
INTERNATIONAL LABOUR ORGANIZATION

Manual on the Measurement of Volunteer Work

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Preface

This *Manual on the Measurement of Volunteer Work* is intended to guide countries in generating systematic and comparable data on volunteer work via regular supplements to labour force or other household surveys. The objective is to make available comparative cross-national data on a significant form of work that is growing in importance but that is often ignored or rarely captured in traditional economic statistics. Doing so will help to fulfill the United Nations Secretary General's recommendations in his follow-up to the implementation of the International Year of Volunteers report (United Nations, 2005) that governments "vigorously" pursue "actions to build up a knowledge base" about volunteer work and to "establish the economic value of volunteering."

This *Manual* was developed under the auspices of the Department of Statistics of the International Labour Organization in collaboration with the United Nations Volunteers by the Johns Hopkins University Center for Civil Society Studies, which has been involved in the measurement of the nonprofit sector and volunteer work in countries throughout the world for close to two decades.¹ The Hopkins Center was assisted by a Technical Experts Group assembled by the ILO. This Group met at the International Labour Organization headquarters in Geneva on 4 and 5 July 2007 and 11 and 12 October 2010, and communicated between meetings with the Hopkins Center via a series of memoranda and emails. This *Manual* was also informed by the experience of the Joint UNECE/Eurostat Volunteer Standardization Task Force and the workshop it co-hosted with the Johns Hopkins University Center for Civil Society Studies in July 2007.² The current draft has also benefited from initial testing of a draft survey module in six countries: Canada, Brazil, Poland, South Africa, Korea, and France. In the latter two desk reviews were conducted while in Canada eleven cognitive interviews were also conducted. Finally, over 100 labor force statisticians took part in an intensive review of an initial draft of this *Manual* during the 18th International Conference of Labour Statisticians in Geneva in November 2008 and the draft was approved in principle by the entire Conference

The International Labour Organization wishes to acknowledge the contributions of the following individuals who played significant roles in the preparation of this document: Lester M. Salamon, director, and Megan Haddock, S. Wojciech Sokolowski, and Helen Tice, staff members, of the Johns Hopkins University Center for Civil Society Studies; Adriana Mata-Greenwood of the International Labour Organization's Department of Statistics; the Members of the Technical Experts Group, including: Edith Archambault, University of Paris (France); Jacqueline Butcher de Rivas, Mexican Center on Philanthropy (CEMEFI) (Mexico); Peter Buwembo, Statistics South Africa (South Africa); Lee Byungsik, Statistics Korea (Korea); Elizabeth Davis, Australian Bureau of Statistics (Australia); Elizabeth Belo Hypolito, IBGE (Brazil); Bengt Oscar Lagerstrom, Statistics Norway (Norway); Olivier Marchand, INSEE (France); Yandiswa Mpetsheni, Statistics South Africa (South Africa); Sławomir Nałęcz, Central Statistical Office (Poland); John Murimi Njoka, University of Nairobi (Kenya); Tae-Kyu Park, Yonsei University (Korea); Justin Davis Smith, Institute for Volunteering Research (United Kingdom); Ato Mekonnen Tesfaye, Central Statistical Authority (Ethiopia); and Agnieszka Zgierska, Central Statistical Office (Poland); as well as Observers: Lorna Bailie, Statistics

¹ See, for example, Salamon, Lester M. et al (2004).

² UNECE Volunteer Standardization Task Force (2007).

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The ILO has been pleased to be involved in this work to promote the more effective measurement of volunteer work and sees this as an important part of its commitment to the concept of “decent work” as a means of promoting human agency, dignity, and self-respect. We sincerely hope that this *Manual* will be of assistance to countries around the world in bringing this important but long neglected aspect of work into more effective view.

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Contents

	Page
<i>Preface</i>	i.
<i>Chapter</i>	
1. Introduction.....	1
2. The Rationale And Strategy For Measuring Volunteer Work.....	3
Introduction.....	3
Why Measure Volunteer Work?.....	3
Key Criteria for Designing an Approach to Measuring Volunteer Work.	9
Recommended Approach: Volunteer Supplement to Labour Force Surveys.....	9
Alternative Survey Platforms.....	11
3. Defining Volunteer Work.....	12
Introduction.....	12
Existing International Definitions of Volunteer Work.....	12
Proposed Definition and Rationale.....	14
Key Features and Considerations.....	14
4. Key Features Of The Recommended Module	19
Introduction.....	19
Overall Structure – Activity Focus.....	19
Use of the Term “Volunteering,” or “Volunteer Work”.....	19
Prompting.....	20
Reference Period.....	21
Industry in Which Volunteer Work Occurs.....	21
Wording and Quantity Measures.....	22
5. Target Variables and Classification.....	26
Introduction.....	26
Core Data Elements.....	26
Number of Volunteers.....	27
Number of Hours Volunteered.....	27
Occupation (Type of Work Performed).....	28
Institutional Setting of Volunteer Work.....	30
Industry (Field of Work).....	31
6. Volunteer Rate, Valuing Volunteer Work, and Other Uses of Data..	37
Introduction.....	37
Volunteer Rate.....	37
Estimating the Economic Value of Volunteer Work.....	38
Recommended Estimation Methodology Taking Advantage of the	39

	Volunteering Module Data.....	
	Other Valuation Exercises.....	41
7.	Survey Module Implementation and Data Presentation.....	43
	Introduction.....	43
	Key Features of the Data Collection Platform That Can Affect the Accuracy of the Resulting Data.....	43
	Procedure for Module Adaptation.....	45
	Training of Interview Managers, Operators, and Coders.....	49
	Handling of Non-respondents.....	49
	Presentation of Data.....	50
	Access to Data.....	52
<i>Annexes</i>		
I.	Survey Module Coding Book.....	62
II.	Tools for Classification of Volunteer Work.....	66
	Classification Objectives and Uses.....	66
	Recommendations.....	66
A	Common Volunteer Work Activities Coded to ISCO-08.....	68
B	Additional Detail Available in ISIC, Rev. 4, Codes to Depict Organization-based Volunteer Work Activities.....	72
C	Alphabetical List of Common NPI and Volunteer Work Industry Descriptions Coded to ISIC, Rev. 4.....	73
D	ISCO-08 and ISIC, Rev. 4, Codes for Direct Volunteer Work Activities	94
E	Cross-Walk Between International Classification of Nonprofit Organizations (ICNPO) Industry Classification Coded to ISIC, Rev. 4 Groups.....	98
III.	Additional Data Elements.....	99
	Introduction.....	99
	Additional Data Items.....	99
IV.	The Treatment of Volunteer Work by the International Labour Organization And the System of National Accounts.....	101
	Introduction.....	101
	The 2008 System of National Accounts.....	101
	The International Labour Organization.....	104
	The Current Treatment of Volunteer Work in Practice.....	104
	Manual on the Measurement of Volunteer Work Approach.....	105
V.	References.....	107
<i>Figures</i>		
3.1	Prior Examples of Attempts to Define Volunteer Work.....	13
3.2	Examples of Volunteer Work Considered In-Scope and Out-of-Scope of Recommended Definition.....	18
4.1	Recommended Core Survey Module.....	23

7.1	Typical Seasonal or Event-Specific Influences on Volunteering.....	44
7.2	Suggested Annual Question on Volunteer Work Activities in Years When The Volunteer Module Is Not Carried Out.....	44
IV.1	Classification of Workers in Relation to the Production Boundary of the System of National Accounts.....	103
IV.2	Classification of Activities of Persons in Relation to the Production Boundary of the System of National Accounts.....	106

Tables

5.1	Illustrative Examples of Volunteer Occupations Associated with ISCO-08 Major Groups	34
5.2	ISIC Aggregation for Reporting on Industry or Field of Volunteer Work.....	35
6.1	Mean Hourly Wage and Share of Employment for SOC Major Groups, Selected NAICS Industries.....	42
7.1	Population age 15 and above, number of volunteers, volunteer rate, volunteer hours, and value of volunteer work, by type of volunteering and volunteer characteristics.....	53
7.2	Number of volunteers, volunteer hours, and value of volunteer work, by type of volunteer occupation and sex of volunteer.....	54
7.3	Number of volunteers, volunteer hours, and value of volunteer work, by industry of volunteer work and sex of volunteer.....	55
7.4	Number of volunteers, volunteer hours, and value of volunteering, by ICNPO field of volunteer work and sex of volunteer.....	56
7.5	Organization-based volunteer work, by type of organization, type of volunteer occupation, and sex of volunteer.....	57
7.6	Organization-based volunteer work, by type of organization, sex of volunteer, and industry in which volunteer work is done.....	58
7.7	Direct volunteer work: number of volunteers, total hours volunteered, and value of volunteer work, by volunteer characteristics and pattern of volunteering.....	60
7.8	Number of volunteers, volunteer hours, and value of volunteer work, by type of paid work occupation and sex of volunteer.....	61

CHAPTER 1

INTRODUCTION

- 1.1 Volunteer work, often referred to simply as “volunteering,” is a crucial renewable resource for social and environmental problem-solving the world over. The scale of such work is enormous and the contributions it makes to the quality of life in countries everywhere larger still. Despite this, however, little sustained effort has gone into its measurement.
- 1.2 With these facts in mind, the UN General Assembly passed a resolution in 2001 calling on member governments to “enhance the knowledge base” on volunteering and to support “establish [its] economic value” (UN General Assembly, 2001).
- 1.3 The United Nations Statistics Division subsequently issued a *Handbook on Nonprofit Institutions in the System of National Accounts* that recommends including the value of volunteer work in the satellite accounts on nonprofit institutions that countries are urged to produce.
- 1.4 The purpose of this *Manual* is to recommend a methodology to guide countries in generating the systematic and comparable data on volunteer work required to carry out these mandates. This methodology was developed by a team of analysts working through the Johns Hopkins University Center for Civil Society Studies under the auspices of the International Labour Organization’s Department of Statistics, with the aid of a Technical Experts Group composed of statistical officials and experts on volunteer work from around the world (See Preface for a list of participants). The *Manual* has also benefited from comments offered by a Working Group of labour statisticians that reviewed and approved an earlier draft at the 18th International Conference of Labour Statisticians in December 2008.
- 1.5 The *Manual* contains six chapters in addition to this Introduction:
 - a. Chapter 2 examines the rationale for measuring volunteer work, outlines the reasons for doing so through labour force surveys, and identifies possible alternative survey platforms for countries that choose not to adopt this recommended approach;
 - b. Chapter 3 discusses the challenges involved in defining volunteer work, presents the definition proposed in this *Manual* and in the survey module it recommends, and outlines the rationale that underlies this definition;
 - c. Chapter 4 describes the basic design of the survey module proposed to measure volunteer work;
 - d. Chapter 5 describes the variables this module seeks to capture;
 - e. Chapter 6 discusses the valuation of volunteer work and other uses of the data this *Manual* will generate; and

- f. Chapter 7 discusses administration of the survey module and presentation and dissemination of the resulting data.

1.6 In addition to the chapters, the *Manual* includes five annexes:

- a. Annex I – Coding Book for Recommended Survey Module
- b. Annex II – Classification Tools
- c. Annex III – Possible Additional Variables
- d. Annex IV - The Treatment of Volunteer Work by the International Labour Organization and the System of National Accounts
- e. Annex V - References

CHAPTER 2

THE RATIONALE AND STRATEGY FOR MEASURING VOLUNTEER WORK

Introduction

2.1 This chapter addresses four major topics:

- a. The basic rationale for measuring volunteer work;
- b. The criteria for designing a recommended approach for such measurement;
- c. Why labour force surveys come closest to meeting these criteria and therefore are the recommended information collection platform here; and
- d. Preferred features of other survey platforms used to measure volunteer work by countries that do not use the recommended survey platform.

Why Measure Volunteer Work?

2.2 The argument for creating a system to measure volunteer work rests on six major pillars:

- a. **Volunteer work is sizable and creates significant economic value.**
 - i) Volunteers constitute a far more significant share of the workforce of nations than is commonly recognized. Data generated by the Johns Hopkins Comparative Nonprofit Sector Project in 37 countries (Salamon et al, 2004) revealed, for example, that:
 - Approximately 140 million people in these countries engage in some volunteer activity in a typical year. This represents approximately 12 percent of the adult population of these countries. If all of these volunteers comprised the population of a country it would be the 8th largest country in the world, behind Russia but ahead of Japan.
 - These volunteers represent the equivalent of 20.8 million full-time equivalent paid workers, much larger than those employed by the utilities industry and just slightly less than those employed in the transportation and construction industries in the 37 countries studied³; and
 - All told, even conservatively estimated, these volunteers make a \$400 billion contribution to the global economy. In Canada, the contribution volunteers make to the GDP is more than that of the agriculture and motor vehicle manufacturing industries (Statistics Canada, 2006).

³ The relative position of full-time equivalent volunteer workers here is somewhat understated because the employment in the other industries has not been adjusted for part-time workers.

- ii) Volunteers are an especially sizable component of the workforce of *nonprofit institutions* (NPIs). Data generated by the Johns Hopkins researchers revealed that, once converted into full-time equivalent workers, volunteers account on average for 45 percent of the sizable nonprofit workforce in the 36 countries for which such data are available. In Sweden and Norway it is as high as 76 percent and 63 percent, respectively. This is an enormous renewable resource for social problem-solving.
- iii) Even conservatively estimated, the value of contributions of time, i.e., volunteer work, is approximately double the value of contributions of money.
- iv) Recognizing this, the United Nations Statistics Division's 2003 *Handbook on Nonprofit Institutions in the System of National Accounts* urges national statistical agencies to incorporate data on volunteer work into the satellite accounts on nonprofit institutions (NPIs) that countries are urged to produce (United Nations, 2003).
- v) In addition to these strictly economic impacts, volunteer work delivers a variety of significant added benefits to society and to the volunteers themselves. For example:
- Volunteer work provides important employment training and a pathway into the labour force;
 - Volunteer work is a crucial resource for addressing the Millennium Development Goals. Recent efforts to eradicate smallpox and inoculate children against polio, for example, would not have been possible without the millions of volunteers mobilized for these efforts;
 - Volunteer work can offer services not easily provided by paid workers, such as mentoring and role models;
 - Volunteer work enhances social solidarity, social capital, political legitimacy and quality of life in a society;
 - Volunteer work can serve as a means of social inclusion and integration; and
 - Volunteer work provides a sense of personal satisfaction, fulfillment, well-being and belonging to persons who volunteer.
- vi) Volunteer work and paid work are best viewed as complements and not substitutes for each other.
- Volunteer workers are often available for only limited periods of time;
 - Volunteer workers may not possess the exact experience or skills required for specific jobs;

- On the other hand, volunteers can often make contributions paid staff are not as well equipped to offer (e.g. mentoring relationships);
 - Finally, the work of volunteers is often strengthened and the volunteer experience deepened when volunteer work is carefully structured and organized, which often requires the assistance of paid workers.
- b. A growing number of international organizations have come to recognize the contribution and importance of volunteer work.**
- i) In its 2001 Resolution reporting the results of the International Year of Volunteers, the United Nations General Assembly identified volunteering as “an important component of any strategy aimed at...poverty reduction, sustainable development, health, disaster prevention and management, and...overcoming social exclusion and discrimination” (UN General Assembly, 2001).
 - ii) The United Nations Development Programme’s Deputy Administrator recently called attention to the “potential of volunteering and civil society” in advancing the Millennium Development Goals and took issue with a “narrow economic perspective” that “has ignored both” (Melkert, 2006).
 - iii) The International Red Cross and Red Crescent Societies have declared that “volunteers are at the heart of effective humanitarian assistance for millions of vulnerable people” (International Federation of Red Cross and Red Crescent Societies, 2008).
 - iv) In a 2008 resolution, the European Parliament identified volunteering as “perhaps our most sustainable form of renewable energy” and encouraged Member States and regional and local authorities to “recognise the value of volunteering in promoting social and economic cohesion” (European Parliament, 2008).
 - v) 2011 has been declared the European Year of Volunteering by the European Commission, in an effort to “raise awareness of the value and importance of volunteering” (Council of the European Union, 2009).
- c. Volunteer work is of special importance to the labour force statistical community.**
- i) Volunteer work is a component of informal work, which has become a focus of increased attention by policymakers throughout the world as a major form of economic activity and economic benefits, particularly in developing countries. Indeed, a recent survey of national statistical offices and institutes conducted by the U.K. Office of National Statistics on behalf of the United Nations Statistical Commission revealed that “the non-observed economy and informal employment” was one of the “three top priority areas for labour statistics” that member countries identified as needing attention (UK Office of National Statistics, 2008). Measuring volunteer work will capture the part of informal labour that is not paid and that

tends to be overlooked as a consequence. Measuring volunteer work will enhance the coverage of labour statistics and thus their quality and validity.

