

# 2015

## Final Report

### About Research (questionnaire)

IT | FR | ES | PL | RO | GR | BG



pistes solidaires



Semper Avanti  
Slovenský ústav



# 2015

## Final Report

### About Research (questionnaire)

IT | FR | ES | PL | RO | GR | BG



pistes solidaires



# Content:

1. Introduction.....	page 4
2. What we did until now.....	page 8
<b>3. Description of the research.....</b>	<b>page 11</b>
3.1 Standardized questionnaire.....	page 12
3.2 Demographical picture .....	page 26
4. Italy.....	page 28
5. Spain.....	page 58
6. France.....	page 80
7. Poland.....	page 99
8. Bulgaria.....	page 167
9. Greece.....	page 186
10. Conclusion.....	page 208
11. Suggestions.....	page 213

# 1. Introduction

IT | FR | ES | PL | RO | GR | BG

“Optimisation of validation process of EVS learning outcomes” (OVPELO) is a project

founded by Erasmus+ Key Action 2 - Strategic Partnership in the youth sector. The project is managed by YouNet (Italy) and involved seven /7/ Partners: Asociación Cazalla Intercultural (Spain), Semper Avanti (Poland), Koinoniki Anaptyksi Neon / Social Youth Development (Greece), Asociatia Nevo Parudimos (Romania), Pistes Solidaires (France), Association Focus-European center for development (Bulgaria). Duration of the project is: 01/09/2014 - 31/08/2016 (24 months).

Youth organizations actively involved in working with EVS volunteers have specified various problems regarding the sustainability and the recognition of the volunteering experience in its whole dimension. In general, lack of sustainability of the outcomes gained through EVS as international experience and also lack of recognition for the competences developed through are often stated by them. It has been clarified that the necessity for a validation tool, certifying the involvement of the volunteers and the international dimension of their experience, seems urgent. Moreover, no

information is provided officially on how volunteers improve their competences thanks to EVS experience, how local communities benefit out of their work and in general the volunteering involvement is still not well seen within the society. Therefore, as a committed organization within the field of EVS, volunteering and non formal educational activities YouNet has decided to undertake the current project aiming at establishing a strategic cross sectoral cooperation for facilitating the standardization of the procedure for validation of EVS learning outcomes. The project OVPELO strives to foster the recognition of competences gained through non-formal education and their better applicability with formal education and job market pathways. The specific objectives which have been set up by the promoters involved in are:

To identify a volunteer-centred quality criteria for validation of competences after EVS project completed and to test the identified criteria in diverse settings in order to promote the relevance of the volunteering experience abroad and the benefits related to it:

To promote at large scale the need for standardized validation of EVS experience as a significant interna-

tional learning experience

To create a network of European organizations interested to cooperate further on fostering the recognition of skills gained through NFE (non formal education)

To attract and channel the interest from educational institutions and other relevant stakeholders through networking and dissemination activities.

The project will involve NGO staff dealing with EVS volunteers on a daily basis, as well as Higher Educational Institutions, VET, Public authorities and business sector representatives. It will be held through 4 transnational meetings organized in 4 of the partner countries, as well as through a public event on a local/national level to be held in each country during the project period. The final outcome of this strategic cooperation will consist in the creation of an on-line platform aimed at recognition of the learning outcomes gained through EVS and NFE experiences containing quality criteria for validation developed by the current consortium of experienced partners. The project expects to achieve positive impact in terms of formalization of the EVS experience, certifying the real involvement of the volunteers and in this way help the optimization of the

process of validation and stimulate the involvement in EVS as proof for real benefits and tangible outcomes will be created. The project expects also a better involvement of the NGO staff in providing support to their volunteers, fostering the involvement in EVS for people with fewer opportunities, stimulating the interest of the HEI, potential employers and business sector institutions in recruiting former volunteers according to the experience and competences they have gained through investing time for being EVS. The creation of network of stakeholders interested to work further on for the process of recognition of competences acquired through NFE represents also a positive outcome which will be achieved through this project, as well as the significance of the EVS experience within the society at large. The long term benefits of the project are expressed through the fostered opportunities for the young people in terms of employability and better competitiveness on the labour market as the platform will use externally set up quality criteria and it will stimulate their future involvement in EVS as tangible certification for its outcomes will be provided. Youth will gain an increased sustainability for their commit-

ment in volunteering and better applicability of the acquired competences. The cross-sectoral cooperation initiated by this project will establish fruitful spaces of exchange of the best practices and expertise. The fact that HEI and VET providers as well as business sector and public authorities representatives will cooperate together is of major importance for the future of policy making procedures on national and EU level. The project is a step towards a cooperation which on a long term basis would impact the EU society on a larger scale and would be a way to deal efficiently with the economic crisis, the educational difficulties, as well as with problems of social exclusion or school dropout.

## 2. What we did until now

IT | FR | ES | PL | RO | GR | BG

## **2. WHAT WE DID UNTIL NOW:**

The Kick off meeting (M1) in Italy (organized by You-Net) was the official start of the project and aims to foster the strategic planning of the cooperation. The activities during the first 6 months were filled in details and responsibilities of each partner were discussed, adjusted if needed, and clearly agreed. During this reunion the partners were set up together the milestones, which they would like to achieve before the next meeting. During this period all partners did research and data gathering about the needs of better recognition of skills gained through NFE. Identification of quality criteria for efficient validation of learning experience for EVS volunteers.

Elaboration and implementation of strategic collaboration plan for further involvement of all interested parties in the establishment of a database aiming at promoting the official validation of EVS experience. Each partner involved other stakeholders.

During the International strategic meeting (M2) we reviewed the similarities and differences found out through the research process will be held 6 months after the first one. It was discuss and analyse the data

gathered in each country and in this way contribute to the establishment of quality criteria needed to address the learning outcomes validation process according to NGO, job market and HEI needs. All data collected were analysed and summarized prior to the meeting in order to ensure that the involved parties will proceed to working groups immediately. The group worked consist in discussing and analysing which criteria seem to be the most relevant regarding the response of the identified needs and which of them have the best applicability according to the interest of HEI, business sector or other relevant stakeholders. The meeting end up with the elaboration of strategic collaboration plan for further involvement of all interested parties in the establishment of a platform aiming at promoting the official validation of EVS experience.

The communication among partners was going through several Skype meetings in order to ensure quality monitoring process during the project . Reporting through minutes were done in order to ensure better efficiency of the communication process. Doodlesheets, were used for scheduling meetings and ensuring the E-mail communication were held constantly

among all the partners as official way of getting updated of the project development. Cloud space technology Dropbox were used in order that all partners are able to edit and work on documents in parallel.

### 3. Description of the research

IT | FR | ES | PL | RO | GR | BG

### 3. DESCRIPTION OF THE RESEARCH

To identify a volunteer-centred quality criteria for validation of competences after EVS project completed and to test the identified criteria in diverse settings in order to promote the relevance of the volunteering experience abroad and the benefits related to it all partners made research:

#### **Objectives of the research was:**

- To identify the volunteers' competences and qualities interested for employers (including the 8 key competences);
- To measure the interest' degree of the employers regarding the volunteers' activities;
- To identify possible ways of validation of the volunteers' activities by each target public;
- To analyze the volunteers' image within the job recruitment services, national agencies/ public institutions and stakeholders;
- To promote the volunteers' experience in order to achieve recognition (social, cultural and economical).

The main research was done by questionnaire

method. The research instrument were applied as it follows: self-applied by online Internet system, by telephone and by field operators. There was used a standardized questionnaire for each country/ partner, but there was used some items in order to identify specificity and to analyze it in a comparative manner.

The research sample was randomly selected on a free answer will basis. The sample is consisted of four categories:

- a. stakeholders as employers, NGO's (local or regional at national level),
- d. volunteers (that have activated in ngo's and have experienced abroad activities)

#### **The questionnaire was organized on the following indicators/ variables:**

- the degree of the interest regarding the volunteers' activities
- the image/ social representation of the volunteer activity
- identifying the 8 key competences
- volunteers' soft skills and qualities
- recognition of the volunteer's competences
- ways of validation and actors responsible for that activity

### 3.1 Standardized questionnaire:

#### Questionnaire 2 (for volunteers)

*The present research aims to investigate the relationship between volunteers (of the European Voluntary Service) and the employers in order to identify the volunteers' competences that can be validated and recognized by the employers and national agency within the work field. The research also aims to promote the relevance of the volunteering experience abroad and the benefits related to it.*

*There will be asked to answer the questions of this questionnaire other subjects like you that are randomly set. Your cooperation represents a real support in obtaining sociological statistic data on this research field.*

*Please, do answer to all the questions by indicating the answer that fits better to your opinion and to your situation. The answers are confidential and*

*the questionnaire is anonymous. The data results will be statistically analyzed, and the study's results will be published. By the honesty of your answer depends the validation of the research conclusions*

*Thank you for your help!*

*The research team*

**1. The European Union encourages the employment of young persons (18-30 years old) that have participated in the European Voluntary Service (EVS). Are you interested in the volunteer activities?**

- a. yes
- b. no
- c. I don't know.

**2. How do you see the volunteer activity in your own CV?**

- a. an advantage
- b. a disadvantage
- c. others (please give example) .....

**3. What competences do you think that a former volunteer needs to have in order to be better employed? Please, give maximum 3 answers from the next list:**

- a. professional competencies
- b. communication competencies
- c. IT/ digital competencies
- d. social competencies
- e. learning competencies
- f. cultural competencies
- g. others (please name it).....

**4. On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?**

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners					
b) to be able to use computer and basic software (Word, Excel, Power-Point etc.)					
c) to identify resources and opportunities for the company development (including financial and antreprenorial)					
d) to answer positive to time pressures and short dead-lines					
e) to know a foreign language at a intermediary level					
f) to set meetings and to organize events					
g) to write down and to elaborate documents (reports, papers etc.)					
h) to answer positive to changes					
i) to give arguments and to express his/hers personal opinion					
j) to use different supports in order to speak or to understand a message in a foreign language					
k) to learn fast and to show openness for personal development					
l) to be able to work in a team					
m) to use media (including social media) in different situations					
n) to share and to manage different tasks					
o) to think critically and to analyze others' arguments					
p) to answer creatively and original to different tasks					

**5. In your personal opinion, what are the most frequent qualities of the volunteers?  
(Fill in with an X the answer that fits your opinion)**

Quality	Often	So and so	Rarely
Flexible ( to schedule, to tasks etc.);			
Good organizers;			
Multi-tasking (they are able to do various tasks);			
d) Good in using different softs, especially internet and social media			
e) Communicative;			
f) Open to changes			
g) Loyal to a cause and to the objectives undertaken			
h) Team workers			
g) Others (please, offer an example).....			

**6. How do you appreciate the employment of a former volunteer by stakeholders, national agencies or NGO's in Romania?**

- a. They are well appreciated;
- b. The voluntary activity makes no difference;
- c. They are not well appreciated.

**7. Which is the most important skill that you achieved from your experience as a volunteer?**

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language			
b. the skill to adapt to new places and new people			
c. meeting different cultures and people			
e. learning new things (workshops, conferences, training)			
f. practice my communication and relationship skills			
g. doing attractive tasks and activities			
h. visiting new places			
i. independence			
j. financial autonomy			
k. others (please, offer an example).....			

**8. Please, indicate which of the following resources would be most useful so that a young person's volunteer activity would be recognize? Please, choose one answer.**

- a. a reference letter;
- b. a simple line in the CV
- c. a secure and European level recognized internet platform
- d. the fame of the volunteer network
- e. a participation certificate
- f. the field of the voluntary stage
- g. a period of stage in the company
- h. others (please, give an example) .....

**9. Which of the next fields of the voluntary activity do you think it is most useful for a volunteer to be employed? Please, give one answer.**

- a. social service
- b. education (painting, IT, theatre etc.)

- c. youth NGO's
- d. environment and tourism
- e. minorities (ethnic, religious etc.)
- f. sports and arts
- g. others (please, give an example).....

**10. How do you appreciate the youngmen involvement in voluntary activities?**

- a. I have a very good opinion.
- b. It is neither good, nor bad
- c. It is a lost time.

**11. Do you think that the volunteer's activity should get professional recognition?**

- a. yes
- b. no
- c. I don't know

**12. Who do you think responsible for the recognition of the professional competencies of the volunteers?**

- a. public institutions (government agency, ministries)
- b. the employers (the work field)

- c. the NGOs
- d. others (please, give an example) .....

*In order to help us with the statistically interpretation of the research's results, please answer to the next questions:*

**1. Your age :**

- Up to 25 years old;
- Between 26 and 40;
- Between 41 and 56;
- Over 56 de ani

**2. Gender: M or F**

- Male
- Female

**3. Education:**

- gymnasium:
- high school:
- college/university:

**4. The voluntary activity's domain and country:**  
.....

**5. Your profession :** .....

**Date of the filling the form:**.....

## Questionnaire 3 (for NGO's)

*The present research aims to investigate the relationship between volunteers (of the European Voluntary Service) and the employers in order to identify the volunteers' competences that can be validated and recognized by the employers and national agency within the work field. The research also aims to promote the relevance of the volunteering experience abroad and the benefits related to it.*

*There will be asked to answer the questions of this questionnaire other subjects like you that are randomly set. Your cooperation represents a real support in obtaining sociological statistic data on this research field.*

*Please, do answer to all the questions by indicating the answer that fits better to your opinion and to your situation.*

*The answers are confidential and the question-*

*naire is anonymous. The data results will be statistically analyzed, and the study's results will be published. By the honesty of your answer depends the validation of the research conclusions.*

*Thank you for your help!*

*The research team*

**1. The European Union encourages the employment of young persons (18-30 years old) that have participated in the European Voluntary Service (EVS). Are you interested in the volunteer activities?**

- a. yes
- b. no
- c. I don't know.

**2. How do you see the volunteer activity?**

- a. an advantage
- b. a disadvantage
- c. others (please give example) .....

**3. What competences do you think that a former volunteer needs to have in order to be better employed? Please, give maximum 3 answers from the next list:**

- a. professional competencies
- b. communication competencies
- c. IT/ digital competencies
- d. social competencies
- e. learning competencies
- f. cultural competencies
- g. others (please name it).....

**4. On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?**

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners					
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)					
c) to identify resources and opportunities for the company development (including financial and antreprenorial)					
d) to answer positive to time pressures and short dead-lines					
e) to know a foreign language at a intermediary level					
f) to set meetings and to organize events					
g) to write down and to elaborate documents (reports, papers etc.)					
h) to answer positive to changes					
i) to give arguments and to express his/hers personal opinion					
j) to use different supports in order to speak or to understand a message in a foreign language					
k) to learn fast and to show openness for personal development					
l) to be able to work in a team					
m) to use media (including social media) in different situations					
n) to share and to manage different tasks					
o) to think critically and to analyze others' arguments					
p) to answer creatively and original to different tasks					

**5. In your personal opinion, what are the most frequent qualities of the volunteers? (Fill in with an X the answer that fits your opinion)**

Quality	Often	So and so	Rarely
Flexible ( to schedule, to tasks etc.);			
Good organizers;			
Multi-tasking (they are able to do various tasks);			
d) Good in using different softs, especially internet and social media			
e) Communicative;			
f) Open to changes			
g) Loyal to a cause and to the objectives undertaken			
h) Team workers			
g) Others (please, offer an example).....			

**6. How do you appreciate the employment of a former volunteer by stakeholders, national agencies or NGO's in Romania?**

- a. They are well appreciated;
- b. The voluntary activity makes no difference;
- c. They are not well appreciated.

**7. Which is the most important skill that a volunteer achieves from his/hers activity as a volunteer?**

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language			
b. the skill to adapt to new places and new people			
c. meeting different cultures and peoplei			
e. learning new things (workshops, conferencences, training)			
f. practice my communication and relationship skills			
g. doing atractive tasks and activities			
h. visiting new places			
i. independence			
j. financial autonomy			
k. others (please, offer an exam- ple).....			

**8. Please, indicate which of the following resources would be most useful so that a young person's volunteer activity would be recognized? Please, choose one answer.**

- a. a reference letter;
- b. a simple line in the CV
- c. a secure and European level recognized internet platform
- d. the fame of the volunteer network
- e. a participation certificate
- f. the field of the voluntary stage
- g. a period of stage in the company
- h. others (please, give an example) .....

**9. Which of the next fields of the voluntary activity do you think it is most useful for a volunteer to be employed? Please, give one answer.**

- a. social service
- b. education (painting, IT, theatre etc.)
- c. youth NGO's
- d. environment and tourism
- e. minorities (ethnic, religious etc.)

- f. sports and arts
- g. others (please, give an example) .....

**10. How do you appreciate the young men involvement in voluntary activities?**

- a. I have a very good opinion.
- b. It is neither good, nor bad
- c. It is a lost time.

**11. Do you think that the volunteer's activity should get professional recognition?**

- a. yes
- b. no
- c. I don't know

**12. Who do you think responsible for the recognition of the professional competencies of the volunteers?**

- a. public institutions (government agency, ministries)
- b. the employers (the work field)
- c. the NGOs
- d. others (please, give an example) .....

*In order to help us with the statistically interpretation of the research's results, please answer to the next questions:*

**1. Your age :**

- Up to 25 years old;
- Between 26 and 40;
- Between 41 and 56;
- Over 56 de ani

**2. Gender: M or F**

- Male
- Female

**3. Education:**

- gymnasium
- high school
- college/university

**4. The NGO's activity and country:.....**

**5. Your profession:.....**

**Date of the filling the form: .....**

## 3.2 DEMOGRAPHICAL PICTURE PER COUNTRY

The research was done in 7 countries: Italy, Bulgaria, Spain, Poland, Greece, Romania, France. The research results have been gathered through Google-Docs online survey during May – June 2015.

# 4. ITALY

IT | FR | ES | PL | RO | GR | BG

During the research phase the questionnaire has been spread to foreign volunteers who have been volunteering in Italy, as well as to Italian volunteers who have been volunteering abroad. For some of the respondents the EVS period is still ongoing. In total 50 volunteers have participated in the survey. Their age varies from 21 to 32 years old and the average age of respondents is 27 years old. We have gathered 30 % of Male respondents and 70 % of females who took part in the research. All respondents dispose of University degree and more than the half of them hold a Master Degree. Among the respondents 30% of them have been hosted and effectuate their EVS experience in Italy. Other 70% of the respondents are Italians who went to do their volunteering period abroad including persons who did their EVS outside of the European continent in countries such as El Salvador or Ghana.

It appears that most of the volunteers operate in different professional domains such as accounting, anthropology, and economy. Some of them have continued to volunteer and are currently involved in youth or social work. However, a part of them remain unem-

ployed or students.

Generally the research process shows that almost 90 % of the current and former EVS volunteers consider such an experience as an advantage for their CV and professional future. Some 10% have other opinions such as it is an interesting experience but it doesn't change much their professional future.

Regarding the competences developed by the volunteers, which ensure better employability for them the ones which are considered the most are the communication competences which 71% of the respondents consider the most important. It is also considered by the respondents that volunteers should possess social competences (63%) professional and learning competences (59 %) in order to be better employable. Only 24 % of the respondents consider the digital and cultural competences as important in terms of employability for the former volunteers.

While analyzing the particular tasks, which the former volunteer is able to perform efficiently once he holds a working position we meet the following picture of answers. The most important considerations are brought regarding their ability to answer positively to

changes where 59% of respondents consider that this is happening very often and 34% see that often. Being able to work in team is considered very often important by the same amount of respondents and seems to be the activity performed the most often and efficiently by all respondents since almost 90 % agree that they execute team tasks efficiently. Moreover, other activity considered as very significant for the volunteers is the fact of using a foreign language, as well as the capacity to learn fast and show openness for personal development. For both activities volunteers responded at an average of 54% that is very often needed.

A big part of the respondents consider also that activities performed efficiently by them quite often giving arguments and expressing their personal opinion, the use of different supports in order to speak or to understand a message in a foreign language, as well as multitasking and the ability to think critically and analyze others arguments.

On the other hand, the activities considered as less often performed efficiently by the volunteers on a job position relate generally to their digital skills as 20 percent of respondents consider the use of basic soft-

wares, as well as the use of social media as less important while undertaking a job.

As activities carried out with medium importance by the formal volunteers in their work are stated the tasks of identifying resources and opportunities for the company development (including financial and entrepreneurial), being able to organize meetings and events and elaborating documents such as reports, etc. About 32-40% of respondents consider those activities as not of significant importance for the working positions of the ex-volunteers. Opinions are also shared regarding the utility of having an efficient relation with clients and company's partners and demonstrating creativity. The respondents do not consider those activities as important for the future career of formal volunteers.

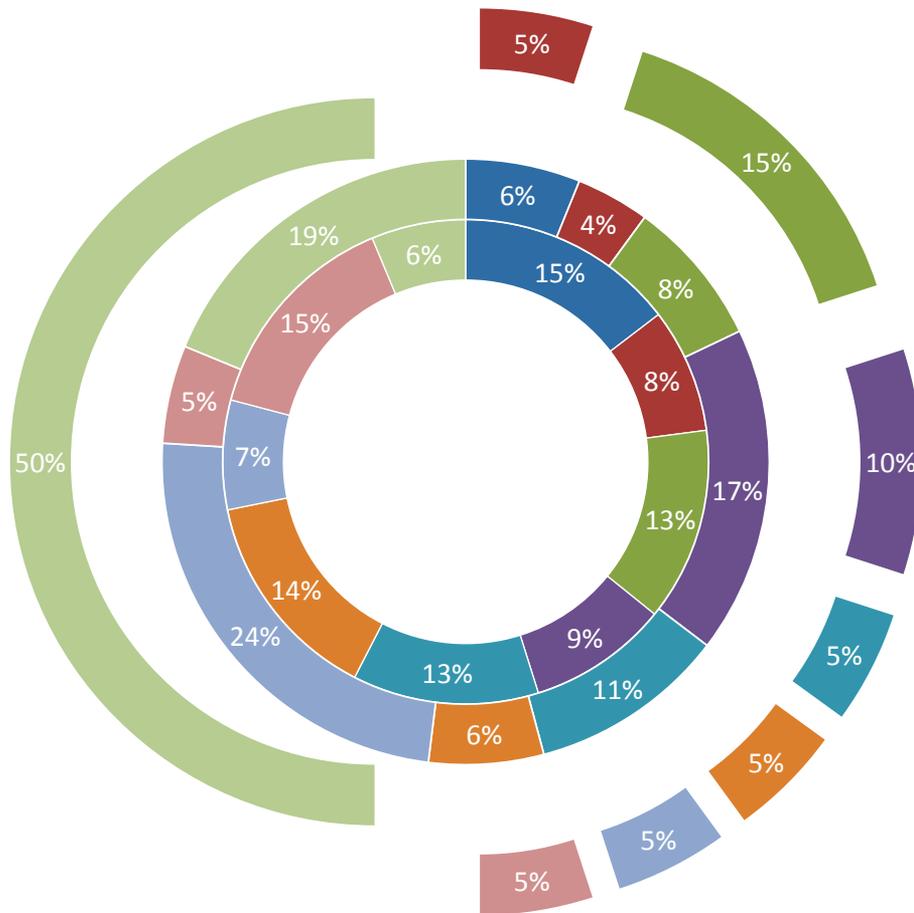
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	2%	14%	29%	29%	26%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	4%	14%	28%	25%	28%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)		14%	35%	28%	22%
d) to answer positive to time pressures and short dead-lines		2%	24%	26%	47%
e) to know a foreign language at a intermediary level		4%	6%	32%	57%
f) to set meetings and to organize events		4%	20%	39%	37%
g) to write down and to elaborate documents (reports, papers etc.)		6%	24%	35%	35%
h) to answer positive to changes		2%	4%	34%	59%
i) to give arguments and to express his/hers personal opinion		4%	14%	39%	43%
j) to use different supports in order to speak or to understand a message in a foreign language		2%	6%	43%	49%
k) to learn fast and to show openness for personal development		2%	12%	33%	53%
l) to be able to work in a team			10%	20%	69%
m) to use media (including social media) in different situations		12%	16%	39%	32%
n) to share and to manage different tasks		4%	18%	32%	45%
o) to think critically and to analyze others' arguments			29%	37%	34%
p) to answer creatively and original to different tasks	4%	8%	20%	34%	32%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Volunteers consider that the most frequent qualities which they possess are:

Quality	Often	So and so	Rarely
Flexible (to schedule, to tasks etc.);	86%	14%	0%
Good organizers;	49%	9%	2%
Multi-tasking (they are able to do various tasks);	76%	18%	6%
d) Good in using different softs, especially internet and social media	55%	40%	4%
e) Communicative;	73%	24%	2%
f) Open to changes	84%	14%	2%
g) Loyal to a cause and to the objectives undertaken	43%	55%	2%
h) Team workers	86%	12%	2%
j) Others (please, offer an example)	37%	43%	20%



- a) Flexible (to schedule, to tasks etc.);
- b) Good organizers;
- c) Multi-tasking (they are able to do various tasks);
- d) Good in using different softs, especially internet and social media
- e) Communicative;
- f) Open to changes
- g) Loyal to a cause and to the objectives undertaken
- h) Team workers
- j) Others (please, offer an example)

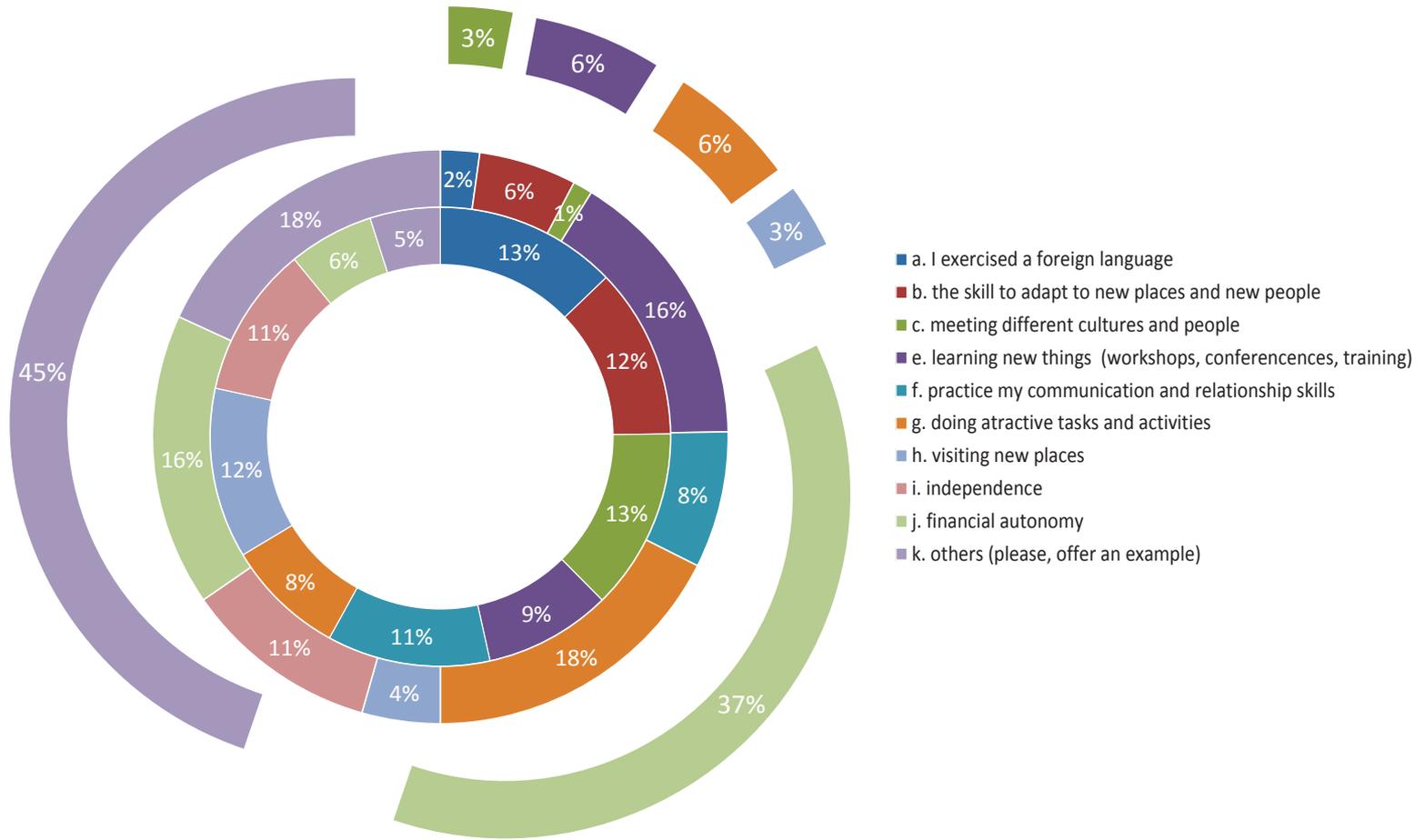
The responses regarding which qualities the volunteers consider as the most frequent are quite in line with what has been identified in the previous question concerning the activities, which they effectuate efficiently on their working positions. As indicated in the previous question the flexibility, related also to positive answer to change and teamwork skills are considered as the qualities acquired the most by them during their EVS period (86% of the answers). Multi tasking and communication skills are also considered with quite high significance, and also show accordance to the tasks they execute in their work. On the other hand, the digital skills and the ability to be good organizers are not that often or more rarely seen. Again, those findings relate to the question below and show similar considerations since the digital skills seem to be less frequent among the respondents.

Current and former volunteers mainly consider that the volunteering experience abroad does not make any difference while speaking about employability or might be rather well appreciated. The answers on this question don't differ much while we compare the percentages given and show almost same numbers for

those 2 options (37 – 40%). However the respondents who consider that volunteering is not well appreciated as advantage their career are 22 % of the answers. This shows that the opinions on this question differ and that considerations regarding that matter might be different also regarding the countries involved.

The volunteers consider that the skills they have developed the most during their EVS periods are related to the use of foreign language, meeting different cultures and adapting to new places and people. The answers seem quite in line with what has already been identified related to flexibility, openness to change and learning a new language. The acquisition of independence, as well as the visits of new places are also highly considered by the volunteers (90%). On the other hand the learning aspects of the EVS period, as well as the execution of attractive tasks and activities are not that well considered by them. Therefore, 67% of the volunteers consider they have learned something out of their experience or that their tasks were attractive. The financial autonomy is less considered as acquisition by the volunteers.

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language	96%	4%	0%
b. the skill to adapt to new places and new people	90%	10%	0%
c. meeting different cultures and people	96%	2%	2%
e. learning new things (workshops, conferences, training)	67%	29%	4%
f. practice my communication and relationship skills	86%	14%	0%
g. doing attractive tasks and activities	63%	32%	4%
h. visiting new places	90%	8%	2%
i. independence	80%	20%	0%
j. financial autonomy	45%	30%	25%
k. others (please, offer an example)	37%	33%	30%



Volunteers, at 47%, think that the most useful mean through which the volunteer activity at international level could be recognized is a secure and European level recognized internet platform. The same number of respondents consider that a reference letter could be also a major solution for better value of the EVS experience. Moreover, according to some answers a participation certificate could be also seen as a solution for a better recognition of learning outcomes, as well as a period of internship in a company or the fame of the volunteer network. Few respondents consider other means as a solution.

According to the respondents the following fields of voluntary activity are the most useful for the volunteers to be employed:

- youth NGOs (59%)
- social services (39 %)
- education (35%)
- environment and tourism (19%)

The respondents consider much less appropriate other professional domains such as work with minorities or sport and arts.

Mostly people involved in volunteering activities consider that a professional recognition is needed while a volunteering experience abroad is completed. The major part of respondents (91 %) give positive answer to this question. However for some 9% of them it is not that clear and they still wonder if this should happen or not.

While asked who should be responsible for the recognition of the professional competences of the volunteers, 63.1% of the respondents consider that public institutions must ensure such recognition. Some people, who reply positively regarding the professional recognition of volunteering, think that public institutions should be the main responsible structures for providing recognition of such experience. On the other hand, some of the respondents still consider that employers or NGOs should be the main actors while speaking about recognition. Interesting is the fact that people who wonder whether professional recognition is needed, state that employers should be the ones providing recognition for professional competences of the volunteers.

**Italian stakeholders universe:** the questionnaire for Italian stakeholders was sent by e-mail and promoted in social media among representatives of different work sectors from Bologna as well as on the whole Italian territory. In this research among 30 re-

spondents took part. From the tested group 57 % male and 43% female have responded. The responders are representative of different age groups: the highest one is 26-40 years old with 90 % of the respondents; 6,7% responders belong to the group of up to 25 years old and 3.3% (1 respondent) was among 41 and 56 years old. All people participating in the survey possess an university degree.

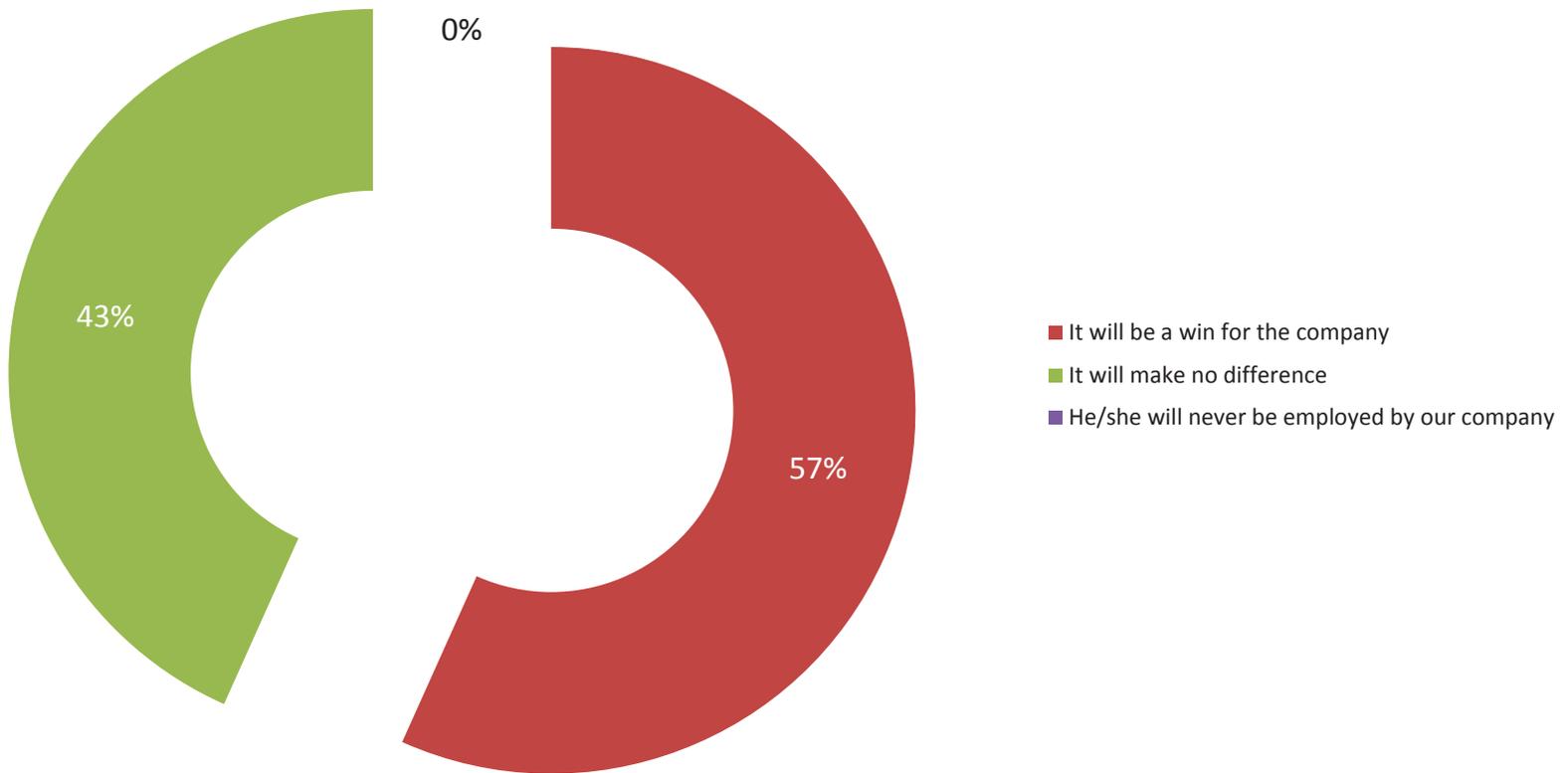
The respondents are representatives of different sectors. They represent private, public and NGO sectors including social enterprises, cooperatives as well as educational institutions. The most frequently mentioned domains, which were listed in the questionnaire, are: NGO, IT sector, educational sector, social work sector and Municipality. The professions of the participating respondents are mentioned as follows: NGO manager, youth workers and freelance trainers, IT specialist, teachers and voluntary coordinators, project managers and coordinator, social worker, senior officer and expert, sports officer etc.

