnam:** <http://www.koica.go.kr/english/main.html>

KOICA began sending volunteers in 1994 and has grown significantly since then. The organisation dispatched an average of 10 volunteers to Vietnam between 1994 and 2003, but has dispatched about 40 every year since 2004. This increase in volunteers coincided with an intensification of South Korea's ODA programmes in Vietnam. In 2009, the organisation dispatched 48 volunteers. Most volunteers were young, predominantly in the 20-30 age group, and almost twice as likely to be male than female. The top three sectors of involvement in 2009 were education, gender and environment, ICT, and rural development.

### **MCD Vietnam** office in Hanoi: Centre for Marinelife Conservation and Community Development. <http://www.mcdvietnam.org/en-US/Home/default.aspx>

MCD is a non-profit organisation focused on the preservation of marinelife in Vietnam. The organisation has 25 staff in Hanoi and five staff in their three branches in Nam Dinh, Thai Binh and Kang Hoa. Over the last four years, they have received volunteers from Canada through the Canadian International Development Agency (CIDA), the UK, and Australia (VIDA) for a period of six months to one year. No volunteers have come from Asian countries so far. The volunteers specialise in building organisational capacities in four areas: coastal management; community development; management and governance; and communication.

### **National Ears Nose and Throat (ENT) Hospital and Vietnam National Heart Institute,** Bach Mai Hospital, Hanoi: <http://www.vnha.org.vn/>

Specialising in cardiology, this teaching hospital has been hosting international volunteers for over ten years for periods of one week, for training purposes. Most volunteers are doctors or nurses from the USA, Germany, Singapore, or other ASEAN countries. Individuals come on a short-term basis to give lectures, or teams of 6 to 7 people come for three week periods to help to set up a programme. Up until 2009, most volunteers came as a result of personal and professional contacts, and since 2009, some teams of volunteers came through the Singapore International Foundation.

### **UNV Vietnam:** <http://www.un.org.vn/unv/>

The UNV office started in the 1970s and has managed more than 300 volunteers since then. On June 7<sup>th</sup>, 2010, the Ho Chi Minh Communist Youth Union (HCYU) partnered with the UNDP in Vietnam to host 150 representatives of the volunteer community in Vietnam and conduct the first national conference on Volunteerism for Development in Hanoi. The key theme was to strengthen the capacity of volunteerism for development in Vietnam, as part of a three-year project that began in early 2009, funded by the UNDP. The aim of the

conference was to increase the visibility of volunteer work and promote volunteerism as part of the efforts to reach the national development goals.

**Volunteers for Peace Vietnam (VPV):** <http://vpv.vn/index.php?lang=eng>

**VPV** has three types of programmes, the international volunteer programme, the group programmes (they organise about 40 international workcamps per year), and youth development programmes. The organisation comprises 22 full-time staff in three regional offices (Hanoi, Vien Phuc and Ho Chi Minh City) and a new office is due to open in Danang by the end of 2010. VPV is a member of many networks such as the International Workcamp Organisation (IWO), the Committee for Coordination of International Volunteer Services (CCIVS), the International Cultural Youth Exchange (ICYE) in Germany, and the Network for Volunteer Development in Asia (NVDA). Beginning in July 2010, they have started sending Vietnamese volunteers abroad (about 25) to Japan, South Korea and Hong Kong, in addition to six other countries in Europe.

**Volunteering for International Development from Australia (VIDA);**

<http://www.vidavolunteers.com.au/> :

VIDA is funded by the Australian Government's overseas aid agency, AusAID as part of the Australian Volunteer Programme. The programme also includes Australian Youth Ambassadors for Development (AYAD), Australian Business Volunteers (ABV), and Australian Volunteers International (AVI). There are over 60 volunteers placed in Vietnam under the Australian Government Volunteer Programme (AGVP) each year. Volunteer placements are made with the public and private sector, non-government and civil society organisations, and educational institutions in priority areas identified by the partner country and the AusAID Vietnam Country Programme Strategy. VIDA is under the same office as AYAD (managed by the same country manager). They manage about 10 new assignments a year in Vietnam (compared to 26 for AYAD).