- ii) Volunteer work is a component of unpaid labour that is easy to capture since it can be differentiated from household activity and much of it takes place through institutions that are considered to be well within the production boundary of the economy (i.e., nonprofit institutions, or NPIs).
 - iii) Because volunteer work not only produces tangible outputs but also gives individuals a sense of self-satisfaction and a feeling of contributing to the progress of society, its measurement is consistent with the International Labour Organization's emphasis on "decent work" as a means of promoting human agency, dignity, and a feeling of self-respect. As the Director of ILO's Bureau of Statistics, recently observed: "There is no doubt that volunteer work contributes significantly to the ILO objectives. It straddles both the economic objectives...and the wider social objectives" (Young, 2007).
 - iv) The 18th International Conference of Labour Statisticians acknowledged these points in its Report of the Conference when it endorsed "the importance of measuring volunteer work" not only "to acknowledge the significant contribution of volunteer work in disaster assistance, rural education and other programmes" but also because of the importance of such measurement "for labour statistics, as one of the objectives of these statistics is to measure all aspects of labour" (International Labour Organization, 2009).
- d. **Despite the contributions that volunteer work makes both to the volunteers themselves and to the beneficiaries of their generosity, little sustained effort has gone into the measurement of the scope, scale, or distribution of such work, and this impedes policy-making and our general understanding of labour dynamics.**
- i) Efforts that have been made to measure volunteer work have been sporadic and frequently uncoordinated, leaving us without up-to-date, reliable, comparative data on the scope of this important social and economic phenomenon.
 - ii) This not only limits understanding of volunteering but poses problems for the more general understanding of the labour market. As the Director of ILO's Bureau of Statistics has noted "Given its interplay and its substitution relationship with economic work, the volume and value of volunteer work is required to better understand the volume and characteristics of the participants in the labour market as well as the dynamics of the labour market, and to plan and implement labour market and other social policies" (Young, 2007).
 - iii) In his follow-up report to the UN Year of Volunteers in 2005, the Secretary General of the United Nations reiterated his emphasis on the need "to integrate volunteerism into national development planning." but pointed out that "[a] major constraint continues to be a limited availability of specific data on volunteer contributions..." (Secretary General of the United Nations, 2005).

- e. **Not only do existing data systems fail to capture volunteer work, but also, to the extent that these data systems treat volunteer work at all, they do so inconsistently.**
- i) Under current System of National Accounts rules, the labour input of volunteer employment to the production of goods and services is supposed to be captured at least in quantity terms for the computation of productivity rates. However, few countries actually gather such data, which likely leads to an overstatement of the apparent efficiency of nonprofit providers because such organizations make extensive use of volunteer labour yet the value of that labour is excluded from the productivity calculations, which focus exclusively on the amount of employee compensation provided. (United Nations, 2008, para 19.38).⁴
 - ii) With regard to the valuation of volunteer work, it is at best measured only indirectly, and even then only for nonprofit institutions (NPIs) operating in the market, i.e., those units or institutions that receive the preponderance of their income from market sales at economically significant prices. For these NPIs the value of volunteer input is presumably reflected in the value of their output as measured by sales. However, many market NPIs also produce non-market output, and the existing SNA system does not capture this output. To the extent that such output is produced in part with volunteer labour, that portion of volunteer effort is not captured. Beyond this, much NPI output is produced by NPIs that are not primarily market producers. 1993 SNA makes no provision to place a value on any of that output produced by volunteers.
- f. **What is not counted cannot be effectively managed.**
- i) The lack of systematic data on volunteer work is not simply an academic matter. It also limits the ability to make the most effective use of this important resource.
 - ii) Policy-makers and nonprofit organizations need solid information to determine how their levels of volunteer recruitment compare to those of other nations, which areas volunteers favor, what population groups are most likely to volunteer and which are lagging in volunteer engagement, what tasks volunteers are most likely to gravitate towards, and numerous other issues that can affect their ability to attract volunteers and maximize the contributions that volunteers can make;
 - iii) Research has also shown that volunteer work can be most effective when effectively managed, just like paid work. Yet, without reliable measures of the returns to investments in volunteer management or the relation between various management approaches and the recruitment and retention of volunteers, it is hard to make sensible decisions about volunteer management strategies and approaches.

⁴ The contribution of volunteer employment to the production of goods and services should be counted for all sectors of the SNA, with the exception of the household sector. In this case, only the production of goods, and not services, is counted. In other words, the value of informal volunteer work that produces services is not counted, whereas the value of informal volunteer work that produces goods is.

g. Out of sight/ out of mind.

- i) Not only does the lack of adequate information about the scope, extent, and forms of volunteer work complicate the task of making effective use of volunteers, but also by obscuring the real value of volunteer work it under-values volunteering and thereby fails to encourage volunteer effort;
- ii) As with other forms of philanthropy, the rewards for individuals who volunteer are not monetary but are social and psychological. With volunteering overlooked in existing data, these social and psychological rewards are far less robust than they could be. Data on the scope and value of volunteering, by boosting the visibility and highlighting the importance of volunteer work, can thus serve to stimulate additional volunteer effort and thereby bring additional resources to bear on pressing social, environmental, and economic problems.

h. Establishing a system for improving the data available on volunteer work will thus serve a variety of useful purposes:

- i) It will document the scale of an important component of the informal labour market, and, in the process, potentially offer clues about how to document some of the other parts;
- ii) It will bring into view a sizable part of the actual labour force that is now invisible in existing labour statistics;
- iii) It will give credence and added respect to the millions of hours of volunteer work that people throughout the world contribute and thereby stimulate increased volunteer effort;
- iv) It will contribute to improved management of volunteer effort;
- v) It will more clearly reveal the economic impact of nonprofit institutions (NPIs), which draw particularly heavily on volunteer labour;
- vi) It will help assess various public and private interventions designed to stimulate volunteer activity;
- vii) It will encourage public policies conducive to volunteer effort;
- viii) It will make it possible to produce the full “satellite accounts” on nonprofit institutions called for in the United Nations’ *Handbook on Nonprofit Institutions in the System of National Accounts*, which recommends the inclusion of volunteers in the measurement of the economic role of NPIs; and
- ix) It will fulfill the mandates set by recent United Nations General Assembly Resolutions promoting volunteering and underlining the need for greater data on volunteer activities.

Key Criteria for Designing an Approach to Measuring Volunteer Work

- 2.3 In order to design an approach to measure volunteer work, it is important to start with the criteria that such an approach should be expected to meet. Five criteria in particular seemed especially important to bear in mind in deciding on the approach for measuring volunteer work to recommend in this *Manual*:
- a. **Comparability.** A first objective for a meaningful cross-national approach to measuring volunteer work is *comparability*, the development of concepts and approaches that give promise of capturing the same phenomenon in the same way in different countries and regions;
 - b. **Feasibility.** Comparability is of only limited value if too few countries participate. Accordingly, the preferred approach is the one that can work in the widest possible range of countries. This implies a need to be sensitive to regional and cultural traditions, differences of language, and other potential impediments to participation, as well as to the degree of burdensomeness of the approach;
 - c. **Cost-effectiveness.** A key potential barrier to the use of surveys is cost. Accordingly, cost-effectiveness had to be a prime consideration in designing a recommended approach to measuring volunteer work. Since stand-alone surveys are expensive and time-consuming, this argues for using a supplement to an existing survey platform.
 - d. **Efficiency.** Utilizing an existing survey platform is only feasible if great care is taken to avoid over-burdening the platform. This requires a strategy of maximizing the information gathered with the minimum number of questions, and exercising discipline in the range of topics to be covered. .
 - e. **Reliability.** Finally, the chosen approach to measuring volunteer work has to be capable of yielding reliable results. This requires a survey platform with sufficient coverage of the population and solid technical reliability. Because volunteering can occur in multiple settings, including informal person-to-person settings, this consideration also suggests that surveys of individuals and not of organizations offer the best hope of reliably capturing the full extent of this phenomenon.

Recommended Approach: Volunteer Supplement to Labour Force Surveys

- 2.4 **An optimal strategy for capturing key characteristics of volunteer work consistent with the foregoing criteria is to add a carefully designed “volunteer supplement” to national labour force surveys on a periodic basis.**
- 2.5 Labour Force Surveys offer a particularly useful platform for measuring volunteer work for a number of reasons:
- a. They are among the most frequent and regular of all official data-collection programs

- b. They are household-based, making it possible to identify all persons engaged in work, including volunteer work that is not done through easily identified, registered organizations;
- c. They are able to identify volunteer work that is done through registered organizations better than the organizations themselves, which often do not keep complete registers of their unpaid workers;
- d. They cover the whole population in a country;
- e. They generally utilize large samples;
- f. They gather important demographic data on respondents;
- g. They are managed by highly professional staff equipped to measure work and its characteristics;
- h. They make it possible to observe volunteer work in the same classification framework as paid work, resulting in a complete picture of the labour market;
- i. They facilitate accurate valuation of volunteer work (described in further detail in Chapter 6);
- j. They cover other aspects of work (paid employment, hours of work, unemployment, underemployment, and employment-related income), making the coverage of volunteer work a natural extension and making it easier for respondents to recall episodes of volunteer work;
- k. They already have procedures in place to handle bias and error and thus ensure reliability;
- l. They offer a highly cost-effective way to capture at least a limited body of core information about the contours of volunteer work in a country; and
- m. They have been used successfully to collect data on volunteer work in a number of countries, including Canada and the United States, without negative impact on the labour force surveys and high response rates on the volunteer components.

2.6 Reliance on labour force surveys as the platform for the proposed measurement of volunteer work imposes limitations as well as according advantages, of course. Most significantly, it limits the range of issues that can be explored since labour force surveys can only accord limited time to the exploration of topics other than the core employment-related matters. Nevertheless, it is possible to design a volunteer supplement that can fit comfortably within a labour force survey yet still capture a crucial core of significant information about volunteer work. After a brief discussion of other survey platforms, the balance of this *Manual* describes the design features that make this possible, beginning with the proposed definition of “volunteer work.”

Alternative Survey Platforms

- 2.7 Although labour force surveys offer an optimum platform for measuring volunteer work, other platforms, such as general social surveys, time use surveys, or stand-alone surveys, also offer advantages and some countries may choose to use such platforms to capture volunteer work. Among the advantages of such platforms is the ability to tap broader aspects of volunteering. Among the potential drawbacks of such platforms is their relative cost, smaller samples, and vulnerability in times of budget stringency.
- 2.8 Consistent with the suggestions of the UN Economic Commission for Europe's Volunteer Standardization Task Force (2007) calling for greater standardization of surveys measuring volunteering, however, countries utilizing other platforms are strongly encouraged to incorporate into any such platforms the key features of the survey module recommended in this *Manual* in order to allow for reliable international comparisons. As will be detailed more fully in Chapter 7 of this *Manual*, such features include the following:
- a. Population coverage as large as possible, to capture all relevant elements of the population;
 - b. Use of the definition of "volunteer work" embodied in the survey module recommended in this *Manual* and of the terminology used to depict it;
 - c. Coverage of all forms of volunteer work (i.e., volunteer work done for or through organizations and volunteer work done directly for individuals);
 - d. Coverage of the variables included in the recommended survey module: amount of volunteer time (hours actually worked), type of work activity (occupation), field in which volunteering occurs (industry or economic activity), and organizational venue of volunteer work (institutional sector);
 - e. Capability to translate volunteer activities into standard occupational and industrial codes to allow for additional analysis of the labour market, including assigning an economic value to volunteer work.

CHAPTER 3

DEFINING VOLUNTEER WORK

Introduction

- 3.1 In order to be able to measure any phenomenon, it is first necessary to define it. This task is especially challenging in the case of volunteer work for a variety of reasons:
- a. The term “volunteer” or “volunteering” is not widely understood in all parts of the world, and has a variety of negative connotations in some societies, where “forced” volunteering was a widespread practice;
 - b. In some societies, “helping” or “providing assistance” is an expectation of the culture so that volunteering is not easily identified as a distinct form of activity. Thus, even in contexts where a great deal of volunteering takes place, respondents may not recognize their own acts as something special or distinctive called “volunteer work” as opposed to being simply a normal part of life in the community;
 - c. While volunteering is generally thought to be an activity undertaken without pay, it is not uncommon to have some form of assistance for volunteers, such as meals or coverage of modest out-of-pocket expenses. This makes it necessary to differentiate such partial coverage of expenses or provision of subsistence from actual remuneration; and
 - d. Generally speaking, assistance provided without pay to one’s immediate family members is not considered volunteer work. However, the definition of what constitutes one’s family, or even “immediate family,” varies among countries and cultures, and differentiating this in practice is difficult to achieve.
- 3.2 The purpose of this chapter is to outline the definition of volunteer work recommended in this *Manual* for use in labour force or other household surveys and to explain how this definition has addressed some of these challenges in defining “volunteer work.” To do so, the chapter begins with a review of some existing definitions of volunteer work already in use by selected statistical offices and international organizations. Against this backdrop it presents the definition proposed in this *Manual*. Finally, it details the critical features of this proposed definition and the considerations that led to their inclusion.

Existing International Definitions of Volunteer Work

- 3.3 A number of statistical offices, international organizations, and researchers around the world have already developed surveys of volunteer activity. The definitions of such activity utilized in these existing surveys provide useful guidance in forging a consensus definition for the work being proposed here. Some examples of these prior approaches are reported in Figure 3.1

- 3.4 These definitions share a number of common elements emphasizing that volunteer work involves *service or activity* undertaken *without pay* for the *benefit of the community, the environment, and persons other than close relatives or those within the household*. Where the definitions differ is in whether they incorporate the term “volunteer,” whether they include direct help to individuals or only activity done for or through a nonprofit or other organization, whether a purpose or motivation is assigned to the activity, whether only services provided are included or also goods produced, and whether the primary beneficiary is a person or a cause, society as a whole, or an “ideal.”

Figure 3.1
Prior Examples of Attempts to Define Volunteer Work

- a. “Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment” (UK Cabinet Office, 2007).
- b. “...people who perform service without pay, on behalf of a charitable or other non-profit organization. This includes any unpaid help provided to schools, religious organizations, sports or community associations” (Statistics Canada, 2006).
- c. “unpaid work done for nonprofit institutions” (Bjarne Ibsen, 1992).
- d. “persons who performed unpaid volunteer activities ...through or for an organization....” (U.S. Bureau of Labor Statistics, 2008).
- e. “Volunteer work is work a person does out of free will, that reaches out to invest time and service for the benefit of others or to a cause that is not profit-seeking, and for which there is no monetary or in-kind payment” (Butcher, 2007).
- f. “the commitment of time, energy or skills, out of one's free will and without getting paid. Volunteers help others or undertake activities mainly for the public benefit and the benefit of society. Helping one's family members is not considered to be voluntary activity” (Estonian Ministry of the Interior, 2006).
- g. " a wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of civic participation, undertaken of free will, for the general public good and where monetary reward is not the principal motivating factor" (UN General Assembly, 2001).
- h. “work without monetary pay or legal obligation provided for persons living outside the volunteer’s own household.” (United Nations *Handbook on Nonprofit Institutions in the System of National Accounts*, 2003, para. 4.45).