High percent of Italian stakeholders see positive-

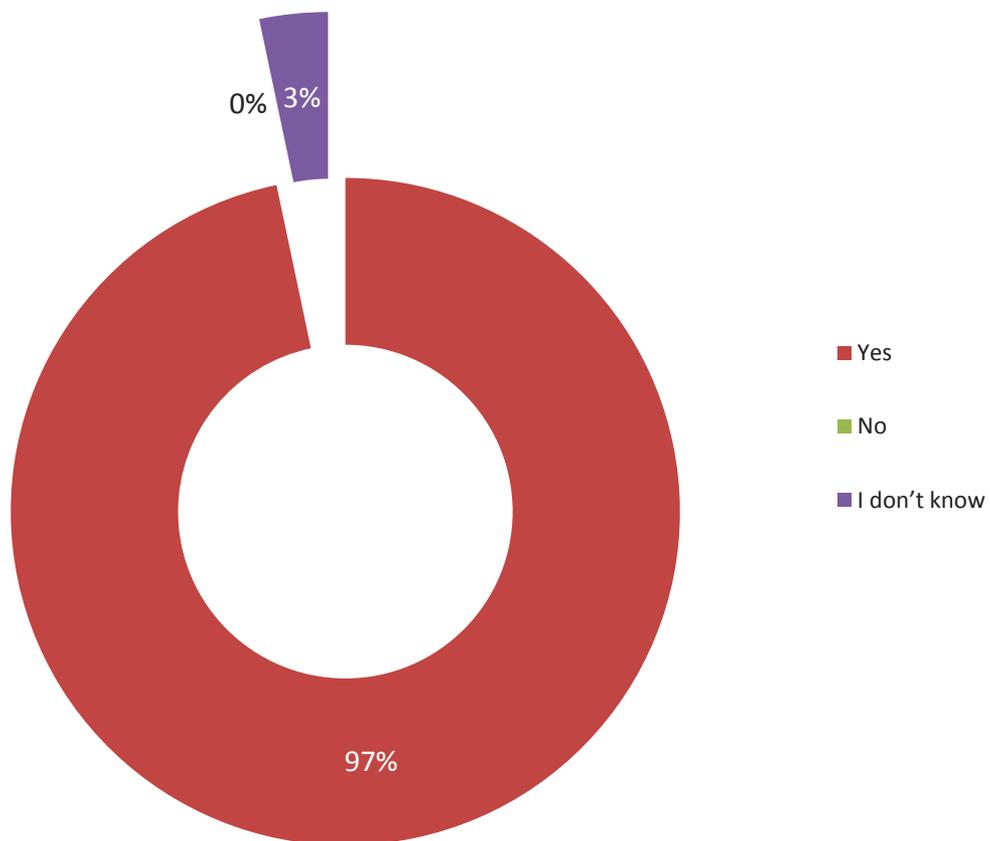
ly the involvement of youth in European Voluntary Service activities. All of them consider the EVS as an advantage in the CV of a job candidate. On the other hand, while asked if they would appreciate the involvement of a young former volunteer in their structure, only 56.7% say that they see this fact as something positive. Other 43.3% consider that former volunteering experience would make no difference. This survey results seem to be a little contrary but maybe there is a reason behind those facts. However 96.7% of the respondents state that they would employ a former volunteer if they have such opportunity. Also, 86.7% have a very good opinion on youth involvement in voluntary activities. Others 13.3% have neutral opinion regarding this question. Nevertheless, none of the inquired respondents sees the youth involvement into voluntary service as a waste of the time, as well as none has declared that former voluntary involvement could be not well seen by the company/ structure/ institution.

How do you see the volunteer activity of one potential employee for your company in his/her CV?	An advantage	A disadvantage	Other (personal remark: I don't know)
	100%	0%	0%

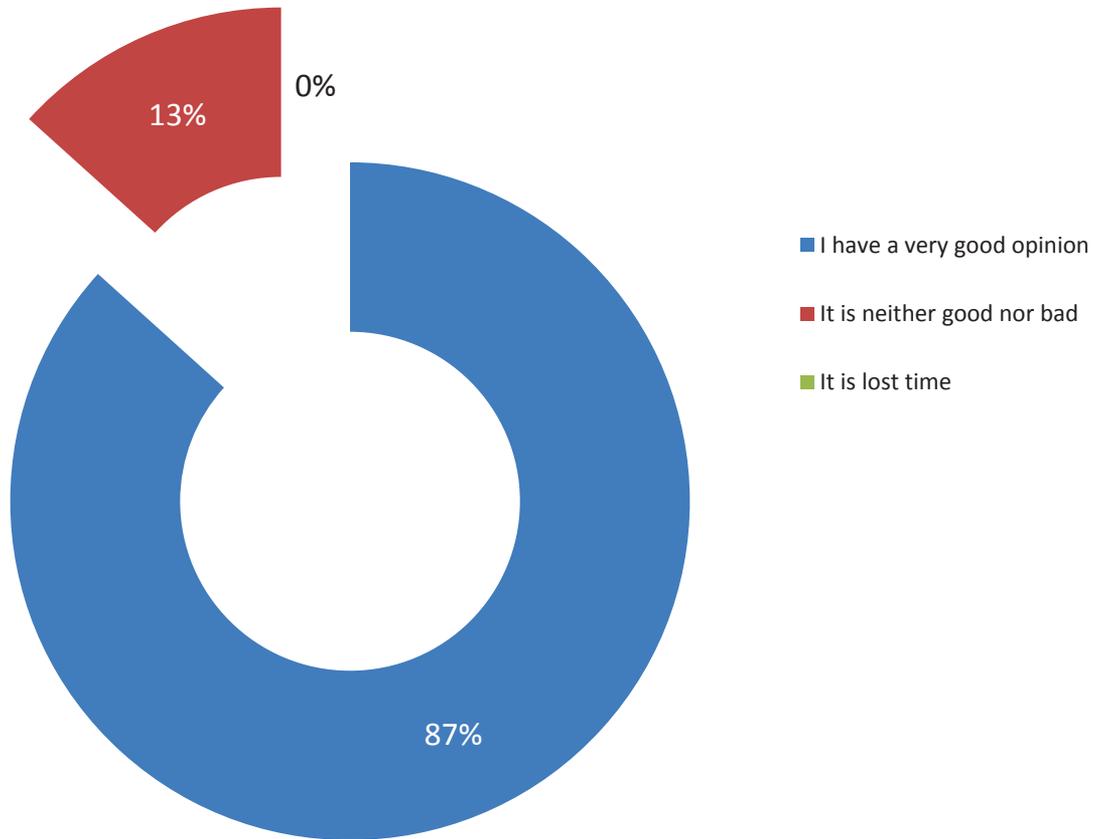
How do you appreciate the employment of a former volunteer by your company?	It will be a win for the company	It will make no difference	He/she will never be employed by our company
	56.7%	43.3%	0%



If you have the opportunity to employ a young person with experience in the voluntary activity- would you employ him/her?	Yes	No	I don't know
	96.7%	0%	3.3%



How do you appreciate the young involvement in voluntary activities?	I have a very good opinion	It is neither good nor bad	It is lost time
	86.7%	13.3%	0%



According to the Italian stakeholders the communication competences (60%), professional competences (56.7%) and learning competences (53.3%) are most highly ranked as the ones most sought by the employers. Those competences are followed also by the fact of possessing IT and digital competences since 50% of the respondents consider those skills as crucial for being better employed. On the other hand social competences (40%) and cultural competences (6.7%) seem not to be that much important while youth employability is at stake. It appears then that generally stakeholders value the most the soft skills of young people such as learning and communication competences, followed by professional and IT competences which are more practically related and combined to the soft skills ensure higher possibility of employment for youth.

While speaking about activities which the former volunteers could do efficiently the stakeholders consider that mainly they should be able to use foreign languages at least at intermediate level as well as being team players. Also abilities of answering positive to changes, multitasking, meeting deadlines and

work under pressure, as well as providing arguments and defending self own personal opinion are the skills that volunteers might have after EVS experience and that are mostly considered by the employers. All those again relate to soft skills, which are not or only partially acquired through involvement in formal educational framework.

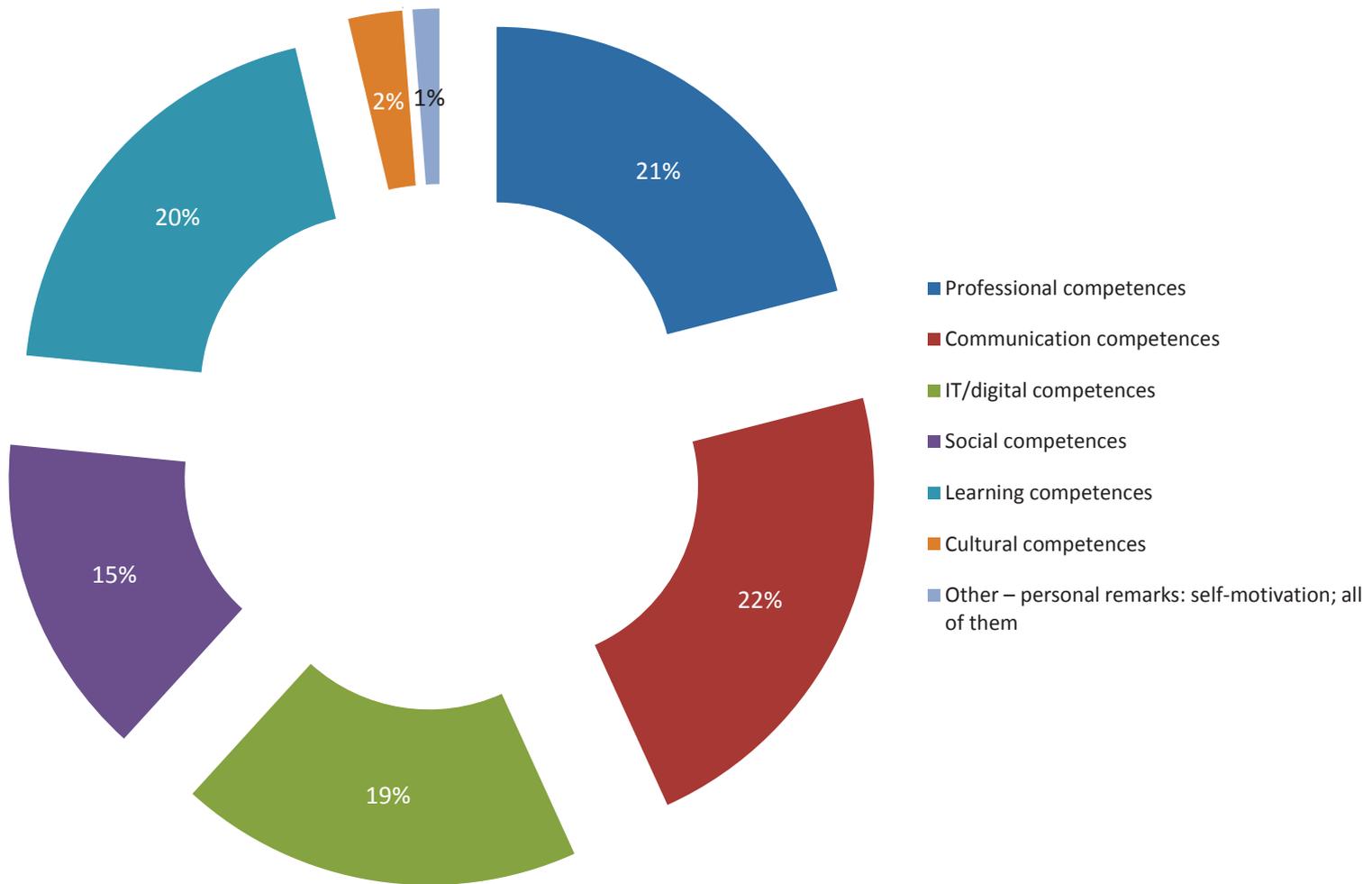
However, practical skills such as IT use, organization of meetings and events, as well as elaboration of official documentation and reports are the abilities which stakeholders consider the volunteers do possess after EVS.

On the other hand, the activities which are less ranked are related to critical thinking, creativity, partially the use of social media, having efficient relationship with clients or other stakeholders, also identifying resources and opportunities for the company /structure/ institution development. This is maybe due to the fact that former volunteers and youth in general are often employed on lower positions in any structure and besides the use of social media which could be assigned to them, those tasks are mostly performed by higher hierarchy so stakeholders does not pay

much importance to the categories stated previously to be performed by young employees.

The most frequent qualities, which current and former volunteers possess according to the research done among the stakeholders are team work (79.3%), flexibility (76.7%), openness to changes (75.9%) and communication (72.4%) with the percentages respectively for each of them. On the other hand, a bit less importance is attributed to multitasking and organizational skills, as well as the use of ICT and social media in general. Seen like this, it does not mean that those qualities are not gained during EVS but simply that there are other which are most valued such as the ones listed first. Respondents also considered less other qualities than the mentioned ones for the volunteers.

What competences do you think that a former volunteer needs to have in order to be better employed?	
Professional competences	56.7%
Communication competences	60%
IT/digital competences	50%
Social competences	40%
Learning competences	53.3%
Cultural competences	6.7%
Other – personal remarks: self-motivation; all of them	3.3%



Which activities do you think that a former volunteer can do efficiently whether he/she would be employed in your company?

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	3.3%	30%	23.3%	33.3%	10%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	3.3%	23.3%	40%	33.3%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	0%	16.7%	43.3%	33.3%	6.7%
d) to answer positive to time pressures and short dead-lines	3.3%	3.3%	16.7%	53.3%	23.3%
e) to know a foreign language at an intermediary level	3.3%	3.3%	6.7%	33.3%	53.3%
f) to set meetings and to organize events	0%	13.3%	30%	40%	16.7%
g) to write down and to elaborate documents (reports, papers etc.)	0%	3.3%	53.3%	40%	3.3%
h) to answer positive to changes	3.3%	3.3%	6.7%	43.3%	43.3%
i) to give arguments and to express his/hers personal opinion	0%	3.3%	30%	46.7%	30%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	6.7%	13.3%	33.3%	46.7%

Activity	1	2	3	4	5
k) to learn fast and to show openness for personal development	0%	3.3%	10%	53.3%	33.3%
l) to be able to work in a team	0%	3.3%	3.3%	16.7%	76.7%
m) to use media (including social media) in different situations	0%	3.3%	23.3%	40%	33.3%
n) to share and to manage different tasks	0%	3.3%	16.7%	43.3%	36.7%
o) to think critically and to analyze others' arguments	0%	13.3%	50%	20%	16.7%
p) to answer creatively and original to different tasks	10%	23.3%	36.7%	16.7%	13.3%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at an intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Quality	Often	So and so	Rarely
a) Flexible (to schedule, to tasks etc.)	76.7%	20%	0%
b) Good organizers	37.9%	55.2%	6.9%
c) Multi-tasking (they are able to do various tasks)	48.3%	51.7%	0%
d) Good in using different softs, especially internet and social media	41.4%	48.3%	10.3%
e) Communicative	72.4%	24.1%	3.4%
f) Open to changes	75.9%	20.7%	3.4%
g) Loyal to a cause and to the objectives undertaken	41.4%	55.2%	3.4%
h) Team workers	79.3%	17.2%	3.40%
g) Others	13.8%	44.8%	41.4%

Italian stakeholders consider at 76.7% that public institutions should be the main responsible for the volunteering experience done abroad by the young people. In addition 33.3% of them state that employers also should take such responsibility and be more open to recognize the value of volunteering. Only 16.7% of the respondents consider that HGO should be held responsible for such matter. The inquired stakeholders didn't provide any suggestion if other structures or institution should be also involved in recognition process of volunteering.

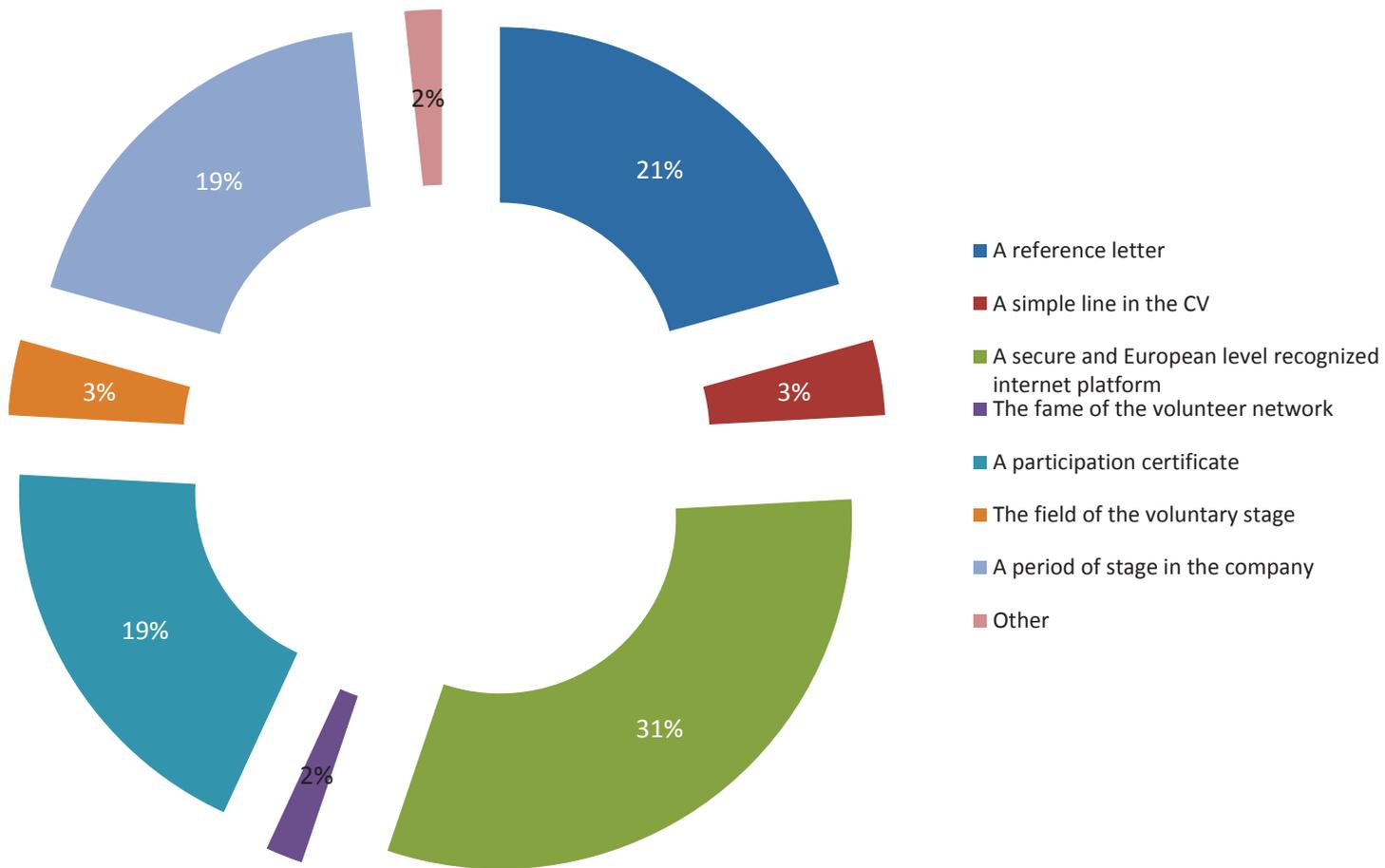
While talking about the best chance for being employed according to the volunteering activity, which the young person has done, the most frequently mentioned fields are youth NGO sector (40%), as well as education (26.7%) and social services (23.3). None of the respondents has mentioned the field of environment, minorities as best one to increase own chances on labor market. However the sport voluntary sector, as well as others, such as administration and municipal employee, is also considered by the respondents as increasing employability chances of youth.

The way that respondents considered as most ap-

propriate for recognition of skills are listed as follows: a secured and recognized at EU level platform (60%), a reference letter (40%), a participation certificate and a period of internship within a company (36.7%). Other proposals listed were significantly much less considered.

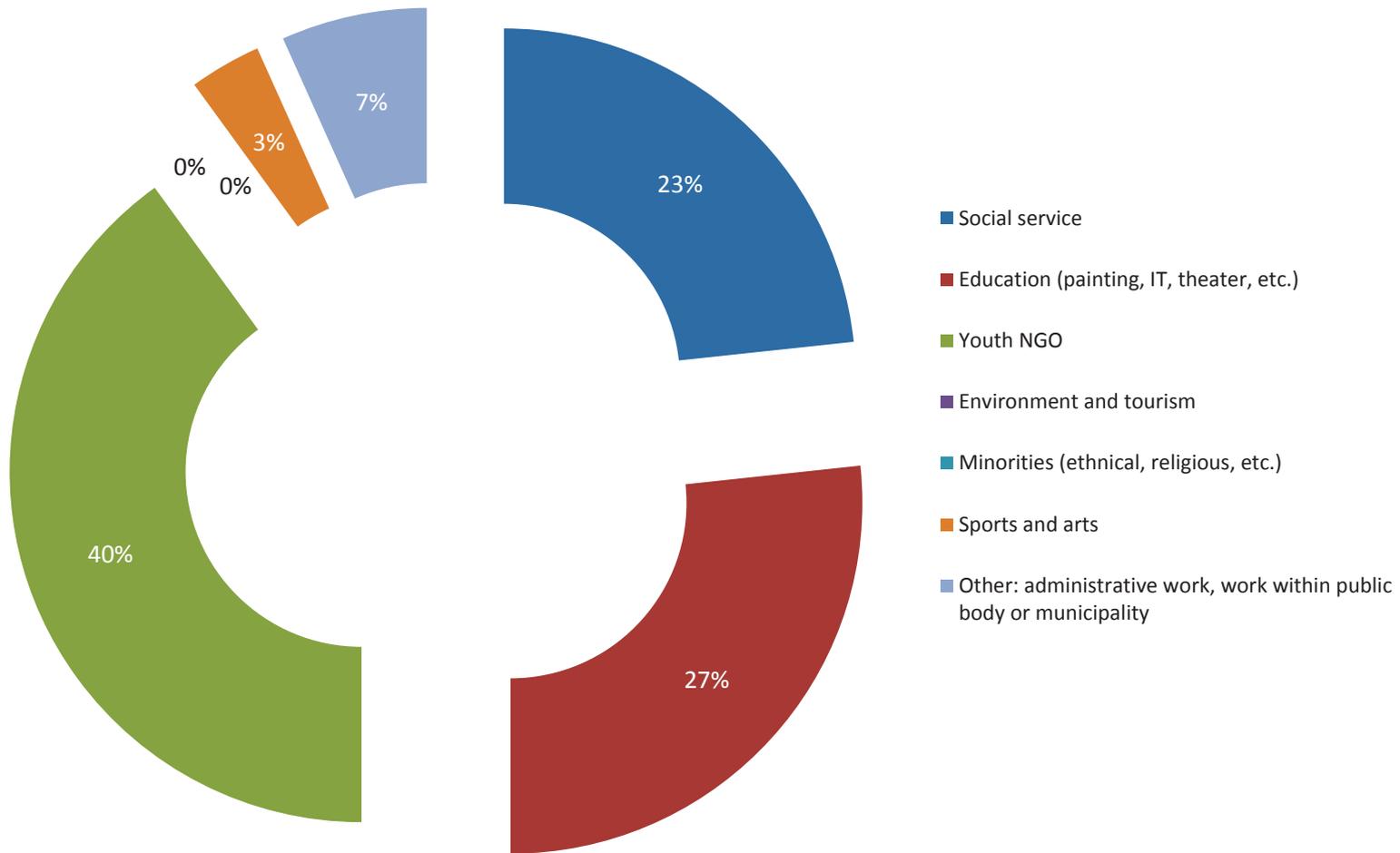
Please, indicate which of the following resources would be most useful for you in order to recognize a young person's volunteer activity?

A reference letter	40,0 %
A simple line in the CV	6,7 %
A secure and European level recognized internet platform	60 %
The fame of the volunteer network	3,3 %
A participation certificate	36,7 %
The field of the voluntary stage	6,7 %
A period of stage in the company	36,7 %
Other	3,3 %



Which of the next fields of the voluntary activity do you think it is most useful for them to be employed?

Social service	23,3%
Education (painting, IT, theater, etc.)	26,7%
Youth NGO	40%
Environment and tourism	0%
Minorities (ethnical, religious, etc.)	0%
Sports and arts	3,3%
Other: administrative work, work within public body or municipality	6,7%



Who do you think is responsible for recognition of the professional competencies of the volunteers?

Public institutions (government agency, ministries)	76,7%
The employers (the work field)	33,3%
The NGOs	16,7%
Other:	0%

Therefore, in order to bring general conclusions this survey shows that stakeholders, mainly employers consider mostly the soft skills gained through EVS as important for the youth while searching for a job as well as IT and digital skills. Teamwork and communication skills are the ones most frequently mentioned as needed.

In addition stakeholders have mostly positive view of the involvement in volunteering activities and think that it is an advantage while youth try to enter the labor market.

Concerning recognition, Italian stakeholders state that public institutions should care more about provid-

ing such to young people who invest time in volunteering. Also, various means are considered to be efficient while volunteering experience should be officially stated and recognized.

This research shows close connection with the results of the survey, which has been done among the volunteers who also consider important similar features regarding the competences and the recognition means. Moreover, involvement in volunteering has also been considered by them as an advantage and well perceived in general. However, the IT skills are not that much valued by the volunteers who took part in the survey.

In a general way both surveys show positive attitude towards volunteering and presume that it brings additional value to the experiences that a young person nowadays could have, also increased competences and personal enrichment.

# 5. SPAIN

IT | FR | ES | PL | RO | GR | BG

The research in Spain targeted mainly the Spanish NGOs that are being able to employ people (meaning not a small associations that are only membership based with no staff), institutions that are called in Spanish "informajoven" - which are the departments of the city halls responsible for the youth policy, and entrepreneurs, mainly from Lorca and the Region of Murcia. The questionnaire was sent to the institution on the regional and national level, and then follow up with the personal interviews, targeting mainly the companies from the city of Lorca. In the end partner from Spain had 31 responses in total and 67.7% of them were females and 32.3% males ; most of them has the university degree (93.3%). The biggest group of respondents were between 26 and 40 years old (74.2%), 22.6% of the respondents were between 41 and 56 years old, and 3.2% were under 26.

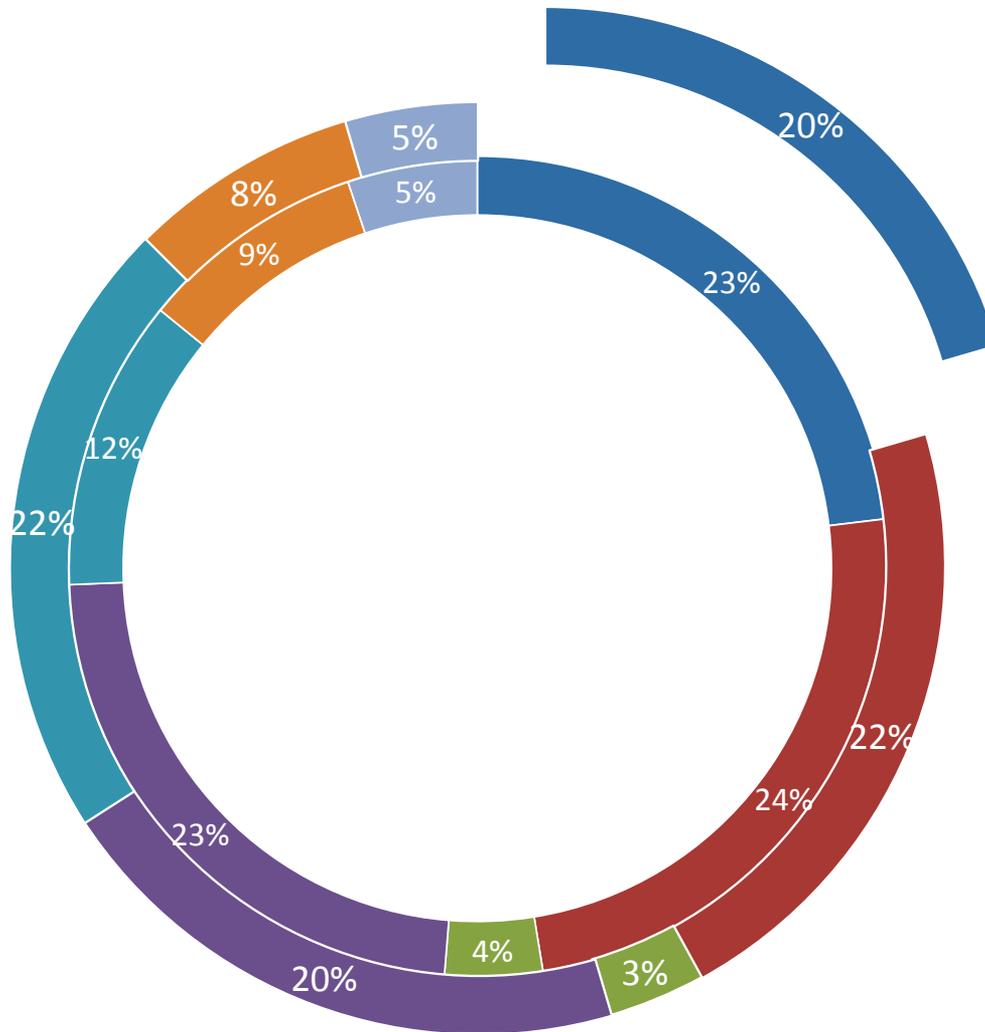
With the research targeting EVS volunteers we have reached 54 people, most of them females (75.9% - the rest are males), and most of them aged 26-40 (66.7% - the rest of them are aged 18-25). For the research we have contacted all the EVS volunteers that were hosted or sent by Cazalla Intercultural, as well as the

volunteers for whom Cazalla was implementing the on arrival training in the past 4 years.

The results of the research shows that in general the voluntary activities are being the added value for the CV and positively received by the employers. In any case the activity of volunteering might influence negatively on the employment of the young person. On the question "How do you appreciate the employment of a former volunteer by your company"- no one responded that it might be something negative, for 25.8% of the respondents it would not make any difference and 74.2% of respondents find it beneficiary for the company. In exactly the same way are divided the percentage for the question if you would employ a former volunteer, where majority said yes, and ¼ said that they don't know.

