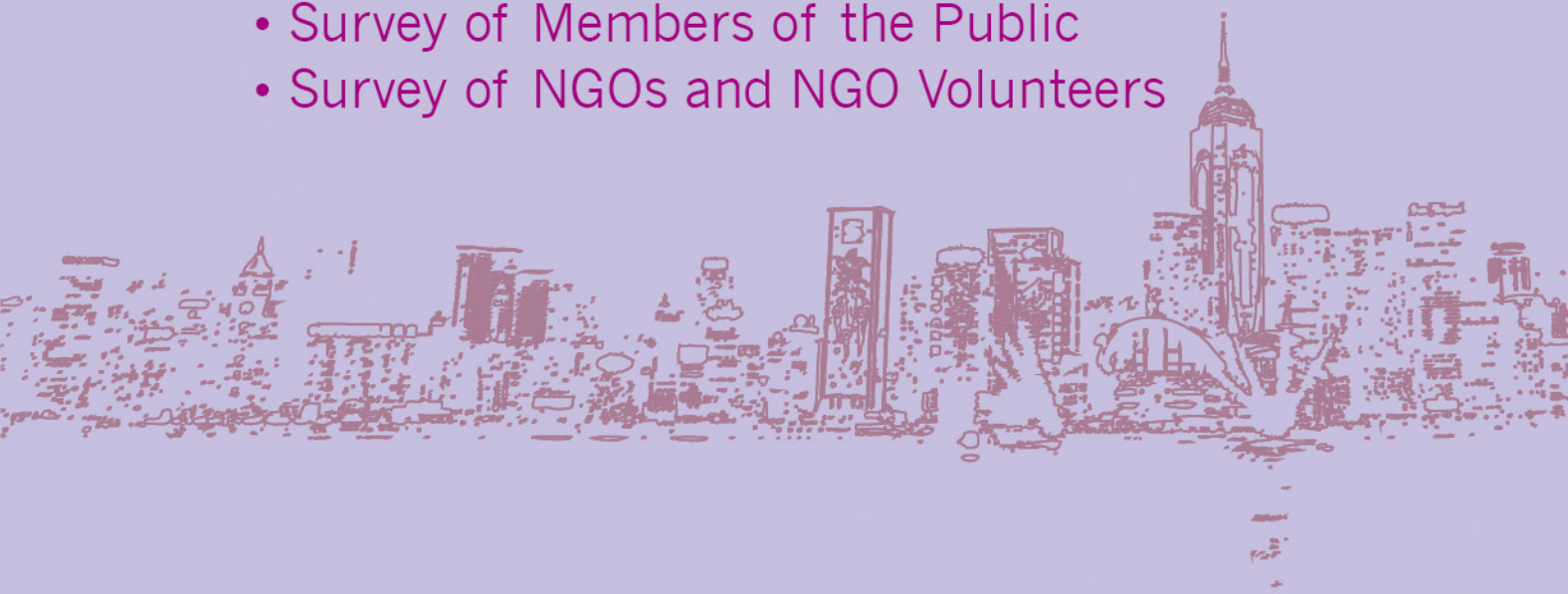


Survey on Volunteering in Hong Kong 2009

- Survey of Members of the Public
- Survey of NGOs and NGO Volunteers



Foreword

The Agency for Volunteer Service undertook the “Study on Public’s Reception and Perception of Volunteer Services” in 2001, the International Year of Volunteers proclaimed by The United Nations. In view of the multi-faceted social and economic changes in Hong Kong over the past years, it is time to carry out another study to follow up and to broaden the scope of research. It should capture the latest development of volunteer participation, the trend of volunteering, its value both in terms of economic and social contributions to Society, and the challenges to be addressed.

The Study project is sponsored by the Hong Kong Jockey Club Charities Trust and was launched in 2009 in partnership with the Centre for Civil Society and Governance, The University of Hong Kong. The survey research has provided a comprehensive picture of volunteering and the profile of volunteers. These findings will help map the direction and strategy for future development, and will be valuable reference for civil society, the private sector and the government in the future of volunteering.

We should like to express our deep gratitude to the Hong Kong Jockey Club Charities Trust for its generous sponsorship which made this Study possible. Our thanks also go to the Centre for Civil Society and Governance, The University of Hong Kong, the Agency’s Task Force on the Study chaired by Mr Tang Kwai-nang, BBS, JP and all the volunteers and organizations for their participation in and contribution to this Study. We should like to offer this research as an event to celebrate the 10th Anniversary of the International Year of Volunteers, 2011.



J P Lee
Chairman
Agency for Volunteer Service

The Pivotal Point – Agency for Volunteer Service

The Agency for Volunteer Service (AVS) founded in 1970, is a non-profit organization mainly financed by funds from the Government, The Community Chest of Hong Kong and The Hong Kong Jockey Club Charities Trust. With the vision to build a civil society and caring community, AVS is dedicated to playing a proactive and pivotal role in the promotion and development of volunteerism. Its mission is to motivate, mobilize and facilitate individuals, groups and organizations to provide value added and quality volunteer service through partnership with all sectors of the community and other effective means. Its core values are human dignity, care and share, community-oriented, innovativeness, quality, cost-effectiveness, partnership, professionalism and sense of fulfillment.

AVS offers referral service for those who wish to volunteer, and supports organizations requiring volunteer service. A web-based system is in place to facilitate on-line volunteer registration and job matching between the volunteers and user organizations. AVS launches large-scale volunteer projects in response to community needs and spearheads innovative events to broaden the exposure of volunteers and to enable volunteers to make the best of their skills and talents. It expands the opportunities and diversity of volunteer service in light of the changing social environment.

To strengthen volunteers' competence, and to enhance the quality and professionalism of volunteer service, AVS established a Volunteer Training and Development Centre to provide diversified training for volunteers and volunteer involving organizations. It also produces publications and audio-visual aids on volunteer management and training for effective management of volunteer resources. An electronic resources platform – "Volunteer Link" was set up in 2007 to deliver local and overseas information and resources on volunteering.

AVS focuses on stimulating volunteerism to promote community participation. It organizes a range of promotion and public educational programmes including volunteer recognition programmes and celebrations of the United Nations International Volunteer Day that falls on 5th of December each year. In 2005 it launched the first Hong Kong Volunteer Award which subsequently becomes a biennial event to recognize the most outstanding volunteer communitywide, to raise the volunteer profile and to build exemplary volunteer models. It is an important initiative to propagate the value of volunteerism and to facilitate the development of sustainable and quality volunteer service in Hong Kong.

To recognize the need for concerted efforts to reinforce cross-sectoral participation in volunteering, AVS in 2004 initiated to establish a joint associations platform – Hong Kong Council of Volunteering (HKCOV) at which ideas be exchanged, policies and measures conducive to development of volunteering be considered. Members include various professional bodies, religious institutions, education, health and business corporations. HKCOV serves to advice on the volunteering strategies relevant to the local context with an international perspective. Its members are active in joining hands with AVS and HKCOV to embark on impactful initiatives on raising social recognition of volunteer contributions such as the Professional Volunteer Service Accreditation Programme.

Internationally, AVS is the cooperating organization of the United Nations Volunteers (UNV) and the focal point of UNV activities in Hong Kong, AVS helps promote and recruit qualified professionals to provide expert service and to support the sustainable development of developing countries. AVS is also the Hong Kong Representative of International Association for Volunteer Effort (IAVE), an international non-government organization founded in 1970 that promotes and strengthens volunteerism worldwide. AVS sends delegations to attend international and regional conferences for exchange of experience and practices and networking with volunteer organizations abroad. In 2005, with the funding support of BMCPC and Hong Kong Jockey Club Charities Trust, AVS hosted the 10th IAVE Asia-Pacific Regional Volunteer Conference, the first of its kind in Hong Kong which was attended by over 400 delegates from 17 countries and regions.

AVS was appointed the co-organizer of the Hong Kong 2009 East Asian Games Volunteer Programme held on 5-13 December 2009. Being the largest international multi-sport event ever held in Hong Kong, more than 6,000 volunteers were recruited and well-trained to provide reception, technical and logistical assistance. In response to the 512 Sichuan catastrophe in May 2008, AVS launched a Rebuild Sichuan Volunteer Programme seeking to facilitate volunteers to express their care and concern over the fellow victims. The Time Donation Campaign called upon citizens, to pledge at least 100 service hours in the coming 5 years rendering different kinds of service in or out of the scene to support the quake stricken community.