Proposed Definition and Rationale

- 3.5 Building on these prior efforts as well as input from an Advisory Group of nonprofit experts and a Technical Experts Group assembled by the ILO, this *Manual* proposes the following working definition of “volunteer work”:

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

Key Features and Considerations

- 3.6 A number of key features of this definition, and of the activity it identifies as “volunteer work,” deserve special attention:

- a. **It involves work.** This means that it involves activities that produce goods and/or services which bring something of potential value to its recipients. Two points need special attention:
 - i. *Volunteering is work.* The activity/work being measured should contribute to the production of goods and services that fall within the general production boundary of the economy as defined in the System of National Account (SNA). This means that the activity is not done solely for the benefit or enjoyment of the person doing the activity or a member of that person’s household. Thus, playing a musical instrument solely for one’s own enjoyment is not work and hence not “volunteer work”; but playing a musical instrument (without payment) for the enjoyment of residents in a nursing home/community is. Similarly, training and education activities do not constitute volunteer work because they do not typically produce an output that falls within the production boundary of the economy and therefore do not meet the definition of “work.” Most volunteer work is within the international concept of employment as presently understood, but there are volunteer activities that are beyond it. For a detailed discussion of the relationships among the concepts of work, employment, and volunteer work in the System of National Accounts, see Annex IV.
 - ii. *To be considered a volunteer, a person needs to do “some” volunteer work during a specified reference period.* In the international definition of employment, “some” is typically understood to be at least one hour during a short reference period (of one day or one week). However, it should be borne in mind that volunteering may be carried out for shorter periods than this. A one-hour minimum threshold thus holds the potential of undercounting a significant number of volunteers and a considerable amount of volunteer work, particularly episodes that are individually short but that are conducted regularly. Volunteering surveys in Australia and Canada and the European Time Use surveys all show that most people volunteer for less than 1 hour a week on average (Australian Bureau of Statistics 2006, Table 16; Statistics Canada 2006a, Figure 2.1 ; Statistics Sweden 2010, Table Mean Hours: Minutes Per Day - Activity). Thus, as long as the volunteer activity qualifies as

work as opposed to leisure, it may still be considered volunteer work even if conducted for less than one hour during a specified reference period.

- b. **It is unpaid.** Volunteer work by definition is work without pay or compensation, in cash or in kind. However, some forms of monetary or in kind compensation may still be possible without violating this feature of the definition:
- i) Volunteers may be reimbursed for the out-of-pocket expenses they incur in their assignment (e.g. travel costs or costs of equipment);
 - Services such as a meal or transportation may be provided to the volunteer so long as their value does not equal or surpass the value of local market wages;
 - Volunteers may receive stipends intended to cover their own living expenses so long as the stipends are not contingent on the local market value, quality, or quantity of the work, or its outcome (if any).
 - ii) Symbolic gifts or other similar expressions of gratitude for volunteer work, may be given to the volunteer so long as they are not equal to the value of local market wages; and
 - iii) Whether the value of any such reimbursement is considered equal to or more than the value of local market wages will likely vary from place to place. In-kind provision of food in a low-wage area, for example, could constitute significant compensation. Each country should make these determinations given local customs and the survey administrators could include the resulting decisions in the survey instructions.
 - iv) Volunteers may receive non-monetary benefits from volunteering in the form of skills development, social connections, job contacts, social standing, and feelings of self-worth.
 - v) Corporate volunteering programs present a different situation since some businesses provide incentives for workers to participate in such programs, such as offering paid time off. Where such incentives exist, the resulting activity violates the “unpaid” provision of the recommended definition and should therefore not be counted as *volunteer work*. Rather, this should be considered a corporate in-kind contribution. On the other hand, where the encouragement takes the form of organizing employee group volunteer activities without financial compensation to the participants, the resulting activity qualifies as *volunteer work*.
 - vi) More generally, volunteer activity that is carried out concomitantly with paid work would not qualify as volunteer work (e.g., a truck driver who picks up and carries a hitchhiker during paid working hours would not be doing volunteer work).
- c. **It is non-compulsory or non-obligatory.** Volunteer activity must involve a significant element of choice. Persons engage in these activities willingly, without being legally obligated or otherwise coerced to do so. Court-mandated unpaid work, work mandated

as part of a prison sentence, and alternative service related to a military draft would therefore be excluded. Social obligation, such as peer pressure, parental pressure, or expectations of social groups, however, *does not* make the activity compulsory.

- i) Unpaid apprenticeships required for entry into a job, and internships and student volunteer work required for graduation or continuation in a school or training program violate the non-compulsory feature of the definition and should therefore not be considered as *volunteer work*.
 - ii) Adding filter questions about compulsory service to a survey on volunteer work may be important in some contexts, particularly in countries that employ mandatory national service in lieu of military service, or that regularly mandate community service by court order. Sample filter questions for compulsory service are offered in Chapter 7 of this *Manual*.
 - iii) Because young persons do not have the legal capacity to engage or refuse to engage in the activities in scope on their own, and thus it cannot be meaningfully determined if the “non-compulsory” criterion defining volunteer work is met, this manual recommends a minimum age cut-off for measuring volunteer work. The cut-off age recommended is **15 years and above**, but countries may choose to use a lower boundary if warranted by local circumstances, for example, if the minimum age for inclusion in employment and unemployment is different than this one. For purposes of international comparability, countries that use a different age cut-off for defining in-scope volunteer work should report this.
- d. **It embraces both “direct” volunteering, i.e.,** volunteer activities directly for other households; **and “organization-based” volunteering, i.e.,** volunteering done for or through nonprofit institutions or other types of organizations. The definition of volunteer work recommended in this *Manual* and embodied in the survey module accompanying it covers *both* of these types of volunteering. This is so because direct volunteering is at least as important as organization-based volunteering in many countries, particularly in countries or regions where there are fewer non profit organizations through which persons might volunteer. Restricting volunteer work to activities undertaken through a particular type of organization makes the definition dependent on the presence of that type of, and this presence varies widely among countries. While both forms of volunteering fall within the definition of volunteer work recommended here, their separation in the data is important for classification and reporting purposes. For example, only organization-based volunteer work for nonprofit institutions can be counted towards the satellite account on nonprofit institutions.
- e. **It does not embrace work done without pay for members of the volunteer’s own household.** Most experts on volunteering would agree that work done for family members, especially “immediate” family members, does not qualify as volunteer work. As noted earlier, however, a problem arises in using “family” as the unit of observation because the definition of “family,” and even “immediate family,” is imprecise and

differs widely among different countries and cultures.⁵ Rather than using this imprecise term, the definition recommended here adopts the usage common in labour force surveys, which use the “household,” i.e., persons living together in the same housing unit, as the unit of observation. While more precise, however, this term is not without its own complications. In particular:

- i) Setting the boundary at the household level will likely affect the rates of direct volunteering in different countries because of cultural differences in the range of family members who commonly live in the same household. Countries may need to take this into account in reporting on the extent of volunteer work. For those countries wishing to be more precise on this matter, an optional filter question such as the one offered in Chapter 7 could be included in the module.
 - ii) Foster parenting poses a particular challenge. Foster-parenting could be considered volunteer work where (1) it is a short-term activity undertaken for a few days or weeks, (2) there is a clear understanding that the child will not stay with the foster family once permanent care is found and is therefore not a part of the foster family’s “household,” and (3) any stipend provided is below the actual cost of the services provided or expenses incurred. Where the child stays long-term, however, that child becomes a member of the household, thus disqualifying the foster-parenting being in-scope of volunteer work. Even in cases where the foster-parenting is a short-term activity, calculating the hours volunteered by the foster-parents is complicated because it is difficult to separate out those hours volunteered from those spent doing other household activities. Countries where such activity is widespread will therefore likely need to formulate rules of thumb to limit the number of hours foster-parenting can legitimately be considered to occupy in a typical day or week.
- f. It includes volunteering done without compulsion in all **types of institutional settings**: nonprofit organizations, government, private businesses, and “other”. As will become clear in Chapter 5 below, the proposed survey seeks to differentiate among these types of institutional settings of volunteer work.
- g. **It does not limit the scope of volunteer work to a particular beneficiary.** Volunteer work can be conducted to benefit an assortment of organizations and causes, including people, the environment, animals, and the wider community, etc.
- 3.7 Examples of activities considered in-scope and out-of-scope of this *Manual’s* suggested definition of volunteer work are shown in Figure 3.2.

⁵ For an interesting illustration of this complexity in the context of the cultural traditions of the Maori population of New Zealand, see the report produced by New Zealand’s Office for the Community and Voluntary Sector: <http://www.ocvs.govt.nz/documents/reports/mahi-aroha.pdf>

Figure 3.2
Examples of Volunteer Work Considered In-Scope And Out-Of-Scope of the
Recommended Definition

In scope	Out-of-scope
Buying groceries for an elderly neighbor	Buying groceries for one's own household
Working in a soup kitchen cooking meals for the homeless	Cooking meals for one's household
Volunteering as a teacher in a public school	Helping your child with her homework
Performing a union function on one's own time	Performing a union function on company time
Serving on a neighborhood clean-up committee	Cleaning one's own house or yard
Helping an organization create or maintain a website	Participating in internet-based social activities (such as MySpace or Facebook)
Working at a voter registration drive	Voting
Distributing food, medical, or material assistance at a shelter	Driving your spouse to a hospital for medical care
Serving as an usher or otherwise working on behalf of your religious organization	Attending a religious service
Helping a nonprofit environmental organization gather water samples without compensation	Doing research for one's occupation
Providing unpaid legal advice at a legal services agency	Being paid for legal advice or assistance
Serving as a coach for a children's football league, including one in which one's own child is involved.	Helping your own child to practice football
Making clothes for disadvantaged children	Fixing clothes for one's own children
Constructing housing for homeless families	Fixing one's own home
Assisting stranded animals or animals that are victims of an environmental disaster	Being paid by an organization that aids animals in distress
Providing marginally paid foster-care services on a short-term basis	Providing foster-care services on a long-term basis
Providing counseling support or mentoring to another person without compensation	Engaging in friendly conversation with a neighbor during which advice is offered
Volunteering with co-workers outside of working hours for which you are not paid	Volunteering during paid time-off granted by an employer
Sewing a blanket for a sick neighbor	Sewing a blanket for a sick household member
Driving a neighbor to dialysis appointments	Ride-sharing with a neighbor to work.

CHAPTER 4

KEY FEATURES OF THE RECOMMENDED MODULE

Introduction

- 4.1 Past experience in a number of countries provides evidence that household surveys, and particularly labour force surveys, offer a workable, cost-effective vehicle for generating reasonable estimates of the nature and extent of volunteer work in a country. At the same time, these country experiences also underscore the importance of a number of crucial choices in the design of the survey instruments used to measure such work.
- 4.2 Among these crucial design choices are: (a) the basic structure of the survey; (b) the range and number of prompts used; (c) the recall or reference period employed; (d) the classification used to differentiate volunteer activities; and (e) matters of wording.
- 4.3 These choices have been carefully considered in the design of the survey module recommended in this *Manual*. This chapter highlights how these matters and others have been handled in the construction of the survey module that this *Manual* recommends. *The module itself can be found in Figure 4.1 at the end of this chapter.*

Overall Structure—Activity Focus

- 4.4 The survey module recommended here is structured around individual volunteer *activities*. That is, respondents are asked to identify any activity in which they have engaged over a specified reference period that fits the definition of volunteer work. They are then asked a series of questions about the frequency, amount of time, type of work, and auspices of each such activity in turn. This approach maintains throughout the interview the focus on what the respondent actually did on the theory that respondents may relate more easily to questions about what they did than to questions about the organizations or other entities for which they worked. In this way, the survey design team expects to engage respondents in the survey more effectively. As will be outlined in more detail in Chapter 5, each such activity is then classified into an occupation using a standard international classification of occupations. Not only will this facilitate a clear understanding of the content of volunteer work, but also it will facilitate an estimate of the economic value of such work, as spelled out in Chapter 6. Indeed, one of the great advantages of using labour force surveys as the platform for measuring volunteer work is that these surveys already utilize standard classification systems to identify occupations, and skilled coders familiar with these systems. Chapter 5 below will provide further detail on this existing occupational coding system and the recommendation this *Manual* makes to utilize it for classifying volunteer work as well.

Use of the Term “Volunteering,” or “Volunteer work”

- 4.5 The terms “volunteering” or “volunteer work” are *not used* in the recommended module. This is so because experience has shown that these terms are understood differently in

different contexts and are not helpful in eliciting accurate responses. Instead, respondents are simply asked whether they have engaged in “unpaid non-compulsory work that they did, that is, time they gave without pay to activities performed either through organizations or directly for others outside their own household.”

Prompting

- 4.6 Since volunteer work is often somewhat ambiguous and subject to cultural differences, and since it is a form of behavior that often occurs irregularly and for relatively short periods of time, the accurate recall of this type of activity may prove problematic for many people. To reduce this error, surveys of volunteer work often employ prompting to fix the definition of volunteering more securely in the respondent’s mind, thus assisting the respondent s in recalling his or her past behavior.
- 4.7 Two prompting methods are available to those measuring volunteer work. These are referred to in the literature as high or low “buffering.” The high buffered approach uses an extensive series of yes/no questions about specific volunteer activities in which the respondent may have participated, and then asks the respondent for details about each activity to which the respondent responded “yes.” The “low-buffered” approach asks respondents a single, more open-ended, question about whether they have engaged in volunteer work immediately followed by questions about any activity reported in response to this question.
- 4.8 The high-buffered approach has the advantage of simplicity and specificity, and assures that volunteer activities that tend to be overlooked are properly included, but it can significantly increase the time needed to administer the survey, and thus the survey cost, because interviewers must proceed through the entire list of prompts. In addition, too much prompting may distract or confuse some respondents, or discourage them from answering the question altogether (potentially increasing item non-response). Finally, no matter how extensive, prompting may still miss certain types of possible in-scope activity. The low-buffered approach, however, by using a single direct question with virtually no prompts, can seriously understate the amount of volunteer work by failing to fix sufficiently clearly in respondents’ minds the full range of activities that are within scope of the survey.
- 4.9 Given this *Manual*’s focus on integrating volunteer surveys into labour force surveys but without sacrificing reliability, the survey module recommended here incorporates a compromise between these two approaches. Thus, respondents are helped to understand the focus of the module by being asked an initial yes/no question about their engagement in volunteer activity using the basic definition. Respondents who answer “yes” to the initial question move directly into questioning about the type, hours, and institutional context of their volunteer work. This process is then repeated until the respondent does not report additional in-scope activities. This means that the length of the interview will be determined by the number of activities a respondent reports. Experience with this form of survey prompting reveals that the overwhelming majority of respondents rarely identify more than one or two in-scope activities.
- 4.10 Respondents who answer “no” to the initial question will be read a list of broad types of possible volunteer activity, and respondents are asked to provide yes or no answers

indicating whether or not they conducted volunteer work of that type. Respondents are then asked about the type, hours, and institutional context for all of the volunteer work activities for which they provided a “yes” answer.