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

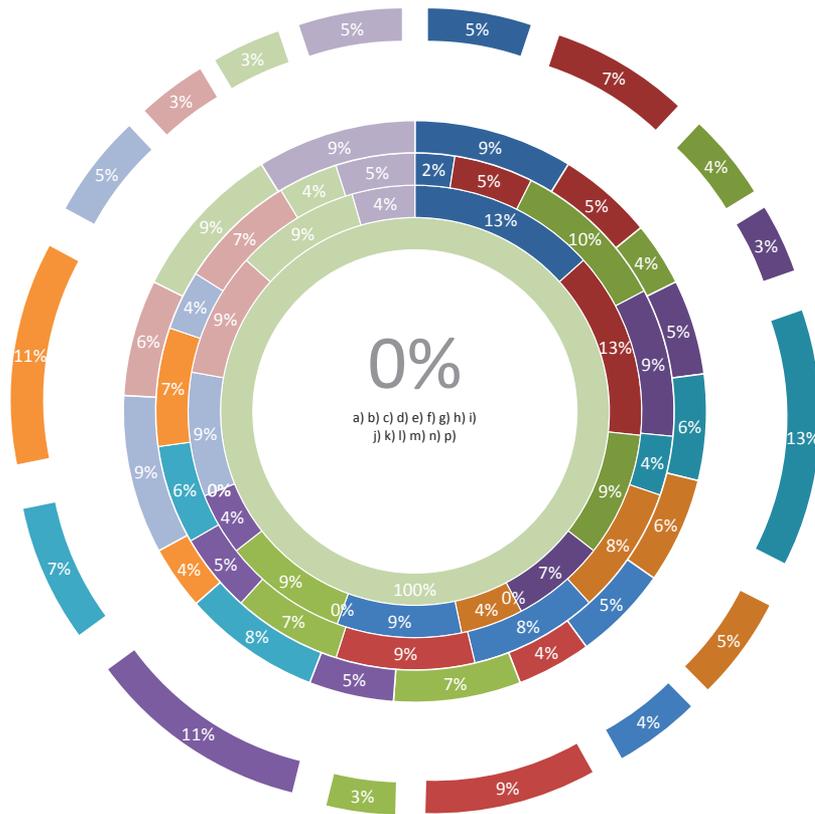
professional competencies	18	58.1%
communication competencies	19	61.3%
IT/ digital competencies	3	9.7%
social competencies	18	58.1%
learning competencies	9	61.3%
cultural competencies	7	22.6%
Other	4	12.9%



- professional competencies
- communication competencies
- IT/ digital competencies
- social competencies
- learning competencies
- cultural competencies
- Other

Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

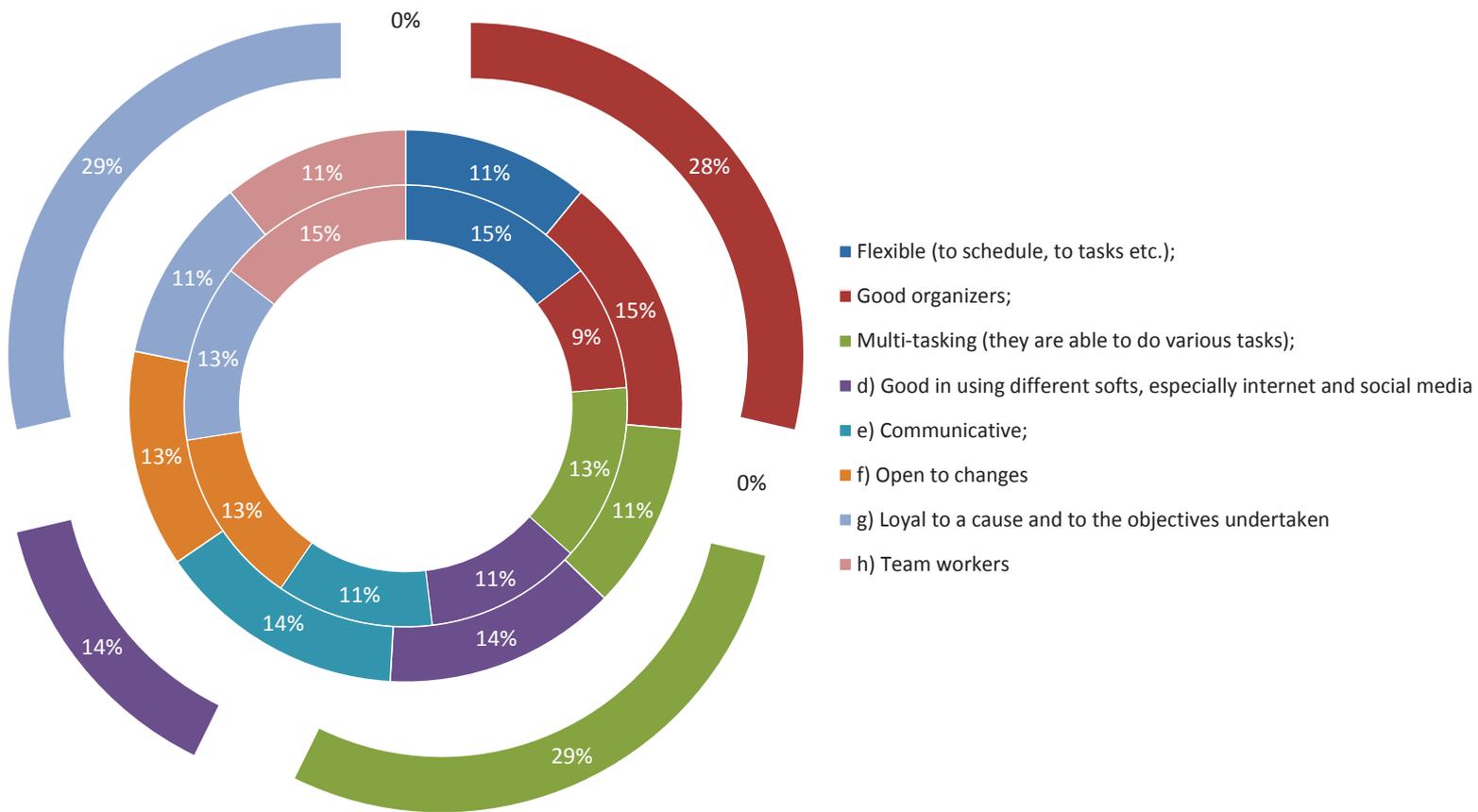
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0%	19.4%	12.9%	48.4%	19.4%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	19.4%	25.8%	29%	25.8%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	0%	12.9%	51.6%	19.4%	16.1%
d) to answer positive to time pressures and short dead-lines	0%	9.7%	48.4%	29%	12.9%
e) to know a foreign language at a intermediary level	0%	0%	19.4%	32.3%	48.4%
f) to set meetings and to organize events	0%	6.5%	41.9%	32.3%	19.4%
g) to write down and to elaborate documents (reports, papers etc.)	0%	12.9%	41.9%	29%	16.1%
h) to answer positive to changes	0%	0%	45.2%	22.6%	32.3%
i) to give arguments and to express his/hers personal opinion	0%	12.9%	35.5%	38.7%	12.9%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	6.5%	25.8%	25.8%	41.9%
k) to learn fast and to show openness for personal development	0%	0%	32.3%	41.9%	25.8%
l) to be able to work in a team	0%	0%	38.7%	19.4%	41.9%
m) to use media (including social media) in different situations	0%	12.9%	19.4%	48.4%	19.4%
n) to share and to manage different tasks	0%	12.9%	38.7%	35.5%	12.9%
o) to think critically and to analyze others' arguments	6.5%	12.9%	19.4%	48.4%	12.9%
p) to answer creatively and original to different tasks	0%	6.5%	25.8%	48.4%	19.4%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Stakeholders consider that the most frequent qualities volunteers possess are:

Quality	Often	So and so	Rarely
Flexible (to schedule, to tasks etc.);	61.3%	38.7%	0%
Good organizers;	38.7%	54.8%	6.5%
Multi-tasking (they are able to do various tasks);	54.8%	38.7%	6.5%
d) Good in using different softs, especially internet and social media	48.4%	48.4%	3.2%
e) Communicative;	48.4%	51.6%	0%
f) Open to changes	54.8%	45.2%	0%
g) Loyal to a cause and to the objectives undertaken	54.8%	38.7%	6.5%
h) Team workers	61.3%	38.7%	0%



Out of the research we can clearly see that there are 4 main competences (group of competences) that young people needs to improve their chances in the employment market – 61.3% of the respondents indicated that these are communication and learning competence, and 58.1% of the respondents stated social and professional competences. In addition two people mentioned the need of the intercultural competence and 2 people stated that all the competences are important.

The responses regarding which activity former volunteers should be able to do well, the responses were very heterogenic, but with the tendency not to give a concrete response. If 1 meant never and 5 very often, for many questions there was the tendency to respond "sometimes", and then there was significantly more responses that went into the direction of often. It is worth to be mentioned that there were 3 activities that clearly stood up, as ones that are demonstrated by most of EVS volunteers, and those are:

- to know a foreign language at a intermediary level – where 48.4% of respondents answer that this is demonstrated very often by EVS volunteers

- to use different supports in order to speak or to understand a message in a foreign language - 41.9% respondents considered it very often
- to be able to work in a team – as well 41.9% respondents considered it very often

Surprisingly as the responses on the question which qualities volunteers possess according to the stakeholders, are very satisfactory. Very few people responded that out of the list of the qualities the volunteers possess them rarely. Then depending on the quality the majority of the respondents were commenting that volunteers possess those qualities very often or "so and so". 61.3% of the respondents commented that volunteers very often possess the flexibility and the team work quality. The quality evaluated the lowest is being a good organizer.

Question/Answers	A	B	C	D	E
Question 8	48,4%	38,7%	12,9%	0,0%	0,0%
Question 9	35,5%	0,0%	35,5%	0,0%	12,9%
Question 10	36,7%	13,3%	23,3%	0,0%	0,0%
Question 12	90,3%	9,7%	0,0%	0,0%	0,0%
Question 13	83,3%	6,7%	3,3%	6,7%	0,0%

Over 90% of the respondents value the voluntary work in the very positive manner, although they expressed as well that they don't consider that voluntary work is being appreciated in the society in general. On the question how the voluntary work is being appreciated by companies and public institutions 48.4% respondents answer that they are appreciated, 38.7% thinks that it does not make a difference and 12.9% says that they are not appreciated at all. Useful to understand these phenomena can be one of the

comments presented in the research, stating that the public institutions does not care and they don't pay attention to the voluntary work.

On the other hand it is worth to mention that according to the research the recognition of the voluntary work should be ensured by the public institutions (83.3%). Answering how the recognition should be ensured the respondents were divided between two options – the reference letter and European level online platform.

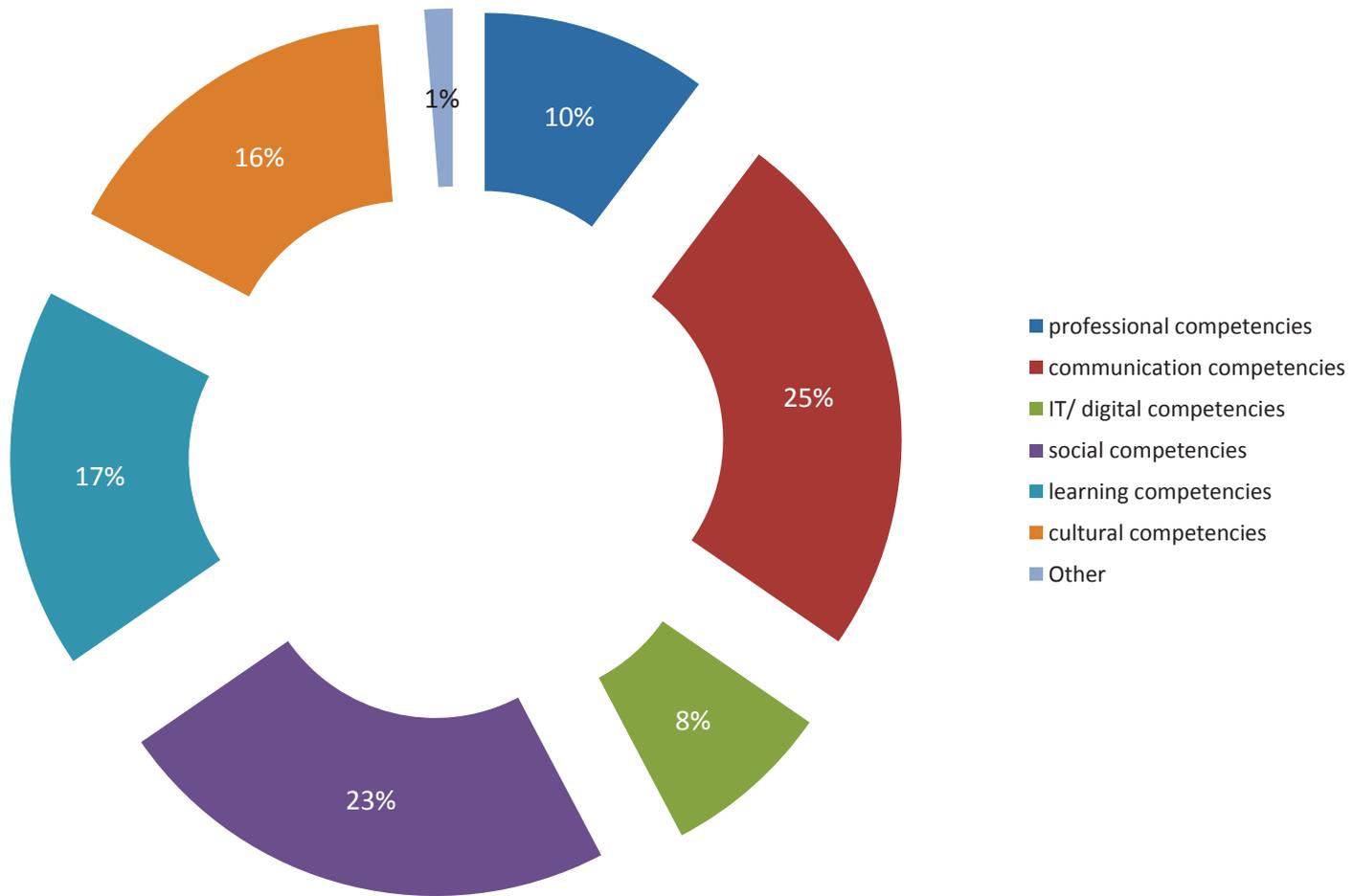
Generally the research process shows that 96.3% of

the current and former EVS volunteers consider such an experience as an advantage for their CV and professional future. Only 3.7% have other opinions such as it is an interesting experience but it doesn't change much their professional future.

As well we can see a very strong tendency that the voluntary activities are very well appreciated (among those who were participating in them), as 96.2% of respondents states like this. If we look on the opinion how the experience of EVS is appreciated by the employers, here the results changes significantly, since only 49.1% says that voluntary activities are appreciated, 28.3% states that voluntary activities does not make any difference for employment, and 22.6% that they are not well appreciated.

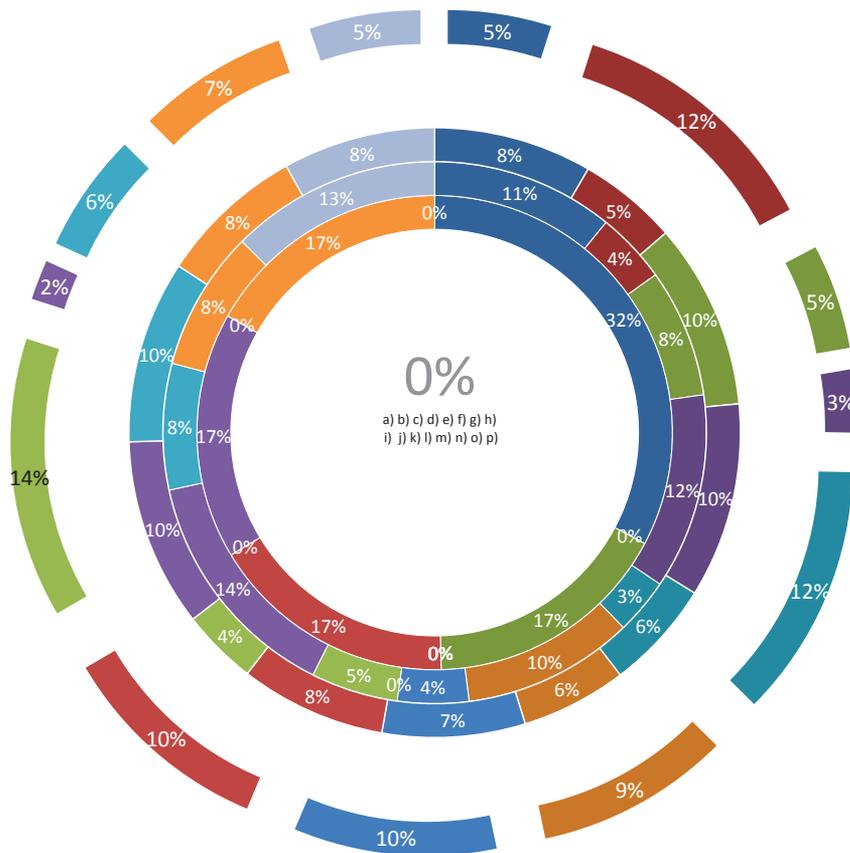
Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

professional competencies	16	29.6%
communication competencies	38	70.4%
IT/ digital competencies	12	22.2%
social competencies	36	66.7%
learning competencies	27	50%
cultural competencies	25	46.3%
Other	2	3.7%



Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

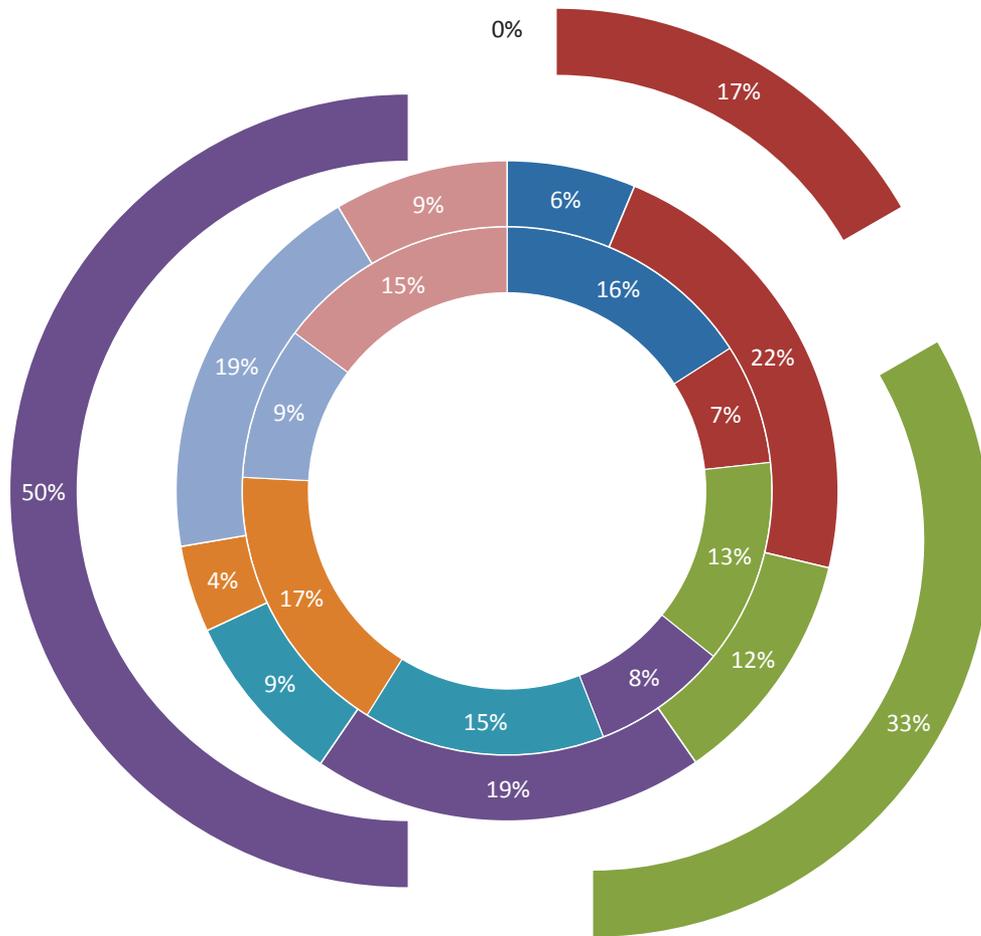
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0%	0%	16.7%	51.9%	31.5%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	3.7%	38.9%	38.9%	18.5%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	0%	5.6%	46.3%	37%	11.1%
d) to answer positive to time pressures and short dead-lines	0%	3.7%	24.1%	48.1%	24.1%
e) to know a foreign language at a intermediary level	0%	0%	9.4%	30.2%	60.4%
f) to set meetings and to organize events	0%	1.9%	17%	56.6%	24.5%
g) to write down and to elaborate documents (reports, papers etc.)	0%	0%	25.9%	59.3%	14.8%
h) to answer positive to changes	0%	0%	7.4%	33.3%	59.3%
i) to give arguments and to express his/hers personal opinion	0%	0%	22.6%	32.1%	45.3%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	0%	9.4%	43.4%	47.2%
k) to learn fast and to show openness for personal development	0%	1.9%	3.7%	44.4%	50%
l) to be able to work in a team	0%	0%	11.5%	23.1%	65.4%
m) to use media (including social media) in different situations	0%	1.9%	31.5%	57.4%	9.3%
n) to share and to manage different tasks	0%	0%	16.7%	55.6%	27.8%
o) to think critically and to analyze others' arguments	0%	1.9%	18.5%	44.4%	35.2%
p) to answer creatively and original to different tasks	0%	0%	27.8%	46.3%	25.9%



- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Volunteers consider that the most frequent qualities which they possess are:

Quality	Often	So and so	Rarely
m) Flexible (to schedule, to tasks etc.);	83.3%	16.7%	0%
n) Good organizers;	38.5%	59.6%	1.9%
o) Multi-tasking (they are able to do various tasks);	65.4%	30.8%	3.8%
d) Good in using different softs, especially internet and social media	43.4%	50.9%	5.7%
e) Communicative;	77.4%	22.6%	0%
f) Open to changes	88.7%	11.3%	0%
g) Loyal to a cause and to the objectives undertaken	49.1%	50.9%	0%
h) Team workers	77.4%	22.6%	0%



- Flexible (to schedule, to tasks etc.);
- Good organizers;
- Multi-tasking (they are able to do various tasks);
- d) Good in using different softs, especially internet and social media
- e) Communicative;
- f) Open to changes
- g) Loyal to a cause and to the objectives undertaken
- h) Team workers

According to EVS volunteers the competences that the volunteers need in order to be employed are communication competences (70.4%) and social competences (66.7%). In those two points the responses of the volunteers are in a line with the responses of the employers. What is interesting is the different perception of the professional and cultural competence. There is quite a big difference regarding those two. For the employers the professional competence is evaluated equally important as a social one, and only 29.6% of volunteers gave it an importance. Differently is with the cultural competence, the volunteers evaluated it as very important (46.3% of respondents marked this one), and the employers did not give it much of importance.

Regarding qualities volunteers possess most frequently open to changes (88.7% for often) and flexible (83.3% for often) are the ones most answered and stand out from the others. Also communicative quality and team work has been quite voted (77.4%) that makes sense according to the answers in the previous question 3.

Regarding the activities that volunteers can do ef-

ficiently the perception of volunteers is quite similar to the perception of employers. 65.4% of volunteers think that they can work in a team, and 60.4% states that they can use a foreign language on at least intermediate level.

Last but not least, many respondents proposed another choice for qualities of volunteers which could be very interesting to take into account for the rest of the project:

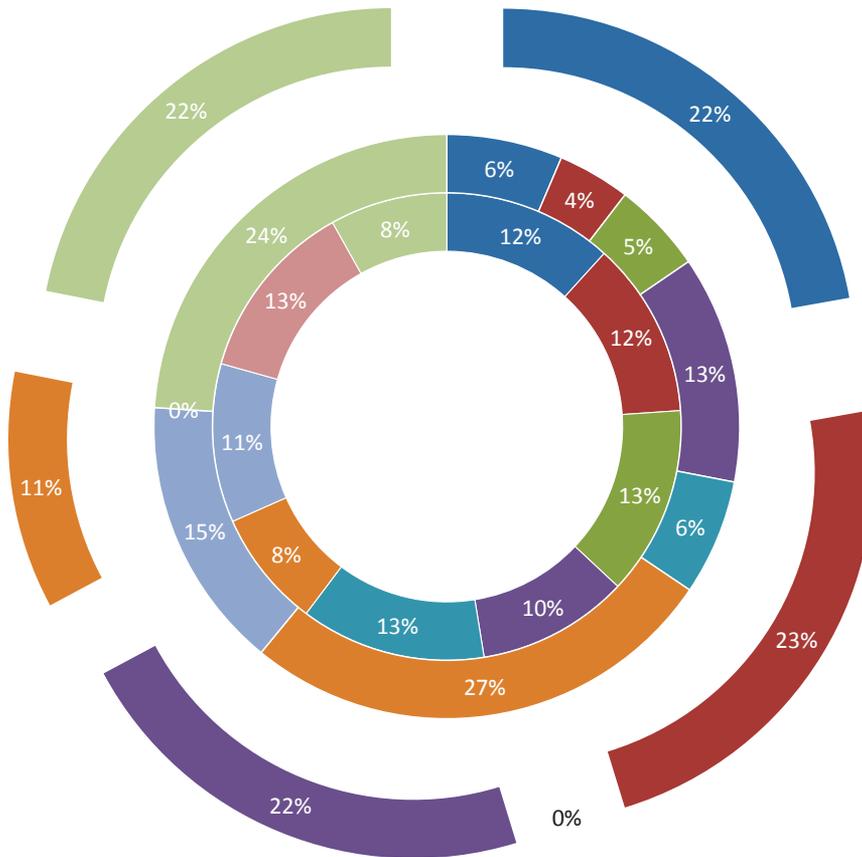
- Emotional Intelligence, be more assertive, handle difficult situations, be aware of differences and appreciate them, independence
- Creativity ( and sometimes they don't even know about it)
- Producing (elaborating and putting into practice) ideas and approaches adaptable to any situation; Reducing redundant tasks, optimizing time; Recycling any apparently useless materials/ideas, creating a brand new one.
- Ability to adapt, solidarity, open-mindedness, problem-solving.
- people who do not import to work with people with less opportunities or with people who have

problems, tolerant, talkative, sociable, imaginative and creative

- Intercultural Competence
- Taking decisions more quickly. Understanding and adapting to situations very well. Improving languages skills.
- The volunteers should help other people like new volunteers or people without social tasks, to be able to change projects that are not real projects
- empathy and patience
- Good executor, open to learn
- Open mind, will to enjoy the job
- adaptation
- Tolerance, Reliability

Question 7: Which is the most important skill that you achieved from your experience as a volunteer?

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language	83%	9.4%	7.5%
b. the skill to adapt to new places and new people	86.3%	5.9%	7.8%
c. meeting different cultures and people	92.6%	7.4%	0%
e. learning new things (workshops, conferences, training)	74.1%	18.5%	7.4%
f. practice my communication and relationship skills	90.6%	9.4%	0%
g. doing attractive tasks and activities	57.4%	38.9%	3.7%
h. visiting new places	77.8%	22.2%	0%
i. independence	88.9%	11.1%	0%
j. financial autonomy	57.4%	35.2%	7.4%



- a. I exercised a foreign language
- b. the skill to adapt to new places and new people
- c. meeting different cultures and people
- e. learning new things (workshops, conferences, training)
- f. practice my communication and relationship skills
- g. doing attractive tasks and activities
- h. visiting new places
- i. independence
- j. financial autonomy

Question/Answers	A	B	C	D	E	F	G
Question 8	31,50%	1,90%	14,80%	13%	16,7%	5,60%	13%
Question 9	35,20%	18,50%	25,90%	5,60%	9,30%	3,70%	1,90%
Question 11	88,90%	1,90%	9,30%				
Question 12	53,70%	29,60%	13%	3,70%			

There is no a common idea how the learning and competences gained by the EVS volunteers should be recognized. The most of the volunteers (31.5%) agrees that it is a reference letter that the best supports the recognition, and helps employability, the rest of the respondents are very split. We can as well say that there is a common agreement that the simple line in the CV is not enough.

The conclusion that the recognition is in general needed confirms as well volunteers. 88.9% of them

said that yes the voluntary activity should get professional recognition. By whom? As employers are mentioning mainly public institutions, volunteers are mentioning public institutions (53.7%) and employers (29.6%).

# 6. FRANCE

IT FR ES | PL | RO | GR | BG

During the research phase, the questionnaire has been spread to stakeholders mostly in the region of Pau (France) and the surrounding areas:

- NGOs at regional and local level
- public institutions
- local EVS hosting organisations
- youth clubs, and youth centers,
- Chamber of Commerce at a local level
- Local Missions in charge of unemployed youngsters from 18-25 years old
- French National Agency

Among 30 respondents, 30% are working in the public sector as well as in the private sector. 40% are from NGOs. Concerning organisations' size, 48% of respondents are working in small organisations (0-10 employees) but also 34% belong to organisations with more than 50 employees. Consequently, we can achieve good results with different point of views.

The average age of respondents is 46 years old.

During the research phase, the questionnaire has been spread to foreign volunteers who have been volunteering in France, as well as to French volunteers

who have been volunteering abroad. For some of the respondents the EVS period is still ongoing. In total 51 volunteers have participated in the survey.

More than 60% of respondents are between 18 and 25 years old. We have gathered 33 % of male respondents and 66 % of females who took part in the research. Regarding the education level, it varies: the same numbers of respondents have got a Bachelor's degree and a Master/PhD (37%) and the rest mostly have been to Secondary school.

Among the respondents 27% of them have been hosted and effectuate their EVS experience in France. Other 73% of the respondents are French who went to do their volunteering period abroad including people who did their EVS outside of the European continent, in countries such as Senegal or Nepal.

It appears that most of the volunteers operate in different professional domains such as social work, animation, and environment.

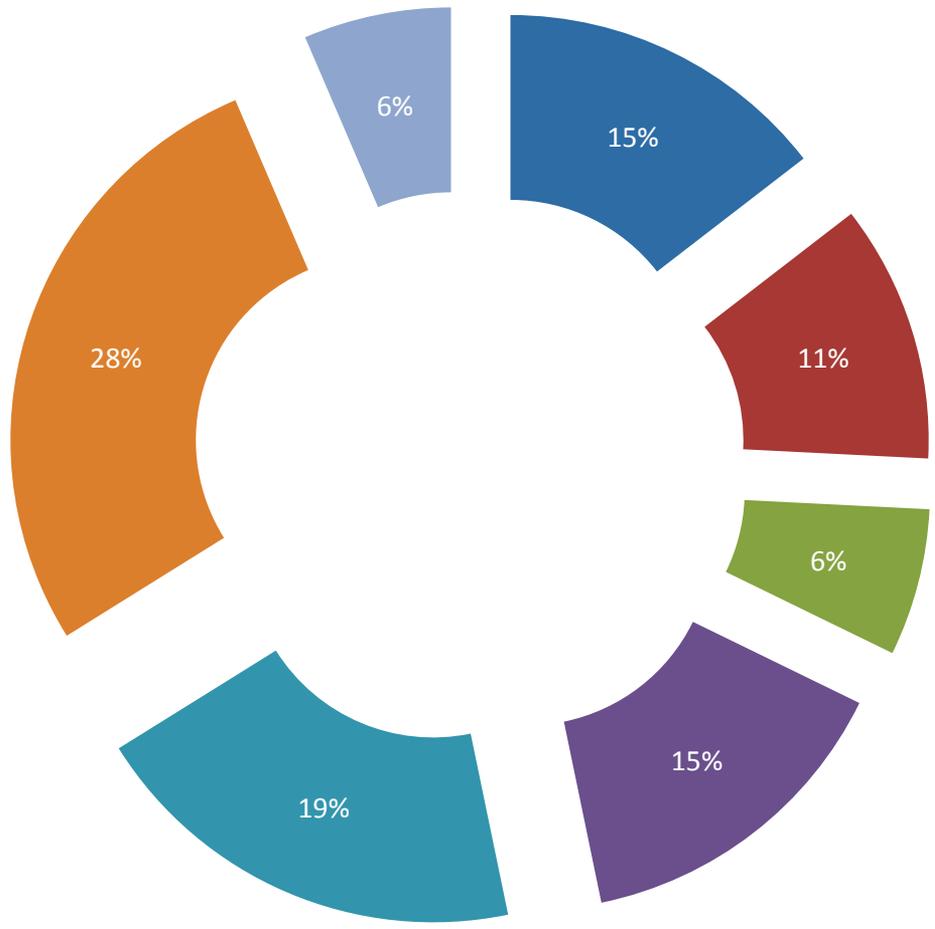
Question/Answers	A	B	C
Question 2	93%	0%	7%
Question 6	72%	21%	7%
Question 7	79%	21%	0%
Question 11	93%	7%	0%

As we can see through results, generally speaking volunteering activities are very well considered by stakeholders: 93% of respondents think that it is an advantage for their CV and nobody sees it as a disadvantage. We notice the same percentage concerning the appreciation of youngsters' involvement by stakeholders, which demonstrate the good global picture of the volunteerism in our region. By the way, almost 80% will hire a former volunteer if they have the opportunity to do it, which is quite relevant. However, a bit less than a third part considers that the employment of a former volunteer by their organization will make no difference comparing to

another candidate. Maybe, it will suppose a better understanding of what are volunteering activities by the employers in general.

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

professional competencies	9	30 %
communication competencies	7	23,3 %
IT/ digital competencies	4	13,3 %
social competencies	9	30 %
learning competencies	12	40 %
cultural competencies	23	56,7 %
Other	4	13,3 %



- professional competencies
- communication competencies
- IT/ digital competencies
- social competencies
- learning competencies
- cultural competencies
- Other

Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

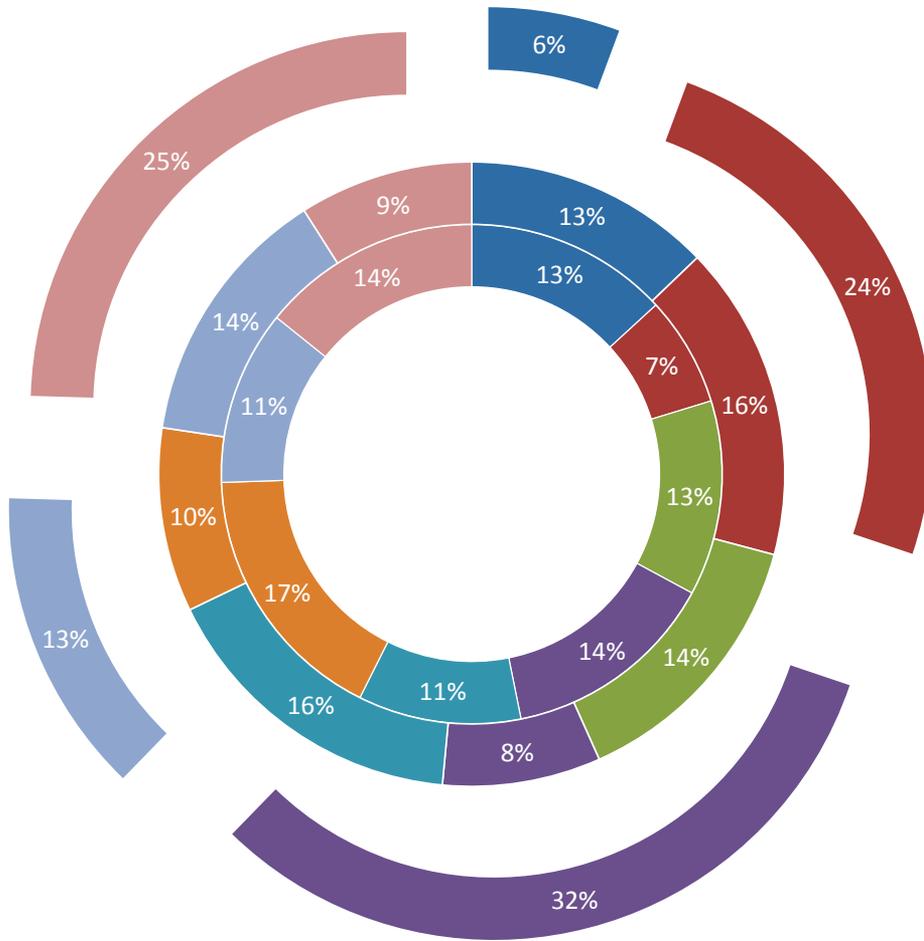
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	7%	0%	7%	63%	23%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	27%	20%	30%	23%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	3%	37%	27%	17%	10%
d) to answer positive to time pressures and short dead-lines	13%	17%	23%	37%	10%
e) to know a foreign language at a intermediary level	7%	17%	27%	23%	27%
f) to set meetings and to organize events	3%	17%	37%	27%	17%
g) to write down and to elaborate documents (reports, papers etc.)	10%	10%	47%	27%	7%
h) to answer positive to changes	10%	7%	34%	28%	21%
i) to give arguments and to express his/hers personal opinion	3%	3%	45%	28%	21%
j) to use different supports in order to speak or to understand a message in a foreign language	7%	17%	28%	38%	10%
k) to learn fast and to show openness for personal development	7%	20%	27%	23%	23%
l) to be able to work in a team		3%	14%	35%	58%
m) to use media (including social media) in different situations	3%	30%	37%	23%	7%
n) to share and to manage different tasks	3%	10%	33%	40%	13%
o) to think critically and to analyze others' arguments	7%	20%	23%	33%	17%
p) to answer creatively and original to different tasks	3%	14%	28%	34%	21%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Stakeholders consider that the most frequent qualities volunteers possess are:

Quality	Often	So and so	Rarely
p) Flexible (to schedule, to tasks etc.);	50%	47%	3%
q) Good organizers;	27%	60%	13%
r) Multi-tasking (they are able to do various tasks);	48%	52%	0%
d) Good in using different softs, especially internet and social media	53%	30%	17%
e) Communicative;	40%	60%	0%
f) Open to changes	65%	35%	0%
g) Loyal to a cause and to the objectives undertaken	43%	50%	7%
h) Team workers	54%	33%	13%



- Flexible (to schedule, to tasks etc.);
- Good organizers;
- Multi-tasking (they are able to do various tasks);
- d) Good in using different softs, especially internet and social media
- e) Communicative;
- f) Open to changes
- g) Loyal to a cause and to the objectives undertaken
- h) Team workers

As we can see, about competences and what stakeholders think that a former volunteer can do efficiently when he/she should be employed, answers are quite heterogeneous. They do not agree on one relevant answer even if cultural, learning and social competences seem to be considered as the most important ones in the list (50%, 40%, 30%).

Regarding the qualities volunteers should have most frequently open to changes (65% for often) and team worker (54% for often) are the ones most answered and stand out from the others. This is quite connected to the answers in question 4, 58% of respondents considered that a former volunteer is able to work in a team.