In April 2010, in collaboration with Hong Kong Disneyland, AVS launched the “Give a Day, Get a Disney Day” campaign to promote community service. Volunteers are invited to register and participate in volunteer service and those who have completed 8 hours of volunteer service or more would receive a one-day complimentary admission ticket to Hong Kong Disneyland.

In 2009, AVS launched the territory-wide “Study Project on Volunteering towards Community Building in Hong Kong” sponsored by the Hong Kong Jockey Club Charities Trust. A research study on “Volunteering in Hong Kong” was conducted in partnership with the Centre for Civil Society and Governance, The University of Hong Kong, which provided a comprehensive picture of volunteer participation in Hong Kong. Based on the findings, a Symposium entitled “Volunteering towards Community Building in a Maturing Society” was held in December 2010 to review the status of volunteering, identify the challenges, opportunities and strategies in promoting volunteering in Hong Kong.

Ever since its establishment, AVS has always been endeavoring to promote volunteering in Hong Kong. AVS will continue to propagate the noble spirit of volunteerism; to deepen the value of volunteering with a view to make Hong Kong a more caring community and a better place to live in.

Table of Contents

Part One: Survey of Members of the Public

	Page
Executive summary	7
Chapter I. Background	
Survey objectives	13
Organization of the report	13
Survey methodology	13
Key definitions	14
Chapter II. Participation in volunteer work	
Level of participation	15
Frequency of volunteering and Volunteer Hours	22
Volunteering experience	31
Types of organizations worked for	35
Types of volunteer work	41
Categories of clients served by volunteers	48
Motivation	
Reasons for participation	52
Appreciation and support	53
Perceived benefits	54
Chapter III. Non-participation in volunteer work	
Non-volunteers – Respondents who had never volunteered before	55
Ex-volunteers – Respondents who had volunteered before but not in the last 12 months	58
Chapter IV. Non-organized volunteering	59
Chapter V. General Trust and Sense of Belonging to Hong Kong	
General Trust	62
Sense of belonging to Hong Kong	65
Chapter VI. Profile of respondents	68
Appendix	
Supplementary Tables and Questionnaire	
1a Demographic profile of volunteers, ex-volunteers, and non-volunteers	74
1b Demographic profile by the number of volunteering hours in the past month	75
1c Types of organizations served in the last 12 months by demographic profile	76
1d Types of volunteer work undertaken by current volunteers by demographic profile	78
1e Types of clients that current volunteers served by demographic profile	80
2 Student volunteering	82
3 Comparison between findings of 2001 and 2009	83
4 Partial correlations between years of volunteering, time first began volunteering, and hours of volunteering	86
5 Questionnaire	87

Part Two: Survey of NGOs and NGO Volunteers

		Page
	Executive summary	100
Chapter I.	Background	
	Survey objectives	107
	Organization of the report	107
	Survey methodology	107
Chapter II.	Volunteer-involving NGO	
	The usage and assignment of volunteers	110
	Types of activities assigned to volunteers	115
	Types of clients served by volunteers	128
	Channels of recruiting volunteers	129
	Management of volunteers	134
	Views on volunteer services	142
	Suggestions to the Agency for Volunteer Service	147
Chapter III.	Volunteers of NGOs	
	Profile of respondents	148
	Awareness of the Agency for Volunteer Service	151
	Types of organizations served	152
	Types of volunteer work	153
	Types of clients served	155
	Frequency of volunteer services	157
	Channels of learning volunteering opportunities	159
	Volunteering experience	159
	Motivation, benefits and expectations	160
	Non-organized volunteering	162
	Trust and Sense of Belonging to Hong Kong	163
Appendix	Supplementary Tables and Questionnaire	
1a	Percentage distribution of the reason for not using volunteers by the types of NGOs	166
1b	Percentage distribution of types of volunteer-involving NGOs by types of volunteer services deployed	167
1c	Percentage distribution of future services by NGOs planning to increase their use of volunteers in future	168
1d	Types of volunteer-involving NGOs by clients served	169
1e	Percentage distribution of the number of registered volunteers by the types of NGOs	170
1f	Number of registered volunteers by the types of NGOs	170
1g	Average scores regarding various benefits of volunteer service by types of NGOs	171
1h	Average scores on the quality of volunteer services by type of NGOs	172
1i	Average scores relating to the difficulties of recruiting and retaining volunteers by type of NGOs	173
2	Selected comparison with findings of the 2001 survey	174
3	Questionnaire	176
	Acknowledgement	189

Survey on
Volunteering in Hong Kong 2009
Survey of Members of the Public



Executive Summary

Background

1. The main objective of this study is to provide a comprehensive picture of volunteering in Hong Kong. It consists of three surveys that aim to examine three aspects respectively: individual volunteering behavior, issues faced by volunteer-involved organizations, and volunteers who are currently volunteering in NGOs. The present report focuses on the first aspect and describes the volunteering behavior on an individual level in Hong Kong while the remaining two aspects will be presented in a separate report.

Enumeration of the survey

2. The general public survey was conducted by phone from March 2009 to July 2009. After excluding 304 telephone numbers found to be long tone, fax numbers, or non-residential numbers, a total of 1 514 out of 2 696 eligible cases were successfully enumerated, representing a response rate of 56.2%. (ref. para. 1.3.2)

Structure of the report

3. The report analyzed the extent and types of volunteer work, the motivation, and benefits of volunteering, as well as the barriers to volunteering in Hong Kong. Where appropriate, comparisons were drawn between current volunteers, ex-volunteers, and non-volunteers.

Key definitions

4. Our survey is mainly focused on formal volunteering, the definition of which mainly follows global practices *Volunteering* refers to any services provided by individuals who willingly contribute their time and effort without

monetary or material returns. These services are offered through formal organizations.

5. *Current volunteers* refer to persons who have volunteered in the past 12 months. *Ex-volunteers* refer to persons who have volunteered before, but not in the last 12 months. *Non-volunteers* refer to persons who have never volunteered at all.

Participation in volunteer work

The extent and types of volunteer work

6. Out of the total number of respondents, 18.6% were current volunteers; 17.3% were ex-volunteers; and 64.2% were non-volunteers. (ref. para. 2.01)
7. Out of the different types of organizations, social service organizations was the most common type for which respondents volunteered. This was the case for both the current (8.8%) and ex-volunteers (9.9%). In contrast, political organizations or pressure groups were among the least common. Almost all of the respondents reported that they had never volunteered for political organizations or pressure groups (99.8%). (ref. para. 2.32)
8. Among the current volunteers, 51.4% volunteered as registered volunteers of the organization, 37.8% as part of their company or organization's social service group, and 16.3% as part of a group of friends/classmates/colleagues. (ref. para. 2.36)
9. The three most popular types of volunteer work carried out by current volunteers were fund-raising activities (31.4%), visiting (30.9%) and personal care services (20.3%). (ref. para. 2.37)

10. More current volunteers and ex-volunteers volunteered for the elderly compared to other client groups. In the last 12 months, 45.6% of the current volunteers devoted their services to the elderly. The elderly was also the group that the current volunteers and the ex-volunteers would most like to serve in the future (36.2%). (ref. para. 2.45-46)
11. Among the current volunteers, 0.9% indicated that they did volunteer work every day in the last 12 months while about one in five (19.3%) volunteered once or more than once a week. Furthermore, 27.7% reported that they volunteered once or more than once a month and nearly half (48.6%) volunteered once or more than once in the entire year. (ref. para. 2.07)
12. About one-third of the current volunteers (30.5%) reported that they volunteered at no particular time of the day or on no particular day of the week in the past 12 months. On the other hand, a similar portion (31.1%) indicated that they volunteered on weekends. Finally, 19.4% indicated they volunteered during holidays. (ref. para. 2.11)
13. On average, current volunteers spent 9.3 hours volunteering in the past month. The majority of them (73.9%) indicated that they spent 10 hours or less volunteering in the past month. A further 12.8% spent 11 to 30 hours while 4.4% spent 31 hours or above volunteering. (ref. para. 2.12)
14. About a quarter of the current volunteers found about opportunities for volunteering from friends/classmates (24.6%), 19.8% from other ways, and 18.7% from teachers. On average, current and ex-volunteers had 6.4 and 3.9 years of volunteering experience respectively. Current volunteers with more volunteering experience devoted longer hours to volunteer work in

the past month. More than half of the current volunteers (50.4%) and ex-volunteers (61.1%) first began volunteering before they took up employment when they were still studying or right after graduation. (ref. para. 2.25-28)