- 4.11 The survey module recommended in this *Manual* provides administrators with a set of illustrative activities, but countries may adapt the module by filling in culturally-relevant illustrations of in-scope activities. The process for adapting the survey module to local contexts is discussed further in Chapter 7.
- 4.12 In cases where the module will be implemented by face to face interviews, use of show cards may be a more useful way to provide respondents with specific types of volunteer activity examples. Examples should be carefully selected in collaboration with local volunteering experts in order to be relevant to local volunteering realities.

Reference Period

- 4.13 Compared to paid employment, volunteer work is often a far less frequent activity, making it possible to miss significant dimensions of it if the reference period used is too short. However, if the reference period is too long, the accuracy of the recall declines.
- 4.14 The survey module recommended in this *Manual* incorporates a compromise between the one-week reference period common in many labour force surveys, and the one-year reference period frequently used in volunteering surveys. In particular, **it proposes a four-week reference period**. This is consistent with the practice in many labour force surveys to use longer periods to capture dimensions of labour force participation other than regular employment (e.g., the “seeking work” criterion in the definition of unemployment uses a specified “recent” period, which is the four preceding weeks in most countries). Initial testing of the module suggests that the four-week reference period should be long enough to capture irregular activity but not so long as to make recall overly difficult.
- 4.15 In addition to the four-week reference period, the survey module proposes adding an additional prompt to capture activities done only once or twice a year (e.g., around a religious holiday that may not correspond with the timing of the labour force survey). To reduce the survey burden, this additional prompt could be asked to only a sub-sample of respondent households.
- 4.16 In countries where labour force surveys are continuous and the volunteer supplement will be included at least monthly, a shorter reference period may be possible. This is so because short reference periods offer optimal recall by respondents, and frequent administration of the module will help to ensure that infrequent activities are still captured.

Industry in Which Volunteer Work Occurs

- 4.17 Another topic of considerable interest is the industry or field in which volunteer work occurs. As with the coding of occupations, use of labour force surveys as the platform for measuring volunteer work brings the added benefit that these surveys typically use standard coding systems to identify the industry, or field, in which work takes place, and this *Manual* proposes to use these same systems to classify the industry or field in which

volunteer work occurs. Further detail on the coding of industries and on the coding aids provided in this *Manual* is offered in Chapter 5.

Wording and Quantity Measures

- 4.18 Although the draft module suggests specific language for identifying possible types of activity considered in-scope for the survey, countries can make necessary alterations in wording to ensure clarity and understanding in the local context. The draft module attempts to develop accurate measures of the quantity of volunteer time. Because people may have difficulty adding together multiple volunteer assignments, the proposed survey asks separately about the frequency of each activity and about the average duration of each activity. This two-step approach was chosen because it is easier for respondents to supply these two pieces of information and have a computer determine the total hours than to ask them to calculate the total hours during the interview.

Figure 4.1
Recommended Core Survey Module

Step or variable	Question
RS_RULE	<i>[Please indicate whether the information in this questionnaire pertains to the respondent him/herself or to other members of the household.]</i>
START	So far I have been asking you about paid work. The next few questions are about <u>unpaid non-compulsory</u> work that you did, that is, time you gave without pay to activities performed either through organizations or directly for others outside your own household. <i>[Note: Work is understood here to be an activity that could, in principle, be done for pay.]</i> <i>[Note: Reimbursement of expenses does not disqualify an activity.]</i>
WORK_01	In the last four weeks [<i>provide dates marking the period</i>] did you spend any time on this kind of <u>unpaid</u> activity? <i>[If yes, proceed to WORK_02. If no, or not sure proceed to PROMPT_01]</i>
WORK_02	Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don't you start with the <u>unpaid</u> work that [you did most recently/ or on which you spent the most time]. <i>[Record response verbatim for subsequent occupational coding.]</i>
HOUR_01	I would like to determine the total number of hours you did this [<i>repeat back to the respondent the first activity they reported, then repeat HOUR_01 through TYPE_ORG04 for each additional activity mentioned</i>] in the last four weeks. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity? <i>[If yes, record number of hours given and go to TYPE_ORG01. If no, or unsure, go to HOUR_02]</i>
HOUR_02	If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks? <i>[Record response verbatim for subsequent frequency coding]</i>
HOUR_03	And how many hours did you spend doing this <u>unpaid</u> work the last time you did it [or on average each time you did it]? <i>[Record response verbatim]</i>
TYPE_ORG01	Did you do this <u>unpaid</u> work for or through an organization? <i>If no, code [direct volunteering] and go to WORK_03.</i>
TYPE_ORG02	What is the name of the organization for which you did this <u>unpaid</u> work? <i>[Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned – iterate loop TYPE_ORG for every organization.]</i>
TYPE_ORG03	<i>If NAME is not in code book, or if no code book is used, ask</i> What does this organization do? ____ (80 spaces) <i>[Record response verbatim for subsequent industry coding.]</i>
TYPE_ORG04	I will now read you a list of four types of organizations. Please tell me which of these types best describes the organization for which you worked. A. Charity/non-profit organization/NGO/union/or religious organization B. Business C. Government D. Other, community

Step or variable	Question
	<p>E. Not sure <i>[Record response verbatim for subsequent sector coding.]</i> <i>[If respondent mentions more than one type of activity, ask questions HOUR_01 through TYPE_ORG04 for each activity separately. Then proceed to WORK_03]</i></p>
WORK_03	<p>Is there any other <u>unpaid</u> non-compulsory time you gave without pay to activities performed either through organizations or directly for others outside your own household <i>[provide dates marking the period]</i>?</p> <p><i>[If yes, go to WORK_02. If no, proceed to END]</i></p>
PROMPT_01	<p>Sometimes people don't think of some activities as <u>unpaid</u> work. I will read you a list of examples of this kind of activity. If you gave any time without pay to these activities during the past 4 weeks <i>[provide dates marking the period,]</i>, please respond with a "yes" to each of these as I read them. Otherwise say "no."</p>
PROMPT_02	<p>Did you do any <u>unpaid</u> work for a community organization, such as fundraising, providing administrative support, or serving on the board of a school, library, health care center, NGO, club, union, religious congregation, or association?</p> <p>___yes/___no</p> <p><i>[Note: The specific examples of activities considered in-scope may vary from country to country, however the overall types of activities should remain the same in order to maintain international comparability.]</i></p>
PROMPT_03	<p>Did you clean or improve your community, such as pick up rubbish, or work to improve the water supply, parks, or roads?</p> <p>___yes/___no</p>
PROMPT_04	<p>Did you organize an event, such as a community gathering, a sporting or cultural activity, a religious celebration, or a political event to make others aware of an issue?</p> <p>___yes/___no</p>
PROMPT_05	<p>Did you provide any <u>unpaid</u> assistance to persons outside of your household, such as the elderly, children, the poor, or disaster victims, prepare and serve food, or transport persons or goods?</p> <p>___yes/___no</p>
PROMPT_06	<p>Did you conduct any <u>unpaid</u> coaching or officiating, counseling, or provide any free medical care or legal advice, gather information or scientific data?</p> <p>___yes/___no</p>
PROMPT_07	<p><i>[If respondent says yes to any one of questions in PROMPT_02 to PROMPT_06, say:</i> "You said that you [read back the examples provided for the questions they responded yes to: 1. worked for a community organization, 2. worked to clean or improve your community, 3. worked to organize an event, 4. provided assistance to persons outside of your household, and/or 5. provided coaching, counseling, medical legal, or food or transport services.]</p> <p><i>Ask questions WORK_02 through TYPE_ORG04 for each activity. If no, proceed to END]</i></p>
END	<p>End of survey module</p>

Additional Questions if Survey is Annual

Step or variable	Question
SPECIAL	Additional questions if survey is annual.
SPECIAL_01	<p>People often do <u>unpaid non-compulsory</u> work just a few times a year for special events. In the past twelve months, did you give any time without pay to activities performed either through organizations or directly for others outside your own household for a special event that you have not reported on this survey because it did not take place in the past four weeks?</p> <p><i>If yes, proceed to SPECIAL_02. If no, proceed to END]</i></p>
SPECIAL_02	<p>Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don't you start with the work that [you did most recently/ or on which you spent the most time].</p> <p><i>[Record response verbatim for subsequent occupational coding.]</i></p>
SPECIAL_03	<p>I would like to determine the total number of hours you did this [repeat back to the respondent the first activity they reported, then repeat SPECIAL_03 through SPECIAL_09 for each additional activity mentioned] in the last twelve months. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity?</p> <p><i>[If yes, record number of hours given, and then go to SPECIAL_06. If no, or unsure, go to SPECIAL_04]</i></p>
SPECIAL_04	<p>If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks?</p> <p><i>[Record response verbatim for subsequent frequency coding]</i></p>
SPECIAL_05	<p>And how many hours did you spend doing this unpaid work the last time you did it [or on average each time you did it]?</p> <p><i>[Record response verbatim]</i></p>
SPECIAL_06	<p>Did you do this <u>unpaid</u> work for an organization?</p> <p><i>If no, code [direct volunteering] and go to END.</i></p>
SPECIAL_07	<p>What is the name of the organization for which you did this work?</p> <p><i>[Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned – iterate loop TYPE_ORG for every organization]</i></p>
SPECIAL_08	<p><i>If NAME is not in code book, or if no code book is used, ask</i> What does this organization do? ____ (80 spaces)</p> <p><i>[Record response verbatim for subsequent industry coding.]</i></p>
SPECIAL_09	<p>I will now read you a list of four types of organizations. Please tell me which of these types best describes the organization for which you worked.</p> <p>A. Charity/non-profit organization/NGO/union/or religious organization B. Business C. Government D. Other, community E / Not sure</p> <p><i>[Record response verbatim for subsequent sector coding.]</i> <i>[If respondent mentions more than one type of activity, ask questions SPECIAL_03 through SPECIAL_09 for each activity separately].</i></p>
END	End of survey module

CHAPTER 5

TARGET VARIABLES AND CLASSIFICATION

Introduction

5.1 This chapter identifies the data elements this *Manual* proposes to capture in order to provide a basic statistical portrait of volunteer work. In addition, it introduces a set of tools for classifying the core data elements, drawing on a number of existing international classification systems.

Core Data Elements

- 5.2 A variety of trade-offs inevitably exist among the range of issues, breadth of coverage, response rate, and cost associated with any survey. Generally speaking, the broader the range of issues and the larger the sample the more costly the survey and the lower the response rate. Trade-offs therefore are necessary to achieve the optimum combination of issues, coverage, return rate, and cost.
- 5.3 Given the focus of this *Manual* on generating a reasonable base-line picture of the extent and value of volunteer work, and the resulting decision to recommend the integration of a volunteer module into established labour force or other household surveys, the range of topics that could be covered of necessity had to be limited. In particular, the survey module recommended in this *Manual* and presented in Chapter 4 focuses on five core variables to describe volunteer work:
- a. The number of volunteers;
 - b. The number of hours volunteered;
 - c. The type of work performed (i.e. occupation);
 - d. The institutional setting of the work performed, if any; and
 - e. The field (industry) in which the volunteer work is performed.

These data items were selected as the minimum needed to be able to portray the economic scale of volunteer work and to meet the requirements of integrating a picture of volunteer work into the satellite accounts on NPIs called for in the United Nations *Handbook on Nonprofit Institutions in the System of National Accounts*.

5.4 Additional data elements can be added to the proposed survey module where countries choose to do so. A list of additional data elements collected in other surveys that may be of interest can be found in Annex III. However, for the sake of international comparison it is recommended that none of the five core data elements be omitted. The discussion below describes these five core elements in more detail.

Number of Volunteers

- 5.5 The number of volunteers is needed to compute the volunteer rate, i.e. the percentage of the population that reports engaging in any in-scope volunteer work during the reference period. This number is defined as the total number of respondents who provided at least one “yes” response to questions about whether or not they engaged in volunteer work during the reference period.
- 5.6 As outlined in the recommended survey module in presented in Chapter 4, the respondent has at least two opportunities to provide a “yes” answer. The first opportunity comes after the introduction, where a definition of volunteer work is given, in response to the question: *In the last four weeks did you spend any time on this kind of unpaid activity?* In cases where a “no” response is given to this initial question, a series of prompts offers respondents the opportunity to provide additional “yes” responses.

Number of Hours Volunteered

- 5.7 Hours volunteered represents the total number of hours of each volunteer activity that the respondent identifies as having performed during the reference period.
- 5.8 Determining the total hours respondents volunteered can be difficult because of the varied types of volunteer work individuals undertake. Some volunteer work is conducted on a regular basis, such as for a given period of time each week, and these respondents will likely find it easier to provide a total hours figure by adding up the number of times they volunteered and multiplying it by the average time they conduct the activity during the reference period. Other volunteers conduct activities that are more irregular in duration or incidence.
- 5.9 In order to balance the likely responses of these two groups, the recommended survey module in this *Manual* asks respondents how many total hours they spent on each type of volunteer work during the reference period (the past four weeks). If respondents are not able to recall the total hours, the interviewer provides assistance with the recall: *If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks? And subsequently: And how many hours did you spend doing this unpaid work the last time you did it [or on average] each time you did it?*
- 5.10 As noted in Chapter 3, respondents must normally complete at least one hour of volunteer work in the reference period to be considered in scope. Where possible, portions of hours should be collected and summed in the post-survey analysis.

Occupation (type of work performed)

- 5.11 The third key variable to be collected through the recommended survey module on volunteer work is the type of work performed by the volunteer. This variable is crucial to integrate volunteer work into a more complete picture of the labour market and to be able to assign an economic value to the volunteer work, a necessary step for incorporating volunteer work into the satellite accounts on NPIs called for in the *UN Handbook on Nonprofit Institutions*, discussed in greater detail in Chapter 6 of this Manual.

- 5.12 The module collects information about the type of work for each in-scope volunteer activity that the respondent identifies.
- 5.13 The type of work performed by the respondent is determined through a two-step process. First, the respondent is asked to describe each type of volunteer work he or she has performed; second, the type of work is coded into its appropriate occupational classification.
- 5.14 Two widely used classification structures are available to classify volunteer work. One of these is the International Standard Classification of Occupations (ISCO-08) and its national or regional equivalents, and the other is the International Classification of Time Use Activities (ICATUS). Because this *Manual* recommends the use of labor force surveys as the platform for measuring volunteer work and ISCO or its equivalent classifications are the classifications used in labor force surveys, **the *Manual* recommends using ISCO-08 or its national or regional equivalents to classify volunteer work activities.** This will capture one of the great advantages of measuring volunteer work through labour force surveys: i.e., that these surveys use standard classifications of occupations that are readily adaptable to the classification of volunteer work, and have survey coders who are familiar with these classification structures. This will make it possible to fulfill one of the major objectives of this *Manual*: to ensure a reasonable degree of comparability in the data assembled in different countries by using well-established international standard classifications as the agreed classification system.
- 5.15 More specifically, this *Manual* recommends assigning ISCO unit group codes to the responses to the question “What kind of work did you do?” Assigning unit group codes allows for aggregation for publication or disclosure reasons while preserving detail useful for other purposes, such as those described in Chapter 6.
- 5.17 Most occupations commonly performed by volunteers are similar to paid occupations and can be coded using standard ISCO methods. However, there are some occupations that are unique to volunteering, or may be described by respondents in ways that differ from answers they would give in response to a labour force survey. To assist coders who may not be familiar with volunteer occupations, two aids are provided in this *Manual*:
- a. First, Table 5.1 provides illustrative volunteer occupations that correspond to regular ISCO unit group codes;
 - b. Second, Annex II.A presents a partial list of relatively distinctive volunteer occupations with their ISCO-08 codes which can be used as illustration to facilitate the coding of these occupations. This list can be modified to accommodate local customs and expanded to allow for coding of verbatim responses.⁶ The volunteer work occupational descriptors used in Annex II.A

⁶ United Nations (2005, pp. 241-243) recognizes such indexes as a key instrument for matching verbatim responses to appropriate codes. In implementing the coding operations for a particular data collection, these indexes should be updated and reissued frequently to reflect results of query resolutions. In addition, the coding instructions should provide guidance on efficient searching of the index, when ancillary information may be used, and when expert coders need to be consulted.

were derived from a variety of existing volunteering survey instruments, and were enhanced with additional occupational detail.⁷

- 5.18 Using such coding will yield a dataset that can be related both to volunteer work statistics and to labour force statistics more generally. This approach will also facilitate the task of assigning a value to this volunteer work by making it possible to use the average wage for the occupation that the volunteer is performing. It must be recognized, however, that occupational coding of volunteer work is a work in progress. Suggestions for improvements based on country experiences are welcome. Updated versions of the Annexes will be published regularly on both the ILO and Johns Hopkins Center for Civil Society Studies websites so that users can easily obtain the latest version.
- 5.19 In cases where a volunteer performs many different activities in his or her volunteer role, coders should apply the same principle as is used in regular labor force survey work — i.e. record the highest skilled occupation the person performs.
- 5.20 Vague and generic occupations such as “manager,” “helping the community,” “advancing a cause,” etc. should be avoided by training interviewers to recognize that further probing is necessary in order to adequately code the activity. Further suggestions for using such coding indexes can be found in Statistics Canada (2006b, pp. 14-15). They include:
- a. Checking for multiple uses and codes for the occupational title and assigning the code that best fits any accompanying industrial qualifiers.
 - b. If the occupation title cannot be found, look for the noun form, shorten the title, find a synonym, change the order of words in the title, or consider other factors, such as location, subject matter, equipment or materials used, etc.
 - c. Vague responses should be coded only to the level of the classification that is possible.
 - d. Education may be used as an exclusionary edit when the respondent does not meet the minimum educational requirements of an occupation.
 - e. Contradictions between occupational titles and a description of work performed should be resolved in favor of the description of the work performed.
 - f. Where two or more occupations are reported for the same episode of volunteer work, the first should be the code assigned unless there is information suggesting otherwise.