**VSO Vietnam:** <http://www.vso.org.uk/where-we-work/vietnam.asp>

The VSO office in Vietnam is undergoing a 'nationalisation' process so that the country director will be a Vietnamese citizen by the end of 2010. Set up in 1991 and officially recognised in 1993, it has 10 staff including 5 programme managers and 5 admin staff and currently manages 41 volunteers - 18 involved in HIV/AIDS, 22 working with the disabled, and 1 working with ethnic minorities. The average age is around 40 years old, and about 30% of their volunteers in Vietnam are above 50 years old.

## Annexe L: Focus-Group Discussion Participants

**Table 14: List of participants in focus-group discussion with JOCV-JICA long-term volunteers working in Asia (Tokyo, June 3<sup>rd</sup>, 2010)**

Host Country	Project
Vanuatu (2005-2007)	Community Development Officer / Fisheries
Vietnam (2005)	Community Development Officer / Training: Health Education/HIV prevention among the Hmong Ethnic community
Sarawak, Malaysia (1994-1997)	Village development
Sabah, Malaysia (2005-2007)	Environmental education
West Java, Indonesia (2008-2010)	Environmental education/waste management
Uzbekistan (2007-2009)	Youth development

**Table 15: List of participants in the focus-group discussion with SIF volunteers on volunteerism in the education sector in Asia (February 3<sup>rd</sup>, 2010)**

Host Country	Project
India	International Service Learning Trainer & Coordinator
Vietnam	English Language trainer
Indonesia	Chinese language trainer
Indonesia	Chinese language trainer
Cambodia	Special Education trainer
Cambodia	English Language trainer

**Table 16: List of participants in the focus-group discussion on short-term volunteerism in Asia (Singapore, April 16, 2010)**

<b>Host Country</b>	<b>Sending Organisation</b>
Vietnam- 14 Days	People Association
Vietnam- 14 Days	People Association
Cambodia- 13 Days	YMCA
Chiang Mai- 14 days	YMCA
Indonesia -4 Days	SIF
Timor Leste - 7 days	Gawad Kalinga
Timor Leste - 7 days	Gawad Kalinga
China - 14 days	World Vision
China- 14 Days	Changi General Hospital
Indonesia- 3 days	Youth Expedition Programme Ministry of Defence
Cambodia- 3 days	Singapore Institute of International Affairs
Sri Lanka, Hong Kong, Macau 7 Days	Singapore Red Cross
Cambodia- 3 days Batam Indonesia – 2 days	Trinity Methodist Church (Cambodia) and Habitat for Humanity (Batam, Indonesia)

## **Annexe M: List of Semi-Structured Interview Questions for Country Case Studies**

### **I. General profile:**

1. Organisation name
2. Name of interviewee, Title/role/responsibilities
3. Number of years with this organisation

### **II. Background on the Organisation:**

1. Total number of years this organisation has been in operation in this country
2. Approximate number of staff in the organisation in the country
3. Any field offices outside the capital; Where else do you work with in Asia
4. Approximate number of volunteers *currently* working in this country
5. Do you know approximately how many volunteers have been working here *so far*, since this organisation has been set up
6. In what key sectors do you send volunteers to
7. How are priorities set, including target partners/beneficiaries

### **III. Organisational capacity:**

1. How do you identify 'suitable' volunteers
2. Profile of volunteers: ages/gender/background
3. What types of issues do you encounter when trying to get a good match between volunteers and projects
4. How to you identification host agency internationally
5. Where does your funding come from
6. How much does your source of funding influence your activities/ mission, At what level
7. Do you monitor/evaluate the success of the programmes in reaching its objectives, If so how
8. How is international volunteerism coordinated/managed at the country level

### **IV. Challenges:**

1. Logistical difficulties which limit your participation/activities, ensuring safety of the volunteers, Economic/financial difficulties, Political difficulties
2. What type of information, communication channels, networks would you require to improve your success
3. Gaps, lack of coordination

### **V. Innovations and New Directions in the Future:**

1. Impact of use of information technology and the web
2. New geographical locations, Branching out into other sectors
3. Your perspective on the new challenges: youth, short-term volunteerism, climate change awareness/environment, South-South cooperation



## **Annexe N: List of Focus Group Discussion Questions**

### **FGD Questions for Returned Volunteers (Singapore and Japan)**

#### **Overview**

6 to 10 participants

90 minutes

1 Moderator

1 Note taker (content and body language)/manage digital recorders

Snacks/Compensation for transport

#### **Focus Group Rules**

Discuss at beginning:

- Confidentiality and informed consent, audio taping/transcribing
- Need forthright opinions, no “right” and “wrong”
- Everyone has time to talk about every question
- Even “small” observations are important
- Give details and examples
- Discuss terminology: “sending community” “host community” “host organisation”, other?