15. When current and ex-volunteers first began volunteering, 58.6% reported they were motivated by others compared to 40.2% who enlisted themselves. Specifically, 37.8% of the volunteers recalled that they were asked by their friends/classmates while 32.0% were asked by their teachers the first time they volunteered. (ref. para. 2.31)

Motivation, benefits and expectations in volunteer work

16. The major reasons for volunteering among current and ex-volunteers were “to help others” (65.2%), “want to do something meaningful/ believe the volunteer work is meaningful” (24.2%) and “I had spare time” (20.4%). (ref. para. 2.50)
17. More current volunteers and ex-volunteers (18.1%) indicated that in the future they would like to take part in personal care services as part of their volunteer duties more so than visiting (17.8%), and fund raising (12.7%). As well, more of them (36.2%) would like to volunteer for the elderly than small children (26.7%) and youth (22.8%). (ref. para. 2.38, 2.46)
18. The majority of the current and ex-volunteers agreed that they benefited from volunteering (88.1%) and felt that their clients appreciated the services they provided (82.3%). Additionally, the majority of volunteers (80.9%) agreed that the staff of the organizations they served valued their contribution. (ref. para. 2.52)

Non-participation in volunteer work

Non-volunteer – Respondents who had never volunteered before

19. Approximately three quarters of the non-volunteers cited the lack of time as the main reason for not volunteering (75.9%). Others attributed it to a lack of interest (11.6%) and 9.6% said they were too old to volunteer. (ref. para. 3.01)
20. Among the respondents who had retired, the top reason for never having been volunteers before was again the lack of time. It is worth noting that for those aged 65 or above, about half (50.8%) indicated that they were too old to volunteer. (ref. para. 3.05)

Ex-volunteer – Respondents who had volunteered before but not in the last 12 months

21. About half of the ex-volunteers reported that the last time they volunteered was between one and five years ago (49.0%). At the same time, 41.3% said it was more than 5 years and 8.4% could not remember when they last volunteered. (ref. para. 3.06)
22. Most of the ex-volunteers cited the lack of time as the main reason they stopped volunteering (77.9%). Others said they could not find a suitable organization (11.9%) and they were physically unfit for volunteering (8.4%). (ref. para. 3.07)

Non-organized volunteering

23. Non-organized volunteering refers to volunteering that is carried out not through formal organizations. In the past 12 months, quite a number of the respondents took part in such kind of volunteering. About 30% of

the respondents indicated that they had volunteered outside of an organizational setting by helping others to do housework, giving personal care or handling emotional problems. Specifically, 18.1% of them helped neighbors handle emotional problems, 17.3% provided neighbors with personal care and 14.3% helped with their neighbors' housework. A higher percentage of females (31.4%) provided such kinds of volunteering services than their male counterparts (28.5%). (ref. para. 4.01, 4.03)

24. A smaller proportion of the respondents volunteered to help people that they did not know outside of an organizational setting. In the past 12 months, 10.7% of all respondents had helped people they did not know to handle emotional problems, 10.7% gave them personal care, and 6.9% helped with their housework. (ref. para. 4.02)

General Trust and Sense of Belonging to Hong Kong

General Trust

25. The level of general trust was captured in a scale from 1 to 10 with 1 indicating strong agreement to the statement "In Hong Kong, do not easily trust other people." Low scores denoted low level of trust. Although the respondents in the survey did not tend to trust people, current volunteers (4.7) by and large had a higher level of general trust than ex-volunteers (4.0) and non-volunteers (3.6). (ref. para. 5.03)

Sense of belonging to Hong Kong

26. In a scale from 1 to 10 with 1 indicating a weak sense of belonging to Hong Kong, current volunteers' sense of belonging (7.6) was slightly higher than ex-volunteers (7.3) and non-volunteers (7.4). (ref. para. 5.07)

行政摘要

背景

1. 是項調查研究的主要目的是全面認識香港的義務工作。這次研究主要包括三項調查，分別主要調查三個方面：個人義務工作行為，任用義工非政府機構所面對的問題以及目前在非政府機構中服務的義工。本報告以第一方面為核心，詳述香港個別層面的義務工作行為，而另外的兩個方面將通過下一部份報告討論。

調查結果

2. 訪問工作由 2009 年 3 月至 2009 年 7 月期間，通過電話向公眾進行調查。撇除了 304 個不正確號碼（長音）、傳真號碼或非住宅號碼的電話號碼後，全部 2,696 個符合資格的調查對象中，共有 1,514 個對象成功接受訪問，調查的回應率為 56.2%。（參考第 1.3.2 段）

報告結構

3. 本報告分析了香港義務工作的範疇和類型，參與義務工作的動機和得益，以及面對的困難。在報告中，會對現任義工、前義工和非義工進行比較分析。

主要定義

4. 調查主要集中研究正規義工服務，其定義以國際用法為標準。義務工作是指任何人士在沒有任何金錢或物質報酬的情況下，自願地提供服務，而這些服務透過機構所提供。
5. 現任義工是指在過去 12 個月內曾參與義務工作的人士。前義工是指曾經參與過義務工作，但並非在過去 12 個月內參與。非義工是指從未參與義務工作的人士。

參與義務工作

義務工作的範疇和類型

6. 在全部的回應者中，有 18.6% 為現任義工，17.3% 為前義工，64.2% 為非義工。（參考第 2.01 段）
7. 在不同類型的機構中，受訪者透過社會服務機構參與義務工作最為普遍。其中，現任義工佔 8.8%，前義工佔 9.9%。相比之下，政治組織或壓力團體是受訪者最不常參與義務工作的機構。幾乎所有受訪者稱他們從未透過政治組織或壓力團體（99.8%）參與義務工作。（參考第 2.32 段）
8. 在現任義工當中，51.4% 以機構登記義工身份參與義務工作，37.8% 透過其公司或機構的社會服務小組參與義務工作，另有 16.3% 的受訪現任義工則透過朋友 / 同學 / 同事間的小組形式參與義務工作。（參考第 2.36 段）
9. 現任義工最普遍參與的三類義務工作包括籌款活動（31.4%）、探訪服務（30.9%）和個人照顧服務（20.3%）。（參考第 2.37 段）
10. 與其他服務對象相比，較多現任義工和前義工為長者提供義務工作。在過去的 12 個月，45.6% 的現任義工向長者提供服務。長者也是現任義工和前義工在將來最希望服務的對象（36.2%）。（參考第 2.45 至 46 段）
11. 在現任義工中，有 0.9% 的義工表示他們在過去的 12 個月每天從事義務工作，另有大約五分之一的義工（19.3%）一星期參與一次或多次義務工作。此外，27.7% 的義工稱他們一個月參與一次或多次義務工作，還有近一半的義工（48.6%）在全年中參與一次或多次義務工作。（參考第 2.07 段）

12. 約有三分之一的現任義工 (33.8%) 稱他們在過去 12 個月中，沒有特定時間或日子參與義務工作。而另一方面，有相近比例的義工 (31.1%) 表示他們在週末會參與義務工作。最後，有 19.4% 的義工表示他們在假期中參與義務工作。(參考第 2.11 段)
13. 在過去一個月中，現任義工平均用 9.3 小時參與義務工作。大部份現任義工 (73.9%) 表示他們在過去一個月內用在義務工作上的時間為 10 小時或以下。另有 12.8% 的義工用了 11 到 30 小時，而用了 31 小時或以上的義工所佔比例為 4.4%。(參考第 2.12 段)
14. 約有四分之一的現任義工透過朋友 / 同學獲知義務工作的機會 (24.6%)，有 19.8% 的義工通過其他途徑，而有 18.7% 的義工通過老師而得悉這些機會。現任義工和前義工分別擁有平均 6.4 年和 3.9 年的義務工作經驗。在過去一個月內，擁有更長義工服務經驗的現任義工奉獻了更長的時間。超過半數的現任義工 (50.4%) 和前義工 (61.1%) 是於在學或剛畢業後，即正式就業之前首次參與義務工作。(參考第 2.25-2.28 段)
15. 當現任和前義工首次參與義務工作時，有 58.6% 的義工稱是因為受到他人的鼓勵，另有 40.2% 的義工是自發參與。更具體一點，有 37.8% 的義工表示他們是應朋友 / 同學的邀請而首次參與義務工作，另有 32.0% 的義工則是應老師的邀請。(參考第 2.31 段)
17. 較多現任義工和前義工 (18.1%) 表示，在將來的義務工作中，他們希望參與更多的個人照顧服務，比例超過探訪服務 (17.8%) 和籌款活動 (12.7%)。同樣地，更多受訪義工 (36.2%) 希望為長者提供義務工作，比例超過幼兒 (26.7%) 和青少年 (22.8%)。(參考第 2.38 段及 2.46 段)
18. 絕大部份現任義工和前義工認為他們從參與義務工作中有所得益 (88.1%)，並且感覺到服務對象欣賞他們的服務 (82.3%)。絕大部份義工 (80.9%) 認為服務機構的工作人員重視他們所作的貢獻。(參考第 2.52 段)
19. 約四分之三的非義工稱缺乏時間是他們沒有參與義務工作的主要原因 (75.9%)。其他原因包括沒有興趣 (11.6%)，另有 9.6% 表示他們年齡太大，未能參與義工服務。(參考第 3.01 段)
20. 在退休的受訪者中，他們從未參與義務工作的最主要原因同樣是沒有時間。值得注意的是，對於年齡在 65 歲以上的回應者，約有一半 (50.8%) 表示他們年紀大，未能參與義務工作。(參考第 3.05 段)