Institutional Setting of Volunteer Work

- 5.21 As noted in Chapter 3, the definition of volunteer work recommended in this *Manual* and its associated survey module includes both direct volunteering (working directly for individuals) and organization-based volunteering (working through or for an organization).

⁷ Including *Measuring Volunteering: A Practical Toolkit (2001)* produced by Independent Sector and United Nations Volunteers, ICATUS, and surveys from several countries.

The institutional setting refers, first, to whether the volunteer work was performed for or through an organization; and second, if the latter, the type of organization for or through which the volunteering was performed. The institutional setting is important to identify in order to integrate volunteer work into sectoral productivity measures and in order to complete the satellite account on NPIs called for in the *UN NPI Handbook*.

- 5.22 To determine this distinction, the interviewer asks: *Did you do this unpaid work for or through an organization?* If the respondent answers “no” then the volunteer work is considered to be direct. If the respondent answers “yes” then the work is considered to be organization-based.
- 5.23 In the case of organization-based volunteer work, the institutional setting is identified as being one of four types: (a) a nonprofit institution; (b) a for-profit business; (c) a unit or agency of government; or (d) Other, including community work. These types of units are defined as follows:
- a. **Nonprofit institutions** are defined in the *UN Handbook on Nonprofit Institutions in the System of National Accounts* as:
 - i) Organizations, i.e., institutionalized units; that are:
 - ii) Private, i.e., institutionally separate from government;
 - iii) Non-profit-distributing, i.e., do not return any profits generated to their owners or directors;
 - iv) Self-governing, i.e., able to control their own activities; and
 - v) Non-compulsory, i.e., involve some meaningful degree of freely-chosen participation.

Nonprofit institutions thus include private hospitals, educational institutions, social service agencies, soup kitchens, advocacy groups, religious bodies, NGOs, membership associations, and similar organizations.

- b. For-profit entities include corporations and unincorporated businesses engaged in market production. Corporations are entities that are: (i) capable of generating a profit or other financial gain for their owners, (ii) recognized by law as separate legal entities from their owners who enjoy limited liability, and (iii) set up for purposes of engaging in market production. Included in corporations are partnerships, cooperatives, limited liability partnerships, notional resident units and quasi-corporations (*System of National Accounts* 2008, para. 4.38). Included in unincorporated business are informal businesses and other households engaged in market production.
- c. **Government units** are “legal entities established by political processes which have legislative, judicial or executive authority over other institutional units within a given area” (*System of National Accounts* 2008, para. 4.9).

- d. **Other, including community work** is a catch-all category covering unpaid work individuals may have done with a group of neighbors or community members to build or construct community infrastructure or pursue other purposes. For example, in some communities, roads, wells, trash collection, and other activities are the responsibility of community members and not local officials. In many cases there is no official community organization overseeing these activities; rather, community members will form a temporary, loosely organized group to complete the project. In these situations, respondents may identify the institutional unit as simply “the community.” Interviewers should classify these responses in this category, and may wish to elaborate further on the type of organization.

5.24 The identification of the type of institutional setting ideally proceeds in a number of steps. First, respondents are asked to identify the name of the organization and then to indicate which of the four types of institutional unit it is. In countries with fairly complete business registers or registration systems that cover nonprofit institutions as well as other institutional units, if a respondent does not know the type of institutional unit, but can supply the name of the organization, coders can find the identified organization in a code book and record the type of institutional unit on the survey form. In countries where business registers or other listings are not sufficient, this survey can be useful in updating these listings.

Industry (or field of work)

- 5.25 As noted in Chapter 4, it is also important to capture the industry or field in which volunteer work occurs. This is important for measurements of productivity among industries and for allocating volunteer work to the appropriate industries in the NPI satellite accounts called for in the UN *Handbook on Nonprofit Institutions*.
- 5.26 In the case of organization-based volunteering, the industry refers to the main economic activity carried out by the unit through which the volunteer work is performed. In the case of direct volunteering, the SNA considers such work as being done for households, and therefore assigns it to ISIC rev. 4 classes 9810—“Undifferentiated goods-producing activities of private households for own use,” or 9820—“Undifferentiated service-producing activities of private households for own use.” But this has the effect of significantly undervaluing much of such work and thereby understating both household consumption expenditures by type of product and the overall scale of goods and services produced in the economy, by industry. For example, if retired accountants provide thousands of hours of free tax preparation assistance to their elderly neighbors, coding this direct volunteer work as undifferentiated service-producing activities of private households for own use significantly undercounts the scale of accounting services produced in the economy and consumed by households.
- 5.27 While countries are free to use ISIC Rev. 4 codes 9810 and 9820 as the default industry codes for all direct volunteering, this *Manual*, in Annex II.D, provides an alternative approach that links the occupation associated with the reported volunteer work to its best-fit ISIC, Rev 4, industry classification, thus permitting a more refined picture of the field or industry associated with the work and allowing a more complete picture of the contribution

of volunteer work to the economy. This is in line with international standards on statistics of the informal sector, which recommend coding each activity carried out by an informal sector enterprise separately (c.f. §13 of the Resolution concerning statistics of employment in the informal sector, adopted by the Fifteenth International Conference of Labour Statisticians). Please note that the industry relates in all cases to the type of activity carried out by the volunteer, not to the most common industry where the activity, if paid, is likely to occur. Thus a person providing unpaid medical services to poor children should be coded to the industry equivalent to providing medical treatment (ISIC rev. 4 class 8620) and not to the industry where paid medical service providers may be likely to be employed, namely, hospitals (ISIC rev. 4 code 8610). Similarly, "domestic cleaners and helpers" should be coded to the activity of cleaning (ISIC rev. 4 class 8121) and not to the activity where domestic cleaners are likely to be employed, namely households (ISIC rev. 4 class 9700).

- 5.28 Two broad options exist for classifying the industries associated with volunteer work. The first of these is the International Standard Industrial Classification (ISIC), Rev. 4, or its counterparts in various countries. An alternative aggregation structure that is more understandable to persons familiar with NPIs is available in the International Classification of Nonprofit Organizations, or ICNPO. This structure was originally developed by researchers in the Johns Hopkins Comparative Nonprofit Sector Project to provide a more detailed basis for differentiation of NPI activities than was available in the previous versions of ISIC.
- 5.29 **Because ISIC, Rev. 4, and its national and multinational counterparts are the classifications used in labour force surveys, it is recommended here as the classification structure to use for identifying the industry in which volunteer work occurs, particularly since Rev. 4 has incorporated much of the detail originally available only in the ICNPO.** The recommendation is to assign ISIC class codes to the responses to the question "What does the organization do?" in the case of organization-based volunteering. Assigning class codes allows for aggregation for publication or disclosure reasons while preserving detail useful for other purposes, such as those described in Chapter 6.
- 5.31 As an aid to coders, Table 5.2 at the end of this chapter provides a listing of ISIC codes likely to be most relevant for nonprofit organizations and volunteer work, and an aggregation structure appropriate for such organizations. Every effort should be made to assign an industry code to all volunteer work, whether through organizations or directly. As a general rule, coders should avoid using the Not Elsewhere Classified category wherever possible.
- 5.32 In addition, Annex II.C provides a cross-walk from the fields most likely to be ones where volunteering occurs to the appropriate ISIC, Rev. 4 category. It contains terms in common use in the volunteering and nonprofit communities and relates them to ISIC classes. Using such coding will yield a dataset that can be related both to volunteer work statistics and to labour force statistics more generally. The cross-walk was developed from two sources:

Measuring Volunteering: A Practical Toolkit,⁸ which provides an inventory of activities associated with volunteering in many cultures, and the index items from the International Classification of Nonprofit Organizations (ICNPO) discussed above. In developing this cross-walk, some care was taken to assign precise class codes and avoid the use of default “n.e.c.” descriptions as much as possible. Reporting at the ISIC section level is possible for all sections except “Q” and “S,” which should be further broken out. In particular, a further breakdown is required of section “Q- Human health and social work activities” into two groups, and section “S-Other service activities” into four groups as illustrated in Table 5.2 below, to provide sufficient detail for depicting the range of NPI activities. Reporting at the section level without this further breakdown is not recommended. (For those familiar with the ICNPO classification structure, Annex II.E provides a cross-walk between ICNPO and ISIC classifications.

- 5.33 As mentioned in Paragraph 5.22(d), coders should be aware that in some countries, respondents may identify unpaid work they did with a group of neighbors or community members to build or construct community infrastructure. In these situations, coders should classify these responses the same way they classify direct volunteer work as noted in para. 5.23 above, using the cross-walk offered in Annex II.D.
- 5.34 In cases where surveys are conducted in person, cards or prompts may be used to help respondents identify the major industry category of the organization through which volunteer work is performed.

⁸ Independent Sector and the United Nations Volunteers (2001).

Table 5.1
Illustrative Examples of Volunteer Occupations Associated with ISCO-08 Major Groups

ISCO Major Group	Illustrative Examples of Volunteer Occupations
1. Legislators, senior officials and managers	<ul style="list-style-type: none"> • Lead or manage a nonprofit organization, association, union, or similar organization. • Serve on a board of directors or management committee of an organization • Policy and research managers
2. Professionals	<ul style="list-style-type: none"> • Develop emergency preparedness plans for a community • Provide pro bono legal or dispute resolution services • Manage a programme or organisation designed to collect and analyze data for public information • Provide professional social work and counseling services
3. Technicians and associate professionals	<ul style="list-style-type: none"> • Provide emergency medical care • Take the lead in planning, managing, or organizing an event • Mentor • Coach, referee, judge, or supervise a sports team • Teaching, training, or tutoring
4. Clerks	<ul style="list-style-type: none"> • Interview other people for the purpose of recording information to be used for research • Provide clerical services, filing and copying • Help to provide technical assistance at a sporting or recreational event
5. Service workers and shop and market sales workers	<ul style="list-style-type: none"> • Prepare or serve meals for others • Help to organize a funeral • Contact people to advance a cause by going door-to-door • Help with childcare and short-term foster care • Provide personal care (e.g., bathing, cooking) for a person in another household
6. Skilled agricultural and fishery workers	<ul style="list-style-type: none"> • Make improvements to the public green areas of your community, by planting trees and other nursery stock • Help to transport, gather, or organize a community harvest
7. Craft and related trades workers	<ul style="list-style-type: none"> • Construction, renovation and repairs of dwellings and other structures as help to other households • Bicycle repair and maintenance
8. Plant and machine operators and assemblers	<ul style="list-style-type: none"> • Shop for others • Drive others to appointments
9. Elementary occupations	<ul style="list-style-type: none"> • Collect trash, garbage and sort recycling materials • Help to clean up after a sporting or recreational event for public entertainment • Donate blood or other biological material such as bone marrow or organs

Table 5.2
ISIC Aggregation for Reporting on Industry or Field of Volunteer Work

ISIC Rev. 4 Title	ISIC sections	ISIC divisions	ISIC groups	ISIC classes
Agriculture, forestry and fishing	A	01–03	012, 013, 016, 021-024	0129, 0130, 0161- 0164,0210- 0240
Mining and quarrying	B	05–09		
Manufacturing	C	10–33	170, 181, 182, 329	1709, 1811, 1812, 1820, 3290
Electricity, gas, steam and air conditioning supply	D	35	351	3510
Water supply; sewerage, waste management and remediation activities	E	36–39	360-390	3600, 3811- 3822, 3830, 3900
Construction	F	41–43	410-439	4100, 4210- 4290, 4312- 4390
Wholesale and retail trade; repair of motor vehicles and motorcycles	G	45–47	477	4774
Transportation and storage	H	49–53	492	4922
Accommodation and food service activities	I	55–56	551, 552, 559, 561, 562, 563	5510, 5520, 5590, 5610, 5621, 5629, 5630
Information and communication	J	58–63	581, 582, 591-592, 601-602, 620, 639	5811, 5812- 5820, 5911- 5913, 5920, 6010-6020, 6201, 6202, 6391
Financial and insurance activities	K	64–66	641-649, 651, 653, 661, 663	6419-6430, 6499, 6511, 6512, 6530, 6619, 6630
Real estate activities	L	68	681, 682	6810-6820
Professional, scientific and technical activities	M	69–75	691, 692, 702, 722, 7732, 741-749, 750	6910, 6920, 7020-7220, 7320, 7410- 7490, 7500

ISIC Rev. 4 Title	ISIC sections	ISIC divisions	ISIC groups	ISIC classes
Administrative and support service activities	N	77–82	781, 799, 810, 812-830	7810, 7990, 8110, 8129-30,
Public order and safety	O	84	841, 842	8411-8413, 8421, 8423
Education	P	85	851-853, 854, 855	8510, 8521, 8522, 8530, 8541-8550
Human health and residential care activities	Q**	86–87	861-869, 871-879	8610-8690, 8710-8790
Social work activities without accommodation	Q**	88	881-889	8810-8890
Arts, entertainment and recreation	R	90–93	900, 910-932	9000, 9101-9103, 9200, 9311-9319, 8321, 9329
Activities of business, employers and professional membership organizations and trade unions	S**	94**	941-942	9411, 9412, 9420
Activities of religious organizations	S**	94**	949**	9491
Grantmaking and giving services	S**	94**	949**	9499**
Activities of other membership organizations, n.e.c.	S**	94**	949**	9492, 9499**
Other service activities	S**	95–96	960	9603, 9609
Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	T	97–98		9700, 9810, 9820
Activities of extraterritorial organizations and bodies	U	99		

** Indicates a split of a section, division or group.

Source: Adapted from Chapter 6.2: Non-profit Institutions in Companion Guide to ISIC Rev.4 and CPC Ver. 2

CHAPTER 6

VOLUNTEER RATE, VALUING VOLUNTEER WORK, AND OTHER USES OF DATA

Introduction

6.1. This chapter examines useful analyses that can be done with the data that will be generated by implementation of the recommended module on volunteer work as described in Chapter 5. Of special note are procedures for computing a volunteer *rate* and for estimating the economic *value* of volunteer work, both highly useful variables for conveying the scale and contribution of volunteer work and relating volunteer work to other types of labor. In addition, the chapter outlines other interesting insights into volunteer work made possible by the data available from implementation of the recommended module. The examples cited are intended to be illustrative only, and countries may develop their own analysis and presentation plans for these data.