Last but not least, many respondents proposed another choice for qualities of volunteer which could be very interesting to take into account for the rest of the project:

- to be open-minded
- spirit of solidarity
- ability to listen to the others
- adaptability

Question/Answers	A	B	C	D	E	F	G
Question 8	86%	14%	0%	0%	0%	0%	0%
Question 9	17%	21%	10%	7%	3%	24%	10%
Question 10	29%	29%	21%	7%	7%	0%	7%
Question 12	76%	7%	17%	0%	0%	0%	0%
Question 13	57%	25%	11%	7%	0%	0%	0%

Once more, we can notice that the employment of a former volunteer by stakeholders, national agencies or NGO's in France is well appreciated (86%) and no one consider it will not be an asset. However, for resources that would be most useful for them in order to recognize a young person's volunteer activity, results are not so obvious and clear. It varies between a reference letter (17%); the field of the voluntary stage (21%), a simple line in the CV (24%). Only 3 respondents voted for a secure and European level recognized

internet platform. When we are going to establish in each country a strategic plan to involve stakeholders, it could be important to take this data into account. But the point is that at the same time, they mostly agreed on recognition of volunteering activities (76%). By the way, over the half part of respondents consider public institutions as responsible for the recognition of the professional competencies of the volunteers.

Generally the research process shows that 98% of the current and former EVS volunteers consider such

an experience as an advantage for their CV and professional future. Only 2% have other opinions such as it is an interesting experience but it does not change much their professional future.

For almost 70% of respondents, the employment of a former volunteer by stakeholders, national agencies or NGO's in France is well appreciated. Furthermore, for 86% of current and former EVS, young people's involvement in voluntary activities is good and with a positive effect. Nevertheless, we must keep in mind that the third part of respondents (28%) considers that voluntary activities make no difference to be employed in the labor market nowadays. As a consequence, we may wonder why for them, doing volunteerism is not so an asset in their future professional life. Maybe it depends on country's characteristics concerning labor market. Or the problem also can be that they do not have all keys to add value to their experience when they are looking for a job. Hosting youth organisations should make them more aware of country's particularities when finishing an EVS.

Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

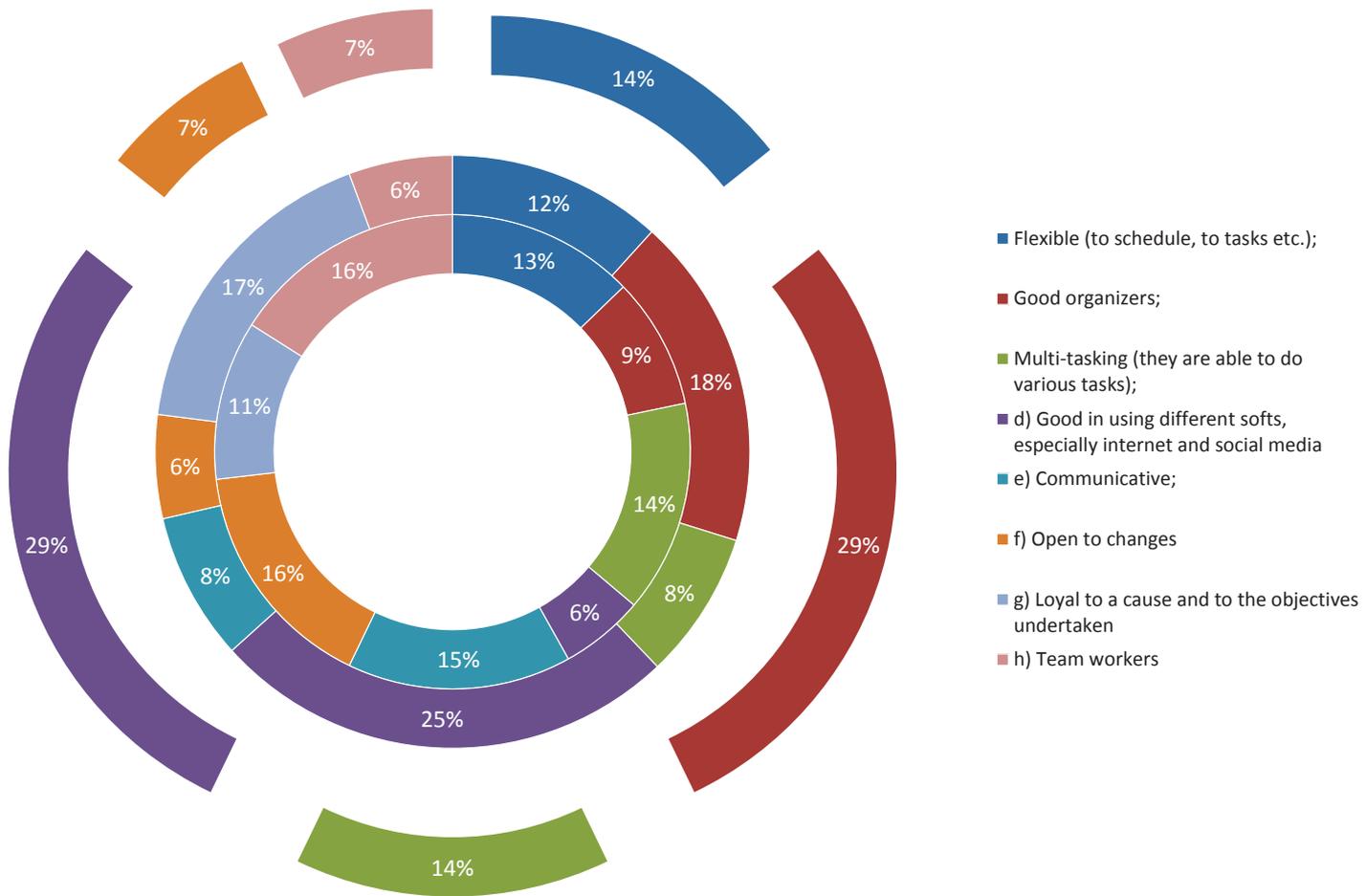
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	2%	4%	22%	39%	33%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	2%	12%	39%	23,5%	23,5%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	0%	16%	45%	25%	14%
d) to answer positive to time pressures and short dead-lines	0%	12%	37%	37%	14%
e) to know a foreign language at a intermediary level	0%	4%	4%	33%	59%
f) to set meetings and to organize events	0%	2%	25,5%	49%	23,5%
g) to write down and to elaborate documents (reports, papers etc.)	0%	10%	31%	35%	23,5%
h) to answer positive to changes	0%	0%	10%	51%	39%
i) to give arguments and to express his/hers personal opinion	0%	0%	18%	43%	39%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	0%	12%	37%	51%
k) to learn fast and to show openness for personal development	0%	2%	8%	45%	45%
l) to be able to work in a team	0%	0%	8%	37%	55%
m) to use media (including social media) in different situations	0%	8%	37%	24%	31%
n) to share and to manage different tasks	0%	0%	39%	37%	24%
o) to think critically and to analyze others' arguments	0%	8%	27%	43%	22%
p) to answer creatively and original to different tasks	0%	0%	22%	46%	32%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

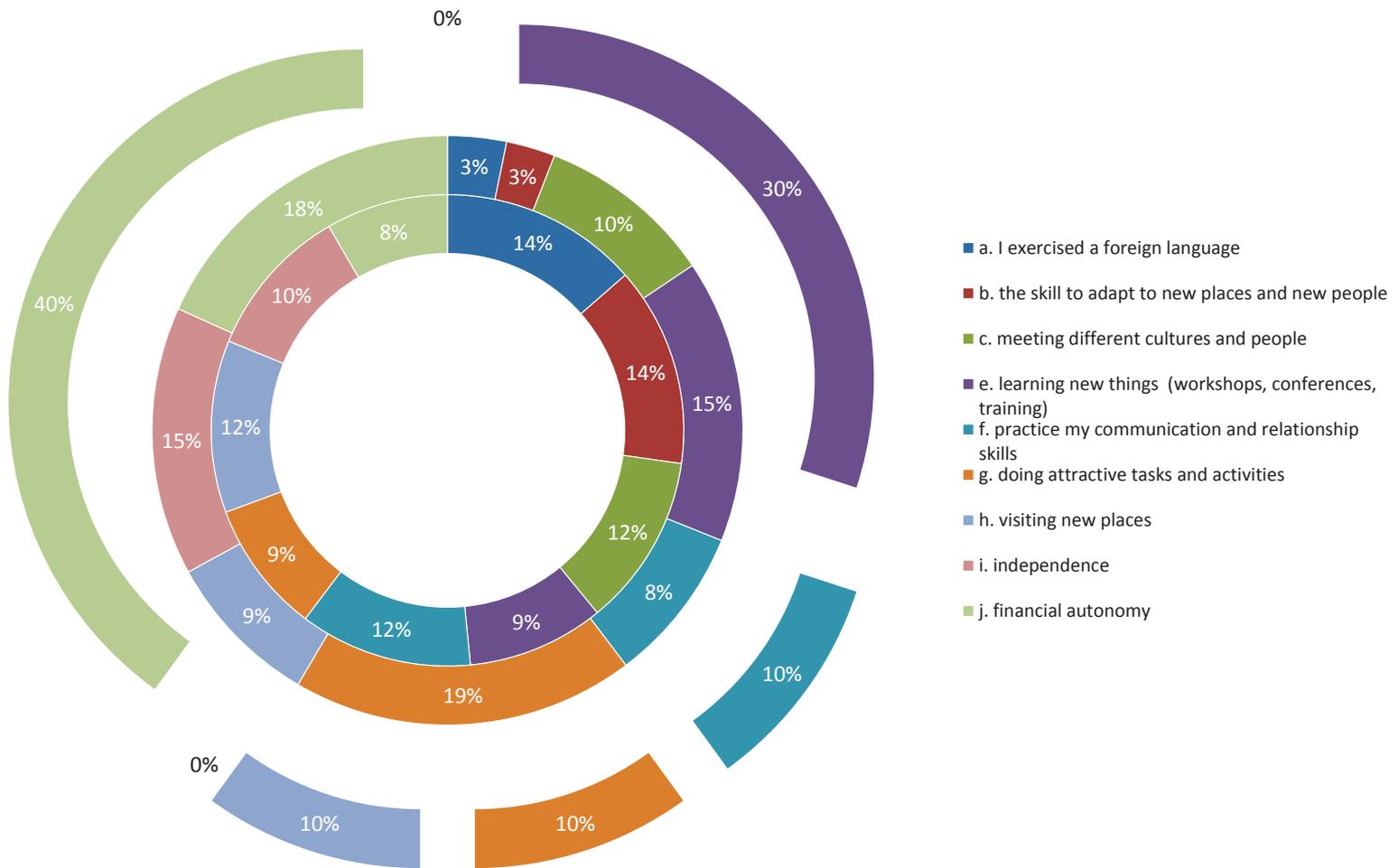
Question 5: Volunteers consider that the most frequent qualities which they possess are:

Quality	Often	So and so	Rarely
s) Flexible (to schedule, to tasks etc.);	67%	29%	4%
t) Good organizers;	47%	45%	8%
u) Multi-tasking (they are able to do various tasks);	76%	20%	4%
d) Good in using different softs, especially internet and social media	30%	63%	8%
e) Communicative;	80%	20%	0%
f) Open to changes	84%	14%	2%
g) Loyal to a cause and to the objectives undertaken	57%	43%	0%
h) Team workers	84%	14%	2%



Question 7: Which is the most important skill that you achieved from your experience as a volunteer?

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language	94%	6%	0%
b. the skill to adapt to new places and new people	95%	5%	0%
c. meeting different cultures and people	82%	18%	0%
e. learning new things (workshops, conferences, training)	65%	29%	6%
f. practice my communication and relationship skills	82%	16%	2%
g. doing attractive tasks and activities	63%	35%	2%
h. visiting new places	82%	16%	2%
i. independence	72,5%	27,5%	0%
j. financial autonomy	58%	34%	8%



For resources that would be most useful for them in order to recognize a young person's volunteer activity, results are not so obvious and clear but "a secure and European level recognized internet platform" topped this question in the survey (35%). For the rest of the answers, it varies between a reference letter (22%) and a participation certificate (16%). These results could be very helpful when we will be defining OVPE-LO platform content in order to know what former volunteers really need to be better employed according to them.

Concerning work fields of the voluntary activity they think it is most useful for a volunteer to be employed, they polled first youth NGOs (37%) and social service (25.5%). As a consequence, we could imagine that for them, youth organisations could be potential future employers.

Moreover, most of respondents agreed on professional recognition of volunteering activities (84%). It reminds answers in question 3 about most important competences we mentioned before. By the way, the half part of respondents considers public institutions as responsible for the recognition of the professional

competencies of the volunteers.

Last but not least, they added more choices about most important skills that EVS volunteers achieved from their experience, which should have recognition:

- self-confidence
- open-mindedness
- to be more patient
- self-awareness (to know oneself better, strengths, weaknesses, limits...)
- how to solve conflicts/problems
- independence
- to discover professional lifetime and professional schedules
- to make decisions by his/her own

# POLAND

IT | FR | ES | PL | RO | GR | BG

Stakeholders in Poland: the questionnaire for stakeholders was sent by e-mail, posted on the FB as well as provided by paper version among representatives of three different sectors from Wrocław and Lower Silesia region. 30 responders in total participated in the research. From the tested group there are 33.3% male and 66.7% female. The responders are representative of different age groups: the highest one is 26-40 years old (70%); 41-56 consists of 16,7% responders. The lowest % of responders are from aged group – over 56 years old group – 3,3% (only one person). The education of the group looks as follows: 96,7% are college/university graduated and only 3,3% high school graduated.

Stakeholders in Poland: responders are representatives of three different sectors. The companies/institution domains which were listed in the questionnaire are: municipal office, ngo, international cooperation, education, training, translation, financial company, bank, school, IT, youth and labor market, logistic. Listed profession of Polish responders are as follows: manager, youth worker, IT specialist, teacher and voluntary service group coordinator, office worker, office

manager, project coordinator, CEO, educator, youth trainer, social worker, translator, reader, HR specialist, office manager, team manager, NGO advisor, sociologist, pedagogue.

High percent of Polish responders think positively of voluntary service activities. 90% think the advantage is having information of voluntary service in CV of job candidate. 73.3% of them said that employment of former volunteers can be a win for the company. 86.7% would employ former volunteers. Most of our responders have very good opinion of involving into voluntary service – 93.3%. Among Polish responders there are not any statements that young involvement into voluntary service is a waist of the time as well as none of responders mentioned that voluntary service can have bad influence on employed by the company.

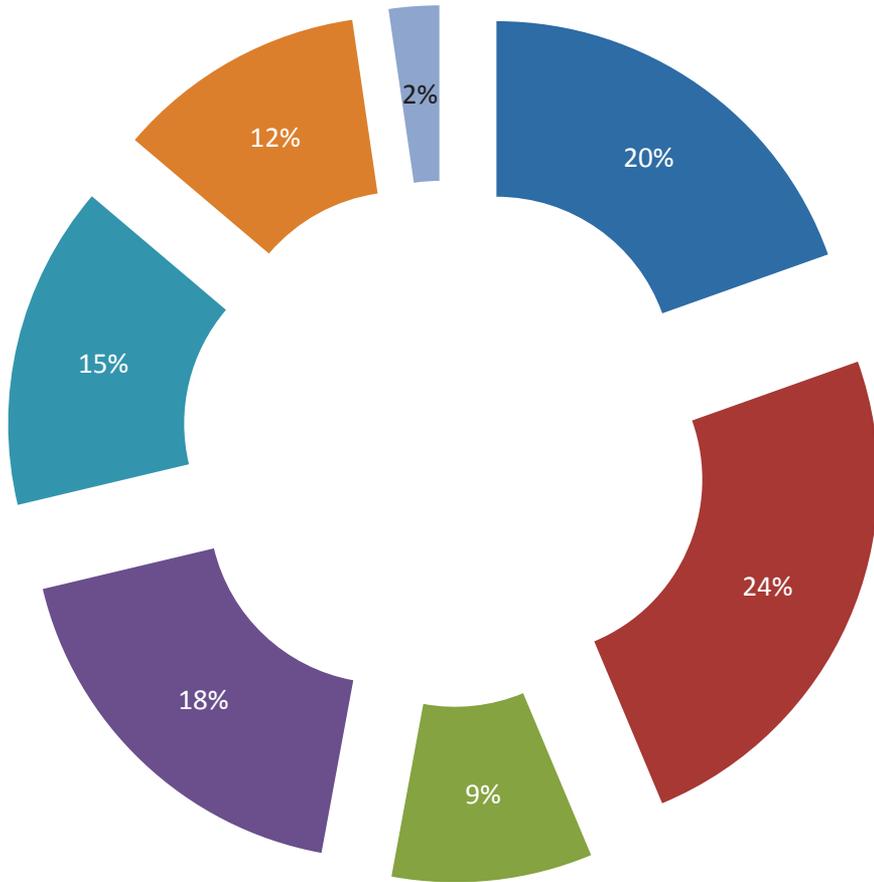
Among Polish responders the competences most important on labor market are: communication competences (70%), professional competences (56.7%), social competences (53.3%). High marks have also social (43.3%) and cultural competences (33.3%). Responders mentioned about others such as self-motivation. One of our responder mark all of them

as the most important on labor market. Answers of Polish responders are connected to literature review which was done based on Polish literature and previous researches. It means that for the most employers the most valuable are general competences such as social, cultural and communication. Most of them believe that each specific can be learned after being employed. The highest marks of activities which can be done effectively by former volunteers are connected to: using the foreign language (70%) and different supports in order to speak or to understand a message (56.7%), using computer and basic softwares (66.7%). The high marks reached social and communication activities needed to be taken by a former volunteer who is employed in the company – team working and sharing the tasks. Important for employees are also: creativity, be open and ready for personal development, be open for changes. Those are main competences which all EVS volunteers can gain during their voluntary service. The most frequent qualities highlight by Polish responders are: communication (96.7%) and team working (90%). In the personal remarks there were mentioned: openness

to new challenges, dynamic and full of energy and ideas dedication. Among responders there appears a small percentage of lack of competence or activities which cannot be implemented by former volunteers in the company. It means there is a perception that it is enough to possess general competences which was mentioned before and the specific one can be developed while working in the company.

What competences do you think that a former volunteer needs to have in order to be better employed?

Professional competences	56.7%
Communication competences	70%
IT/digital competences	26.7%
Social competences	53.3%
Learning competences	43.3%
Cultural competences	33.3%
Other – personal remarks: self-motivation; all of them	6.7%



- Professional competences
- Communication competences
- IT/digital competences
- Social competences
- Learning competences
- Cultural competences
- Other – personal remarks: self-motivation; all of them

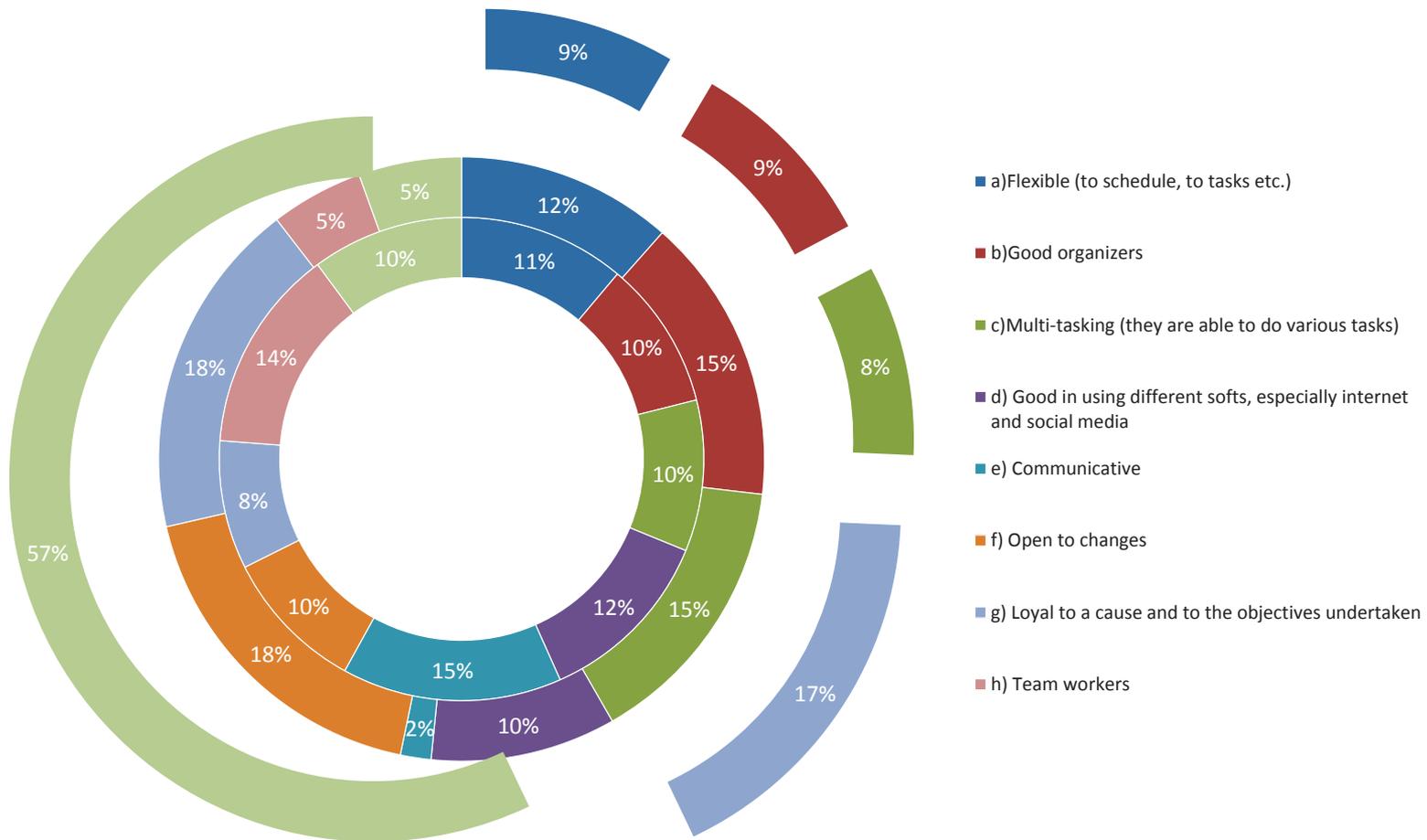
Which activities do you think that a former volunteer can do efficiently whether he/she would be employed in your company

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0%	10%	20%	30%	40%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	0%	10%	23.3%	66.7%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	13.3%	13.3%	23.3%	26.7%	23.3%
d) to answer positive to time pressures and short dead-lines	3.3%	3.3%	10%	40%	43.3%
e) to know a foreign language at an intermediary level	0%	0%	10%	20%	70%
f) to set meetings and to organize events	3.3%	0%	10%	53.3%	33.3%
g) to write down and to elaborate documents (reports, papers etc.)	0%	6.7%	20%	26.7%	46.7%
h) to answer positive to changes	0%	0%	20%	30%	50%
i) to give arguments and to express his/hers personal opinion	0%	6.7%	10%	36.7%	46.7%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	0%	10%	33.3%	56.7%
k) to learn fast and to show openness for personal development	0%	0%	6.7%	30%	63.3%
l) to be able to work in a team	0%	0%	6.7%	30%	63.3%
m) to use media (including social media) in different situations	0%	6.7%	13.3%	30%	50%
n) to share and to manage different tasks	0%	0%	13.3%	43.3%	43.3%
o) to think critically and to analyze others' arguments	0%	3.3%	16.7%	43.3%	36.7%
p) to answer creatively and original to different tasks	0%	0%	10%	36.7%	53.3%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at an intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team

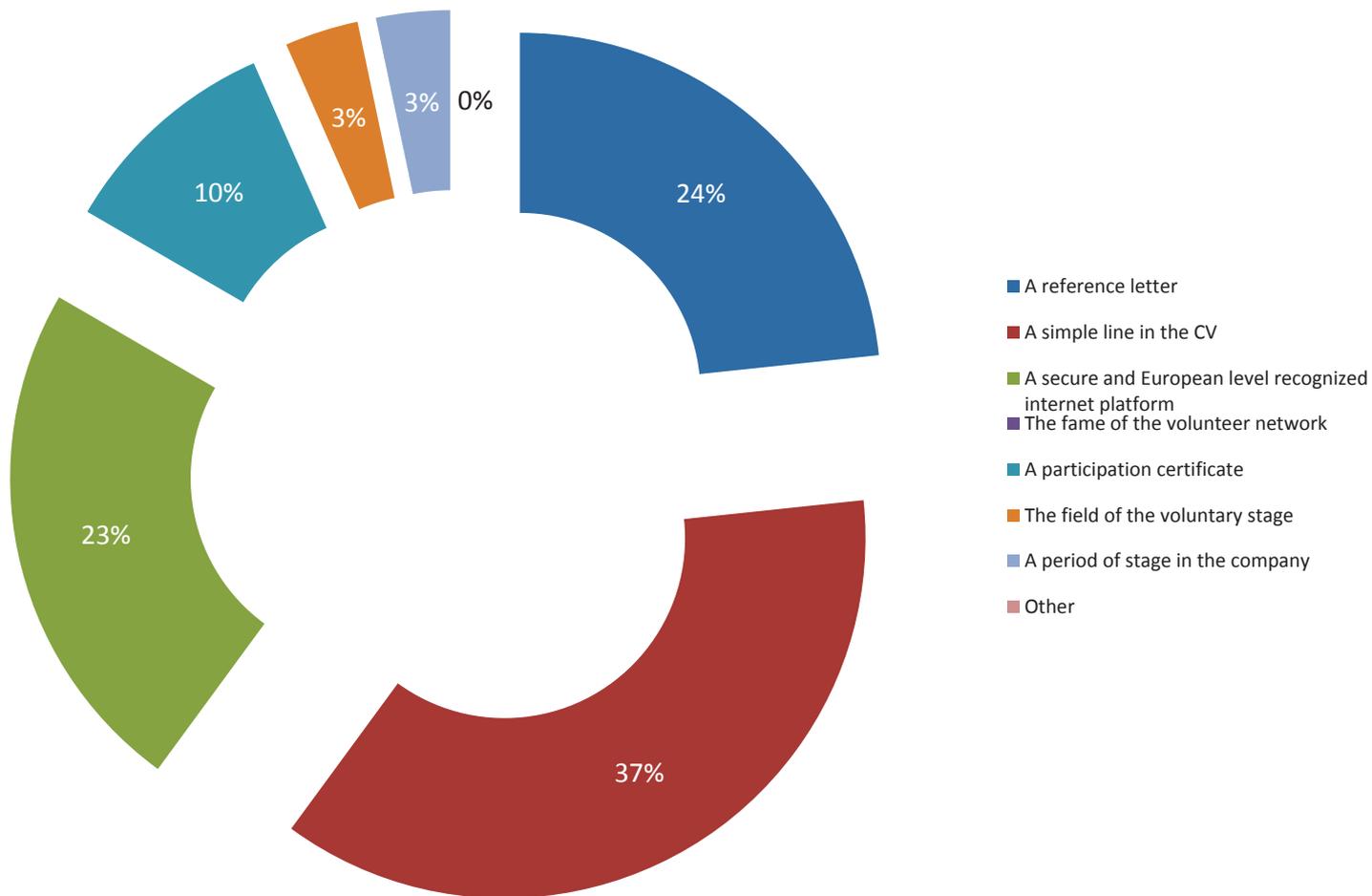
Quality	Often	So and so	Rarely
a)Flexible (to schedule, to tasks etc.)	73.3%	23.3%	3.3%
b)Good organizers	65.5%	31%	3.4%
c)Multi-tasking (they are able to do various tasks)	66.7%	30%	3.3%
d) Good in using different softs, especially internet and social media	80%	20%	0%
e) Communicative	96.7%	3.3%	0%
f) Open to changes	63.3%	36.7%	0%
g) Loyal to a cause and to the objectives undertaken	56.7%	36.7%	6.7%
h) Team workers	90%	10%	0%
g) Others – personal remarks: openness to new challenges, dynamic and full of energy and ideas dedication	66.7%	11.1%	22.2%



Polish responds show that the responsibility of recognition should be on public institutions (50%) and employers (26.7%). Only 6.7% highlight NGOs as responsible of recognition. It is important to highlight personal remarks which are saying that responsible of recognition should be both public institutions and NGO as well as all sectors. It is in connection to the resolution of EU and worked out the Polish framework of recognition tools and standards where all there sectors are involved in (the most – 1st and 3rd). Volunteers who had third service in a field of education have the best chance being employed (43.3%). Nobody mentioned about environment, minorities and sport voluntary sector as the best one to increase own chances on labor market. The sources which should be used by former volunteers to increase the chance to be employed are: a simple line in CV (36.7%), reference letter (23.3%) and worth to underline – secure and European level recognized internet platform (23.3%). In this case it is needed to improve skills of preparing own CVs and working out the platform which would be easy using and helpful for both – volunteers and employers representatives.

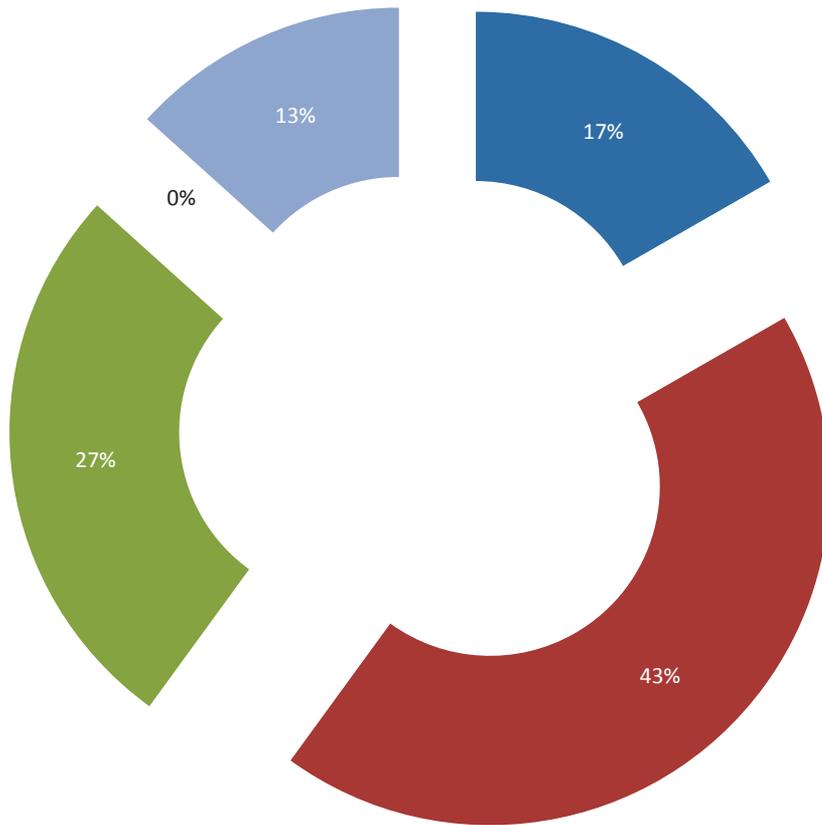
Please, indicate which of the following resources would be most useful for you in order to recognize a young person's volunteer activity?

A reference letter	23.3%
A simple line in the CV	36.7%
A secure and European level recognized internet platform	23.3%
The fame of the volunteer network	0%
A participation certificate	10%
The field of the voluntary stage	3.3%
A period of stage in the company	3.3%
Other	0%



Which of the next fields of the voluntary activity do you think it is most useful for them to be employed?

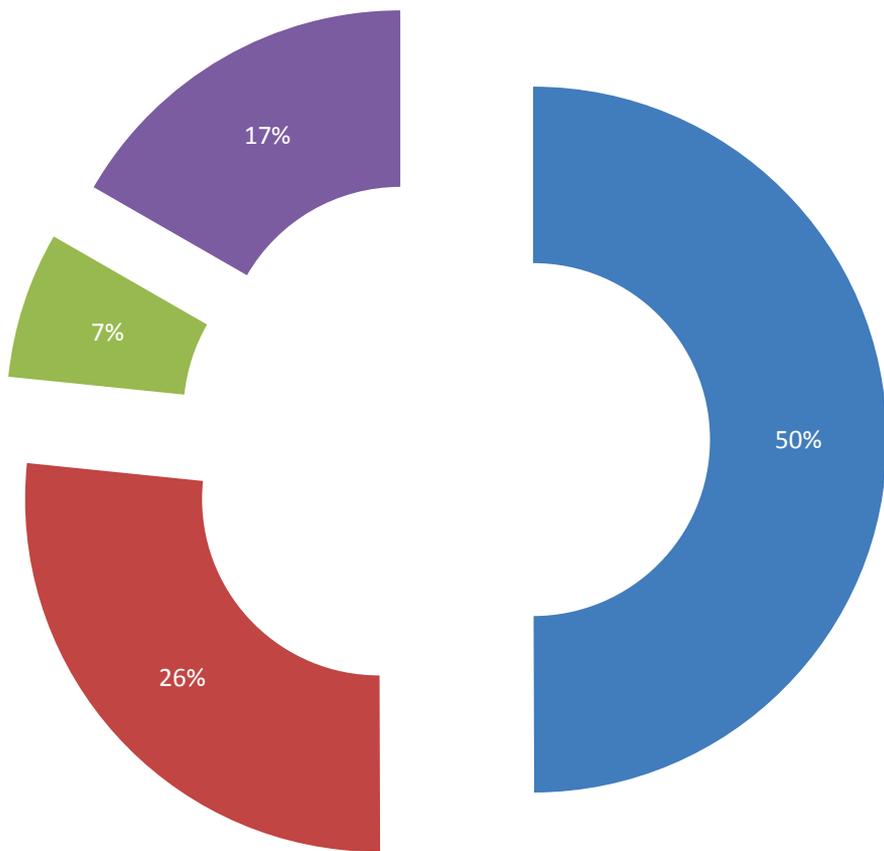
Social service	16.7%
Education (painting, IT, theater, etc.)	43.3%
Youth NGO	26.7%
Environment and tourism	0%
Minorities (ethnical, religious, etc.)	0%
Sports and arts	0%
Other: personal remarks – connected to profession, in each volunteers can get necessary skills, all	13.3%



- Social service
- Education (painting, IT, theater, etc.)
- Youth NGO
- Environment and tourism
- Minorities (ethnic, religious, etc.)
- Sports and arts
- Other: personal remarks – connected to profession, in each volunteers can get necessary skills, all

Who do you think is responsible for recognition of the professional competencies of the volunteers?