沒有參與義務工作

非義工 - 從未參與義務工作之受訪者

前義工 - 曾參與義務工作但並非在過去的 12 個月內的受訪者

參與義務工作的動機、得益及期望

16. 現任和前義工參與義務工作的主要原因包括“幫助其他人” (65.2%)、“想做一些有意義的事 / 認為義務工作是有意義的” (24.2%) 以及“有空閒時間” (20.4%)。(參考第 2.50 段)
21. 約有一半的前義工表示他們上一次參與義務工作是在一至五年之前 (49.0%)。同時，有 41.3% 的受訪者稱超過 5 年以前，另有 8.4% 記不起上一次是何時參與義務工作。(參考第 3.06 段)
22. 大部份前義工表示缺乏時間 (77.9%) 是他們停止義務工作的主要原因。其他原因包括他們未能找到一個合適的機構 (11.9%)，或因為身體問題而不適宜參與義務工作 (8.4%)。(參考第 3.07 段)

非組織性義工

23. 非組織性義務工作是指並非透過機構安排的義務工作。在過去的 12 個月中，相當多的受訪者參與了此類義務工作。有 30% 的回應者表示他們參與了機構以外的義務工作，包括提供家務助理服務、個人護理服務或處理情緒問題。其中，有 18.1% 的義工幫助鄰居處理情緒問題，17.3% 的義工向鄰居提供個人護理服務，另有 14.3% 的義工幫助鄰居做家務。與男性 (28.5%) 相比，在提供此類服務的義工中，女性 (31.4%) 所佔的比例較高。(參考第 4.01 段及 4.03 段)
24. 較少比例的義工在沒有透過機構的安排下，幫助他們不認識的人士。在過去 12 個月中，在所有受訪者中有 10.7% 的人幫助他們不認識的人士處理情緒問題，10.7% 提供個人護理服務，另有 6.9% 幫助他人做家務。(參考第 4.02 段)

整體信任度和對香港的歸屬感

整體信任度

25. 整體信任水平以 1 到 10 分量度，其中 1 分表示強烈同意“喺香港地，千祈唔好咁容易信人”的說法。分數越低表示信任度越低。雖然是項調查中的受訪者所顯示的信任度不太高，但整體而言，現任義工 (4.7%) 的整體信任度仍高於前義工 (4.0%) 和非義工 (3.6%)。(參考第 5.03 段)

對香港的歸屬感

26. 由 1 分到 10 分顯示，1 分表示對香港具有較低的歸屬感，現任義工 (7.6%) 的歸屬感稍高於前義工 (7.3%) 和非義工 (7.4%)。(參考第 5.07 段)

I. Background

Survey objectives

The objective of the survey was to study volunteering behavior in Hong Kong in a comprehensive way. The survey covered the extent, type, incentives, and disincentives of volunteering as well as the sectors and areas in which individuals were interested in offering their volunteering services. It also covered the perceived benefits that volunteers derived from their volunteering experiences.

Organization of the report

This report examined the findings of a survey from a representative sample of the population. It consisted of the following sections:

- a) Participation in volunteer work
- b) Non-participation in volunteer work
- c) Non-organized volunteering
- d) General trust and sense of belonging to Hong Kong
- e) Profile of respondents.

Survey methodology

The survey was conducted through telephone interviews of a random sample of 1,514 Cantonese-speaking persons aged 15 or above living in Hong Kong at the time of the survey. The sample was selected through a two-stage random process. In the first stage, a random sample of telephone numbers was selected using the telephone directories of Hong Kong and Outlying Islands, Kowloon and the New Territories, published by the Pacific Century Cyber Works in 2005 and 2007. In the second stage, calls were made to randomly selected households and a member of the household aged between 15 and 64 was randomly selected using the Kish Grid Method.

The survey was conducted from March 2009 to July 2009. A total of 1,514 respondents were successfully enumerated, representing a response rate of 56.2%. Details on the enumeration results are appended below:

a) Total number of telephone numbers sampled	3,000
b) Number of invalid telephone numbers	304
c) Number of valid telephone numbers	2,696
d) Number of respondents successfully enumerated	1,514
e) Number of refusals	586
f) Number of non-contacts	596
g) Response rate	56.2%

All data in this report have been weighted according to the age and gender distribution of the Hong Kong population as reported in Census and Statistics Department in mid-2009. The weighted total for current volunteers, ex-volunteers and non-volunteers are 1,140,067, 1,060,502 and 3,942,731 respectively.

Key definitions

Our survey is mainly focused on formal volunteering, the definition of which mainly follows global practices. Volunteering refers to any service provided by individuals who willingly contribute their time and effort without monetary or material returns. These services are offered through formal organizations.

Current volunteers refer to persons who have volunteered in the past 12 months. Ex-volunteers refer to persons who have volunteered before, but not in the last 12 months. Non-volunteers refer to persons who have never volunteered at all.

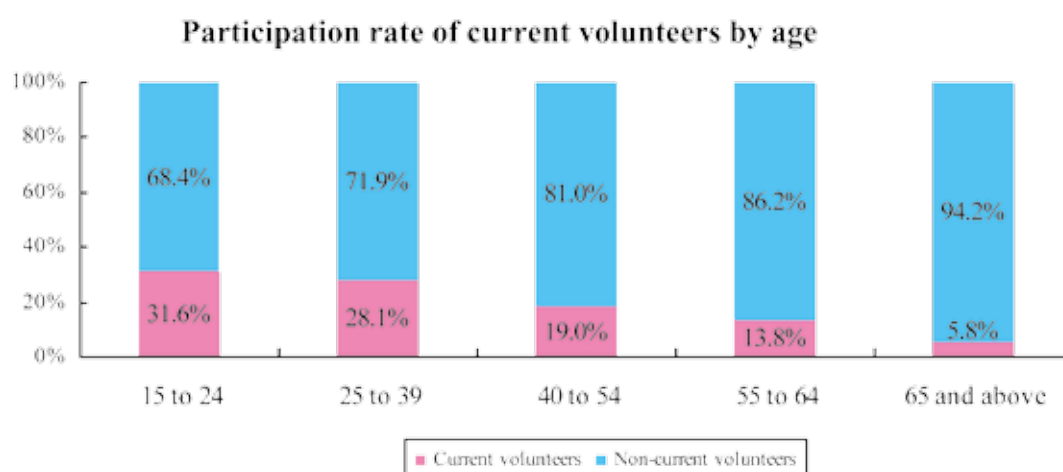
II. Participation in volunteer work

Level of participation

2.01 Close to two-thirds of the respondents (64.2%) had never volunteered before (non-volunteers). Only 18.6% of the respondents indicated that they had volunteered in the past 12 months prior to enumeration (current volunteers). A further 17.3% of the respondents, who had volunteered before, indicated that they had not done so in the past 12 months (ex-volunteers). Apparently, the level of volunteering among members of the public is not high and there is definitely room for improvement in the area of volunteerism in Hong Kong.