Volunteer Rate

6.2. The volunteer rate is a convenient expression of the extent to which volunteering is engaging a country's population. It is computed by dividing the number of volunteers identified through the volunteering module by the relevant population of the country after applying any weighting factors needed to adjust the survey respondents to be representative of the population of the country.

6.3. The relevant population against which the volunteers should be compared is the population above the minimum age. As noted in Chapter 3, the recommended minimum age is over 15 years of age, which is the minimum age commonly used for the measurement of employment in labour force surveys in most developed and many developing countries. Such a cut-off seems reasonable to use for volunteer work because of the difficulty noted in Chapter 3 of determining whether the "non-compulsory" criterion defining volunteer work is met for minors. Countries may choose to use a lower boundary if warranted by local circumstances. In addition, because volunteer work may be carried out by persons who are economically inactive, this *Manual* recommends using the entire adult population instead of the labour force as the base in computing the volunteer rate

Thus the Volunteer Rate (VR) for the country can be computed according to the following formula:

$$\text{Volunteer Rate (\%)} = \frac{\text{Estimated number of volunteers in the reference period in the country}}{\text{Population of the country above the minimum age during the reference period}}$$

Estimating the Economic Value of Volunteer Work

- 6.4. As previous chapters have indicated, a major objective of the present *Manual* is to provide a basis for estimating the economic value of volunteer work, in part so that this can be included in national accounts statistics, and particularly in the “satellite accounts” on nonprofit institutions recommended in the U.N.’s recent *Handbook on Nonprofit Institutions in the System of National Accounts*.
- 6.5. Broadly speaking, two general approaches are available to measure the economic value of volunteer and other unpaid work.
- a. One of these—the *opportunity cost* approach—essentially measures the economic value of volunteering to the volunteer. It does so by assigning to the hours of volunteer work the average wage that the volunteer would earn if that volunteer worked at his or her regular job for those same hours. In some accounts, however, analysts assume that the volunteer time is a substitute for leisure rather than work, in which case the wage assigned to volunteer work is zero.
 - b. The second approach—the *replacement cost approach*—comes closer to measuring the value of volunteering to the recipient of the volunteer effort, and hence to society at large. It does so by assigning to the hours of volunteer work what it would cost to hire someone for pay to do the work that the volunteer is doing for no pay.⁹
- 6.6. Of the two approaches, the *replacement cost approach* seems most relevant to the objective being sought in this *Manual* and is the method this *Manual* recommends. This does not mean, however, that this *Manual* views volunteer labour as a replacement for paid labour or favors policies that replace one with the other as has been emphasized earlier. Rather, it reflects the consensus among researchers in the field that this is the most reasonable method for estimating the economic value of volunteer inputs (See, for example, Abraham and Mackie 2005; Statistics Canada, 2005). However, this approach is not without its difficulties due to hypothesized differences in skill and efficiency between a volunteer and a paid employee doing essentially the same job, not to mention differences in wage rates for similar work in different institutional settings (nonprofit organizations, government, and for-profit businesses). Several attempts have therefore been made to take account of these differences, as outlined below.
- a. In the absence of detailed information on the actual work that volunteers perform, the United Nations *Handbook on Nonprofit Institutions in the System of National Accounts* (United Nations 2003, para 5.33) adopted a fall-back approach developed by Statistics Canada that assigns to volunteer hours the average gross wage for the community, welfare and social service occupation category.¹⁰

⁹ Other approaches attempt to put a value on the benefits that volunteering produces for the volunteer as well. Measurement difficulties limit the practical application of this approach, however.

¹⁰ The Canadian occupation NOC-S E212, Community and social service workers, contains occupations coded to ISCO 3412 (most prevalent), 1344, 2226, 2634, 2635, 3259, and 5312.

- b. Other researchers apply a discount to the wage rate of a paid worker in an occupation to produce a “quality-adjusted replacement cost” for volunteer workers (Abraham and Mackie 2005, p. 70),¹¹ or utilize other proxies.¹²
- 6.7 What is clear from this previous work is that using the replacement cost method has heretofore been constrained by the lack of detail on occupation and industry in the datasets employed:
- a. Time use categories are often so broad that assigning generally used occupational or industry codes is somewhat arbitrary. For example, the International Classification of Activities for Time-Use Statistics (ICATUS)¹³ has only two classes in Group 0813, Organized unpaid volunteer services: volunteer work for organizations (not directly for individuals) and volunteer work through organizations (extended directly to individuals). Group 0811, unpaid help to other households, has eight classes; but even this is far less detailed than the classes for providing domestic services for own final use and unpaid care-giving services to household members.
 - b. Special surveys of volunteer work often have specialized and idiosyncratic descriptors of the volunteer work done and the type of organization that benefited from the activity. An example is the set of volunteering supplements to the September Current Population Survey (CPS), the monthly survey of about 60,000 households conducted by the U.S. Census Bureau for the Bureau of Labor Statistics. This survey of organization-based volunteering asks about 13 types of volunteer activity (occupation) and 9 types of organization (industry), but neither set relates easily to established occupational or industry classifications.

Recommended Estimation Methodology Taking Advantage of the Volunteering Module Data

6.8 The estimation procedure for valuing volunteer work recommended in this *Manual* is the full replacement cost method: Assign the actual wage¹⁴ for the occupation and industry of

¹¹ To adjust for differences in skill and effort in valuing nonmarket production in the household, NPI and government sectors, Abraham and Mackie recommend estimating the “quality-adjusted replacement cost” by multiplying the specialist wage W_s by a factor b , “typically between zero and one, that indicates the shortfall (or in rare cases excess) of the household member’s productivity in comparison with the specialist’s productivity in that activity.” (Abraham and Mackie 2005, p. 70).

¹² Thus, for example, the Australian Bureau of Statistics (2009) used a weighted average wage for all volunteering activity; Statistics New Zealand (2008) applied the equivalent occupational wage to each instance of volunteer activity; Mook (Mook 2007; Mook and Quarter 2003) used average wages in the industries for which the volunteers worked to value the effort; Pho (2008) converted the descriptions of volunteer activities in the U.S. Current Population Survey Volunteering Supplement to their industry/occupational equivalents to obtain a set of wage estimates; and Landefeld et al (2009) used industry equivalent wage rates reduced by 25 percent to estimate the value of household production from time use statistics.

¹³ See United Nations (2005).

¹⁴ In this manual, the term “wage” is used in a general way to include any payment as a result of employment. There are various international concepts relating to wages and the most commonly measured, and therefore preferred, relates to “gross earnings.” Countries may choose another measure, such as “net earnings” or “wage rates,” depending on data availability and quality and should note this in the metadata. For more information on wages statistics, see <http://www.ilo.org/global/statistics-and-databases/statistics-overview-and-topics/income/lang--en/index.htm>.

the work performed to each hour volunteered. This estimation procedure avoids some of the pitfalls in the previous studies by making use of the fact that the dataset produced by the recommended volunteer survey module associates with each episode of volunteer hours reported the ISCO-08 occupation of the activity undertaken and the ISIC Rev. 4 industry in which the work was performed.

- 6.9 In addition to the more refined estimates of the replacement wage used to impute the value of volunteer work, the new dataset resulting from this *Manual* will offer occupational code assignments that are likely to differentiate skill levels more clearly than has been the case in past efforts. The ISCO-08 coding index described in more detail in Annex II assigns occupational codes to occupational titles or descriptions of tasks performed. In making these assignments, there was a conscious effort not to assign a high skill level unless there was clear justification. Thus, this new LFS module dataset has characteristics that make the arbitrary adjustments for skill differentials between volunteers and paid workers less necessary.
- 6.10 To illustrate, consider Table 6.1 below, which gives data for the United States on employment shares and associated mean hourly wages for all major occupational groups and selected industries chosen because they are likely to contain NPIs. Industries are shown at the most detailed level available, but the occupations shown summarize available 4- and even 5-digit detail. This table illustrates several points:
- a. The overall wage for a particular occupation is not the same for all industry classes.
 - b. The overall wage for a particular industry is not the same for all occupational classes.
 - c. This diversity is even more pronounced at greater levels of occupational detail.

Thus, using this more detailed information is likely to provide better estimates of the “quality-adjusted replacement wage” than have been possible in the past.

- 6.11 If a more precise measure of the replacement cost is available (e.g., taking account of sex, experience, and other factors), it can be used. On the other hand, in the absence of detailed wage data by industry and occupation, the recommendation is to use the best detail available—by occupation or by industry—if the combination is unavailable.
- 6.12 Where use of the full replacement cost method is not feasible due to data limitations or other factors, the recommendation is to use the best available detail possible. However, in the absence of detailed data, there exist some fall-back positions for estimating the wage of volunteers. These include:
- a. Applying average wages by industry;
 - b. Applying average wages by occupation;

- c. Using a three-fold estimate of wages to differentiate high, medium, and low-skilled workers;
- d. Applying a minimum wage, either an official minimum wage, or the wage of a low paying occupation, such as social work without accommodation (as is used in Canada and as is recommended in the UN *Handbook on Nonprofit Institutions*); and
- e. Where no wage data exist at all, workers can be interviewed in the market place to gain at least a rough estimate of wage rates for various occupations.

Other valuation exercises

6.13 If an estimate of the value to the volunteer is desired, then an opportunity cost approach is appropriate (Brown, 1999; Abraham and Mackie, 2005). Here the wage imputed is that for the respondent's normal occupation and industry, which may be part of the standard information in the LFS module dataset. If not, links to other datasets may be needed. Landefeld et al (2009) used the average wage for all workers in their opportunity cost estimates, but Pho (2008) was able to use respondents' own wages included in the dataset. Table 7.8 in Chapter 7 helps to identify possible opportunity cost measures.

**Table 6.1:
Mean Hourly Wage and Share of Employment for SOC major Groups, Selected NAICS Industries**

SOC Major Group Code	Occupation Title	All NAICS Industries		NAICS 624400 Child Day Care Services		NAICS 711100 Performing Arts Companies		NAICS 813200 Grantmaking and Giving Services		NAICS 813300 Social Advocacy Organizations		NAICS 813400 Civic and Social Organizations		NAICS 813930 Labor Unions and Similar Labor Organizations	
		Percent employment	Mean hourly wage	Percent employment	Mean hourly wage	Percent employment	Mean hourly wage	Percent employment	Mean hourly wage	Percent employment	Mean hourly wage	Percent employment	Mean hourly wage	Percent employment	Mean hourly wage
		00-0000	All Occupations	100.00	20.32	100.00	11.32	100.00	22.69	100.00	24.63	100.00	19.37	100.00	13.02
11-0000	Management occupations	4.55	48.23	5.09	21.99	4.40	43.42	14.45	47.25	10.92	38.04	4.71	32.78	5.78	47.68
13-0000	Business and financial operations occupations	4.54	31.12	0.37	22.14	3.06	29.37	14.41	29.73	7.81	25.86	2.29	23.07	63.54	24.19
15-0000	Computer and mathematical science occupations	2.45	35.82	0.04	22.70	0.43	25.85	2.60	29.38	1.35	26.01	0.44	23.60	0.56	33.24
17-0000	Architecture and engineering occupations	1.87	34.34							0.19	27.40	0.01	26.31		
19-0000	Life, physical, and social science occupations	0.96	30.90	0.04	28.02	0.27	25.98	1.24	25.79	3.00	26.08	0.24	27.08	0.10	32.39
21-0000	Community and social services occupations	1.38	20.09	2.02	15.43	0.02	18.29	9.17	19.83	17.42	17.38	2.81	16.40	1.05	19.73
23-0000	Legal occupations	0.74	44.36					0.24	46.75	0.92	34.41	0.03	39.45	1.35	43.18
25-0000	Education, training, and library occupations	6.25	23.30	51.36	11.32	2.60	21.39	5.51	18.85	6.22	13.81	5.68	13.37	0.46	25.00
27-0000	Arts, design, entertainment, sports, and media occupations	1.34	24.36	0.09	18.06	52.43	26.58	8.45	26.54	5.49	26.19	3.82	16.24	1.47	27.83
29-0000	Healthcare practitioners and technical occupations	5.23	32.64	0.42	26.98			1.32	30.51	1.37	24.90	0.07	31.08	**	30.46
31-0000	Healthcare support occupations	2.80	12.66	0.16	11.12			0.21	12.88	0.92	10.77	0.07	20.26		
33-0000	Protective service occupations	2.31	19.33	0.08	10.94	0.50	14.69	0.19	12.10	1.87	13.92	6.21	9.58	0.41	14.35
35-0000	Food preparation and serving related occupations	8.46	9.72	3.07	9.54	5.45	9.89	1.26	10.67	1.42	9.76	20.63	9.62	0.05	9.15
37-0000	Building and grounds cleaning and maintenance occupations	3.28	11.72	1.07	10.02	1.13	12.36	0.92	12.37	1.86	11.45	4.99	10.39	0.84	12.73
39-0000	Personal care and service occupations	2.54	11.59	31.49	9.07	8.54	12.07	3.39	10.97	13.35	10.51	29.49	11.54	0.06	17.51
41-0000	Sales and related occupations	10.61	17.35	0.07	10.69	5.58	13.63	6.86	18.75	2.31	18.10	1.88	14.69	0.48	17.28
43-0000	Office and administrative support occupations	17.19	15.49	3.57	13.13	9.78	15.39	27.90	16.69	20.20	15.33	14.87	12.69	22.56	17.65
45-0000	Farming, fishing, and forestry occupations	0.32	11.32							0.30	13.63	**	11.19		
47-0000	Construction and extraction occupations	4.84	20.36			2.20	25.80	0.07	13.59	0.36	19.21	**	19.14	0.07	20.68
49-0000	Installation, maintenance, and repair occupations	3.98	19.82	0.20	13.58	0.56	20.30	0.39	18.03	0.90	15.14	1.04	15.01	0.49	20.02
51-0000	Production occupations	7.34	15.54			0.31	16.82	0.03	14.58	0.07	14.02	0.07	15.58	0.04	22.65
53-0000	Transportation and material moving occupations	7.03	15.12	0.85	10.71	2.68	16.90	1.34	11.89	1.78	11.01	0.54	11.62	0.47	16.51
55-0000	Military-specific occupations														

** Estimates not released

CHAPTER 7

SURVEY MODULE IMPLEMENTATION AND DATA PRESENTATION

Introduction

- 7.1 This chapter outlines administrative matters related to the implementation of the survey module on volunteer work and suggestions for data presentation. Most of the administrative matters are common to other surveys, but some are particular to the recommended *Module on Volunteer Work*. Included are (a) issues related to the characteristics of the labour force surveys that provide the platform for the module, (b) steps to adapt the module to local circumstances, (c) instructions for interviewers, (d) guidance for handling non-response, and (e) tips about reporting the resulting data.