Public institutions (government agency, ministries)	50%
The employers (the work field)	26.7%
The NGOs	6.7%
Other: personal remarks – all three sectors should be involved, all sectors, both – public institutions and NGO, I don't know, all	16.7%



- Public institutions (government agency, ministries)
- The employers (the work field)
- The NGOs
- Other: personal remarks – all three sectors should be involved, all sectors, both – public institutions and NGO, I don't know, all

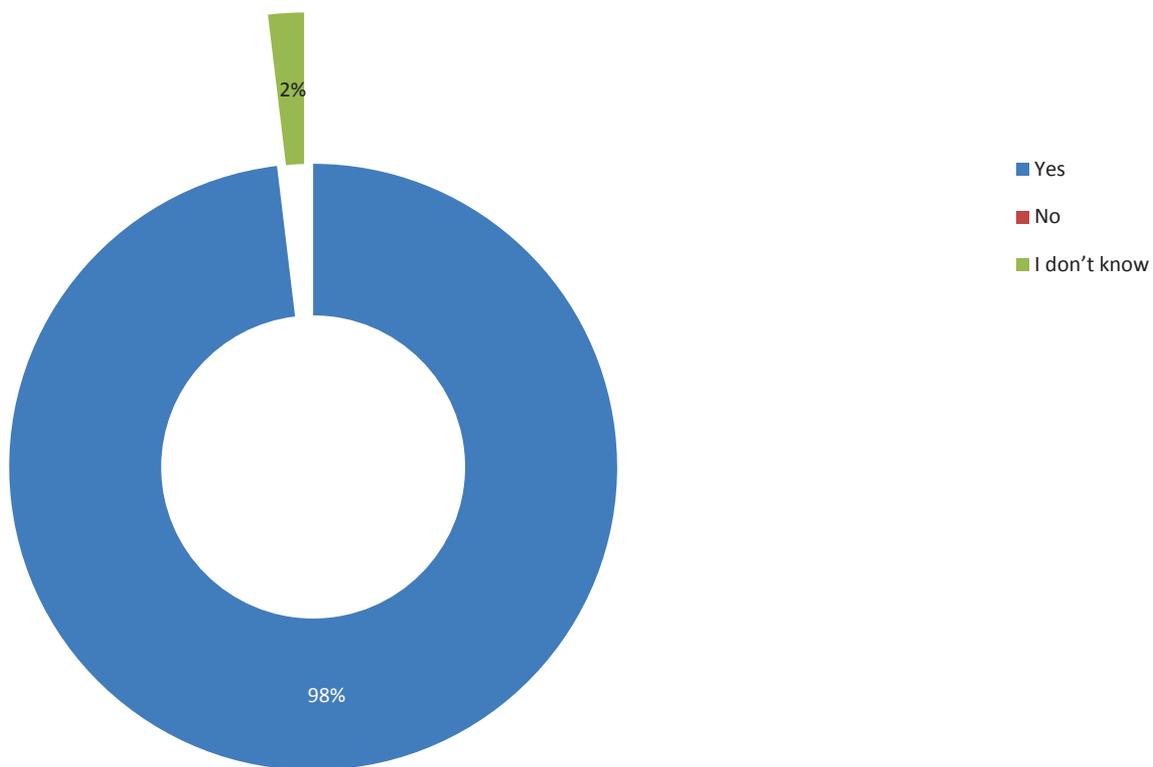
EVS in Poland: the questionnaire for EVS volunteers was sent by e-mail, posted on the FB as well as provided by paper version among current and former EVS volunteers – sending, coordinating and hosting by Semper Avanti and hosting, sending, coordinating partner institutions/organizations. The research collected 54 responses. The responders group consists of 53.7% females and 4.3% males. The 40.7% of responders are up to 25 years old group; 59.3% are 21-40 years old. The responders group is mostly collage/university graduated (68.5%); the rest – 31.5% - high school graduated.

EVS in Poland: responders are former and current volunteers who are involved in voluntary service in a field of religious education, social service, working with disabled people, human rights, ecology and immigration, environment and youth education, sport, free time, library's work, animals, renovations, festival administration, youth who are out of the educational system, musician and dancing groups, elderly, school clubs, local projects management.

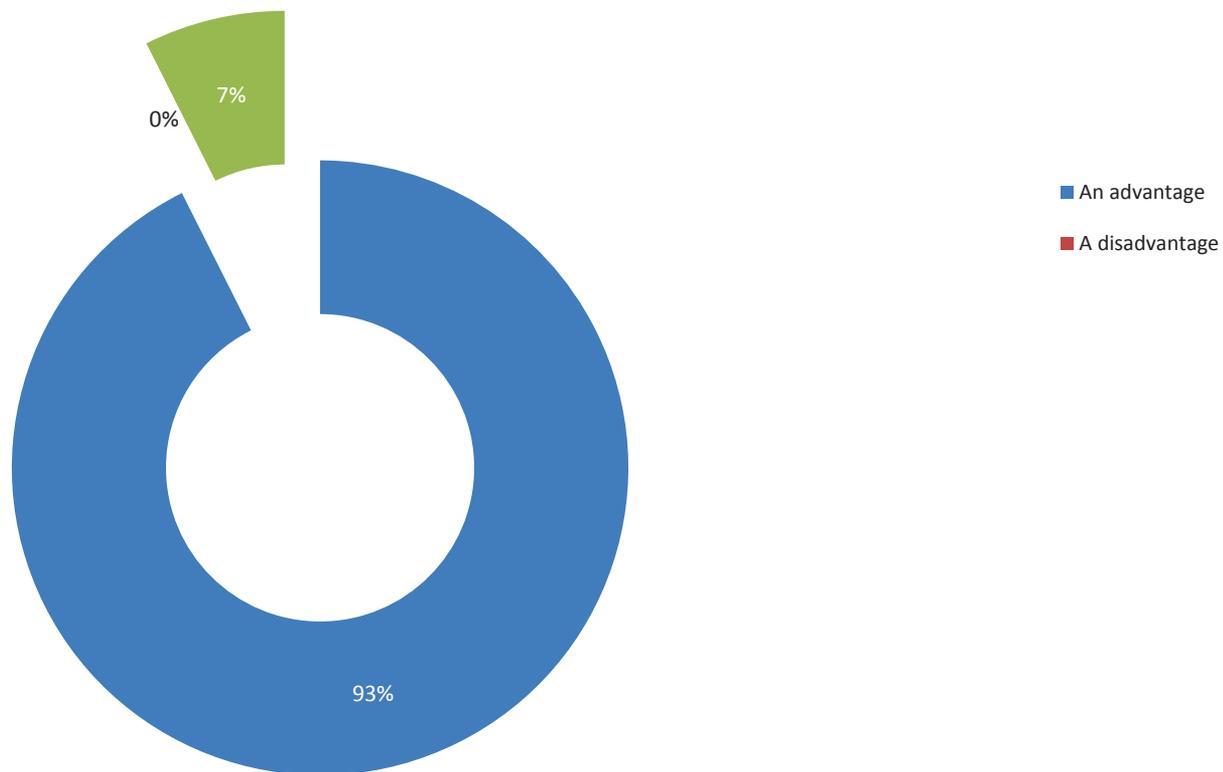
Almost all of EVS responders are interested in voluntary activities (98.1%). For 92.6% a line in CV about

voluntary activities is an advantage on the labor market. More than the half (64.8%) of Polish responders say the Polish employers appreciate employment of former volunteers. In opinion of 35.2% voluntary activities make no difference in recruitment procedure. 83.3% responders have a good opinion of young involvement in voluntary service activities.

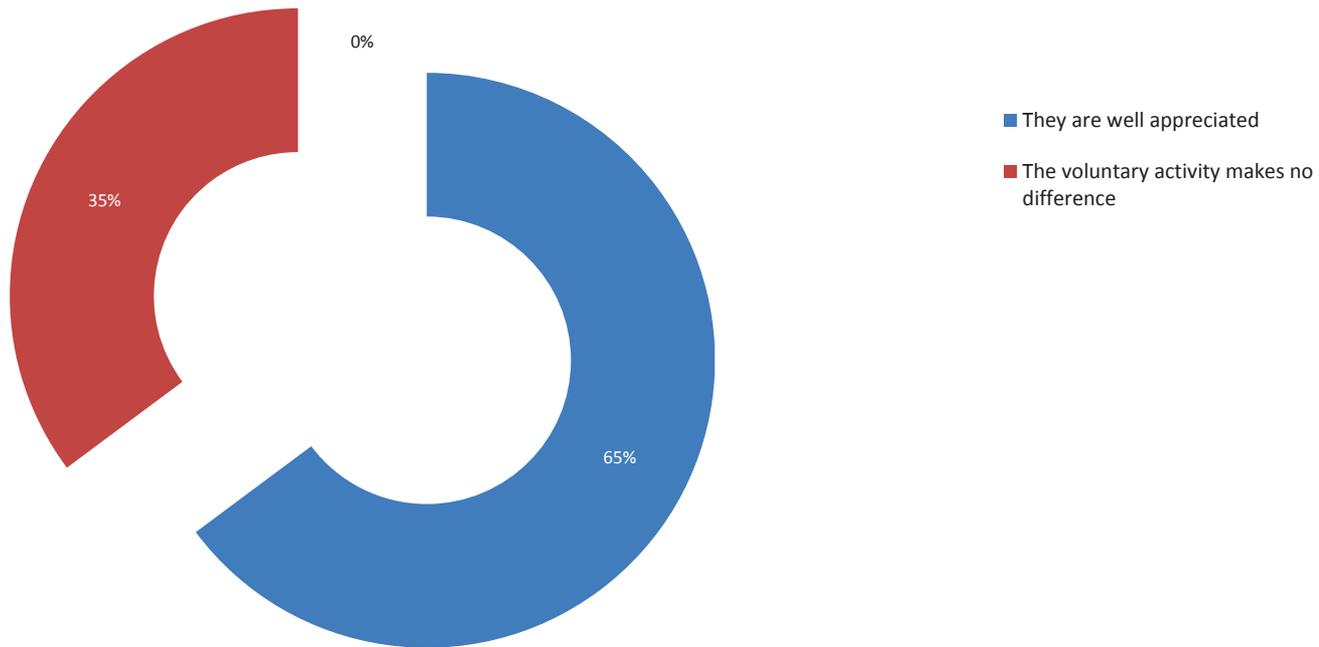
The EU encourages the employment of young persons (18-30 years old) that have participated in the European Voluntary Service (EVS). Are you interested in voluntary activities?	Yes	No	I don't know
	98.1%	0%	1.9%



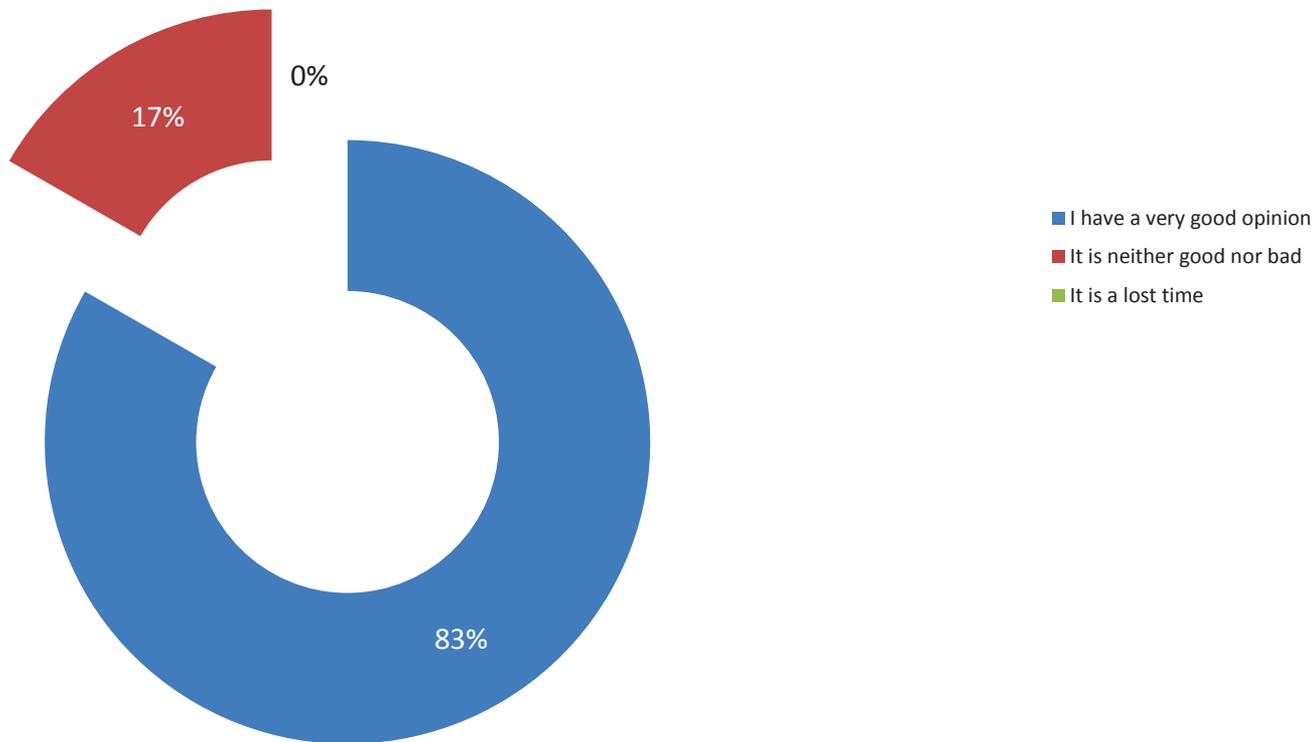
How do you see the volunteer activity in your own CV?	An advantage	A disadvantage	Other (personal remark: I don't know)
	92.6%	0%	7.4%



How do you appreciate the employment of a former volunteer by stakeholders, NA or NGO's in Poland?	They are well appreciated	The voluntary activity makes no difference	They are not well appreciated
	64.8%	35.2%	0%



How do you appreciate young involvement in voluntary activities?	I have a very good opinion	It is neither good nor bad	It is a lost time
	83.3%	16.7%	0%

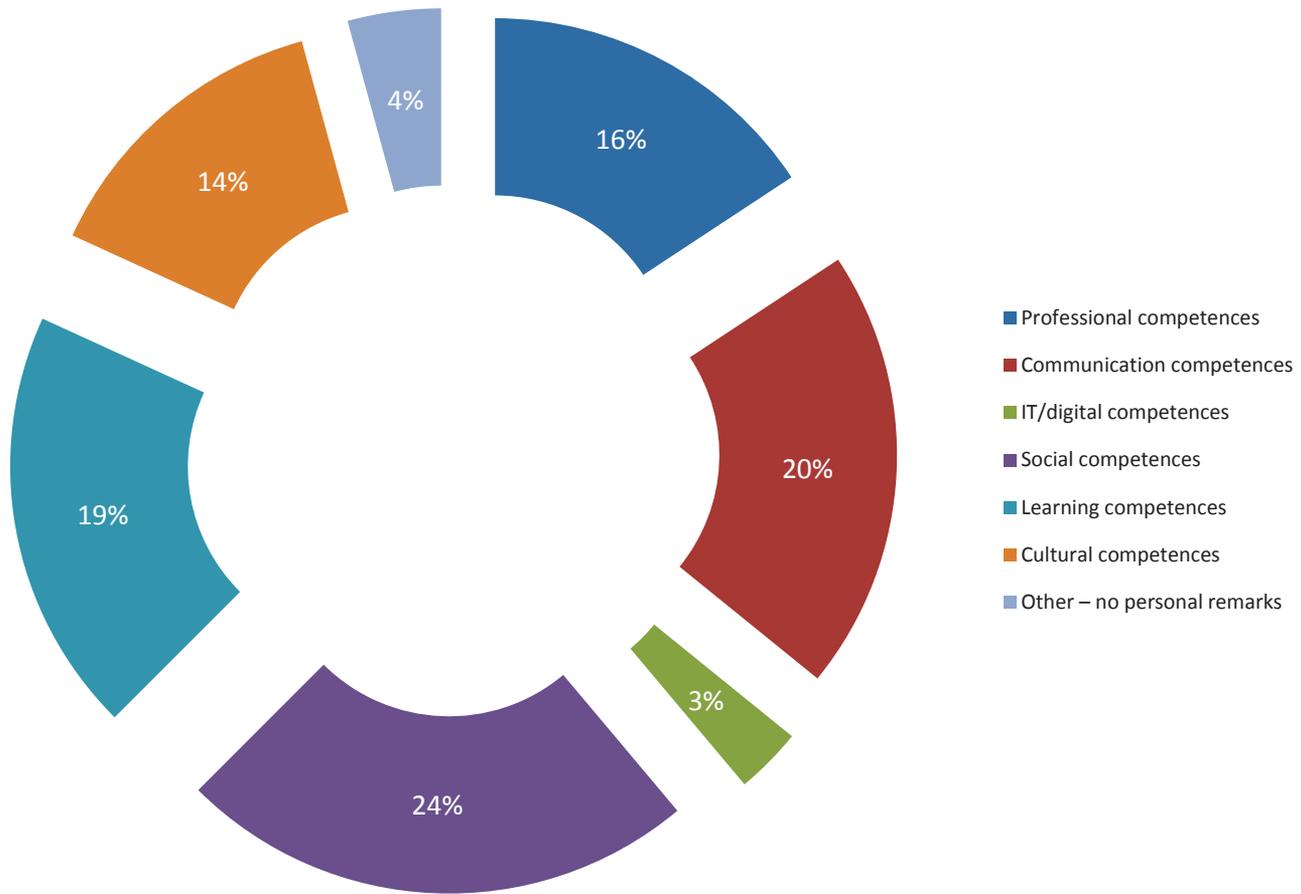


The most important competences increasing chances on the labor market which are gaining through voluntary service are: professional competences (48.1%) as well as “soft-competences” (such as: social skills – 72.2% and communication skills – 61.7%, learning skills – 59.3%, cultural skills – 42.6%). The lowest rate gets IT/digital skills (only 9.3%). It shows volunteers understand the need of development general competences which are needed by employers regardless of the activity profile. Also it means the volunteers are aware of what competences are good to develop through voluntary activities. For 16 different activities which volunteers can do efficiently whether they would be employed the highest rates get: answering positively to time pressures and short dead-lines (77.8%), using a foreign language (74.2%), using different supports in order to speak or to understand a message in a foreign language (both 74.2%), answer creatively and original to different tasks and using different supports in order to speak or to understand a message in a foreign language and be able to work in a team (72.2%). Most of the responses are on 4 or 5 rate. It means volunteers are conscious of developing

general skills usefully in their future professional life and their ability to adapt those skills on the labor market. The most frequent qualities highlighted by Polish EVS responders are: communication (90.6%), team workers (86.8%) and open to changes (both 85.2%) and good organizers (81.5%). There are no responses lower than 60%. Also responders underline their personal remarks such us: be a leader, the skill to adapt new places and new people, languages, open mind, speaking in foreign languages, being creative in one’s work, work in international environment. It shows us the most important competences are based on a field of social skills and can be developed and improved through a variety of voluntary service actions.

What competences do you think that a former volunteer needs to have in order to be better employed?

Professional competences	48.1%
Communication competences	61.7%
IT/digital competences	9.3%
Social competences	72.2%
Learning competences	59.3%
Cultural competences	42.6%
Other – no personal remarks	13%



Which activities do you think that a former volunteer can do efficiently whether he/she would be employed

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0%	7.4%	18.5%	29.6%	44.4%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	0%	13.0%	40.7%	46.3%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	3.7%	9.3%	13.0%	25.9%	48.1%
d) to answer positive to time pressures and short dead-lines	1.9%	1.9%	3.7%	14.8%	77.8%
e) to know a foreign language at an intermediary level	3.2%	3.2%	6.5%	12.9%	74.2%
f) to set meetings and to organize events	0%	0%	9.6%	23.1%	67.3%
g) to write down and to elaborate documents (reports, papers etc.)	0%	7.4%	9.3%	37.0%	46.3%
h) to answer positive to changes	0%	0%	1.9%	34.0%	64.2%
i) to give arguments and to express his/hers personal opinion	0%	1.9%	3.8%	35.8%	58.5%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	0%	11.1%	14.8%	74.1%
k) to learn fast and to show openness for personal development	0%	0%	5.6%	27.8%	66.7%
l) to be able to work in a team	0%	1.9%	5.6%	20.4%	72.2%
m) to use media (including social media) in different situations	0%	3.8%	9.4%	39.6%	47.2%
n) to share and to manage different tasks	0%	1.9%	7.5%	41.5%	49.1%
o) to think critically and to analyze others' arguments	0%	0%	7.4%	35.2%	57.4%
p) to answer creatively and original to different tasks	0%	1.9%	1.9%	24.1%	72.2%



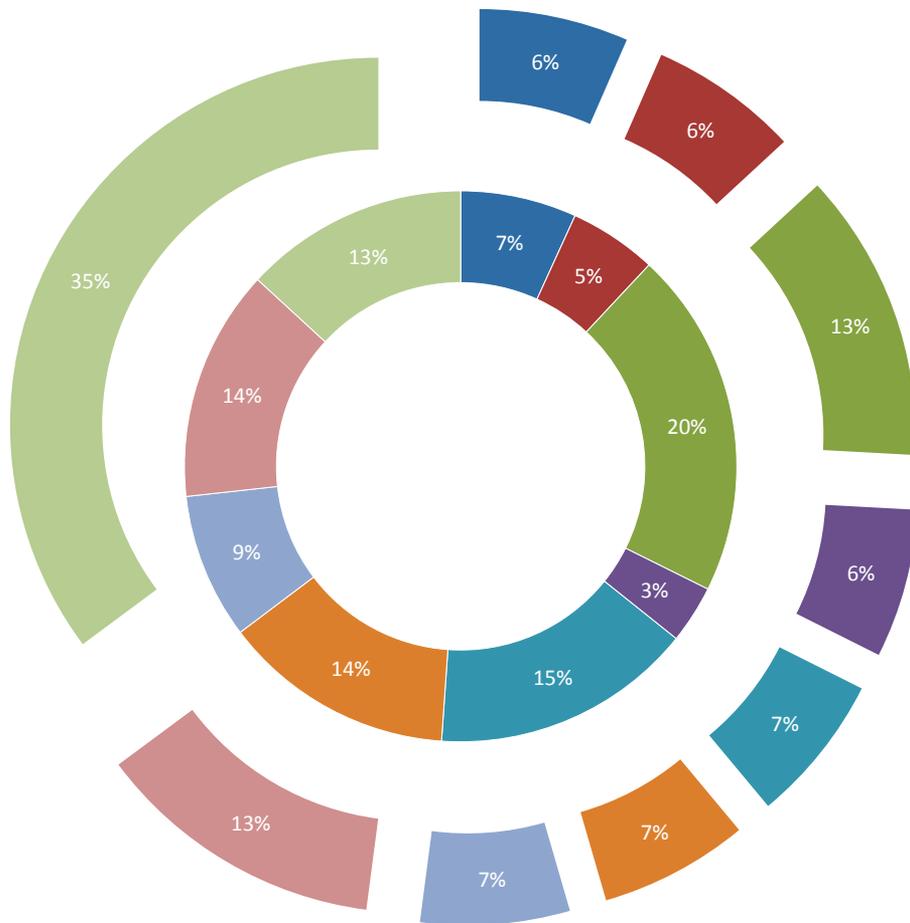
- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at an intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Quality	Often	So and so	Rarely
a) Flexible (to schedule, to tasks etc.)	79.6%	20.4%	0%
b) Good organizers	81.5%	18.5%	0%
c) Multi-tasking (they are able to do various tasks)	64.8%	33.3%	1.9%
d) Good in using different softs, especially internet and social media	75.9%	22.2%	1.9%
e) Communicative	90.6%	7.5%	1.9%
f) Open to changes	85.2%	13%	1.9%
g) Loyal to a cause and to the objectives undertaken	74.1%	24.1%	1.9%
h) Team workers	86.8%	11.3%	1.9%
g) Others – personal remarks: be leader, the skill to adapt new places and new people, language, open mind, speaking in foreign languages, being creative in ones work, work in international environment	6.8%	22.9%	8.3%



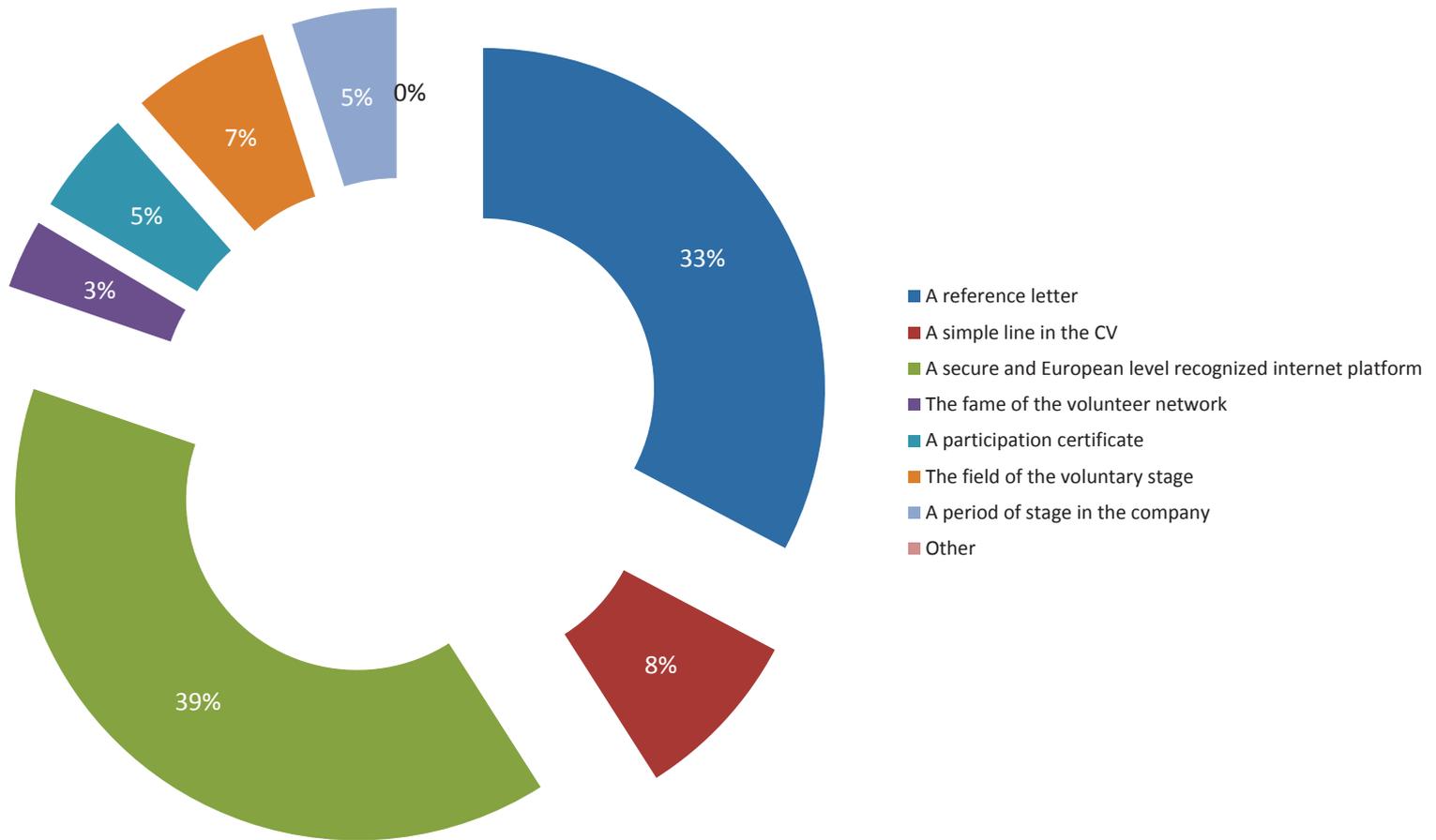
92.6% of our responders have a very good opinion of the involvement into voluntary actions. 82.6% of them say the voluntary activities should have standards of professional recognition. It is common to the way of thinking and promoting actions of Polish NGOs and national policy development. For 48.1% the public institutions should be responsible of implementing the standards of competences' recognitions, for 24.1% employers (it is also the lowest mark). NGO gets 25.9% of the responses. Education (55.6%) is the most valuable field of voluntary actions in the connection to be employed after the service. After that we can see the social service (20.4%) and youth work (16.7%) are also important. To proof the voluntary involvement and increase the chance on the labor market can help: a reference letter (37.0%) and the highest mark gets a secure and European level recognized internet platform (44.4%). In general remark of our responders there are not any unimportant skills achieving during voluntary service – all skills mentioned in the questionnaire got not less than 70.0% of positive responses. Also responders added some personal remarks: patience, public speaking, assimilating with the host country, good opportunities.

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language	85.3%	9.3%	5.6%
b. the skill to adapt to new places and new people	90.7%	7.4%	1.9%
c. meeting different cultures and people	92.6%	5.6%	1.9%
e. learning new things (workshops, conferences, training)	74.1%	22.2%	3.7%
f. practice my communication and relationship skills	94.4%	3.7%	1.9%
g. doing attractive tasks and activities	81.5%	16.7%	1.9%
h. visiting new places	83.3%	14.8%	1.9%
i. independence	88.9%	9.3%	1.9%
j. financial autonomy	81.5%	14.8%	3.7%
k. others – personal remarks: patience, ?, public speaking, assimilating with the host country, good opportunities	75.5%	14.3%	10.2%



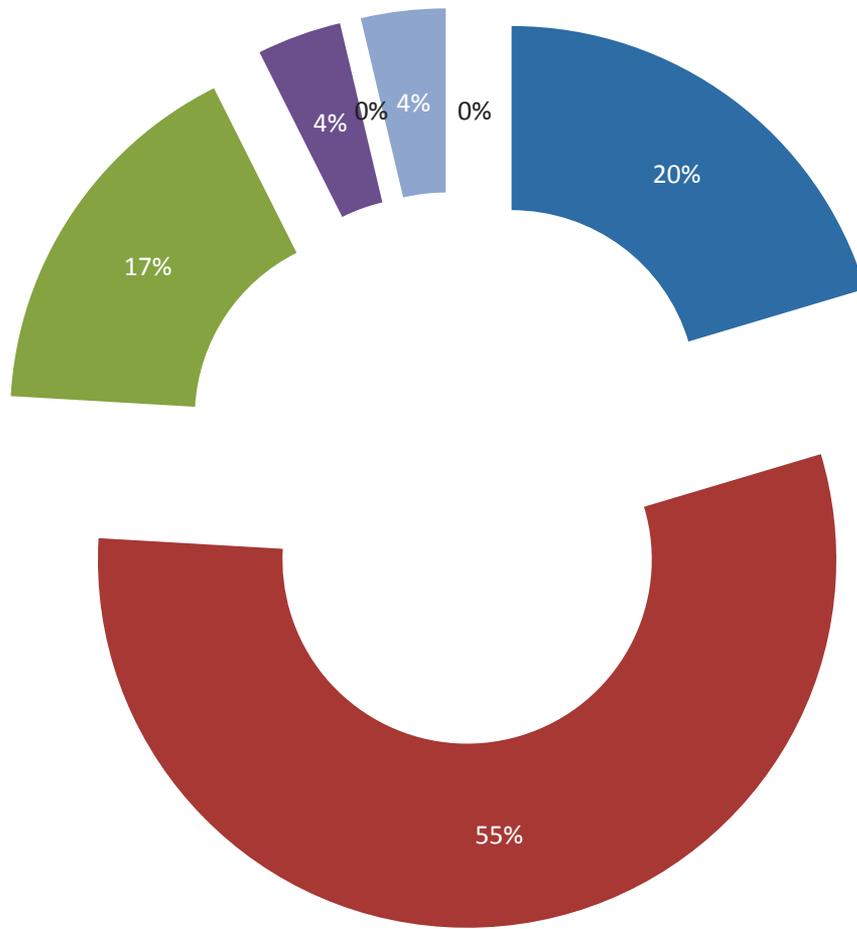
Please, indicate which of the following resources would be most useful so that a young person's volunteer activity would be recognized?

A reference letter	37.0%
A simple line in the CV	9.3%
A secure and European level recognized internet platform	44.4%
The fame of the volunteer network	3.7%
A participation certificate	5.6%
The field of the voluntary stage	7.4%
A period of stage in the company	5.6%
Other	0%



Which of the next fields of the voluntary activity do you think it is most useful for them to be employed?

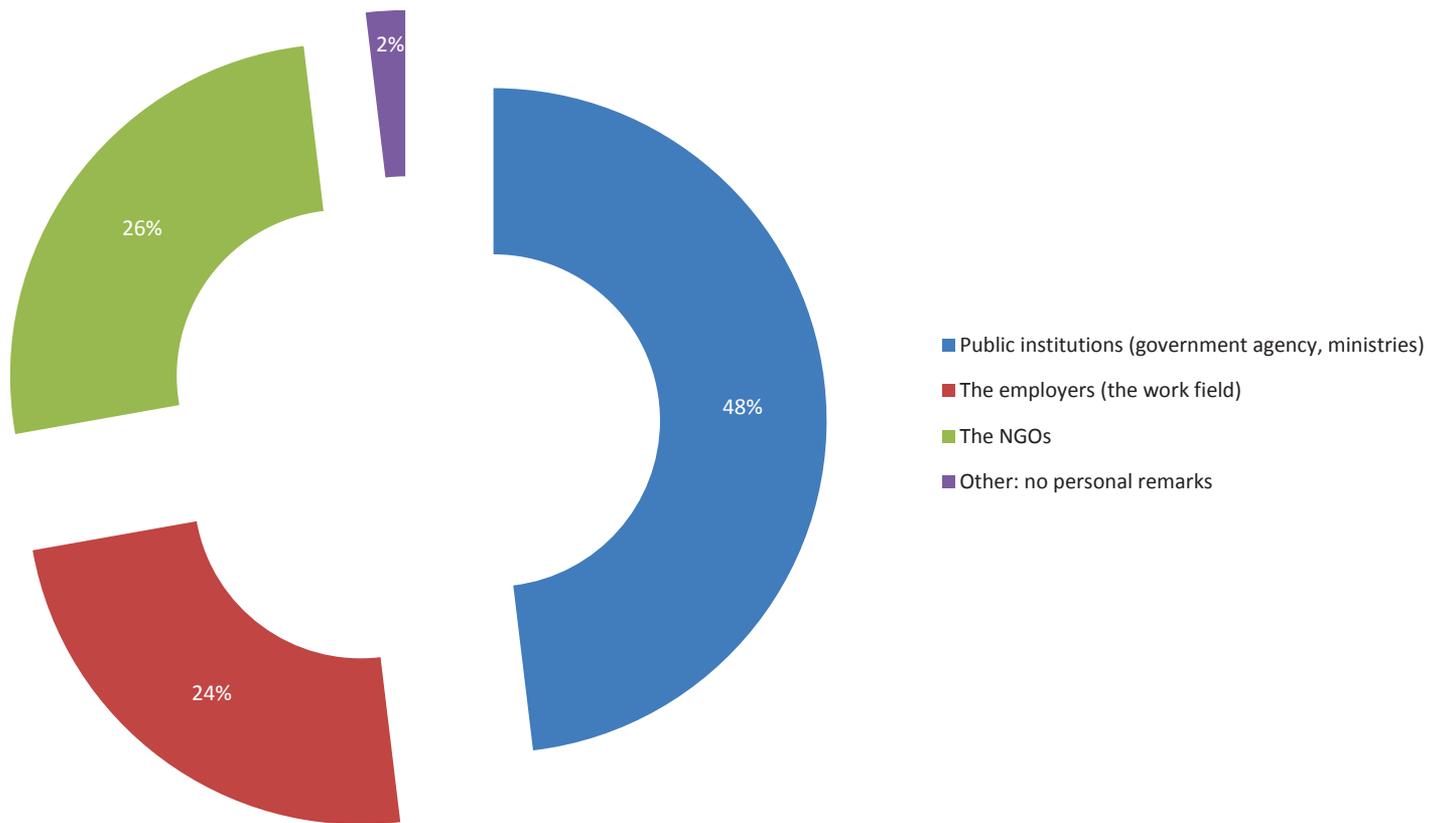
Social service	20.4%
Education (painting, IT, theater, etc.)	55.6%
Youth NGO	16.7%
Environment and tourism	3.7%
Minorities (ethnical, religious, etc.)	0%
Sports and arts	0%
Other: no personal remarks	3.7%



- Social service
- Education (painting, IT, theater, etc.)
- Youth NGO
- Environment and tourism
- Minorities (ethnic, religious, etc.)
- Sports and arts
- Other: no personal remarks

Who do you think is responsible for recognition of the professional competencies of the volunteers?

Public institutions (government agency, ministries)	48.1%
The employers (the work field)	24.1%
The NGOs	25.9%
Other: no personal remarks	1.9%



# 8. ROMANIA

IT | FR | ES | PL | RO | GR | BG

The questionnaire has been spread among 30 stakeholders represented by NGOs, companies from the private sector, HR representatives from corporations, public administration offices and also IT companies. All the stakeholders that filled in the questionnaire are from Romania, from the South-West region, mainly from the cities like Resita or Timisoara. Most of the stakeholders questioned are between 26 and 40 years old, 56.7 %, while 26.7 % are 41 and 46 years old and 13.3 % have up to 52 years old, and just 3.3 % have over 56 years old. When it comes to gender balance, 43.3 % were males and 56.7 % were females.