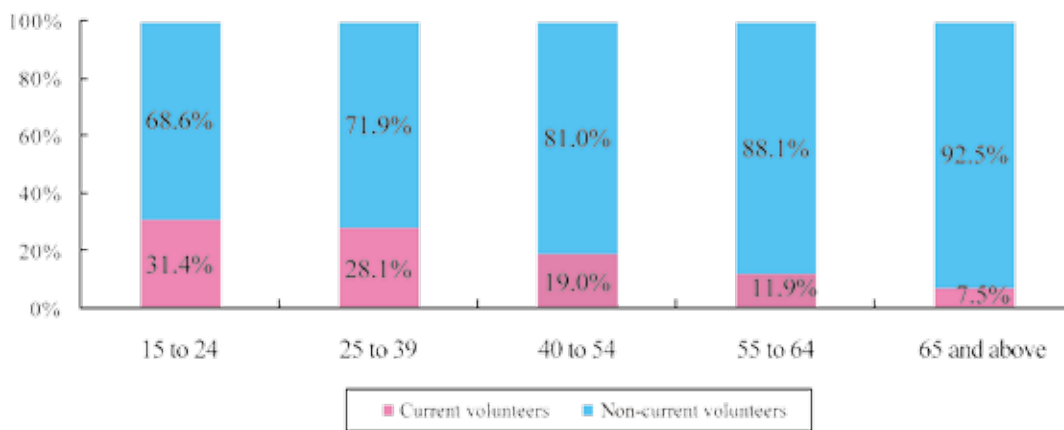
(See Appendix 1a for the demographic profile of volunteers, ex-volunteers, and non-volunteers)

2.02 The 15 – 24 age group (31.6%) had the highest proportion of current volunteers. The 65 and above age group (5.8%) had the least proportion of current volunteers. In general, apart from those aged 15 to 24 and 55 to 64, a higher proportion of males than females volunteered in the past 12 months.



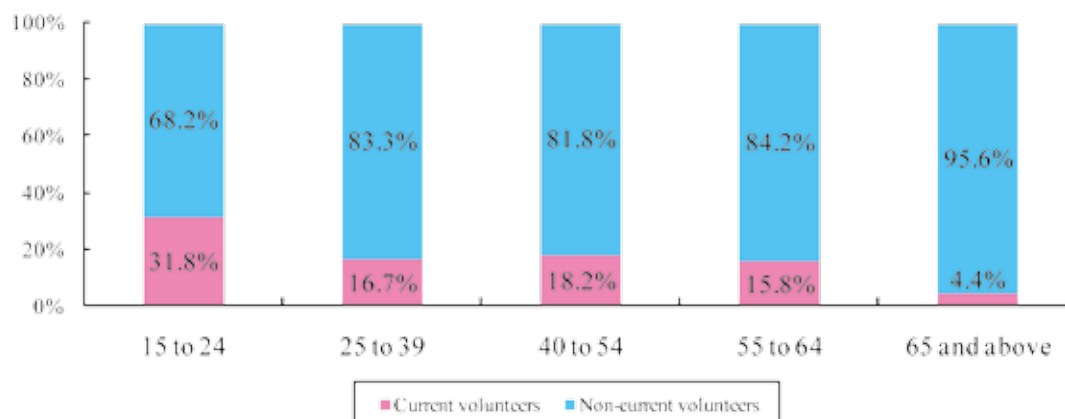
Base: All respondents aged 15 to 24 (879,200), 25 to 39 (1,659,600), 40 to 54 (1,805,447), 55 to 64 (811,500), 65 and above (900,500)

Participation rate of male current volunteers by age



Base: Male respondents aged 15 to 24 (435,900), 25 to 39 (701,800), 40 to 54 (856,974), 55 (435,900) and aged 65 and above (418,200)

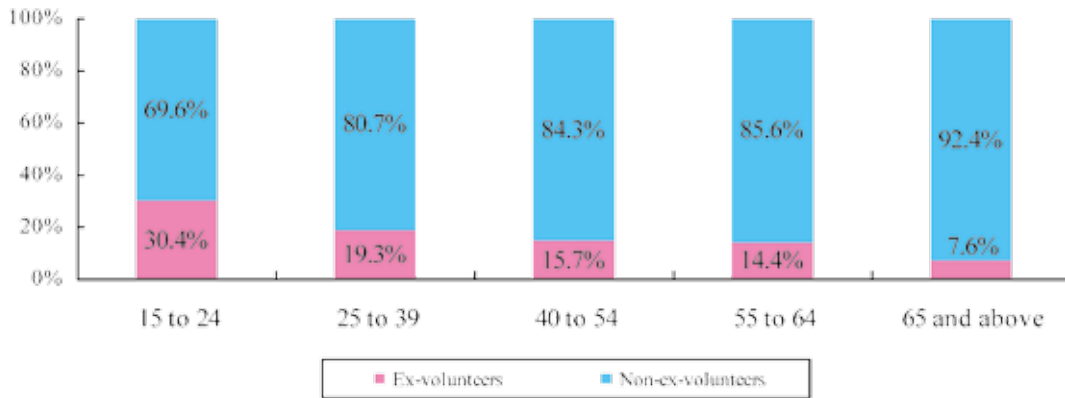
Participation rate of female current volunteers by age



Base: Female respondents aged 15 to 24 (443,300), 25 to 39 (957,800), 40 to 54 (948,743), 55 (403,300) 65 and above (482,300)

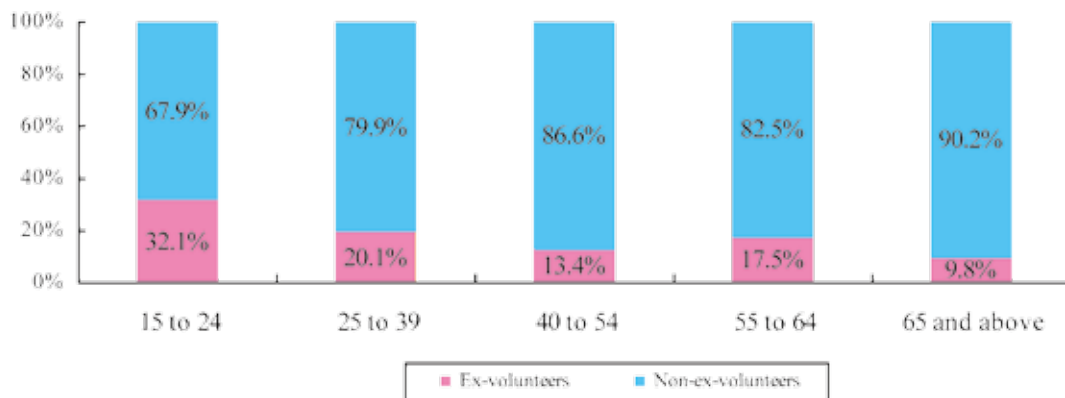
2.03 A similar pattern was also observed for ex-volunteers. Compared to other age groups, the 15-24 age group had the highest proportion of respondents identified as ex-volunteers (30.4%). In general, apart from those aged 40 to 54, a higher proportion of ex-volunteers were males. While the findings did not necessarily reflect a longitudinal trend from a life-cycle perspective, sustaining people's motivation and interest in volunteering as they grow older is an area that should not be overlooked.

Participation rate of ex-volunteers by age



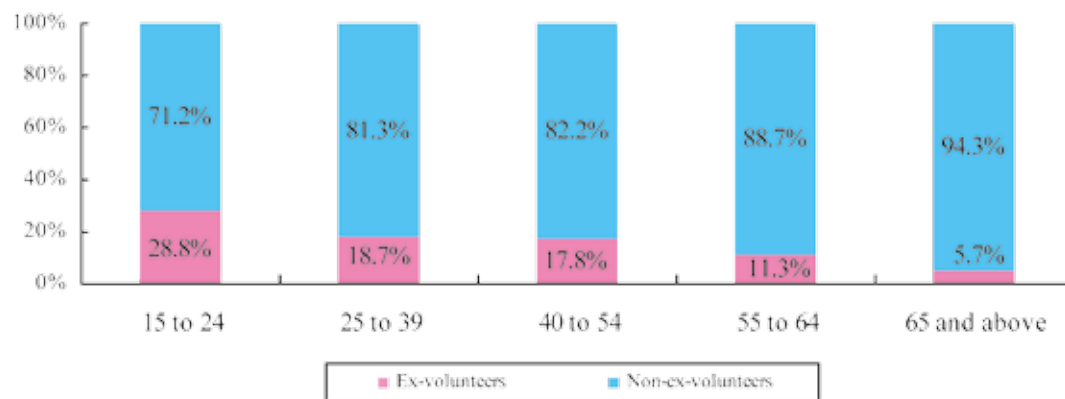
Base: All respondents aged 15 to 24 (879,200), 25 to 39 (1,659,600), 40 to 54 (1,805,447), 55 to 64 (811,500), 65 and above (900,500)