Key Features of the Data Collection Platform That Can Affect the Accuracy of the Resulting Data

- 7.2 Certain characteristics of the survey platform used to collect data on volunteer work can affect data outcomes. This is true whether labor force or other household surveys are used. Included here are the survey coverage, timing and frequency, method of administration, use of proxy responses, and placement of the recommended module on volunteer work. In particular:
- a. **Coverage.** Certain population groups are often excluded from labour force surveys, including persons in collective households (e.g. monasteries, hospitals, prisons, work camps, and military barracks) persons living in remote or difficult to reach areas, and persons with no fixed address (e.g., homeless or nomads). Thus, these groups will also be excluded from the volunteer work survey module. However, all other persons above the minimum age cut-off are covered and should be administered the survey module.
 - b. **Timing and Frequency.** The timing of data collection for the survey can affect volunteering data outcomes and should be considered. For one thing, volunteering episodes are often seasonal, i.e., they often increase during the school year or during major religious holidays, such as Ramadan or Christmas, and also may be affected by weather patterns, such as harvest and monsoon seasons. In addition, volunteering can often be influenced by specific events, such as natural disasters, blizzards, floods, typhoons, or political campaigns. The timing of regular surveys on volunteer work should take seasonal influences into account. Surveys conducted more frequently than once a year will help to identify seasonal influences. When surveys are conducted only once a year two options are recommended: first, to administer the survey during a month when these influences can be minimized; and second, to include questions about major events during the year, as recommended in this Manual.

Figure 7.1
Typical Seasonal or Event-Specific Influences on Volunteering

<p>Seasonal Influences on Volunteer Work</p> <p>Major holidays (Ramadan, Christmas, etc.) School/business cycle (School holidays) Weather patterns (Harvest, winter, monsoon, etc.)</p> <p>Event-specific Influences on Volunteer Work</p> <p>Natural disasters (tsunamis, earthquakes, etc.) Weather events (blizzards, typhoons, etc.) Major political events (elections, wars, terrorist attacks, etc.)</p>
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- c. While this Manual recommends the administration of the survey module on volunteer work at least once a year, it recognizes that some countries will choose to administer the module less frequently than this. Therefore, in countries where the volunteer module is administered less than annually, it is recommend that countries include an annual question on the head-count of volunteers in years when the volunteer module is not administered. Doing so will offer at least minimal data with which to identify volunteering trends. Suggested wording of this question is presented in Figure 7.2 below.

Figure 7.2
Suggested Annual Question on Volunteer Work Activities in Years When The Volunteer Module Is Not Carried Out

Step or variable	Question
START	<p>So far I have been asking you about paid work. The next few questions are about <u>unpaid, non-compulsory</u> work that you did, that is, time you gave without pay to activities performed either through organizations or directly for others outside your own household.</p> <p>In the last four weeks [provide dates marking period] did you spend any time on this kind of <u>unpaid</u> activity?</p> <p><i>[If yes, proceed to WORK_01. If no, or not sure proceed to next portion of survey.]</i> <i>[Note: Work is understood here to be an activity that could, in principle, be done for pay.]</i> <i>[Note: Reimbursement of expenses does not disqualify an activity.]</i></p>
WORK_01	<p>In the last four weeks [provide dates marking the period] was any of the unpaid work you did performed for or through any organizations?</p> <p><i>[If yes, proceed to HOUR_01.]</i></p>
HOUR_01	<p>Approximately how many hours did you devote to unpaid activities performed for or through organizations in the last four weeks?</p> <p><i>[Record number of hours.]</i></p>
WORK_02	<p>In the last four weeks [provide dates marking the period] was any of the unpaid work you did performed directly for people outside of your household?</p> <p><i>[If yes, proceed to HOUR_02]</i></p>
HOUR_02	<p>Approximately how many hours did you devote to unpaid activities performed directly for people outside your household in the last four weeks?</p> <p><i>[Record number of hours.]</i></p>

7.3 Use of proxy responses. In general, the administration of the *Module on Volunteer Work* can proceed using the same guidelines as the labour force survey that houses it, with one exception. While proxy responses may work satisfactorily in labour force surveys in general, since all qualified respondents are likely to know the employment status for all other household members, it may not be appropriate for volunteer work, which may not be so well known to other household members. This *Manual* therefore discourages the use of proxy responses for volunteer work, and recommends that all target respondents in the household be surveyed. Efforts should therefore be made to contact all household members individually to administer the volunteer supplement, and proxy responses should be used only as a fall-back when serious efforts have been made to survey every target respondent in the household. Where that is not possible, one member of the household should be randomly selected to be administered the survey and efforts should be made to ensure that he or she does respond. Countries should not rely on responses only from those individuals available to respond to the survey because of possible response bias (i.e., those who are more available to respond to the survey are also more likely to volunteer).

- 7.4 **Placement of volunteer work module.** If the survey platform covers *topics in addition to* employment and unemployment, this *Manual* recommends that the *Module on Volunteer Work* be inserted before any other topic and directly after questions about employment and unemployment.

Procedure for Module Adaptation

- 7.5 In all likelihood, some adaptation of the survey module will be needed to take account of the local context. Possible adaptations include: a) translating the module into the local language and selecting the appropriate terms and examples to describe volunteer work; b) deciding on a minimum age for volunteering, which may differ from the minimum age for inclusion in the labour force; c) *deciding whether filter questions* may be needed to check on certain features of the definition; d) selecting the *appropriate* reference period; e) *determining the appropriate* prompts to use; f) using national occupational and industrial classifications, which differ from ISCO-08 and ISIC Rev 4; and g) determining whether to include questions in order to gather data on additional topics.
- a. **Terminology.** As discussed in Chapter 3 of this *Manual*, the term “volunteer” or “volunteering” is not widely understood in all parts of the world, and has a variety of connotations, both positive and negative. Research in Canada and the United States has shown that certain respondents will report that they did not volunteer when the term “volunteering” is used in the survey instrument. However, these same respondents will report that they “helped” or “donated some time” when prompted (UNECE Volunteer Standardization Task Force, 2007, pp. 11). For this reason, the term “unpaid work” is used in the recommended *Module on Volunteer Work*, and the term “volunteering” is not used at all. In addition, various prompts are suggested to ensure that respondents focus on the desired range of activity. To ensure that the set of prompts works as desired, however, it will need to be modified to fit local experiences. In addition to reviewing local research on the topic, focus group discussion and advisory panels composed of volunteer experts offer two of the best means to adapt the recommended *Module on Volunteer Work* to the local context.
 - b. **Minimum age.** Countries may choose to use a different minimum age cut-off for deciding which volunteer work to consider in-scope. The key factor will be the age at which children can reasonably be considered to be making a non-compulsory decision to engage or not engage in the specified volunteer work.
 - c. **Reference period.** As noted in Chapter 4 of this *Manual*, volunteer work is often a less frequent activity than paid employment, making it possible to miss significant dimensions of it if the reference period used is too short. However, if the reference period is too long, the accuracy of the recall declines. Determining the appropriate length of the reference period for the local context depends on how often the module on volunteer work will be implemented in the course of a year.
 - i) On the assumption that most countries will incorporate the module on volunteer work into a labor force or other survey at most once a year, this *Manual* proposes a

four-week reference period instead of the one week period common in many labour force surveys. The four-week reference period should be long enough to capture irregular volunteer activity but not so long as to make recall overly difficult.

- ii) In addition to the four-week reference period, the recommended *Module on Volunteer Work* proposes adding an additional question to capture activities done only once or twice a year (e.g., around a religious holiday that may not correspond with the timing of the labour force survey).
 - iii) In countries where labour force surveys are continuous and the volunteer supplement will be included regularly, a shorter reference period (1 week) may be used.
- e. **Initial prompt.** The recommended *Module on Volunteer Work* presented in this *Manual* proposes a short lead-in question to fix the concept of unpaid volunteer work in the mind of the respondent followed by a reasonable list of prompts about specific activities, followed by a catch-all prompt question. This approach was chosen following testing of a draft module and based on review by members of the JHU/ILO Technical Experts Group on the Measurement of Volunteer Work. In countries where these concepts are less familiar, and where surveys are conducted face-to-face, however, it may be useful, and possibly culturally appropriate, to offer a longer introductory statement to help respondents understand the focus of the volunteer work survey. In countries where show cards are typically employed in labour force surveys, a show card can be used to convey a range of possible volunteer work activities.
- f. **Alternative classification structures.** Countries can use their own occupational and industrial classifications for volunteer work. However, the farther these classifications diverge from the recommended ISCO and ISIC classifications recommended here, the less comparability countries will have between their data and data from other countries.
- g. **Additional questions.** If it is not deemed too burdensome on either respondents or interviewers, additional questions can be added to the recommended *Module on Volunteer Work* to collect data on a wide range of other topics that may be of interest locally. A list of possible topics and suggested language for these topics is available in Annex III.
- h. **Filter questions.** To ensure that the key features of the definition of volunteer work are being understood locally, it may be desirable to add various *filter questions* to the recommended module to check on such features as whether the volunteer work is a result of legal or other compulsion; and whether it involves compensation (as opposed to modest reimbursement of expenses). Suggested language for four filter questions addressing the issues of compulsory service, family relationship, compensation, and the domestic vs. international focus of volunteer activity is offered below. These filter questions address questions relating to compulsory service, family relationship, compensation, and international volunteering.

- i) **Compulsory Service.** As noted above, work without pay or with limited pay is often legally required or required as a condition of receipt of some other benefit. This can occur, for example, when national service is offered as an alternative to mandatory military service or imprisonment for a crime, or as a requirement of graduation from a school. Where this is the case, the resulting work without pay does not qualify as volunteer work because it violates the non-compulsory criterion of the definition of volunteer work recommended in this *Manual*. To verify that apparent volunteer work is not out of scope for this reason, statistical agencies may choose to incorporate a filter question such as the one offered below in their volunteer survey module.
- ii) **Unpaid Work for Relatives.** The definition of volunteer work recommended in this *Manual* restricts such work to persons outside one's own household. Depending on the living arrangements of communities, however, this criterion could have very different consequences in different contexts. Because extended family members (parents, grandparents, aunts, etc.) are more likely to live together in developing than developed countries, the rates of direct volunteering may be elevated in developed countries and understated in developing countries. To check on this, statistical agencies could usefully add a filter question to determine the extent to which the volunteer work captured in the survey is being done for family members, albeit family members living outside the respondent's actual household.

FILTER_B_01	Was this unpaid work performed for a member of your family who lives outside your household (e.g., a parent, grandparent, aunt, uncle, cousin, sibling, or child of someone living in the household)? [If yes, go to FILTER_02, if no, go to...]
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- iii) **Compensation.** While volunteer work by definition is work without monetary pay or compensation, some forms of monetary or in-kind exchange may still be possible

w FILTER_A_01 t h	Was this unpaid work required by authorities as part of mandatory national service, by court order, or for some other purpose? [Record response verbatim]
o FILTER_A_02 u t	Was this unpaid work required by your employer as a condition of employment or of graduation from your school? [Record response verbatim]

violating this feature of the definition. As noted in Chapter 2, volunteers may be reimbursed for the out-of-pocket expenses they incur in their assignment, may receive low-value provision of services, such as a meal or transportation, may receive symbolic gifts, which act as expressions of gratitude for volunteer work, and may receive stipends in some circumstances.

- Whether the monetary exchange renders the observed unpaid work in- or out-of-scope for volunteer work will depend on local circumstances and

customs because the value of the wage foregone or the gift received by the volunteer will likely vary from place to place. Each country should make these determinations given local customs, and the survey administrators could include these decisions in the survey instructions.

- To make sure survey respondents understand these limits the same way as survey designers, it may be useful to add a filter questions asking specifically about any such compensation. A possible form of such a filter question is offered below.

FILTER_C_01	Did you receive or do you expect to receive anything in exchange for your help/work? Y/N <i>If "no" go to ACT_02</i>
FILTER_C_02	What did you receive or do you expect to receive for your help/work? <i>Record verbatim</i>
FILTER_C_03	What is the approximate value of what you received or expect to receive for your help/work? <i>Record value in currency units.</i>

iv) **International Volunteer Work.** Not all volunteer work is done for people in one's own country. To assess the contribution of the volunteer work being done by a country's citizens to the production of goods and services in one's own country, therefore, it would be useful to differentiate the volunteer work identified by the volunteer survey between the portion accruing to the benefit of citizens of that country and the portion accruing to the benefit of the rest of the world. A filter question such as the one suggested below could be used to capture this dimension of volunteering.

FILTER_D_01	Did you do this unpaid work abroad [or outside this country]? <i>[Record response verbatim]</i>
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Training of Interview Managers, Operators, and Coders

7.6 **Volunteer** work involves a number of concepts that are likely to be unfamiliar to the teams responsible for operating labor force or other social surveys. Special training will therefore be required to make all those involved in this survey work—supervisors, survey designers, interviewers, coders, and data entry personnel—familiar with the concepts involved. Among the major concepts that will need to be emphasized during this additional training are these: the defining features of volunteer work, the range of volunteer work that respondents in their country might do, the distinction between remuneration and reimbursement of expenses, types of compulsion that disqualify a form of unpaid work from being considered volunteer work, the handling of proxy responses for this activity, and any socio-cultural aspects that might affect responses, including sensitivity to religious or cultural holidays that may affect response rates. Survey teams will also need to be made

familiar enough with local realities to judge when prompts will be needed to avoid inappropriate or misunderstood responses.

- 7.7 Training will also be needed of the national accounts staff called on to interpret the results of these surveys and to integrate them into other statistical systems, including the satellite accounts on the nonprofit institutions recommended in the United Nations *NPI Handbook*.
- 7.8 Part Three of the 2005 United Nations publication *Guide to Producing Statistics on Time Use: Measuring Paid and Unpaid Work* offers some suggestions for practical matters of implementing a survey with vocabulary unfamiliar to the staff and other team members involved (United Nations, 2005).

Handling of Non-respondents

- 7.9 Non-response can be a problem in a survey of volunteer work. Since responding to a survey is itself an act similar to volunteering, non-response may compromise the representation of the sample and produce biased estimates since non-volunteers may choose not to respond, boosting the estimate of the share of respondents who volunteer. Indeed Abraham et al (2008, p. 3) suggest that the growth in the US volunteering rate reported in Gallup surveys from 1977 to 1991 may be largely a reflection of declining response rates among non-volunteers. However, evidence of the seriousness of non-response bias in volunteer surveys is inconclusive. On the one hand, an analysis of the American Time Use Survey (ATUS) suggests that non-response bias is a fact for both volunteering rates and volunteering hours.¹⁵ However, the experience from Statistics Canada indicates that non-response was not a major factor in its studies of volunteering.¹⁶ Given the brevity of the recommended volunteer survey module recommended and the fact that it is designed to be attached to a Labour Force Survey, which is mandatory in many countries, non-response should be minimized. Nevertheless, steps should probably be taken

¹⁵ Using a dataset consisting of a random subsample of respondents and non-respondents to the American Time Use Survey (ATUS) that was previously part of the CPS volunteering supplement, Abraham et al (2008) estimated CPS volunteer rates and average hours for the full overlap sample, for ATUS respondents, and for ATUS non-respondents. Both volunteer rates and volunteer hours differed for respondents and non-respondents, both in the aggregate and for a number of demographic and other subgroups, suggesting that standard non-response bias adjustment are unlikely to be adequate. However, bivariate or multivariate inferences about the relationship of volunteering to respondent characteristics are relatively immune to non-response bias.