When it comes to EVS volunteers, first, the questionnaire has been spread among the hosed volunteers in Romania, then among our sent volunteers. Also, we gave the questionnaire to former EVS volunteers (hosed and sent), in order to have a better perspective on the current recognition of volunteering competences. Most of the volunteers have done volunteering work in Romania or are Romanian volunteers who did EVS abroad. Some of the volunteers are still doing their volunteering stage.

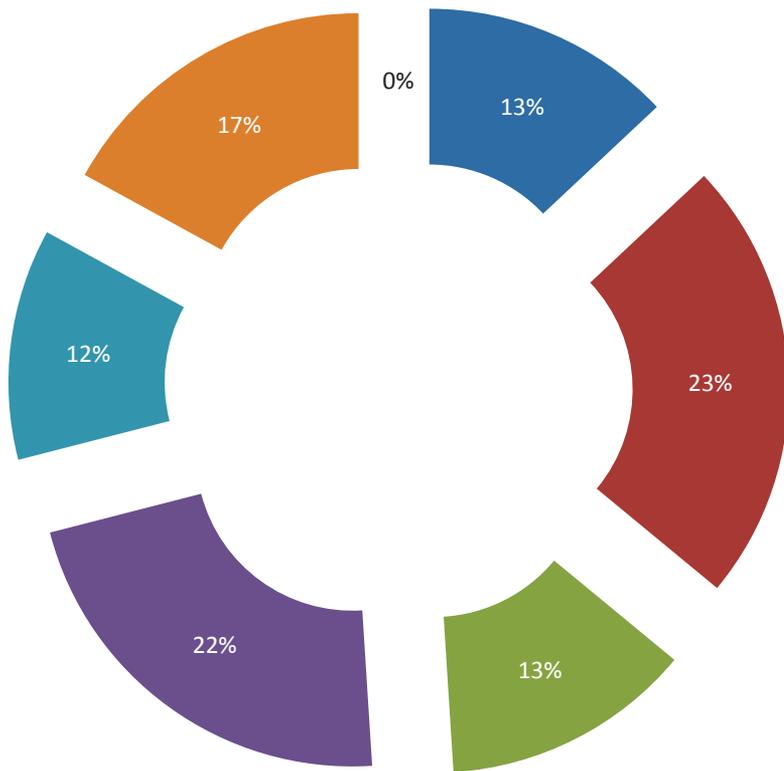
Their age is preponderant up to 25 years (65.4%)

and 34.6% are between 26 and 40 years. When it comes to gender, 44.2 % of the people who filled in the form were males, while 55.8 % were females. As the research shows, 34.6 % of the volunteers have a medium level of education (high school), while 65.4% have a higher level of education (College or University).

96.7 % of the stakeholders questioned think that volunteering work is an advantage in the CV of a potential employee, while 3.3% think that it is a disadvantage. 80% of the stakeholders think that employing a former volunteer is an advantage while 6 % think that volunteering work does not make any difference in that sense. When it comes to the opportunity of employing a young person with an experience in volunteering activity, 86.7% said that they would hire him/her, while 13.3 % said that they do not know. A percentage of 80% considers the young involvement in volunteering work as very good, while consider it nor good nor bad.

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

Professional competences	43.3 %
Communication competences	76.7 %
IT/digital competences	43.3 %
Social competences	73.3%
Learning competences	40%
Cultural competences	56.7%
Other – personal remarks: self-motivation; all of them	0%



- Professional competences
- Communication competences
- IT/digital competences
- Social competences
- Learning competences
- Cultural competences
- Other – personal remarks: self-motivation; all of them

The main competence that the stakeholders think a former volunteer should have in order to be better employed is communication competence, while 40% consider that a former volunteer should have learning competences.

Question 4: Which activities do you think that a former volunteer can do efficiently whether he/she would be employed in your company

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0 %	3.3 %	13.3 %	13.3 %	70%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	0%	26.7%	50 %	23.3 %
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	6.7%	13.3%	36.7 %	23.3%	20%
d) to answer positive to time pressures and short dead-lines	0%	0%	26.7%	50 %	23.3%
e) to know a foreign language at an intermediary level	3.3%	0%	26.7%	33.3%	36.7%
f) to set meetings and to organize events	10%	6.7%	26.7%	33.3%	23.3%
g) to write down and to elaborate documents (reports, papers etc.)	3.3%	0%	33.3%	26.7%	36.7%

Activity	1	2	3	4	5
h) to answer positive to changes	0%	3.3%	16.7%	50%	30%
i) to give arguments and to express his/hers personal opinion	0%	3.3%	23.3%	40%	33.3%
j) to use different supports in order to speak or to understand a message in a foreign language	3.3%	3.3%	36.7%	33.3%	23.3%
k) to learn fast and to show openness for personal development	0%	0%	10%	33.3%	56.7%
l) to be able to work in a team	0%	6.7%	10%	16.7%	66.7%
m) to use media (including social media) in different situations	0%	6.7%	13.3%	53.3%	50%
n) to share and to manage different tasks	0%	20%	23.3%	23.3%	33.3%
o) to think critically and to analyze others' arguments	0%	3.3%	16.7%	43.3%	36.7%
p) to answer creatively and original to different tasks	0%	0%	23.3%	10%	66.7%

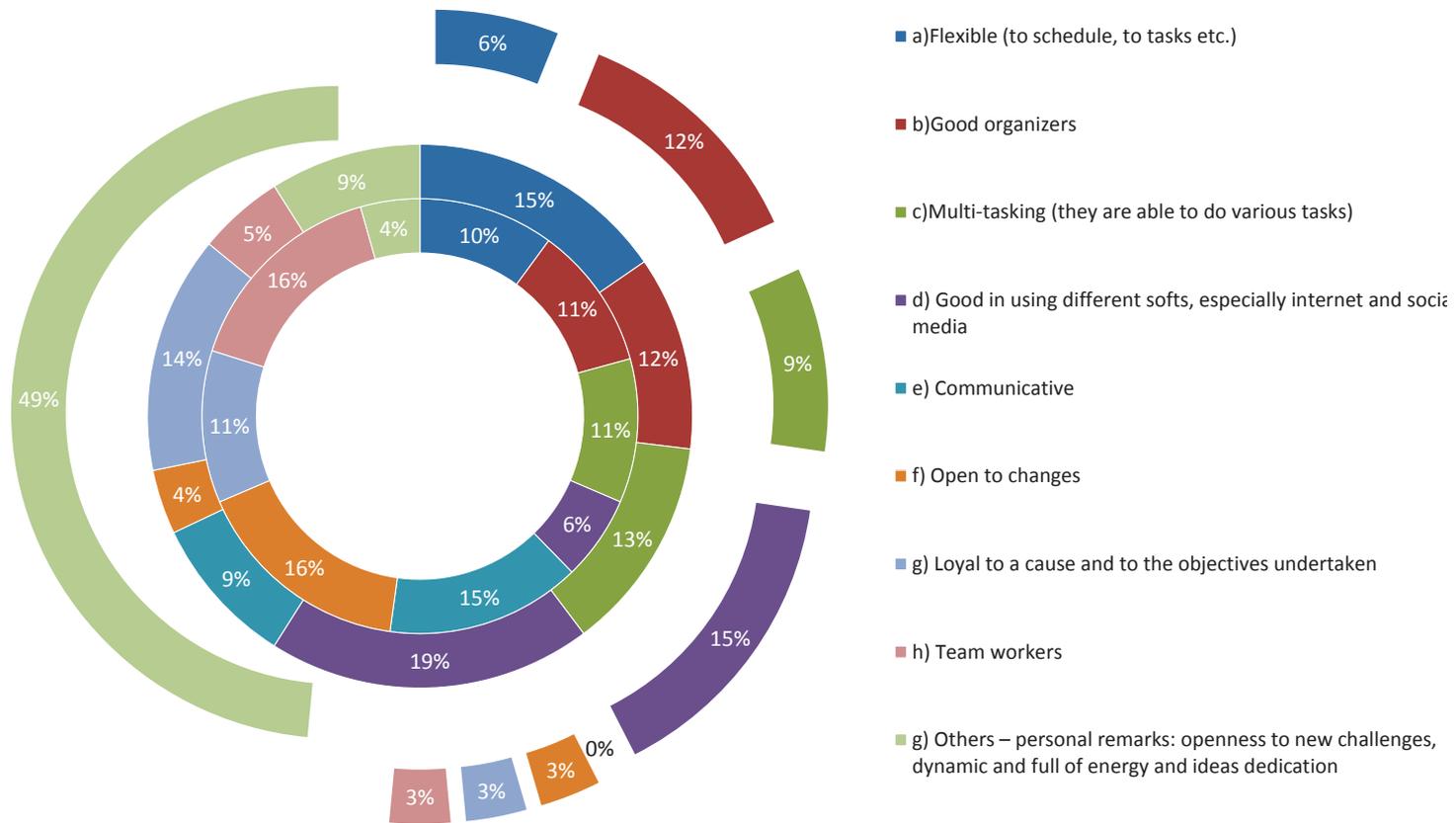


- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at an intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Most of the stakeholders consider that it is very important for the former volunteers to have an efficient relation with clients and company's partners (70 %), to be able to use a computer and basic software (Word, Excel, PowerPoint etc.) (50%), to be able to work in team (66.7 %) or to answer creatively and originally to different tasks (66.7 %).

Question 5: In your personal opinion, what are the most frequent qualities of the volunteers?

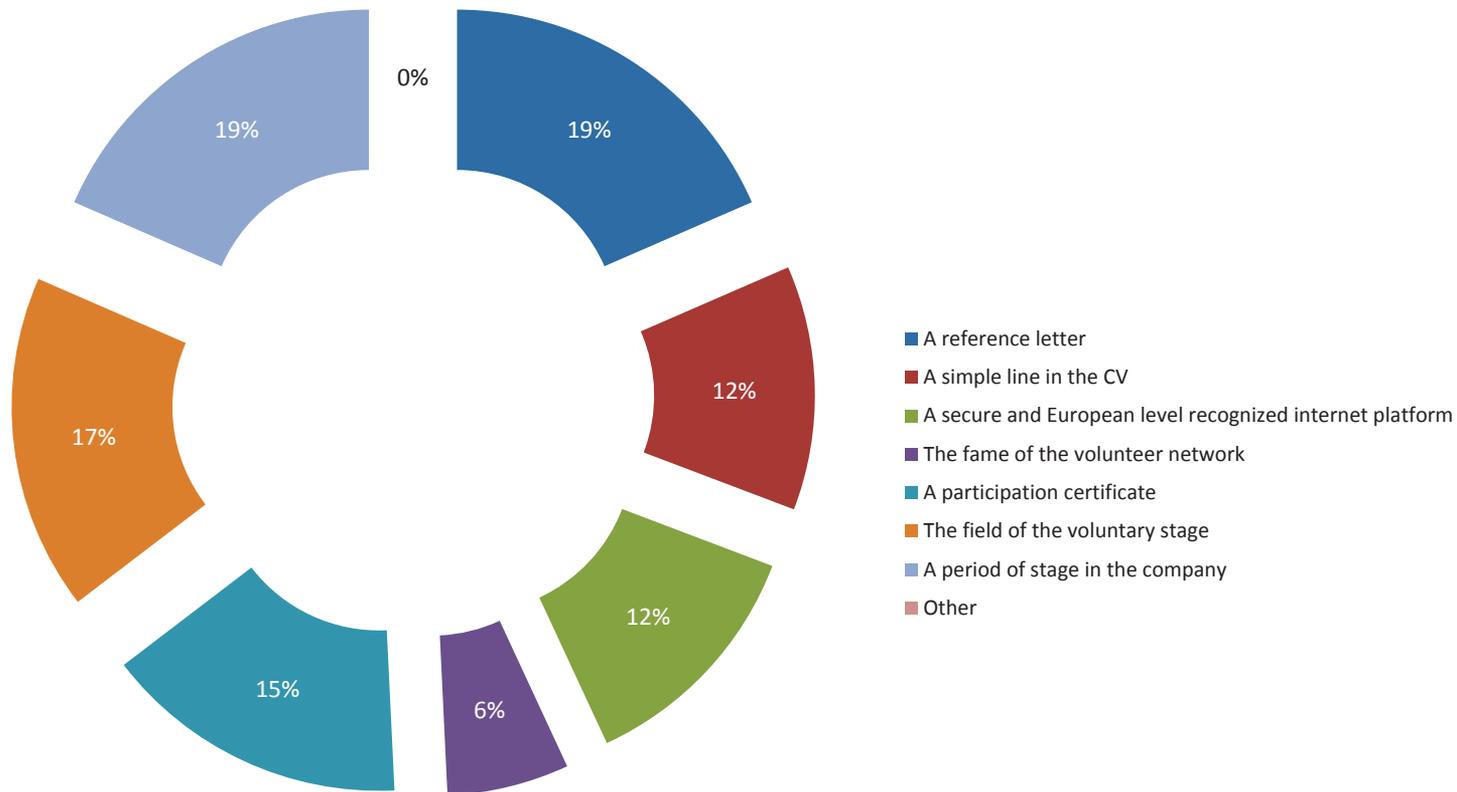
Activity/ Skill	Often	So and so	Rarely
a) Flexible (to schedule, to tasks etc.)	53.3%	40%	6.7%
b) Good organizers	56.7%	30%	13.3%
c) Multi-tasking (they are able to do various tasks)	56.7%	33.3%	10%
d) Good in using different softs, especially internet and social media	33.3%	50%	16.7%
e) Communicative	76.7%	23.3%	0%
f) Open to changes	86.7%	10%	3.3%
g) Loyal to a cause and to the objectives undertaken	60%	36.7%	3.3%
h) Team workers	83.4%	13.3%	3.3%
g) Others – personal remarks: openness to new challenges, dynamic and full of energy and ideas dedication	23.3%	23.3%	53.3%



When it comes to the qualities of the volunteers, stakeholders consider that volunteers should be communicative (76.7%), open to changes (86.7%) and to work in team (83.4%). The less used qualities of the volunteers, in their perception, are punctuality, empathy, reliability, multiculturality (53.3%).

Question 8: Please, indicate which of the following resources would be most useful for you in order to recognize a young person's volunteer activity?

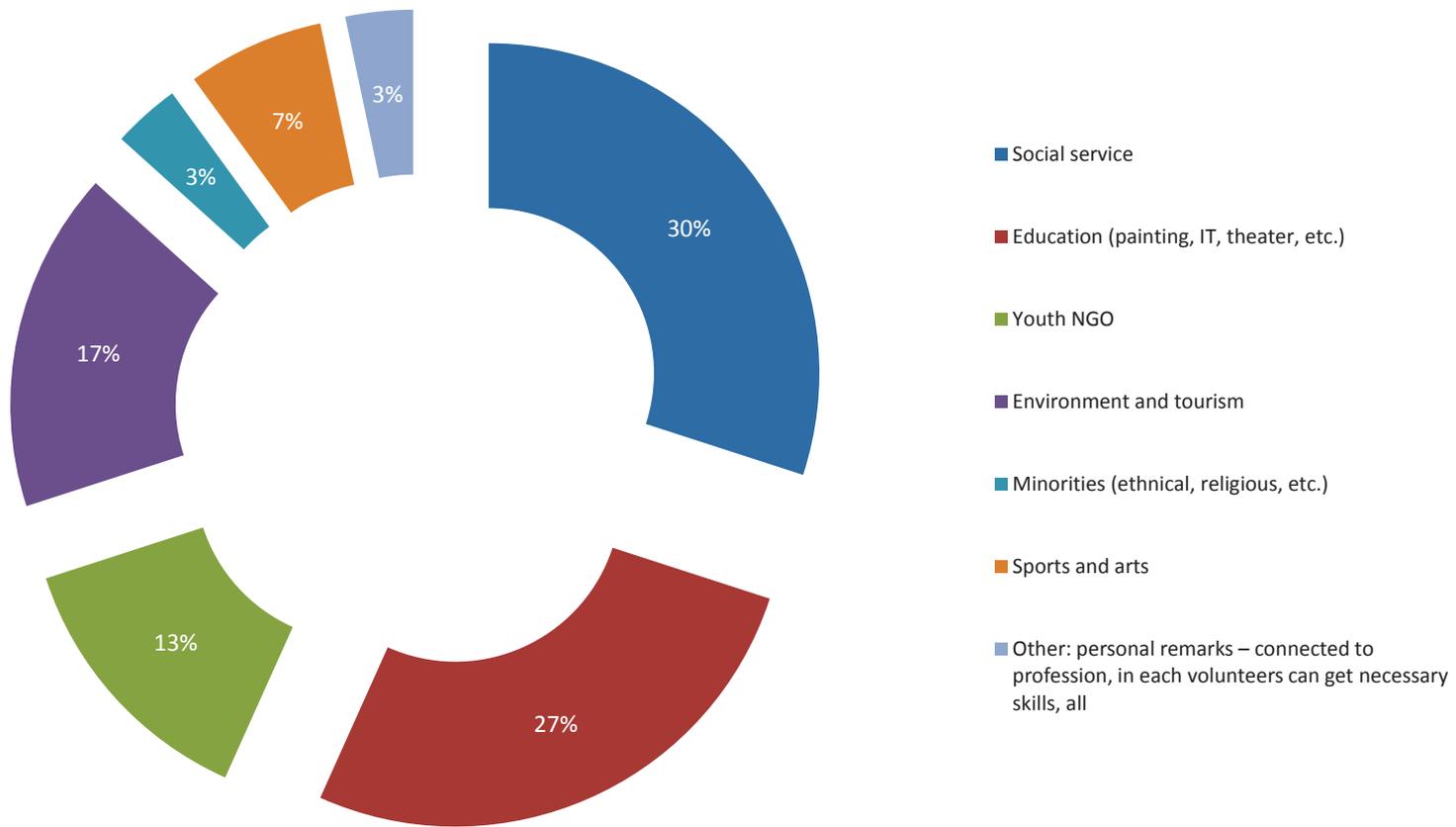
A reference letter	40%
A simple line in the CV	26.7%
A secure and European level recognized internet platform	26.7%
The fame of the volunteer network	13.3%
A participation certificate	33.3%
The field of the voluntary stage	36.7%
A period of stage in the company	40%
Other	0%



A percentage of 40 % stakeholders consider that a reference letter or a period of stage in the company would be most useful for them in order to recognize a young person`s volunteer activity. 26.7 % consider that an internet platform is needed. Just 13.3 % think that the fame of the volunteer network is enough.

Question 9: Which of the next fields of the voluntary activity do you think it is most useful for them to be employed?

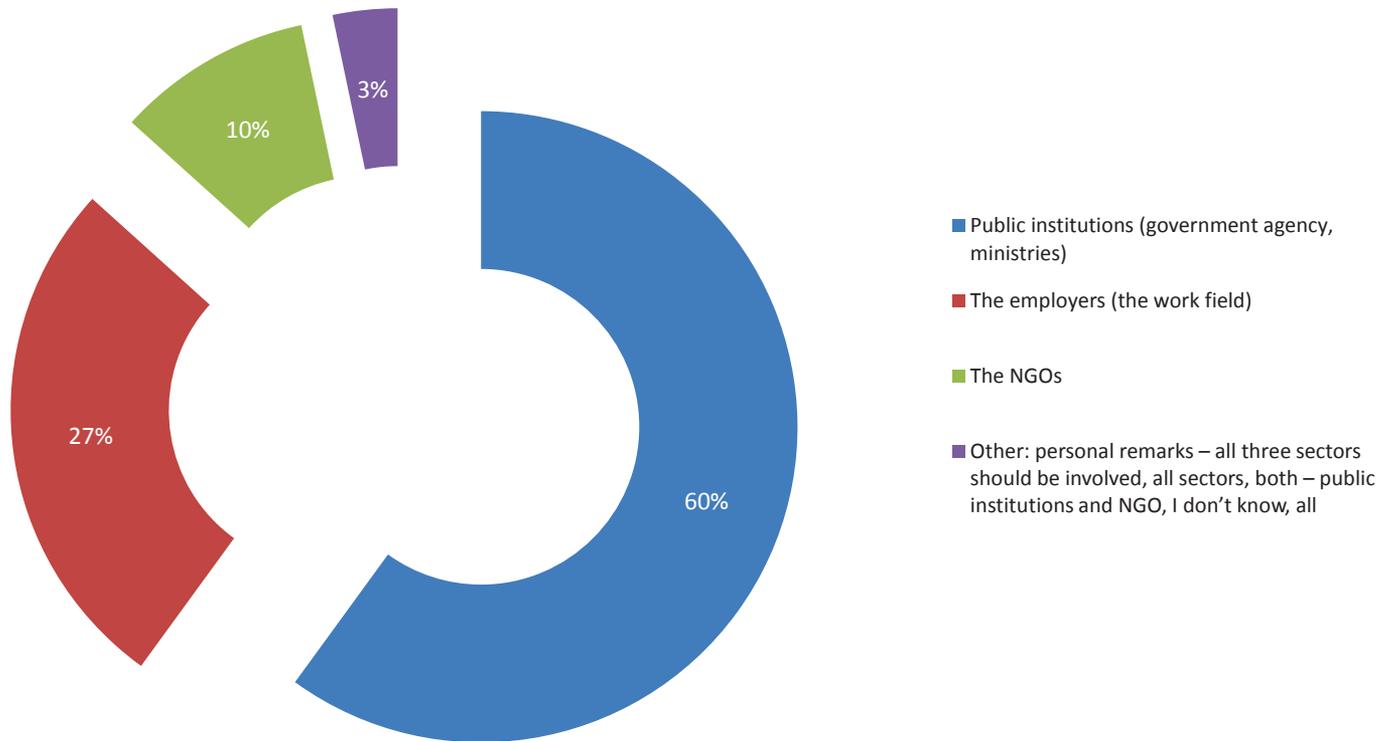
Social service	30%
Education (painting, IT, theater, etc.)	26.7%
Youth NGO	13.3%
Environment and tourism	16.7%
Minorities (ethnical, religious, etc.)	3.3%
Sports and arts	6.7%
Other: personal remarks – connected to profession, in each volunteers can get necessary skills, all	3.3%



The main field of the voluntary activity that is considered as most useful for employability is education (26.7 %) and the lowest rated field is the one working with minorities (3.3 %).

Question 9: Who do you think is responsible for recognition of the professional competencies of the volunteers?

Public institutions (government agency, ministries)	60%
The employers (the work field)	26.7%
The NGOs	10%
Other: personal remarks – all three sectors should be involved, all sectors, both – public institutions and NGO, I don't know, all	3.3%



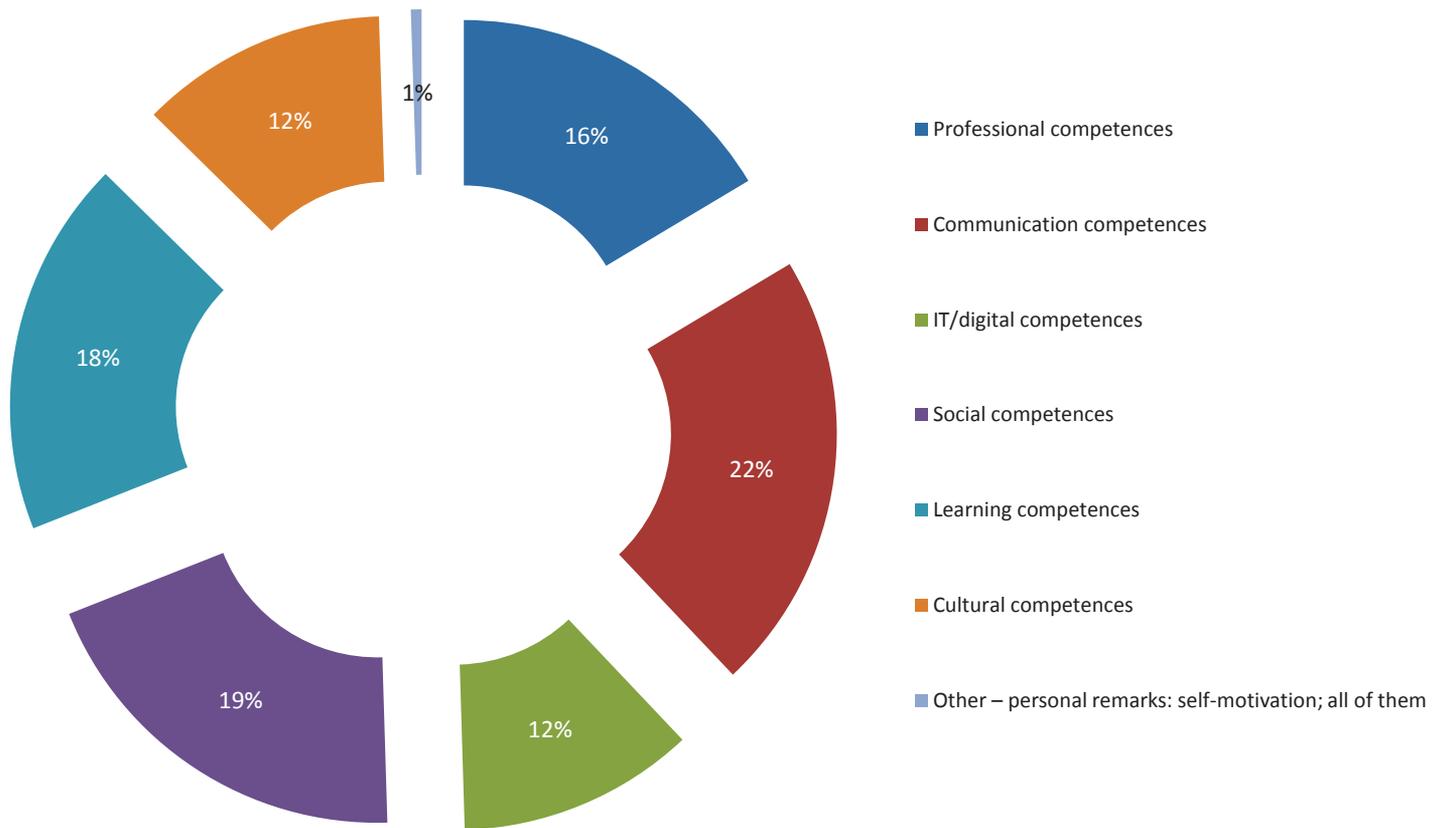
60 % of the stakeholders consider that the public institutions are responsible for recognition of professional competences of the volunteers while just 3.3 % consider that others should be involved.

Question/Answers	Answer 1	Answer 2	Answer 3
Question 1	100%	0%	0%
Question 2	94,20%	0%	5,80%
Question 6	32,70%	53,80%	13,50%
Question 10	80,80%	17,30%	1,90%

All 52 questions volunteers said that they are interested in other volunteering activities and 94.2 % see it as an advantage in their CV. Regarding the employability of a former volunteer, volunteers have different opinions. A percentage of 53.8 % considers that it makes no difference in theirs, while 32.7 % consider volunteering work as an advantage. This makes us believe that it differs from country to country. Nevertheless, 80.8 % of the volunteers appreciate the involvement of youngsters in voluntary activities.

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

Professional competences	60%
Communication competences	78.8 %
IT/digital competences	42.3 %
Social competences	71.2%
Learning competences	67.3%
Cultural competences	44.2%
Other – personal remarks: self-motivation; all of them	1.9%



Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

Scale	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0%	1.9%	17.3%	34.6%	46.2%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	3.9%	13.5%	26.9%	36.5%	19.2%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	1.9%	3.8%	44.2%	34.6%	15.4%
d) to answer positive to time pressures and short dead-lines	0%	0%	26.7%	50 %	23.3%
e) to know a foreign language at an intermediary level	1.9%	3.8%	13.5%	32.7%	48.1%
f) to set meetings and to organize events	1.9%	5.8%	21.2%	36.5%	34. %
g) to write down and to elaborate documents (reports, papers etc.)	1.9%	9.6%	15.4%	40.4%	32.7%
h) to answer positive to changes	1.9%	3.8%	9.6%	42.3%	42.3%
i) to give arguments and to express his/hers personal opinion	0%	3.8%	11.5%	48.1%	36.5%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	1.9%	17.3%	53.8%	26.9%
k) to learn fast and to show openness for personal development	1.9%	0%	13.5%	46.2%	38.5%
l) to be able to work in a team	1.9%	0	9.6%	40.4%	48.1%
m) to use media (including social media) in different situations	0%	6.7%	13.3%	53.3%	50%
n) to share and to manage different tasks	0%	3.8%	17.3%	57.7%	21.2%
o) to think critically and to analyze others' arguments	0%	5.8%	11.5%	44.2%	38.5%
p) to answer creatively and original to different tasks	0%	5.8%	13.5%	38.5%	42.3%

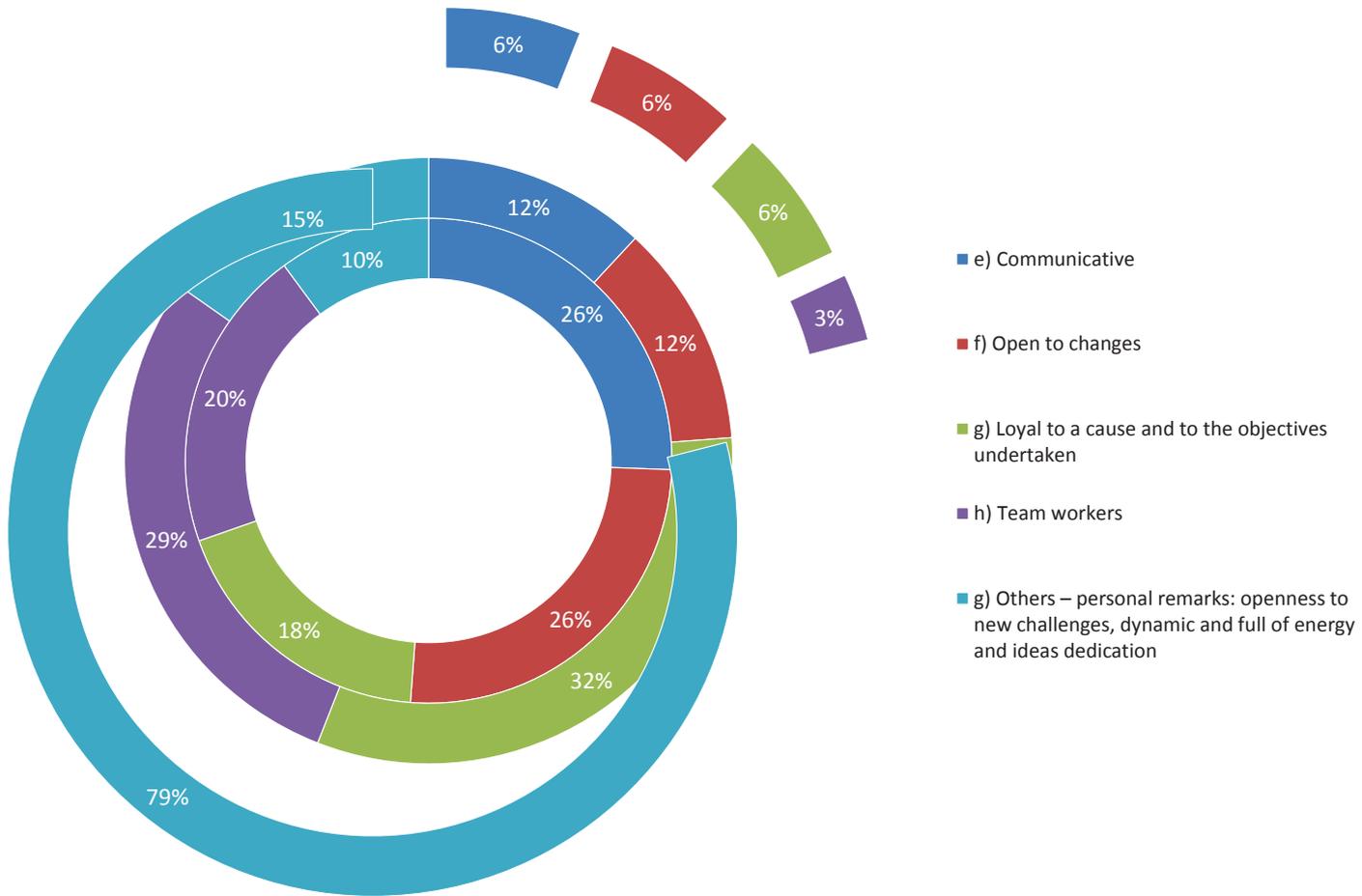


- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at an intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

According to this survey, the main competences that a volunteer/former volunteer should have are communication competences, followed by social competences, learning and professional competences.

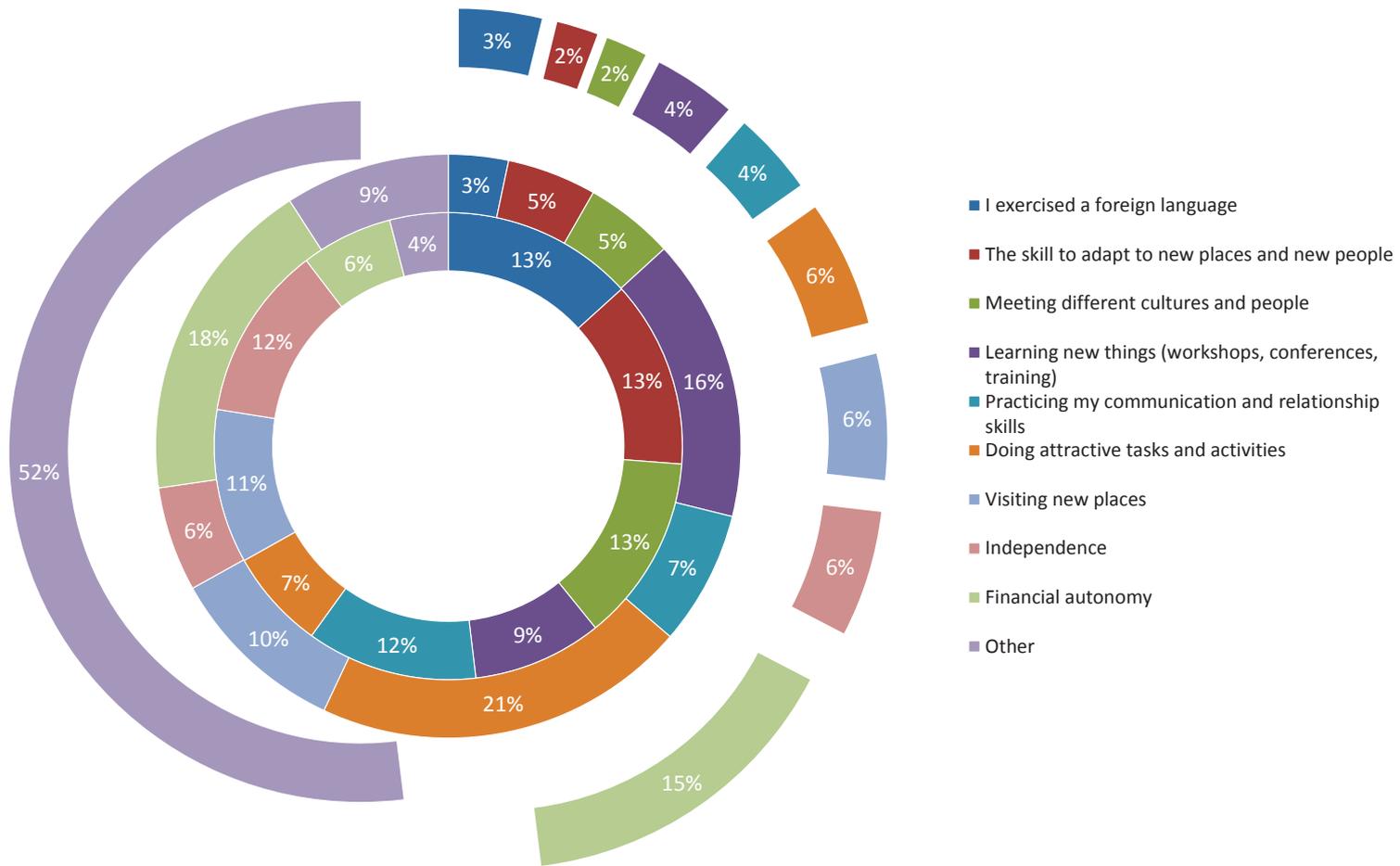
Question 5: In your personal opinion, what are the most frequent qualities of the volunteers?