Participation rate of male ex-volunteers by age



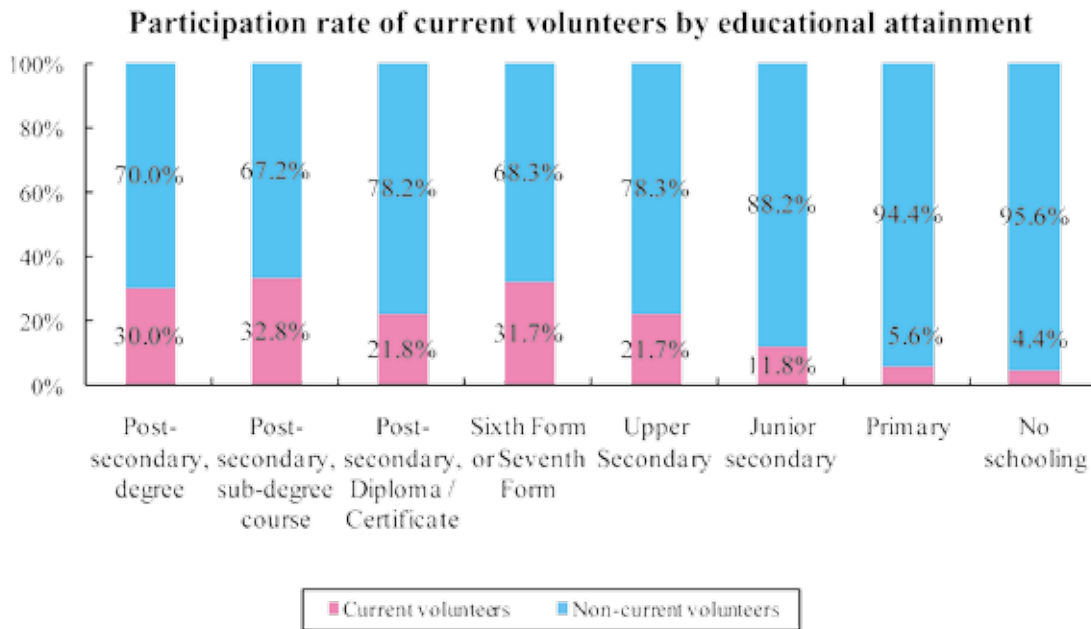
Base: Male respondents aged 15 to 24 (435,900), 25 to 39 (701,800), 40 to 54 (856,974), 55 (435,900) and aged 65 and above (418,200)

Participation rate of female ex-volunteers by age

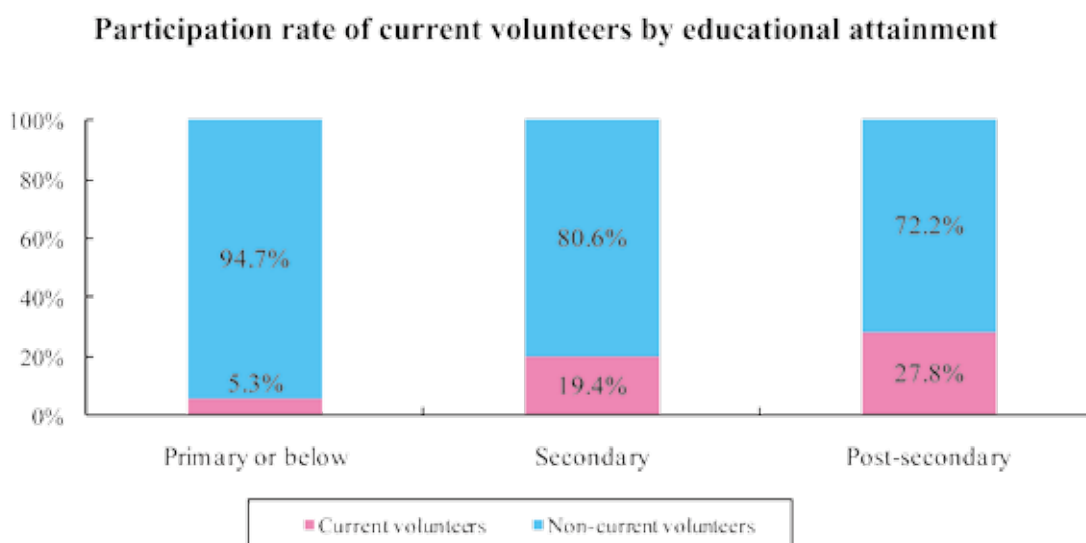


Base: Female respondents aged 15 to 24 (443,300), 25 to 39 (957,800), 40 to 54 (948,743), 55 (403,300) 65 and above (482,300)

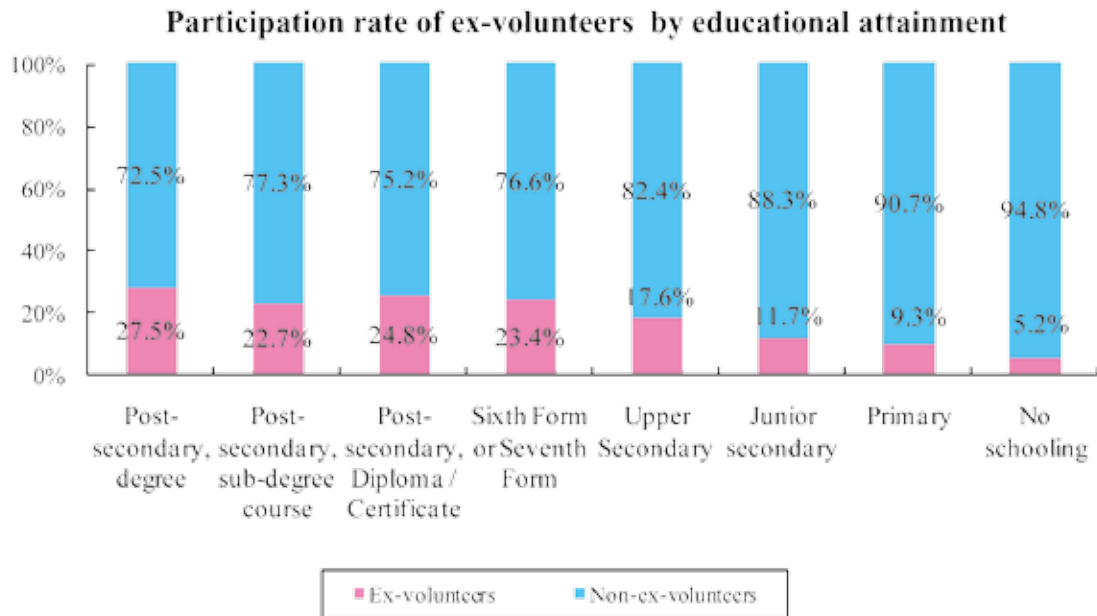
2.04 Volunteer rates (both current and ex-volunteers) were higher among those who had received higher levels of education. Volunteer rate was the highest for those with degrees (30.0% for current volunteers and 70.0% for non-current volunteers) and lowest for those with no schooling (4.4% for current volunteers and 95.6% for non-current volunteers). This seemed to suggest that, encouraging volunteering among those with lower levels of education remained a great challenge.



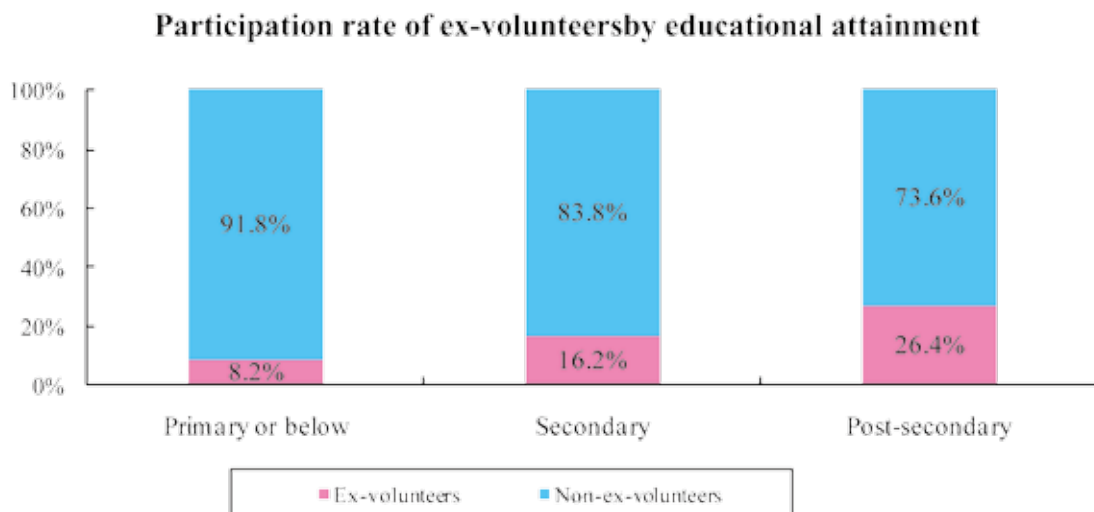
Base: All respondents who were post-secondary, degree (1,088,588), post-secondary, sub-degree (115,339), post-secondary, diploma/certificate (486,639), sixth form or seventh form (324,874), upper secondary (1,681,487), junior secondary (1,041,632), primary (915,749), no schooling (335,608)