¹⁶ When Statistics Canada changed the platform for its 2004 Canada Survey of Giving, Volunteering and Participating, the resulting volunteer rate of 45 percent was much higher than that found in the 2000 National Survey of Giving, Volunteering and Participating, which was 27 percent. Although there were reasons to suspect that volunteering might be more prevalent in 2004 than in earlier years, questions remained. Response rates were much lower for the new standalone survey than those for earlier surveys, which were supplements to the Labour Force Survey. Complicating the analysis were changes in the questionnaire and in the sampling frame, where the new RDD sample provided limited information for non-response adjustment. Fortunately Statistics Canada had also conducted a 2004 Follow-up Survey of Giving, Volunteering and Participating using the old questionnaire and methodology, so it was possible to compare 2004 volunteer rates generated using the two methodologies. They turned out to be similar, and the analysts concluded that the increase in volunteering was a real phenomenon (Statistics Canada (2006a).

to further limit the possibilities of non-response bias. Since non-response results from either noncontact or refusal, both problems should be addressed.¹⁷

- a. Minimizing noncontact involves such measures as repeated follow-ups, contacting those likely to be difficult to reach early in the process to ensure adequate follow-up time, and use of advance letters explaining the survey in mail and face-to-face surveys.
- b. Minimizing refusal involves such measures as training interviewers in the art of persuasion, and explaining the purpose of the survey to prospective respondents in ways that will pique their interest. However, if these efforts at boosting the response rate are not disproportionately attractive to low propensity groups, then non-response bias may increase (Groves, 2006, p. 664-5).
- c. If non-response bias is deemed to be a significant problem, use of statistical techniques to gauge and correct it may be considered. Such techniques are discussed in Groves (2006), Little and Vartivarian (2003), Groves et al (2006), and Abraham et al, (2006).¹⁸ Groves notes, however “All these adjustment techniques require assumptions that groups of respondents and non-respondents share response propensities *and* distributional properties on survey measures.” (Idem.) These assumptions are generally untestable. Thus caution is advised in applying these techniques to volunteering surveys.

Presentation of Data

7.10. This section of the *Manual* describes eight data tables that can be constructed from the survey data. Samples of these tables are appended to the end of this chapter. They are intended as illustrations rather than as required formats, however. These tables are designed to provide summary data for all the variables collected using the survey module, with detail by type of volunteer work (direct to households or for or through organizations), volunteer characteristics, the occupational characteristics of the work performed, and the industry/field in which the work took place. To the extent feasible, reporting on volunteer work should follow a reporting structure that is comparable with that used for paid work. In particular:

- a. **Table 7.1, Population age 15 and above, number of volunteers, volunteer rate, volunteer hours, and value of volunteer work, by type of volunteering and volunteer characteristics** describes volunteers by the type of volunteering (direct or organization-based) and demographic characteristics. It shows volunteer rates, numbers, and hours separately for (1) total amount of volunteer work, (2) volunteer work for or through organizations and (3) volunteer work directly for other households. Data are shown in the aggregate with detail by various demographic characteristics of volunteers: sex, age, marital status, etc. Suggested detail within each characteristic is provided though it is understood that countries may prefer to use local conventions.

¹⁷ See Groves and Couper (1998, pp. 295-321) and Groves (2006, p. 263).

¹⁸ These statistical adjustments are weighting class adjustments, propensity models, calibration methods, and poststratification using subclasses (Groves, 2006, p. 653).

- b. **Table 7.2, Number of volunteers, volunteer hours, and value of volunteer work, by type of volunteer occupation and sex of volunteer**, shows the volunteer occupations by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in the aggregate with detail by ISCO-08 at the highest level of aggregation for illustrative purposes. Data are also shown separately for men and women.
- c. **Table 7.3, Number of volunteers, volunteer hours, and value of volunteer work, by industry of volunteer work and sex of volunteer**, shows the industry in which the volunteer work took place by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in the aggregate with detail by ISIC at the highest level of aggregation for illustrative purposes. Data are also shown separately for men and women.
- d. **Table 7.4, Number of volunteers, volunteer hours, and value of volunteering, by ICNPO field of volunteer work and sex of volunteer**, shows the ICNPO industry in which the volunteer work occurred by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in the aggregate with detail by ICNPO for countries that wish to maintain comparability with previous reports using this classification. Data are also shown separately for men and women.
- f. **Table 7.5, Organization-based volunteer work, by type of organization, type of volunteer occupation, and sex of volunteer**, disaggregates the “organization-based work” columns of Table 7.1 by type of organization—NPIs, business, government, or other organizations. Data are also shown separately for men and women.
- g. **Table 7.6, Organization-based volunteer work, by type of organization, sex of volunteer, and industry in which volunteer work is done**, gives similar detail by industry. Data are also shown separately for men and women.
- h. **Table 7.7, Direct volunteer work: number of volunteers, total hours volunteered, and value of volunteer work, by volunteer characteristics and pattern of volunteering**, shows number of direct volunteers and total hours volunteered (1) in total, (2) by those who volunteer only in this form, and (3) by those who also volunteered for or through organizations. Data are shown in the aggregate with detail by various demographic characteristics of volunteers: sex, age, marital status, etc. Suggested detail within each characteristic is provided though it is understood that countries may prefer to use local conventions.
- i. **Table 7.8, Number of volunteers, volunteer hours, and value of volunteer work, by type of paid work occupation and sex of volunteer**, shows the paid occupations of the volunteers (to develop estimates of the opportunity cost of the volunteer work) by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in

the aggregate with detail by ISCO-08 at the highest level of aggregation for illustrative purposes. Data are also shown separately for men and women.

- 7.11. In order to generate these tables, it will be necessary not only to report the hours volunteered for each activity, but also to calculate the total hours volunteered, the total volunteer hours in each occupation, and the total volunteer hours in each industry. Hours should be reported on an annual basis. If another basis is used, this should be noted in the in the tables.

Access to Data

- 7.12 Countries should inform the ILO Department of Statistics of the issuance of data resulting from the implementation of this *Manual*. Resulting data and reports should be conveyed to Department of Statistics, International Labour Office, 4 route des Morillons, 1211 Geneva 22, Switzerland or by email to stat@ilo.org.
- 7.13 The resulting data on volunteer work is likely to attract a great deal of interest. To maximize the impact of these data, statistical authorities should consider releasing volunteer work module data at a public launch event that involves members of the volunteering and nonprofit community. In addition to release of the data in local languages, release of reports in official ILO languages will help facilitate international dissemination.
- 7.14 Wherever consistent with national law and practice, microdata on volunteer work should be made publicly available for study.

Table 7.1
Population age 15 and above, number of volunteers, volunteer rate, volunteer hours, and value of volunteer work, by type of volunteering and volunteer characteristics

Volunteer Characteristics	Total country population age 15 and above	Total volunteer work				Organization-based volunteer work				Direct volunteer work			
		Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M
TOTAL (unduplicated count)													
Gender													
Male													
Female													
Age													
15-24													
25-44													
45-64													
65+													
Marital status													
Never married													
Married													
Widowed, divorced, or separated													
Education													
No formal education													
Some primary education													
Some secondary education													
Some university education													
Labour force status													
Employed													
Unemployed													
Not in the labour force													
Household income (National median=													
Poor (less than 50% of median)													
Middle (50 to 150% of median)													
Well-off (over 150% of median)													
Presence of children													
No children present in household													
Children in household													
Ethnicity													
Categories ILO or local convention													
Other characteristics of local interest													
Categories ILO or local convention													

Note: Because a person may volunteer both for organizations and directly, the volunteer rate and the number of persons volunteering are not additive, i.e., B≠F+J and C≠G+K

Table 7.2

Number of volunteers, volunteer hours, and value of volunteer work, by type of volunteer occupation and sex of volunteer

Volunteer Occupations, ISCO	Total volunteer work			Organization-based volunteer work			Direct volunteer work		
	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I
Total	<i>Same total reported in Table 7.1 Column B</i>			<i>Same total reported in Table 7.1 Column F</i>			<i>Same total reported in Table 7.1 Column F</i>		
1. Legislators, senior officials and managers									
2. Professionals									
3. Technicians and associate professionals									
4. Clerks									
5. Service workers and shop and market sales workers									
6. Skilled agricultural and fishery workers									
7. Craft and related trades workers									
8. Plant and machine operators and assemblers									
9. Elementary occupations									
0. Armed forces									
Men									
<i>By ISCO categories as above</i>									
Women									
<i>By ISCO categories as above</i>									

Note: Because a person may volunteer both for organizations and directly, the number of persons volunteering is not additive, i.e., A≠D+G

Note: Because a person may engage in more than one volunteer episode involving more than one occupation, the number of occupations reported will exceed the total number of volunteers in the country (as reported in 7.1 - Column B). Therefore, the totals recorded in columns A, D, and G should be taken from the corresponding totals in Table 7.1.

Table 7.3
Number of volunteers, volunteer hours, and value of volunteer work,
by industry of volunteer work and sex of volunteer

ISIC section	Industry of Volunteer Work, ISIC	Total volunteer work			Organization-based volunteer work			Direct volunteer work		
		Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
		A	B	C	D	E	F	G	H	I
	Total	<i>Same total reported in Table 7.1 Column B</i>			<i>Same total reported in Table 7.1 Column F</i>			<i>Same total reported in Table 7.1 Column J</i>		
A	Agriculture, forestry and fishing									
B	Mining and quarrying									
C	Manufacturing									
D	Electricity, gas, steam and air conditioning supply									
E	Water supply; sewerage, waste management and remediation activities									
F	Construction									
G	Wholesale and retail trade; repair of motor vehicles and motorcycles									
H	Transportation and storage									
I	Accommodation and food service activities									
J	Information and communication									
K	Financial and insurance activities									
L	Real estate activities									
M	Professional, scientific and technical activities									
N	Administrative and support service activities									
O	Public order and safety									
P	Education									
Q**	Human health and residential care activities									
Q**	Social work activities without accommodation									
R	Arts, entertainment and recreation									
S**	Activities of business, employers and professional membership organizations and trade unions									
S**	Activities of religious organizations									
S**	Grantmaking and giving services									
S**	Activities of other membership organizations, n.e.c.									
S**	Other service activities									
T	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use									
U	Activities of extraterritorial organizations and bodies									
	Men									
	<i>By ISIC categories as above</i>									
	Women									
	<i>By ISIC categories as above</i>									

** Indicates a split of a section, division or group.

Note: Because a person may volunteer both for organizations and directly, the number of persons volunteering is not additive, i.e., A≠D+G

Note: Because a person may engage in more than one volunteer episode in more than one industry, the number of persons volunteering in different industries (Column A) will exceed the total number of volunteers in the country (as reported in 7.1 - Column B). Therefore, the totals recorded in columns A, D, and G should be taken from the corresponding totals in Table 7.1.

Table 7.4

Number of volunteers, volunteer hours, and value of volunteering, by ICNPO field of volunteer work and sex of volunteer

ICNPO field	Industry of Volunteer Work, ICNPO	Total volunteer work			Organization-based volunteer work			Direct volunteer work		
		Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
		A	B	C	D	E	F	G	H	I
	Total	<i>Same total reported in Table 7.1 Column B</i>			<i>Same total reported in Table 7.1 Column F</i>			<i>Same total reported in Table 7.1 Column J</i>		
1	Culture and recreation									
2	Education and research									
3	Health									
4	Social services									
5	Environment									
6	Development and housing									
7	Law, advocacy and politics									
8	Philanthropic intermediaries and voluntarism promotion									
9	International									
10	Religion									
11	Business and professional associations, unions									
12	Not elsewhere classified									
	Men									
	<i>By ICNPO categories as above</i>									
	Women									
	<i>By ICNPO categories as above</i>									

Note: Because a person may volunteer both for organizations and directly, the number of persons volunteering is not additive, i.e., A≠D+G

Note: Because a person may engage in more than one volunteer episode in more than one industry, the number of persons volunteering in different industries (Column A) will exceed the total number of volunteers in the country (as reported in 7.1 - Column B). Therefore, the totals recorded in columns A, D, and G should be taken from the corresponding totals in Table 7.1.

Table 7.5
Organization-based volunteer work, by type of organization, type of volunteer occupation, and sex of volunteer

Volunteer Occupations, ISCO	Total organization-based volunteer work			Volunteer work for or through NPIs			Volunteer work for or through business			Volunteer work for or through government			Volunteer work for or through other organizations		
	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Total	<i>Same total reported in Table 7.1 Column F</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>		
Legislators, senior officials and managers															
Professionals															
Technicians and associate professionals															
Clerks															
Service workers and shop and market sales workers															
Skilled agricultural and fishery workers															
Craft and related trades workers															
Plant and machine operators and assemblers															
Elementary occupations															
Armed forces															
Men															
<i>By ISCO categories as above</i>															
Women															
<i>By ISCO categories as above</i>															

Note: Because a person may volunteer both for NPIs, businesses, government and other organizations, the number of persons volunteering is not additive, i.e., A≠D+G+J+M

Note: Because a person may engage in more than one volunteer episode involving more than one occupation, the number of persons volunteering for organizations (Column A) may not equal the total number of persons volunteering for organizations in the country (as reported in 7.1 - Column F). Therefore, the total recorded in column A should be taken from the corresponding total in Table 7.1. The totals in columns D,G,J,and M should be unduplicated counts of the people volunteering in these categories.

Table 7.6

Organization-based volunteer work, by type of organization, sex of volunteer, and industry in which volunteer work is done

ISIC section	Industry of Volunteer Work, ISIC	Total organization-based volunteer work			Volunteer work for or through NPIs			Volunteer work for or through business			Volunteer work for or through government			Volunteer work for or through other organizations		
		Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Total	<i>Same total reported in Table 7.1 Column B</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>		
A	Agriculture, forestry and fishing															
B	Mining and quarrying															
C	Manufacturing															
D	Electricity, gas, steam and air conditioning supply															
E	Water supply; sewerage, waste management and remediation activities															
F	Construction															
G	Wholesale and retail trade; repair of motor vehicles and motorcycles															
H	Transportation and storage															
I	Accommodation and food service activities															
J	Information and communication															
K	Financial and insurance activities															
L	Real estate activities															
M	Professional, scientific and technical activities															
N	Administrative and support service activities															
O	Public order and safety															
P	Education															
Q**	Human health and residential care activities															
Q**	Social work activities without accommodation															
R	Arts, entertainment and recreation															

Table 7.7
Direct volunteer work: number of volunteers, total hours volunteered, and value of volunteer work, by volunteer characteristics and pattern of volunteering

Volunteer Characteristics	Total country population age 15 and above	Total volunteer work				Organization-based volunteer work				Direct volunteer work			
		Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M
TOTAL (unduplicated count)													
Gender													
Male													
Female													
Age													
15-24													
25-44													
45-64													
65+													
Marital status													
Never married													
Married													
Widowed, divorced, or separated													
Education													
No formal education													
Some primary education													
Some secondary education													
Some university education													
Labour force status													
Employed													
Unemployed													
Not in the labour force													
Household income (National median=													
Poor (less than 50% of median)													
Middle (50 to 150% of median)													
Well-off (over 150% of median)													
Presence of children													
No children present in household													
Children in household													
Ethnicity													
Categories ILO or local convention													
Other characteristics of local interest													
Categories ILO or local convention													

Note: Because a person may volunteer both for organizations and directly, the volunteer rate and the number of persons volunteering are not additive, i.e., B≠F+J and C≠G+K

Table 7.8
Number of volunteers, volunteer hours, and value of volunteer work,
by type of paid work occupation and sex of volunteer

Paid Work Occupation of Volunteers	Total country population age 15 and	Total volunteer work				Organization-based volunteer work				Direct volunteer work			
		Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M
TOTAL (unduplicated count)													
1. Legislators, senior officials and managers													
2. Professionals													
3. Technicians and associate professionals													
4. Clerks													
5. Service workers and shop and market sales workers													
6. Skilled agricultural and fishery workers													
7. Craft and related trades workers													
8. Plant and machine operators and assemblers													
9. Elementary occupations													
0. Armed forces													
Unemployed													
Not in the labour force													
Men													
<i>By ISCO categories as above</i>													
Women													
<i>By ISCO categories as above</i>													

Note: Because a person may volunteer both for organizations and directly, the volunteer rate and the number of persons volunteering are not additive, i.e., B≠F+J and C≠G+K