	Often	So and so	Rarely
a) Flexible (to schedule, to tasks etc.)	75%	23.1%	1.9%
b) Good organizers	56.7%	30%	13.3%
c) Multi-tasking (they are able to do various tasks)	38.5%	57.7%	3.8%
d) Good in using different softs, especially internet and social media	40.4%	53.8%	5.8%
e) Communicative	82.7%	13.5%	3.8%
f) Open to changes	82.7%	13.5%	3.8%
g) Loyal to a cause and to the objectives undertaken	59.6%	36.5%	3.8%
h) Team workers	65.4%	32.7%	1.9%
g) Others – personal remarks: openness to new challenges, dynamic and full of energy and ideas dedication	32.7%	17.3%	50%



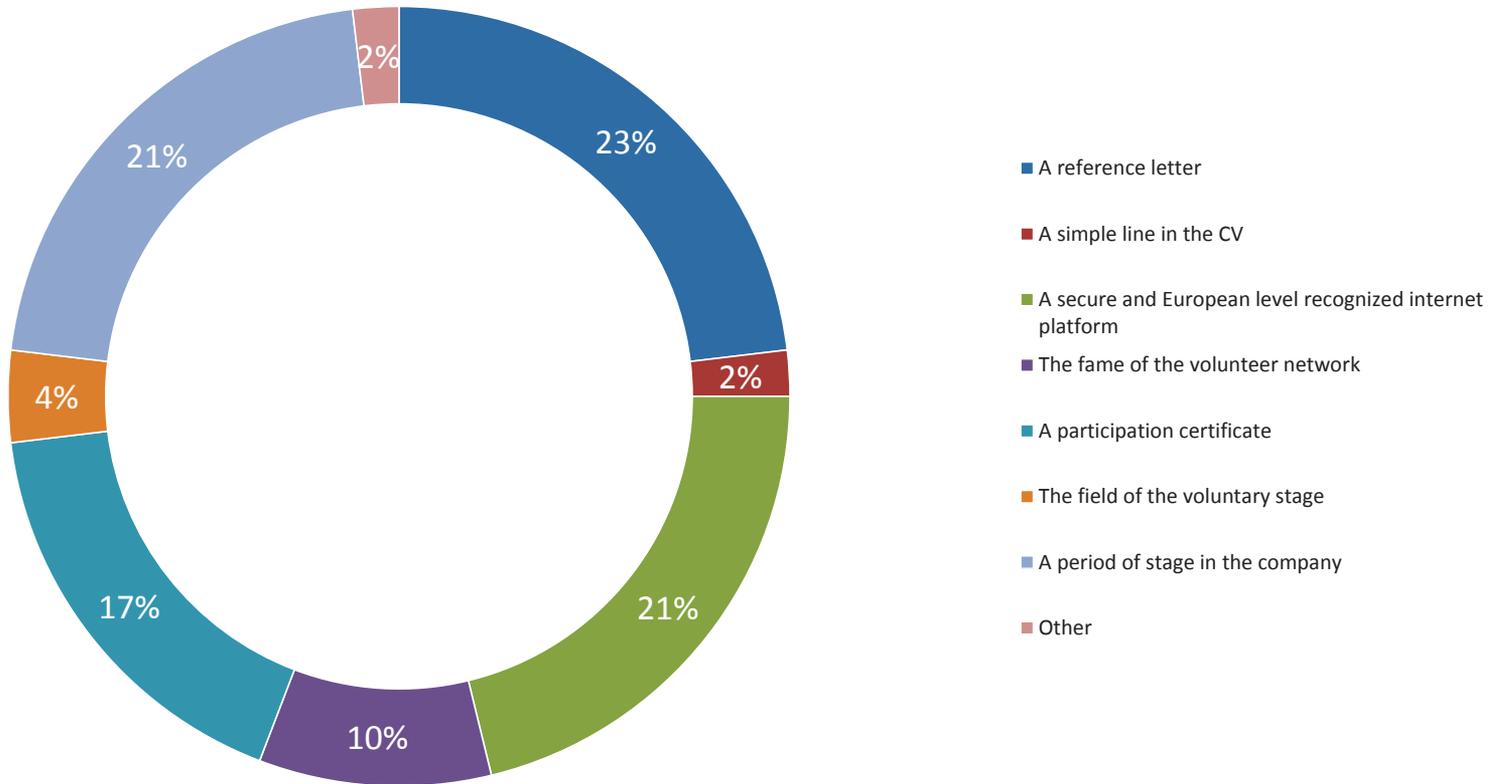
Question 7: Which is the most important skill that you achieved from your experience as a volunteer?

	Often	So and so	Rarely
I exercised a foreign language	88.5%	7.7%	3.8%
The skill to adapt to new places and new people	86.5%	11.5%	1.9%
Meeting different cultures and people	86.5%	11.5%	1.9%
Learning new things (workshops, conferences, training)	59.6%	36.5%	3.8%
Practicing my communication and relationship skills	78.8%	17.3%	3.8%
Doing attractive tasks and activities	46.2%	48.1%	5.8%
Visiting new places	71.2%	23.1%	5.8%
Independence	80.8%	13.5%	5.8%
Financial autonomy	42.3%	42.3%	15.4%
Other	26.9%	21.2%	51.9%



Question 8: Please, indicate which of the following resources would be most useful so that a young person's volunteer activity would be recognized?

A reference letter	23.1%
A simple line in the CV	1.9%
A secure and European level recognized internet platform	21.2%
The fame of the volunteer network	9.6%
A participation certificate	17.3%
The field of the voluntary stage	3.8%
A period of stage in the company	21.2%
Other	1.9%

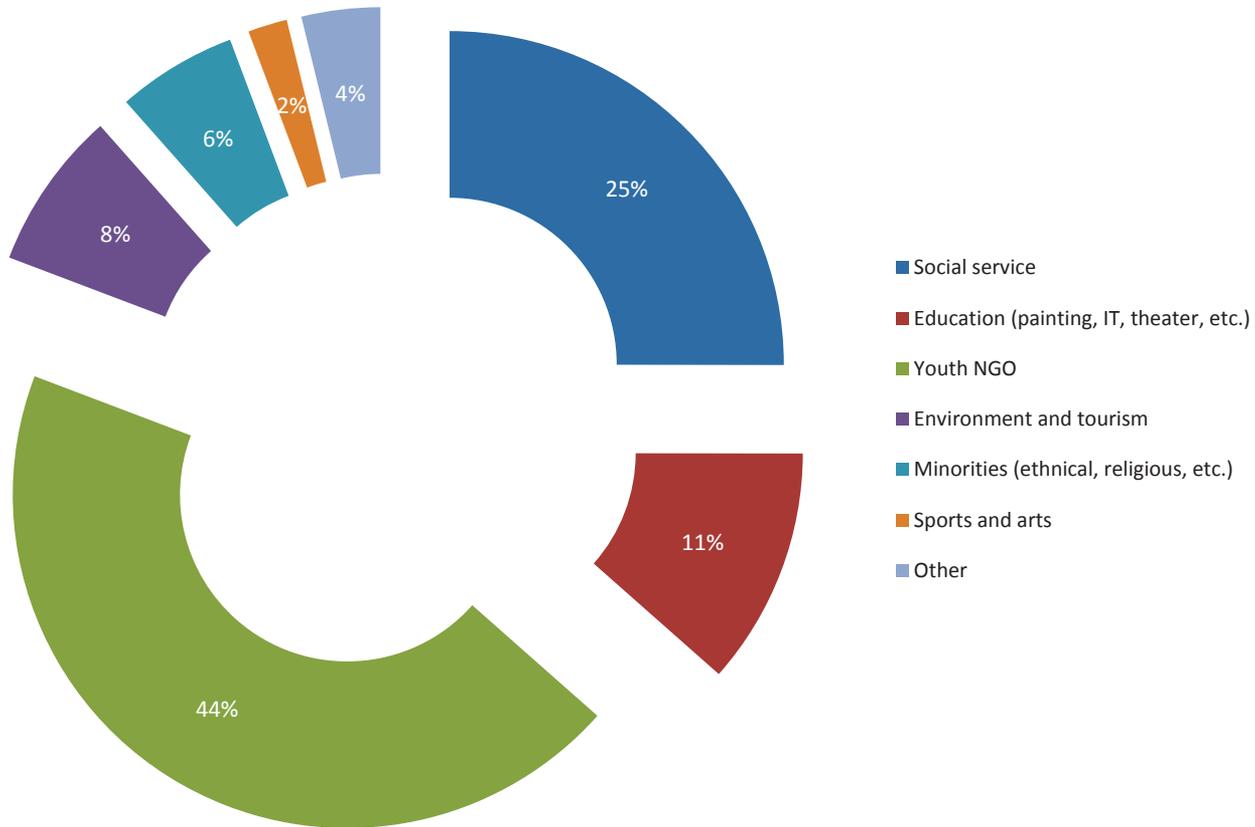


The most important skill that the volunteers have achieved during their EVS experience is a better level of a foreign language (88.5%), followed by the skill to adapt to new places and people (86.5%) and meeting a different culture and people (86.5%).

23.1% of the volunteers consider that a reference letter would help them in the recognition of their volunteering activity, while 21.2 % consider that an internet platform would be more useful, or a period of stage in a company.

Question 9: Which of the next fields of the voluntary activity do you think it is most useful for a volunteer to be employed?

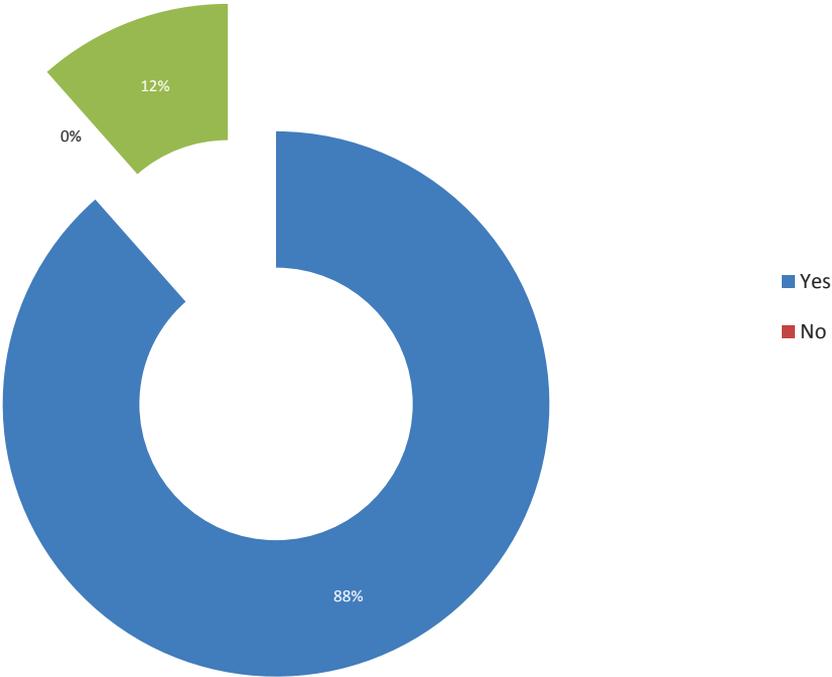
Social service	25%
Education (painting, IT, theater, etc.)	11.5%
Youth NGO	44.2%
Environment and tourism	7.7%
Minorities (ethnical, religious, etc.)	5.8%
Sports and arts	1.9%
Other	3.8%



The main field that is considered as being the most useful for a volunteer to be employed is education (44.2 %) and the less rated field is sports and arts (1.9 %).

Question 10: Do you think that the volunteer's activity should get professional recognition?

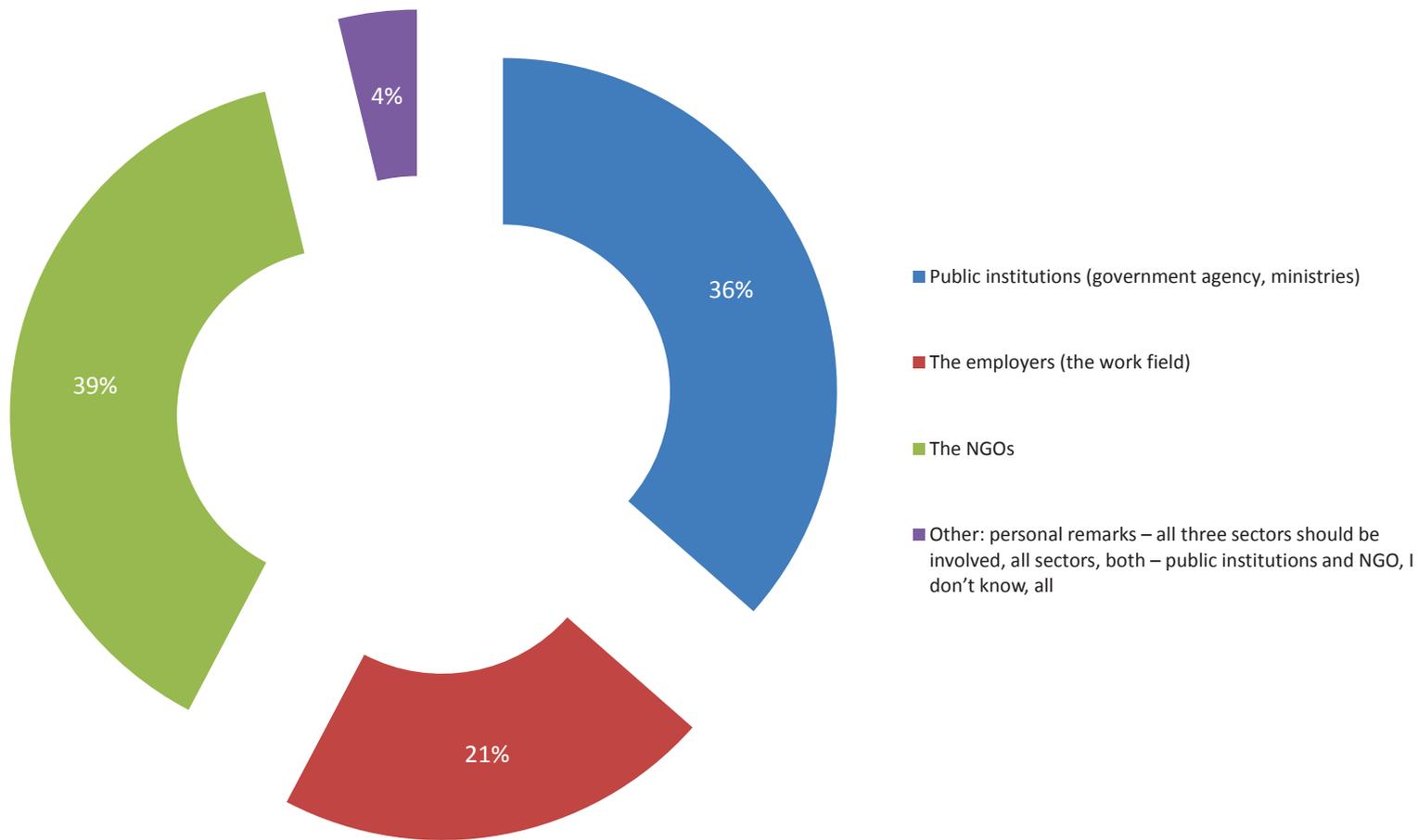
Yes	88.5%
No	0%
I don't know	11.5%



88.5 % of the questioned volunteers consider that the volunteer's activity should get professional recognition, while 11.5 % do not know what to consider.

Question 11: Who do you think is responsible for recognition of the professional competencies of the volunteers?

Public institutions (government agency, ministries)	36.5%
The employers (the work field)	21.2%
The NGOs	38.5%
Other: personal remarks – all three sectors should be involved, all sectors, both – public institutions and NGO, I don't know, all	3.8%



The EVS volunteers consider that the NGOs should be responsible for recognition of the professional competences (38. %), just 3.8 % consider that other parties should be involved.

# 8. BULGARIA

IT | FR | ES | PL | RO | GR | BG

During the research phase, the questionnaire has been spread to stakeholders mostly in the region of Pazardzhik (Bulgaria) and surrounding areas - NGOs at regional and local level; public institutions; local EVS hosting organizations; youth centers; Among 30 respondents, 40% are working in public sector as well as in private sector. 60% are from NGOs. The average age of respondents is 40 years old. The research results have been gathered through GoogleDocs online survey during May and June 2015.

The questionnaire has been spread among 50 - the hosed volunteers in Bulgaria, then among our sent volunteers. Also, we gave the questionnaire to former EVS volunteers (hosed and sent), in order to have a better perspective on the current recognition of volunteering competences. Most of the volunteers have done volunteering work in Bulgaria or are Bulgarian volunteers who did EVS abroad. Some of the volunteers are still doing their volunteering stage. Their age is preponderant from 18-25 years (70%) and 30% are between 26 and 35 years. Gender, 68 % of the people who filled in the form were males, while 32 % were females. As the research shows, few of the volunteers

have a medium level of education (high school), while more of them have a higher level of education (College or University).

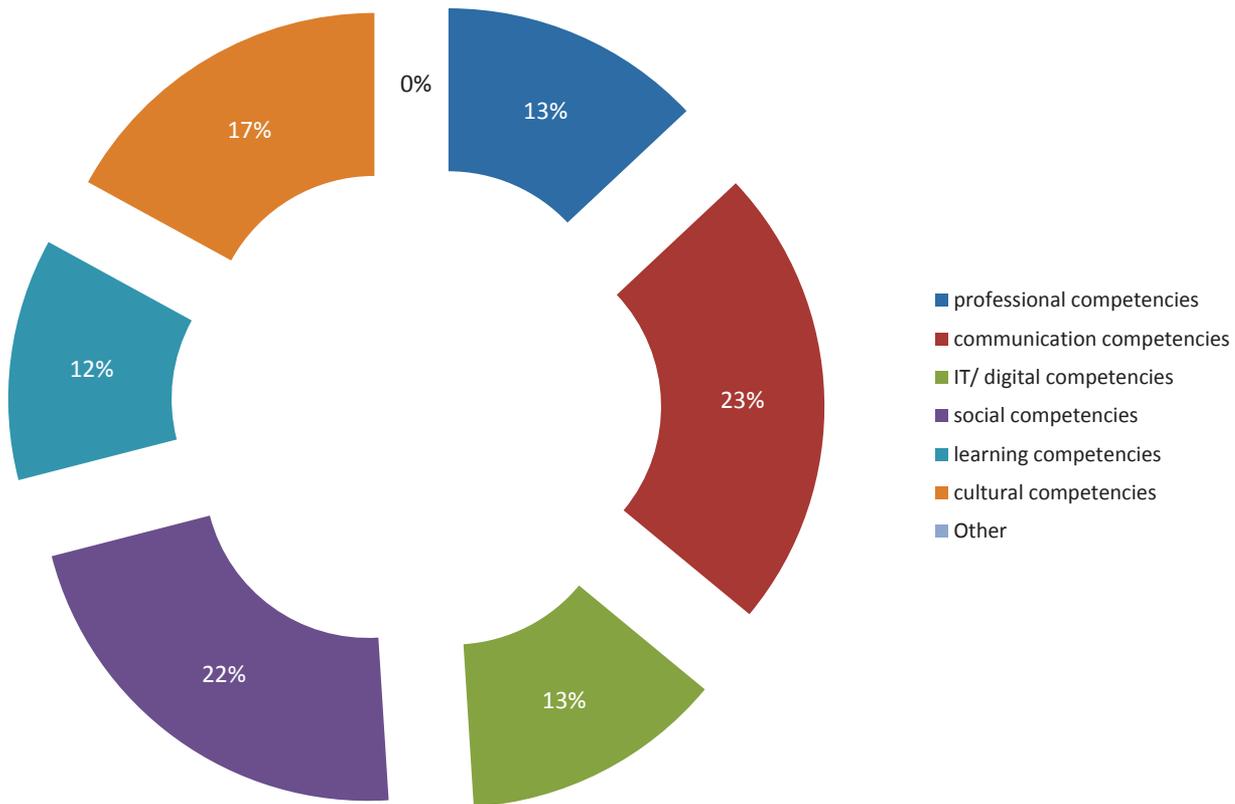
Question/Answers	Answer 1	Answer 2	Answer 3
Question 2	80%	6%	0%
Question 6	86.7 %	0%	13.3 %
Question 7	80%	20%	0%
Question 10	80%	20%	0%

As we can see through the results, generally speaking volunteering activities are very well considered by stakeholders: 80% of respondents think that it is an advantage for their CV and nobody sees it as a disadvantage. We notice the same percentage concerning the appreciation of youngsters' involvement by stakeholders, which demonstrate the good global picture of volunteerism in our region. By the way, almost 80% will hire a former volunteer if they have the opportunity to do it, which is quite relevant. However, a bit less than a third part considers that the employment of a former volunteer by their organization will make no difference comparing to another candidate. Maybe, it will suppose a better understanding of what are volunteering activities by the employers in general.

- Competences (q3,q4,q5)

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

professional competencies	23	45.1 %
communication competencies	30	58.8 %
IT/ digital competencies	5	9.8 %
social competencies	33	64.7 %
learning competencies	19	37.3 %
cultural competencies	23	45.1 %
Other	1	2 %



Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

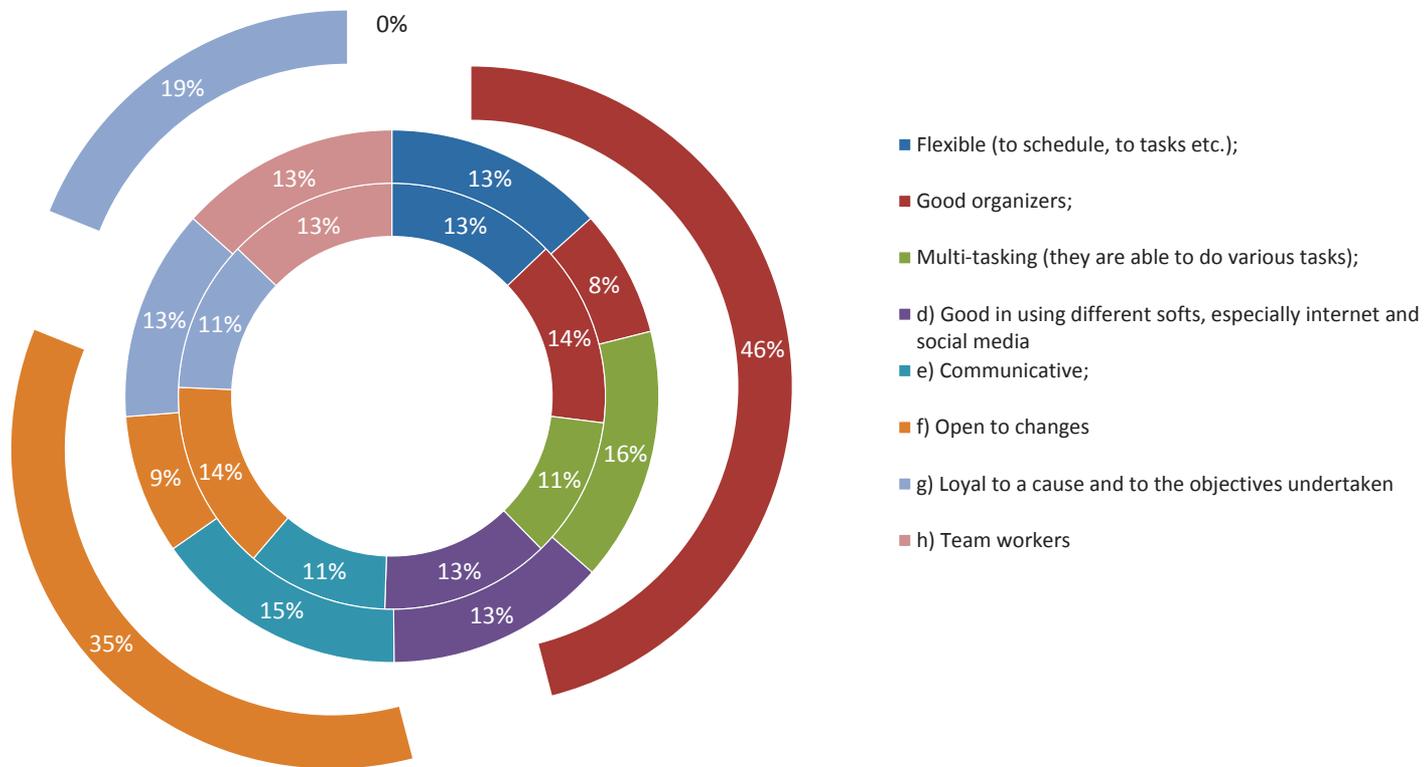
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	13%	17%	23%	37%	10%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	7%	17%	27%	23%	27%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	3%	17%	37%	27%	17%
d) to answer positive to time pressures and short dead-lines	10%	10%	47%	27%	7%
e) to know a foreign language at a intermediary level	10%	7%	34%	28%	21%
f) to set meetings and to organize events	7%	20%	27%	23%	23%
g) to write down and to elaborate documents (reports, papers etc.)	0%	3%	14%	35%	58%
h) to answer positive to changes	3%	30%	37%	23%	7%
i) to give arguments and to express his/hers personal opinion	3%	3%	45%	28%	21%
j) to use different supports in order to speak or to understand a message in a foreign language	7%	17%	28%	38%	10%
k) to learn fast and to show openness for personal development	7%	20%	27%	23%	23%
l) to be able to work in a team	0%	3%	14%	35%	58%
m) to use media (including social media) in different situations	3%	30%	37%	23%	7%
n) to share and to manage different tasks	7%	20%	27%	23%	23%
o) to think critically and to analyze others' arguments	3%	10%	33%	40%	13%
p) to answer creatively and original to different tasks	7%	20%	23%	33%	17%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Stakeholders consider that the most frequent qualities volunteers possess are:

Quality	Often	So and so	Rarely
Flexible (to schedule, to tasks etc.);	48%	52%	0%
Good organizers;	53%	30%	17%
Multi-tasking (they are able to do various tasks);	40%	60%	0%
d) Good in using different softs, especially internet and social media	48%	52%	0%
e) Communicative;	40%	60%	0%
f) Open to changes	54%	33%	13%
g) Loyal to a cause and to the objectives undertaken	43%	50%	7%
h) Team workers	48%	52%	0%



As we can see, about competences and what stakeholders think of a former volunteer when it comes to the qualities of the volunteer, stakeholders consider that a volunteers should be communicative, open to changes and to work in team. The less used qualities of the volunteer, in their perception, are punctuality, empathy, reliability, multiculturalist.

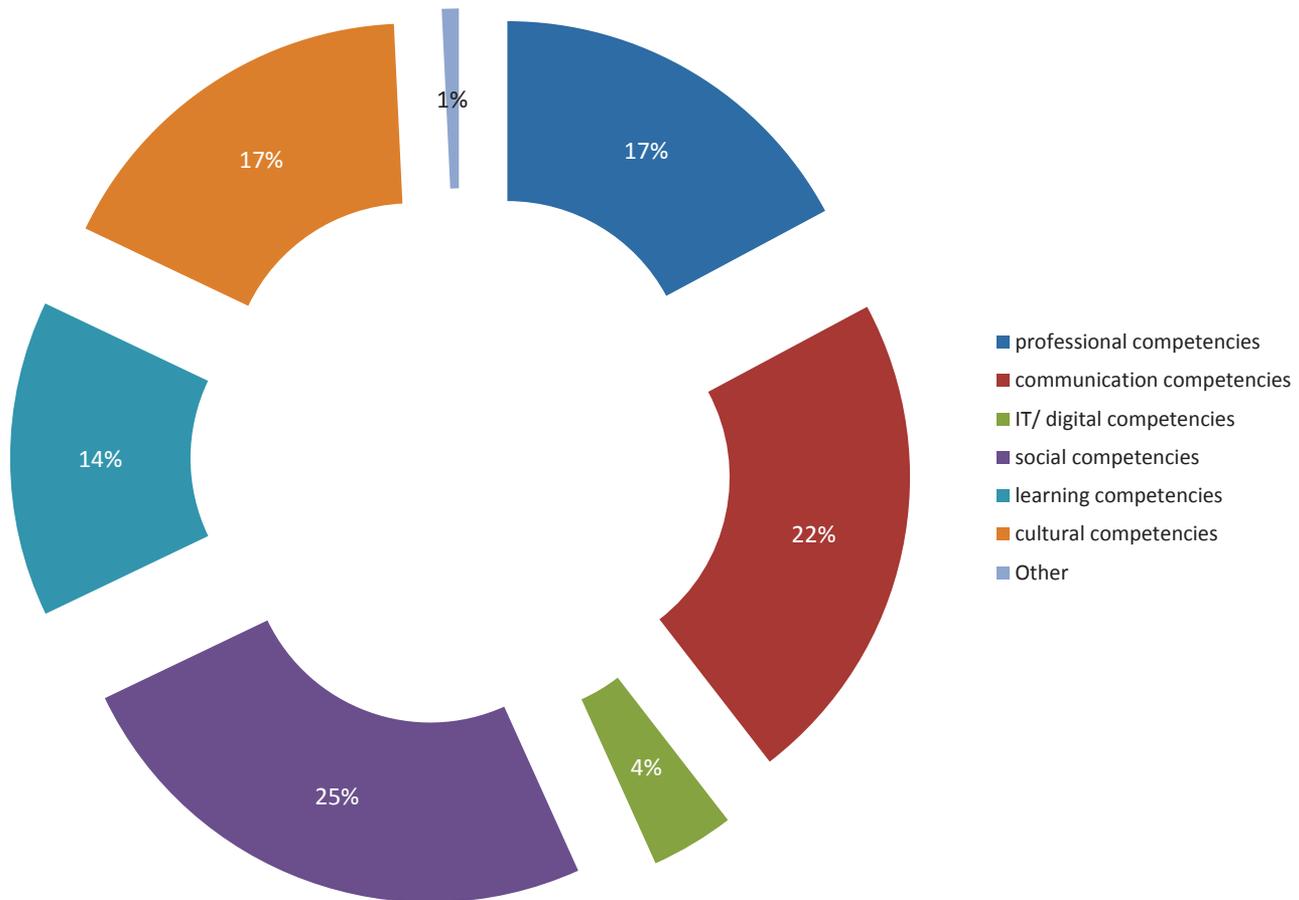
Question/Answers	A	B	C	D	E	F	G	H
Question 8	100%	0%	0%					
Question 9	29%	28%	20%	7%	7%	0%	7%	
Question 10	39%	19%	21%	7%	7%	0%	7%	
Question 12	66%	7%	27%					
Question 13	60%	30%	7%	3%				

Once more, we can notice that the employment of a former volunteer by stakeholders, national agencies or NGO's in Bulgaria is well appreciated (100%) and no one consider it will not be an asset. However, for resources that would be most useful for them in order to recognize a young person's volunteer activity, results are not so obvious and clear. They are between a reference letter (29%) and a simple line in the CV (28%). Only 20 respondents voted for a secure and European level recognized internet platform.

50 questioned volunteers said that they are interested in other volunteering activities and 94.2 % see it as an advantage in their CV. Regarding the employability of a former volunteer, volunteers have different opinions. A percentage of 53.8 % considers that it makes no difference in theirs, while 32.7 % consider volunteering work as an advantage. This makes us believe that it differs from country to country. Nevertheless, 80.8 % of the volunteers appreciate the involvement of youngsters in voluntary activities.