Base: All respondents who were primary or below (1,251,358), secondary (3,047,993), post-secondary (1,690,566)

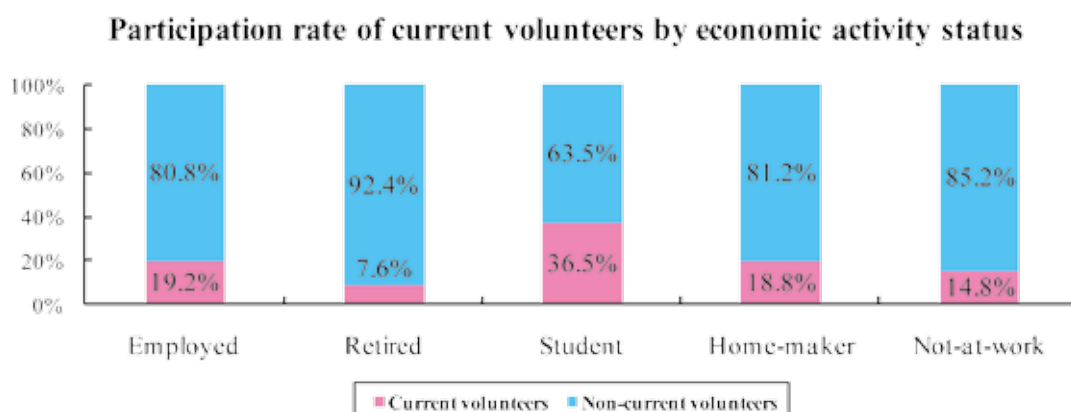


Base: All respondents who were post-secondary, degree (1,088,588), post-secondary, sub-degree (115,339), post-secondary, diploma/certificate (486,639), sixth form or seventh form (324,874), upper secondary (1,681,487), junior secondary (1,041,632), primary (915,749), no schooling (335,608)

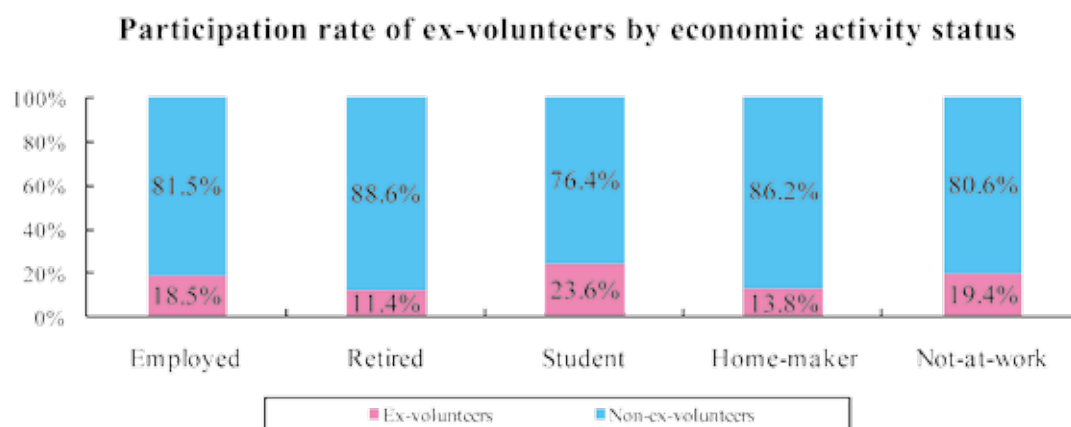


Base: All respondents who were primary or below (1,251,358), secondary (3,047,993), post-secondary (1,690,566)

2.05 The proportions of current volunteers and ex-volunteers were the highest for the students. Among the students, about 36.5% were current volunteers and 23.6% were ex-volunteers. For the employed and home-maker, the proportions of current volunteers were higher than those of ex-volunteers. For the employed, about 19.2% were current volunteers and 18.5% ex-volunteers, while for the home-maker, about 18.8% were current volunteers and 13.8% were ex-volunteers. However, the proportions of current volunteers were lower than those of ex-volunteers for the not-at-work and retired.



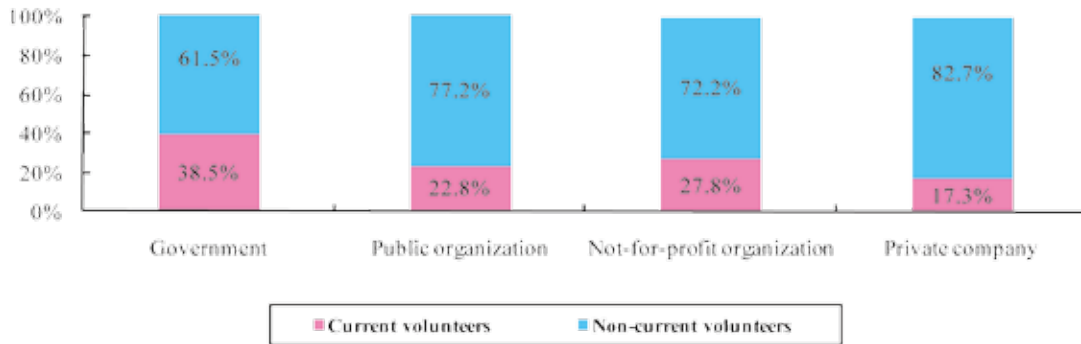
Base: All respondents who were employed (3,071,681), retired (1,010,443), student (645,249), home-maker (978,197), not-at-work (341,514)



Base: All respondents who were employed (3,071,681), retired (1,010,443), student (645,249), home-maker (978,197), not-at-work (341,514)

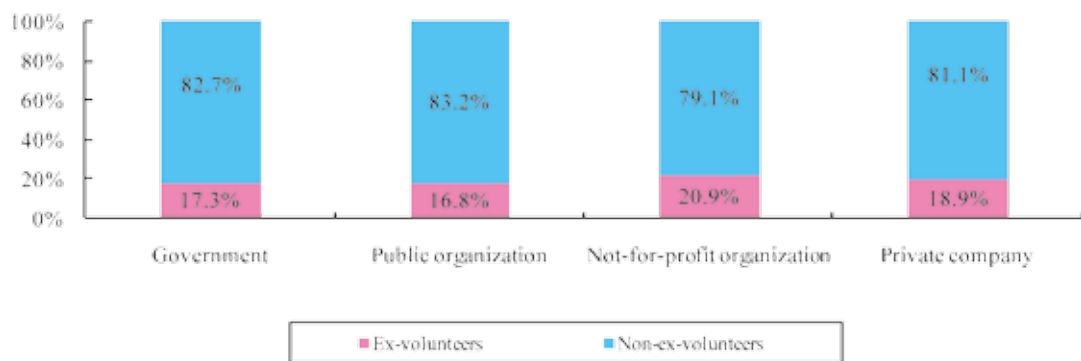
2.06 The proportions of current volunteers were higher than that of ex-volunteers for those who were employed by the government, public organizations (e.g. Equal Opportunities Commission) and non-profit organizations. For example, among those who were employed by the government, about 38.5% were current volunteers and about 17.3% were ex-volunteers. However, among those who were employed by private companies, the proportion of current volunteers (17.3%) was lower than that of ex-volunteers (18.9%).