Introduction: Let's begin by going around and briefly introducing ourselves: first name, service experience(s) abroad, how long served abroad and where.

#### **Discussion questions**

1. Would you share with the group the two main reasons why you decided to volunteer abroad?
2. Thinking back to your experience volunteering abroad: Would you talk about how your particular skills, attitudes, work experience, affected your work as a volunteer?
3. What effect do you think you had on the people and host community where you volunteered?
4. What would you say are the top two things that you gained or learned from the experience?

Follow up: Do you think you were able to bring anything back to your community or country as a result of your international volunteer experience?

5. Would each person talk a little about the organisation that sent you: What did this organisation do well -- or not so well -- in two aspects:
  - a) supporting you as a volunteer
  - b) supporting your work there?

Follow up: From what you could observed, when you compare with other international volunteers, Do you think there is anything *unique* about international volunteers originating from Asia

6. Would you each say something about the organisation that hosted you? What did they do well? -- in two aspects:
  - a) supporting you as a volunteer
  - b) supporting your work there?
7. Let's talk now about any contact you've had with your host community after you returned to Japan. What is the nature of this contact?

### **FGD Questions for national volunteers (Vietnam)**

1. What is your own motivation to do volunteer work in VN?
2. What did you perceive as to the differences and similarities when working as a volunteer for an international organisation compared with a local organisation.
3. What are the key differences that you see for international volunteer verses national volunteer in term of impact, in term of effectiveness, in term of broader impact or goals, or unintended benefit or unintended problems.
4. What is your sense of the level of awareness among Vietnamese, not just to you, among all Vietnamese in terms of the potential of international, of national volunteerism, local volunteerism?
5. What's the role of - or is there a role for - the government to raise level of awareness on national volunteerism. If not then who could be the key player and try to raise this level of awareness?

## Annexe O: Research Mandate

The Consultant's Terms of Reference of engagement is as follows:

- (a) The Consultant will conduct a study of international volunteerism in Asia and produce an empirically based report to be presented at the IVCO conference in October 2010, with a draft report to be circulated by end of August 2010 and a final report to be ready by mid-September 2010. The work will entail the use of three complementary methodologies:
  - (i) First, a review of the literature will be conducted on key sending organisations, in order to obtain and organise information on forms and scope of international volunteerism in Asia, for the mapping exercise.
  - (ii) Second, primary data collection through a short internet-based survey will be imparted mainly to FORUM members organisations to further refine the mapping exercise. The survey questionnaire will be designed to fill the informational gap from the literature review and internet-based search.

The report will include the results of the mapping exercise and the literature review as well as discussing the survey results. The mapping exercise will focus on 20 Asian Countries representing various geographical regions within Asia: 7 countries in South Asia: Bangladesh, Bhutan, India, the Maldives, Nepal, Pakistan, and Sri Lanka; 11 countries in Southeast Asia: Cambodia, Indonesia, Laos, Malaysia, Myanmar, Papua New Guinea, The Philippines, Singapore, Thailand, Timor-Leste, and Vietnam; and 2 countries in East Asia: China and Japan.

- (iii) Third, short-term fieldwork and/or telephone interviews will take place, in four host countries (China, India, the Philippines and Vietnam) as well as two sending countries (Singapore and Japan). Field visits will allow for face-to-face interviews, as well as collection of relevant locally produced documentation. Interviews will take place with senior managers of sending and host organisations, and if possible, current and returned volunteers. For countries in which fieldwork will not be possible due to time constraints, logistical or language issues, telephone interviews (at times done through translators) will be the primary mode of data collection.

Based on the fieldwork and telephone interviews, the report will also include six short country case studies focusing on four "Host Countries": China, India, the Philippines, Vietnam and two "Sending Countries": Singapore and Japan. Efforts will be put to ensure that key sectors would be covered, such as youth issues, climate change, short-term volunteerism and South-South cooperation. The report will conclude on the key characteristics of international volunteerism in Asia, challenges and innovations and provide suggestions on the way forward and some recommendations for further research.



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International  
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