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

professional competencies	23	45.1%
communication competencies	30	58.8%
IT/ digital competencies	5	9.8%
social competencies	33	64.7%
learning competencies	19	37.3%
cultural competencies	23	45.1%
Other	1	2%



Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

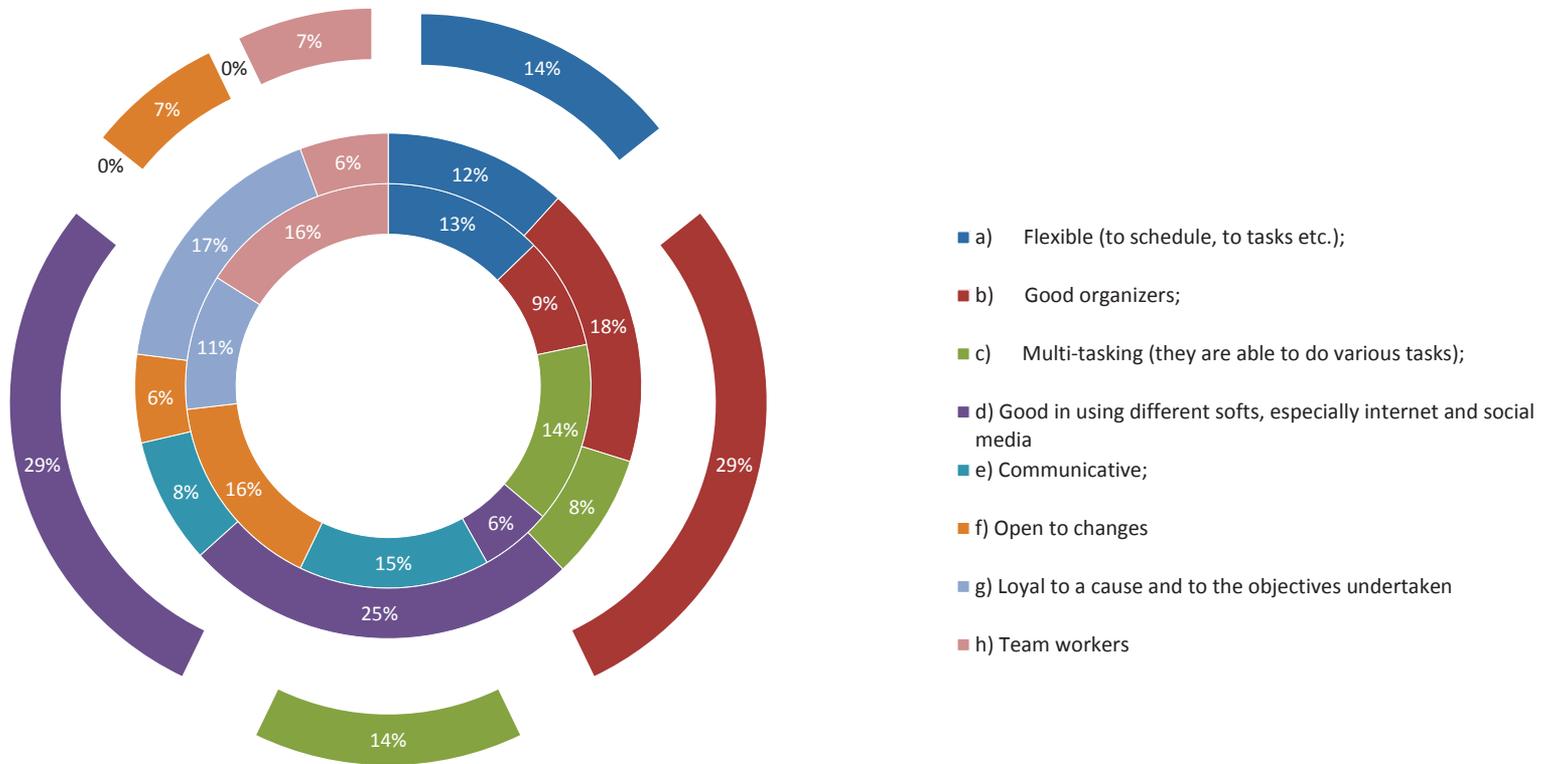
Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	2%	4%	22%	39%	33%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	2%	12%	39%	23,5%	23,5%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	0%	16%	45%	25%	14%
d) to answer positive to time pressures and short dead-lines	0%	12%	37%	37%	14%
e) to know a foreign language at a intermediary level	0%	4%	4%	33%	59%
f) to set meetings and to organize events	0%	2%	25,5%	49%	23,5%
g) to write down and to elaborate documents (reports, papers etc.)	0%	10%	31%	35%	23,5%
h) to answer positive to changes	0%	0%	10%	51%	39%
i) to give arguments and to express his/hers personal opinion	0%	0%	18%	43%	39%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	0%	12%	37%	51%
k) to learn fast and to show openness for personal development	0%	2%	8%	45%	45%
l) to be able to work in a team	0%	0%	8%	37%	55%
m) to use media (including social media) in different situations	0%	8%	37%	24%	31%
n) to share and to manage different tasks	0%	0%	39%	37%	24%
o) to think critically and to analyze others' arguments	0%	8%	27%	43%	22%
p) to answer creatively and original to different tasks	0%	0%	22%	46%	32%



- a) to have an efficient relation with clients and company's partners
- b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)
- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Volunteers consider that the most frequent qualities which they possess are:

Quality	Often	So and so	Rarely
d) Flexible (to schedule, to tasks etc.);	67%	29%	4%
e) Good organizers;	47%	45%	8%
f) Multi-tasking (they are able to do various tasks);	76%	20%	4%
d) Good in using different softs, especially internet and social media	30%	63%	8%
e) Communicative;	80%	20%	0%
f) Open to changes	84%	14%	2%
g) Loyal to a cause and to the objectives undertaken	57%	43%	0%
h) Team workers	84%	14%	2%



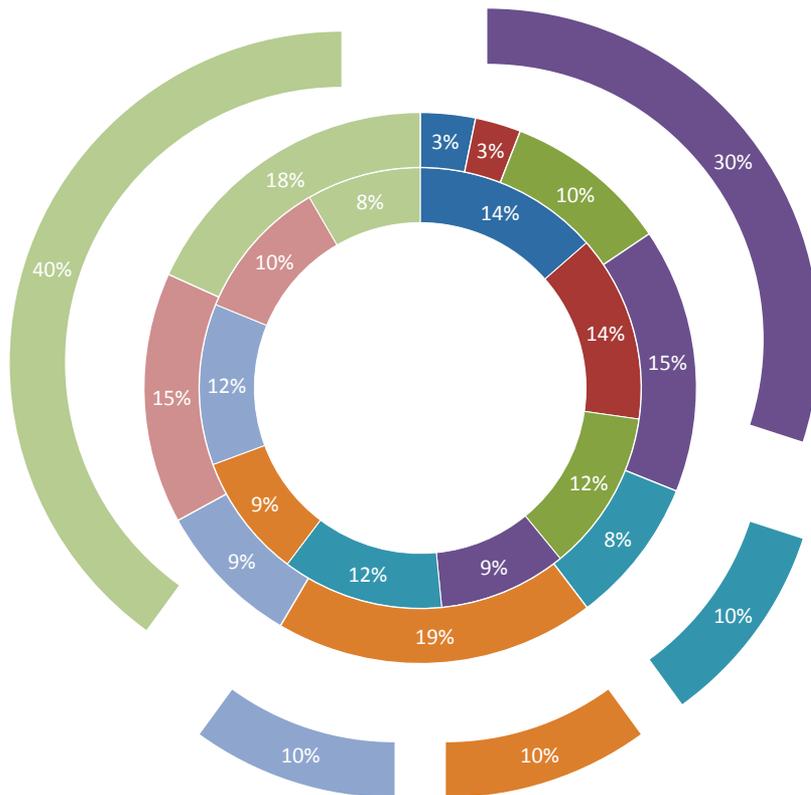
According to this survey, the main competences that a volunteer/former volunteer should have are communication competences, followed by social competences, learning and professional competences.

Regarding qualities volunteers should have most frequently open to changes (84% for often) and team worker (84% for often) are the ones most answered

and stand out from the others. Also communicative quality has been quite voted (80%) that makes sense according to answers in previous question 3. This is quite connected to answers in question 4 as well, 55% of respondents considered that a former volunteer is able to work in a team.

Question 7: Which is the most important skill that you achieved from your experience as a volunteer?

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language	94%	6%	0%
b. the skill to adapt to new places and new people	95%	5%	0%
c. meeting different cultures and people	82%	18%	0%
e. learning new things (workshops, conferences, training)	65%	29%	6%
f. practice my communication and relationship skills	82%	16%	2%
g. doing attractive tasks and activities	63%	35%	2%
h. visiting new places	82%	16%	2%
i. independence	72,5%	27,5%	0%
j. financial autonomy	58%	34%	8%



- a. I exercised a foreign language
- b. the skill to adapt to new places and new people
- c. meeting different cultures and people
- e. learning new things (workshops, conferences, training)
- f. practice my communication and relationship skills
- g. doing attractive tasks and activities
- h. visiting new places
- i. independence
- j. financial autonomy

Question/Answers	A	B	C	D	E	F	G	H
Question 8	22%	6%	35%	10%	16%	4%	8%	0%
Question 9	26%	18%	37%	12%	6%	0%	2%	0%
Question 11	84%	4%	12%	0%	0%	0%	0%	0%
Question 12	50%	26%	22%	2%	0%	0%	0%	0%

# 9. GREECE

IT | FR | ES | PL | RO | GR | BG

We have spread the questionnaire to EVS organizations all around Greece, as well as different stakeholders, mainly in the Messinian region. The questionnaire was spread mainly using the internet, but also through personal interviews. The Greek National Agency assisted the process also by sending the questionnaire to even more youth organizations. We received in total 32 responses. The vast majority of the respondents (68,8%) belong to the 26-40 age group, followed by 21,9% that belongs to the 41-56 age group, whereas only 6,3% belongs to the 18-25 age group and a mere 6.1% to the over 56 age group. 53,1% Female and 46,9% male. Half of the respondents, 50%, have a postgraduate or doctorate degree. 40,6% have a university degree and 9,4% have completed secondary education.

The questionnaire for EVS volunteers was spread online to volunteers that we have either hosted in Kalamata or sent abroad. In total 52 volunteers responded to the questionnaire, from the following countries: Greece, France, Portugal, Turkey, Austria, Estonia, Germany, Italy and Spain, Croatia, Cyprus, Denmark, Iceland, Ireland, Lithuania, Montenegro, Neth-

erlands, Poland, Slovenia, and Ukraine. The age of the respondents is divided almost equally to the age groups 18-25 (48,1%) and 26-40 (51,9%). 67,3% Female and 32,7% male. The majority of the volunteers that answered the questionnaire hold a bachelor's degree (48,1%), followed by Master's or PhD (28,8%), whereas 21,2% have completed secondary education and 1,9% compulsory education.

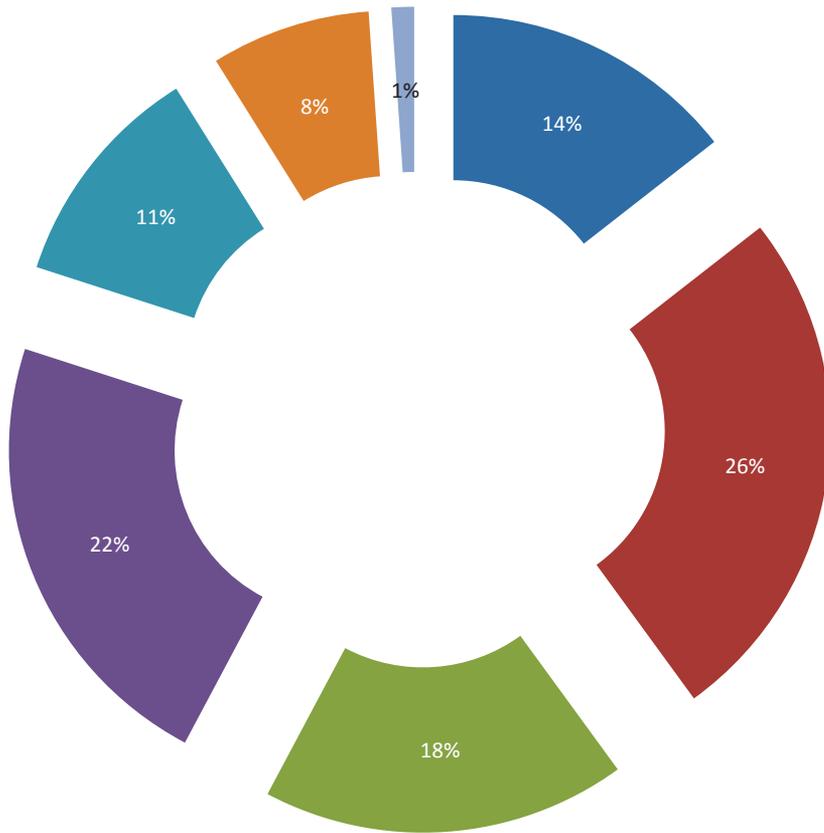
Question/Answers	A	B	C
Question 2.	96,90%	0%	3,10%
Question 6.	81,30%	15,60%	3,10%
Question 7.	67,70%	3,20%	29%
Question 11.	93,80%	6,30%	0%

The results show that the vast majority of the respondents have a general good opinion and appreciate volunteerism. However, only 67,7% said that they would employ a person that has been involved in volunteerism in their company, whereas 29% is not sure. This shows that there needs to be a bigger promotion on the benefits of volunteerism and the role that it can play to the professional and personal development of the volunteers.

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

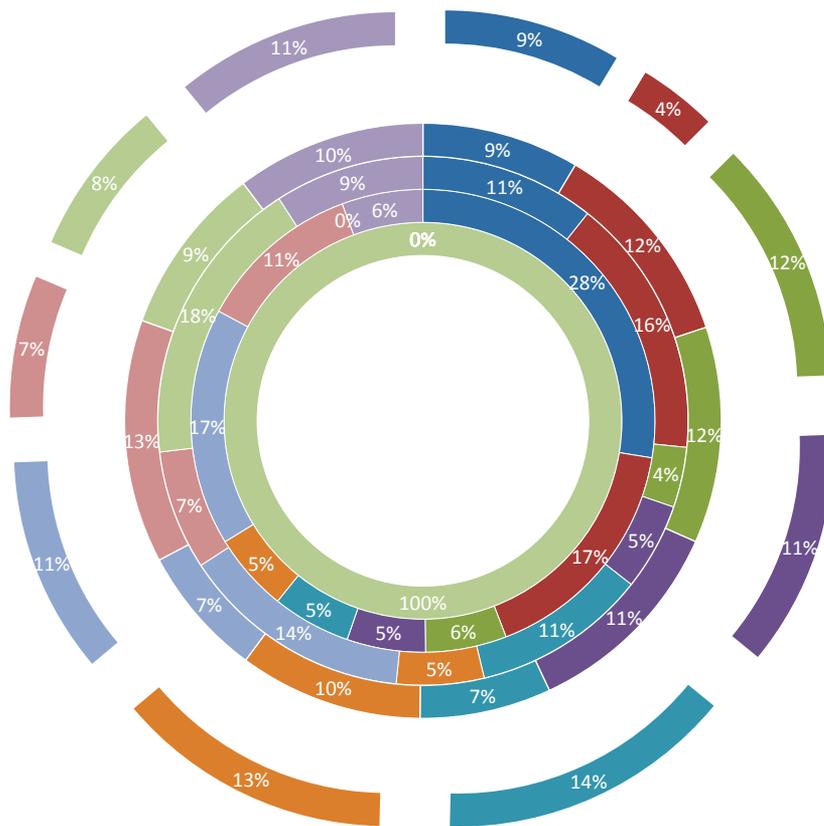
professional competencies	13	40.6%
communication competencies	23	71.9 %
IT/ digital competencies	16	50 %
social competencies	20	62.5 %
learning competencies	10	31.3 %
cultural competencies	7	21.9 %
Other	1	3.1 %



- professional competencies
- communication competencies
- IT/ digital competencies
- social competencies
- learning competencies
- cultural competencies
- Other

Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	0%	6.3%	40.6%	40.6%	12.5%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	0%	6.3%	34.4%	25%	34.4%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	0%	6.3%	46.9%	28.1%	18.8%
d) to answer positive to time pressures and short dead-lines	3.1%	12.5%	31.3%	25%	28.1%
e) to know a foreign language at a intermediary level	0%	3.1%	15.6%	40.6%	40.6%
f) to set meetings and to organize events	0%	15.6%	18.8%	37.5%	28.1%
g) to write down and to elaborate documents (reports, papers etc.)	0%	9.4%	28.1%	50%	12.5%
h) to answer positive to changes	0%	3.2%	6.5%	51.6%	38.7%
i) to give arguments and to express his/hers personal opinion	0%	3.1%	9.4%	50%	37.5%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	3.1%	18.8%	31.3%	46.9%
k) to learn fast and to show openness for personal development	0%	3.1%	9.4%	43.8%	43.8%
m) to use media (including social media) in different situations	0%	9.4%	25%	31.3%	34.4%
n) to share and to manage different tasks	0%	6,5%	12.9%	58.1%	22.6%
o) to think critically and to analyze others' arguments	3.1%	0%	31.3%	40.6%	25%
p) to answer creatively and original to different tasks	0%	3.2%	16.1%	45.2%	35.5%



- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Stakeholders consider that the most frequent qualities volunteers possess are:

Quality	Often	So and so	Rarely
Flexible (to schedule, to tasks etc.);	46.9%	43.8%	6.3%
Good organizers;	37.5%	46.9%	12.5%
Multi-tasking (they are able to do various tasks);	31.3%	53.1%	12.5%
d) Good in using different softs, especially internet and social media	46.9%	50%	0%
e) Communicative;	78.1%	18.8%	0%
f) Open to changes	65.6%	28.1%	3.1%
g) Loyal to a cause and to the objectives undertaken	37.5%	56.3%	3.1%
h) Team workers	56.3%	37.5%	3.1%



- a) Flexible (to schedule, to tasks etc.);
- b) Good organizers;
- c) Multi-tasking (they are able to do various tasks);
- d) Good in using different softs, especially internet and social media
- e) Communicative;
- f) Open to changes
- g) Loyal to a cause and to the objectives undertaken
- h) Team workers

From the answers participants gave to questions 3,4 and 5 it seems that the communications skills are rated as most important for a young volunteer to have when looking for a job (71,9%) , noting at the same time that ex-volunteers are more often communicative (71,8%). On question 4, regarding the activities that former volunteers can do well, the answers are very diverse and we believe that this has to do with what the person that answered the questionnaire has in mind as volunteering, as well as the field of volunteering activity.

As we can see, more than half of the people (53.1%) responded that volunteer work is not appreciated by

the Greek labour market, whereas 84,4% agrees that volunteerism should be recognized by the employers as an asset. Almost half of the respondent (46,9%) see a common Pan-European platform as the best way for volunteer activities to be recognized, followed by the reference letter (18,8%) and a certificate of participation (12,5%).

Finally, the respondents in their majority think that responsible for the recognition of the professional competencies of the volunteers are the NGOs themselves (35,5%), followed by the labour market/employers (32,3%) and only 16,6% consider responsible for this the public institutions.

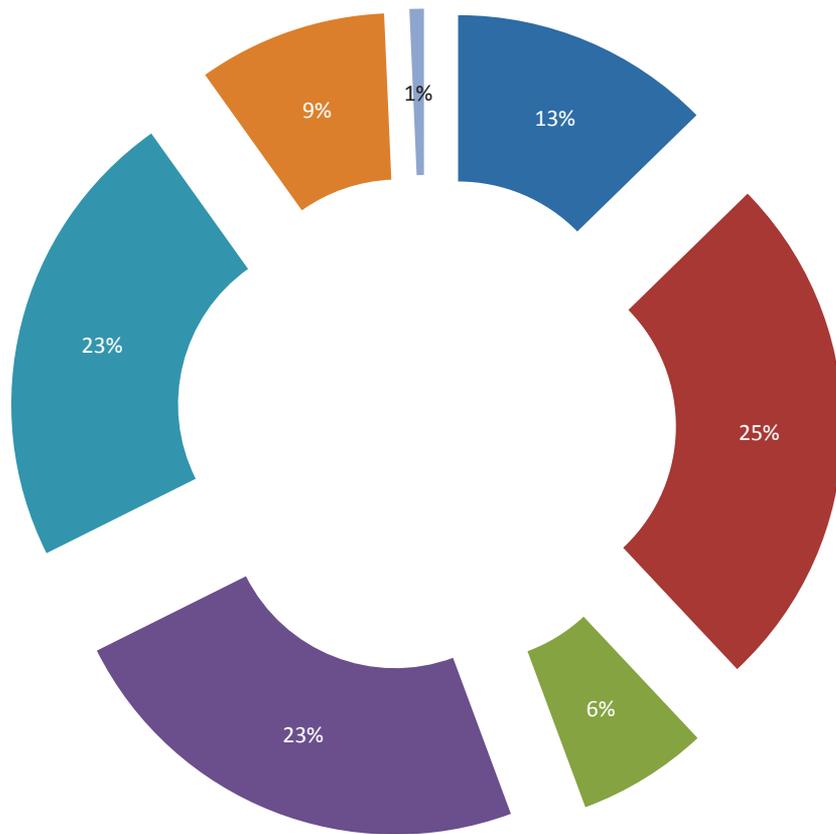
Question/Answers	A	B	C	D	E	F	G	H
Question 8	25%	53,10%	21,90%	0%	0%	0%	0%	0%
Question 9	18,80%	3,10%	46,90%	0%	12,50%	9,40%	3,10%	6,30%
Question 10	43,80%	12,50%	18,80%	15,60%	0%	0%	9,40%	0%
Question 12	84,40%	3,10%	12,50%	0%	0%	0%	0%	0%
Question 13	16,10%	32,30%	35,50%	16,10%	0%	0%	0%	0%

Question/Answers	A	B	C
Question 1	88,50%	3,80%	7,70%
Question 2	94,10%	0%	5,90%
Question 6	66%	18%	16%
Question 10	88,50%	9,60%	1,90%

From the volunteers' answers we see that the vast majority (94.1%) consider participation in EVS to be an advantage to their CV, even though only 66% of the respondents think that former volunteers are well appreciated by their employers. Additionally, they seem to be in general interested in and appreciate volunteer activities (88,5%)

Question 3: What competences do you think that a former volunteer needs to have in order to be better employed?

professional competencies	18	34.6%
communication competencies	36	69.2%
IT/ digital competencies	9	17.3%
social competencies	33	63.5%
learning competencies	32	61.5%
cultural competencies	13	25%
Other	1	1.9%



- professional competencies
- communication competencies
- IT/ digital competencies
- social competencies
- learning competencies
- cultural competencies
- Other

Question 4: On a scale from 1 to 5 (where 1 is never and 5 is very often) which activities do you think that a former volunteer can do efficiently when he/she should be employed?

Activity	1	2	3	4	5
a) to have an efficient relation with clients and company's partners	1.9%	3.8%	15.4%	55.8%	23.1%
b) to be able to use computer and basic software (Word, Excel, PowerPoint etc.)	2%	3.9%	49%	19.6%	25.5%
c) to identify resources and opportunities for the company development (including financial and entrepreneurial)	1.9%	13.5%	28.8%	34.6%	21.2%
d) to answer positive to time pressures and short dead-lines	2%	3.9%	27.5%	43.1%	23.5%
e) to know a foreign language at a intermediary level	0%	0%	19.2%	32.7%	48.1%
f) to set meetings and to organize events	0%	1.9%	28.8%	42.3%	26.9%
g) to write down and to elaborate documents (reports, papers etc.)	0%	3.8%	34.6	38.5%	23.1%
h) to answer positive to changes	0%	1.9%	13.5%	38.5%	46.2%
i) to give arguments and to express his/hers personal opinion	0%	1.9%	15.4%	51.9%	30.8%
j) to use different supports in order to speak or to understand a message in a foreign language	0%	1.9%	11.5%	44.2%	42.3%
k) to learn fast and to show openness for personal development	0%	0%	17.6%	37.3%	45.1%
l) to be able to work in a team	0%	0%	7.8%	29.4%	62.7%
m) to use media (including social media) in different situations	1.9%	1.9%	30.8%	40.4%	25%
n) to share and to manage different tasks	0%	0%	26.9%	42.3%	30.8%
o) to think critically and to analyze others' arguments	3.8%	1.9%	28.8%	36.5%	28.8%
p) to answer creatively and original to different tasks	0%	3.8%	21.2%	46.2%	28.8%



- c) to identify resources and opportunities for the company development (including financial and entrepreneurial)
- d) to answer positive to time pressures and short dead-lines
- e) to know a foreign language at a intermediary level
- f) to set meetings and to organize events
- g) to write down and to elaborate documents (reports, papers etc.)
- h) to answer positive to changes
- i) to give arguments and to express his/hers personal opinion
- j) to use different supports in order to speak or to understand a message in a foreign language
- k) to learn fast and to show openness for personal development
- l) to be able to work in a team
- m) to use media (including social media) in different situations
- n) to share and to manage different tasks
- o) to think critically and to analyze others' arguments
- p) to answer creatively and original to different tasks

Question 5: Volunteers consider that the most frequent qualities which they possess are:

Quality	Often	So and so	Rarely
Flexible (to schedule, to tasks etc.);	73.1%	25%	1.9%
Good organizers;	40.4%	55.8%	3.8%
Multi-tasking (they are able to do various tasks);	53.8%	42.3%	3.8%
d) Good in using different softs, especially internet and social media	53.8%	44.2%	1.9%
e) Communicative;	73.1%	23.1%	3.8%
f) Open to changes	82.7%	13.5%	3.8%
g) Loyal to a cause and to the objectives undertaken	50%	46.2%	3.8%
h) Team workers	76.9%	15.4%	7.7%



- Flexible (to schedule, to tasks etc.);
- Good organizers;
- Multi-tasking (they are able to do various tasks);
- d) Good in using different softs, especially internet and social media
- e) Communicative;
- f) Open to changes
- g) Loyal to a cause and to the objectives undertaken
- h) Team workers

The majority of volunteers (69.2%) value communication competences as necessary for their employment, followed by social (63,5%) and learning (61,5%) competences, whereas only 17,3% find digital competences important.

When it comes to which activities volunteers can do better once they are employed, the answers are very diverse, and probably depend on the field of activity in which the volunteer had experience. We do see however, an agreement on “working in a team” as a thing that they can often or very often do well (92,1% in total).

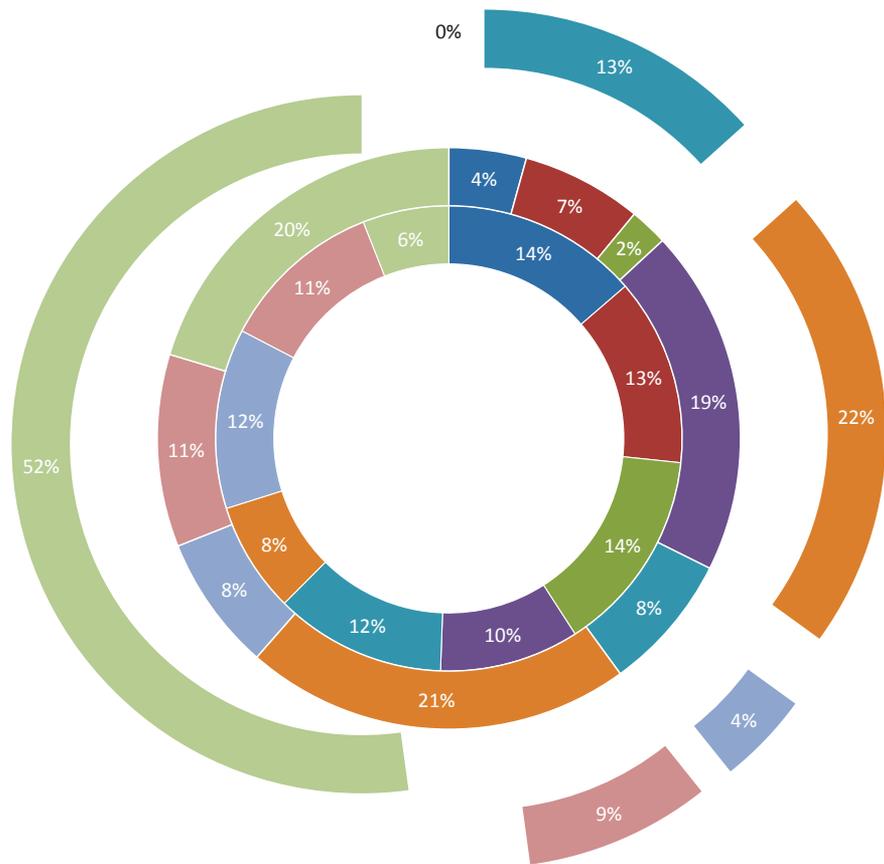
Finally, the quality of former EVS volunteers that the respondents ranked more highly is their openness to change (82,7%), followed by team work (76, 9%) and flexibility and communication (73,1% each).

- They also recognized other qualities, such as:
- Tolerance
- Creativity, and social skills.
- Interest for travel, discoveries and cultural differences (music, art, food, people)

- Adjusting to new cultures, learning fast, handling financial resources
- Sense of adventure, solidarity, curiosity and generosity.
- Open minded, be able not to judge just on the appearance, open to different ways of thinking
- Adaptability

Question 7: Which is the most important skill that you achieved from your experience as a volunteer?

Activity/ Skill	Often	So and So	Rarely
a. I exercised a foreign language	92.3%	7.7%	0%
b. the skill to adapt to new places and new people	88%	12%	0%
c. meeting different cultures and people	96.2%	3.8%	0%
e. learning new things (workshops, conferences, training)	65.4%	34.6%	0%
f. practice my communication and relationship skills	80.4%	13.7%	5.9%
g. doing attractive tasks and activities	51.9%	38.5%	9.6%
h. visiting new places	84.6%	13.5%	1.9%
i. independence	76.9%	19.2%	3.8%
j. financial autonomy	40.4%	36.5%	23.1%



- a. I exercised a foreign language
- b. the skill to adapt to new places and new people
- c. meeting different cultures and people
- e. learning new things (workshops, conferences, training)
- f. practice my communication and relationship skills
- g. doing attractive tasks and activities
- h. visiting new places
- i. independence
- j. financial autonomy

Question/Answers	A	B	C	D	E	F	G	H
Question 8	32,70%	11,50%	17,30%	7,70%	11,50%	5,80%	5,80%	7,70%
Question 9	21,20%	15,40%	28,80%	21,20%	3,80%	1,90%	7,70%	
Question 11	76,90%	3,80%	19,20%					
Question 12	49%	27,50%	17,6%	5,90%				

According to the volunteers, the most important skills that they gained during their EVS is that they exercised a foreign language (92.3%) and met different people from different countries (96.2%). The skill that they rank the lowest is financial autonomy (40.4%).

Volunteers see a reference letter as the best way for their EVS activity to be recognized (32.7%), whereas they rank low the field and period of their volunteering activity (5.8).

The majority of the volunteers consider that the volunteers' activities should get professional recognition (76,9%) and 49% of them think that this recognition is the responsibility of public institution.

It seems that the vast majority of both the volunteers, as well as the stakeholders consider EVS to be an advantage in the CV of the volunteers. Also, communication competences rank high in both groups, as competences gained through EVS. The biggest difference can be noticed in the opinion of the two groups when it comes to IT/Digital competences, where the stakeholders are ranking it with 50%, whereas the volunteers with merely 17.3%.

When it comes to the tasks that volunteers can do efficiently when they are employed, the opinions seem to be more or less the same in both groups. The differences come in the question regarding the qualities

that volunteers most frequently possess, and especially when it comes to flexibility, where only 46.9% of stakeholders responded that the volunteers often possess this skill, in contrast to the 73.1% of the volunteers.

What is interesting to highlight is that whereas the stakeholders think mostly that a common pan-European platform is important for the recognition of the competences of the volunteers and that NGOs are responsible for this recognition, volunteers rely mostly on the reference letter and think that it is the public sector that is responsible for the recognition of the volunteers' competences.

# Conclusion

IT | FR | ES | PL | RO | GR | BG

The main points of this research could conclude that the competences, which the volunteers need to have according to their own opinion, are the communication and social competences, followed by the learning and professional competences. The activities done the most efficiently by the volunteers on their working places relate mainly to the use of foreign languages as well as being team workers. In addition an activity that seems often necessary is the positive attitude to changes. While speaking of the most frequent qualities of the volunteers we notice the relation of those qualities and the activities, which volunteers often execute efficiently in their working positions such as flexibility and openness to changes, team work, and use of foreign language. Also multitasking is considered as such a quality. The resources which might contribute to better recognition of volunteering experience according to answers refer to a secure and European level recognized internet platform, as well as a reference letter. According to the respondents we could conclude that they consider the public institutions as the appropriate authorities of providing recognition to volunteering experience at EU level.

Considering the research in different directions we can conclude:

**Volunteering is a learning opportunity** – spending few months to one year abroad, in some sense alone, having many new challenges, and in many cases being obliged to communicate in the foreign language is a huge learning opportunity. Moreover each volunteer has a learning support during the whole project to plan and implement the learning as she/he wants. And it is true that for many of the volunteers, EVS is a life changing experience. But are there volunteers who do not learn? What about these young people who are not open for learning, who come for their project thinking that they know better and does not have enough support from the organization to really challenge them and open them up for learning? Maybe because of this some of the employers are not taking the competences gained during the EVS for granted? This should be the role of the learning recognition systems to find out the way how what we are writing in our CV support with the relevant evidence.

**Youthpass** – in this area there are more questions than answers. The research itself did not men-

tion youthpass once, but looking at the results of the research maybe youthpass is an answer. First of all because most of the employers said that recognition must be done by the public institutions. Well officially each youthpass is signed by the volunteer, the mentor and the president of the hosting organization, but the whole philosophy of youthpass has been created by the public institution (SALTO). There were many employers mentioning the need of the platform recognized on the European level – again the answer is youthpass, especially when some significant improvements will be implemented (that is already in the process). Maybe what we really need is to learn how to promote youthpass among the employers, and how to do youthpass with our volunteers. Or it is still about the quality of learning in EVS that we need to work on, to ensure that volunteers will be appreciated just by doing the EVS?

**Recognition is needed** – and we are talking about the recognition on the various levels:

- **Personal recognition by volunteers** – first and the most important; we can support volunteers,

give them the best reference letters and amazing certificates, but if the volunteers by themselves do not realize what they have learnt, and they will come to the job interview unable to say what they are good at, and what they can do, other types of recognition will not help them much... well... maybe to get a job interview.

- **Recognition by the employers** – there is a significant lack of knowledge on what EVS is. Simply the challenge to get to the possible employers can be an example that they are simply not interested in. Yes we can see from the research that they value the volunteering activities, but as well the most important are professional competences and transversal skills – like communication and social abilities.

**The importance of volunteering** – there was some contradictory information coming out of the research that makes me reflect on what is the real importance of the volunteering. And what we need to have clear is that the employers are looking for good employees that can do staff. And as well it is not necessary to

have a previous EVS experience to prove that. We need to look on the volunteering as a possibility to prove that you have the competences. If employers need language skills – they can ask for a certificate or make the job interview in the foreign language; if the employers need knowledge how to construct the building – they will ask for specific degree and probably working experience (internship). But what if employers want a person who can think... who is able to adapt and create nice working environment that people feel good in, even if the work is very stressful; if the employers want people who can look for information by themselves and be independent in what they are doing? Here we enter in the field of transversal skills that for sure some of the volunteers might obtain during the EVS, and we need to think how those competences can be recognized, better if in an evidence based way.

Generally speaking we can highlight stakeholders as well as current and former volunteers have a positive vision of volunteering activity. For the major part of them, this kind of activities should get professional recognition by public institutions (government,

ministries etc.) as appropriate authorities for providing it. Nevertheless, volunteers are less positive than stakeholders about hiring former volunteers maybe because they faced problems to find a job even after completing an EVS. One of the main issues could be they did not find a way to identify well and add value to learning outcomes they reached during such an experience abroad. One of the objectives of OVPELO platform content could be to help them to be aware of labor market realities in each country according to their needs. By the way, a secure and European level recognized internet platform has been the most voted answer by youngsters whereas Stakeholders consider better a reference letter to recognize non formal education activities. We could find a balance between these two points of view through our project in order to satisfy all parts.

Last but not least, while speaking of the most frequent qualities of the volunteers we notice the relation of those qualities and the activities, which volunteers often execute efficiently in their working positions such as openness to changes and team work. We also must take into consideration other proposals

from volunteers as well as from stakeholders for volunteer qualities. They are quite similar and connected. Consequently, we can find qualities in both surveys such as: open-mindedness; adaptability; and ability to listen to the others.

# Suggestions

IT | FR | ES | PL | RO | GR | BG

After first research phase, we established a list of 11 volunteer-centered quality criteria which could be used by youth organizations to ensure the quality of learning for volunteers they are hosting. These quality criteria are needed to address the learning outcomes validation process according to NGO, job market and HEI needs. The coordinators have discussed and analyzed which criteria seem to be the most relevant regarding the response of the identified needs and which of them have the best applicability according to the interest of HEI, business sector or other relevant stakeholders.

It represents a list of advices and recommendations for youth organizations: steps to follow to support volunteers in identifying skills they developed during volunteering activities. This will allow them to increase their employability after such experience. Partners of OVPELO project will use quality criteria developed for their present and future projects and will be able to raise the quality of their future projects, as well as the offer, to be proposed to EVS volunteers.

1. To follow the volunteers in preparing the Youth-

pass through their entire project and explain them how to use it according to particularities of each country

2. To prepare a guide “how to come back home”: preparation of the “after EVS” and about job researches
3. To teach volunteers about how to create a normal CV and an online one
4. To teach volunteers about how to adapt CVs to labor market and recruitment characteristics of each country (according to researches we made)
5. To teach how to write a cover letter and how to behave during an interview
6. To show them the use of one of the platform that already exists at national level and/or international level
7. To do a detailed “learning agreement” with the volunteer with objectives SMART (Specific, Measurable, Achievable, Realistic and Time-bound) and check it during the project

8. To draft a tailored “learning agreement”: self-identification questionnaires and certificate
9. To help them to submit an online portfolio of competences
10. To draft a Diary of Achievements (DA) - based on a template prepared by the consortium during the Arrival training
11. To support volunteers to identify soft skills they developed through EVS and add value to volunteering activities they realized

To identify a volunteer-centred quality criteria for validation of competences after EVS project completed and to test the identified criteria in diverse settings in order to promote the relevance of the volunteering experience abroad and the benefits related to it





**Operating office**

Via dello scalo 21/3 Bologna  
info@you-net.eu  
www.you-net.eu

**Registered office**

Via De' Carracci 69/6,  
40129 Bologna  
Tel. +39 333 68 46 684