Participation rate of current who were employed by types of employers



Base: All respondents who were employed by government (232,653), public organization (195,905), not-for-profit organization (179,803), private company (2,236,878)

Participation rate of ex- volunteers who were employed by types of employers

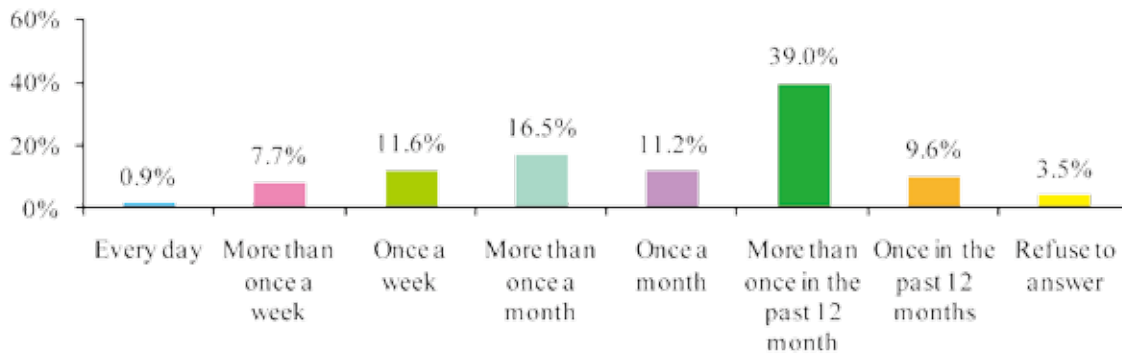


Base: All respondents who were employed by government (232,653), public organization (195,905), not-for-profit organization (179,803), private company (2,236,878)

Frequency of volunteering and Volunteer Hours

2.07 In the past 12 months, only 0.9% of the current volunteers indicated they had volunteered every day. About 19.3% volunteered between one and six times a week; 27.7% once or more than once a month; and for nearly half of volunteers (48.6%), once or more than once in the past 12 months.

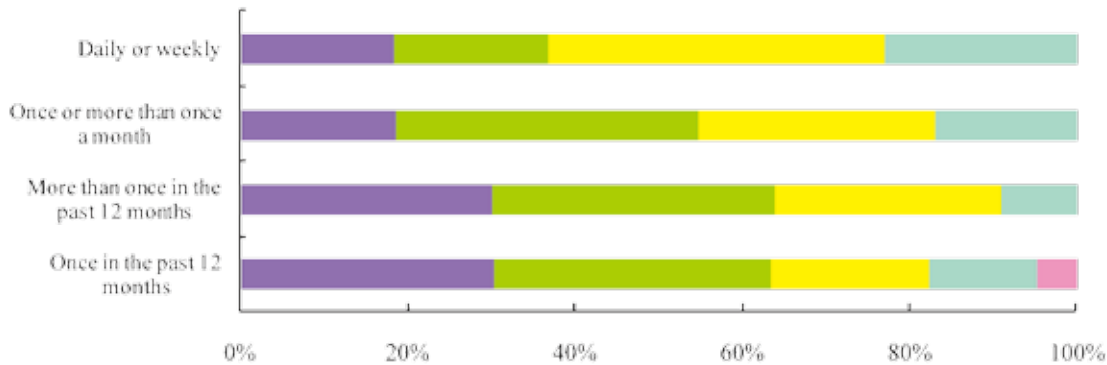
Percentage distribution of current volunteers by frequency of volunteering in the past 12 months



Base: All current volunteers (1,140,067)

2.08 For current volunteers who had volunteered on a daily or weekly basis, a higher proportion was in the 40 – 54 age-group. For those who volunteered on a less frequent interval, on the other hand, a higher proportion was in the 25 – 39 age-group.

Percentage distribution of current-volunteers by age group and frequency of participation



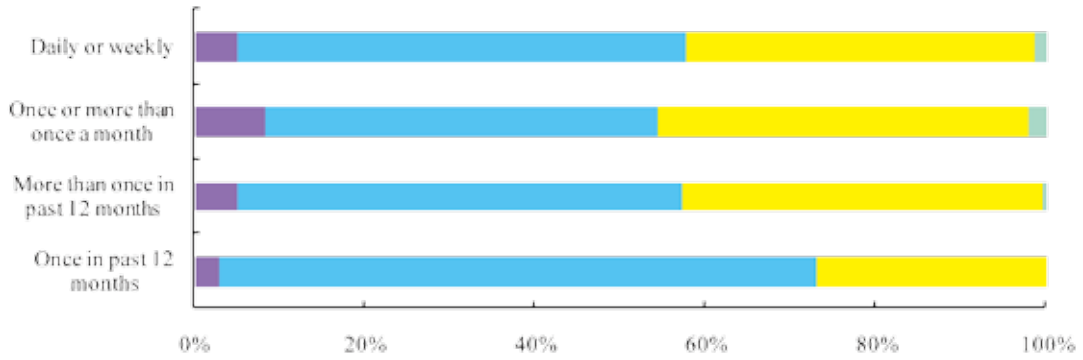
	Daily or weekly	Once or more than once a month	More than once in the past 12 months	Once in the past 12 months
15 to 24	18.3%	18.5%	29.9%	30.4%
25 to 39	18.5%	36.3%	33.8%	33.0%
40 to 54	40.2%	28.1%	27.1%	19.0%
55 and above	23.0%	17.1%	9.2%	12.9%
Refuse to answer	0.0%	0.0%	0.0%	4.8%



Base: All current volunteers (1,140,067)

2.09 When we analyzed by their education level, it was found that 70.2% of current volunteers had secondary education. In addition, 43.7% of current volunteers who volunteered once or more than once a month and 42.3% of those who volunteered more than once in the past 12 months had post-secondary education.

Percentage distribution of current volunteers by educational attainment and frequency of participation

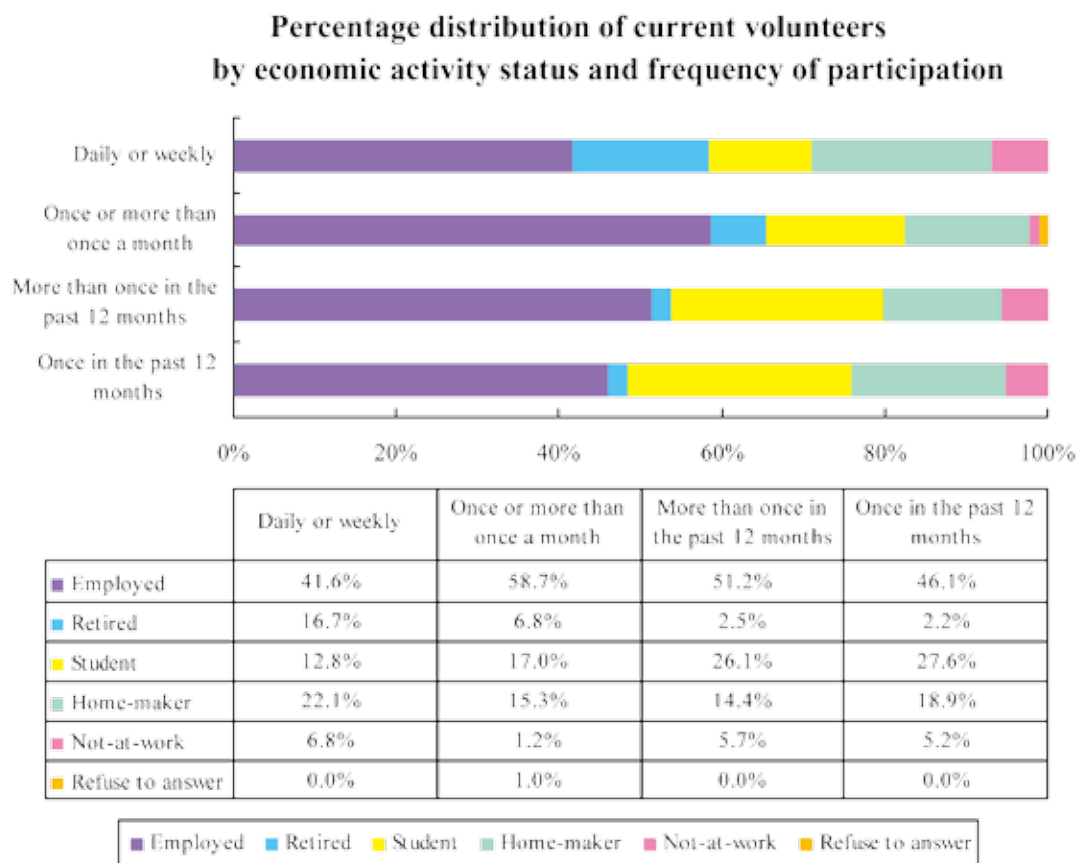


	Daily or weekly	Once or more than once a month	More than once in past 12 months	Once in past 12 months
Primary or below	5.1%	8.2%	5.0%	2.8%
Secondary	52.6%	46.1%	52.1%	70.2%
Post-secondary	40.9%	43.7%	42.3%	27.0%
Refuse to answer	1.3%	2.0%	0.5%	0.0%



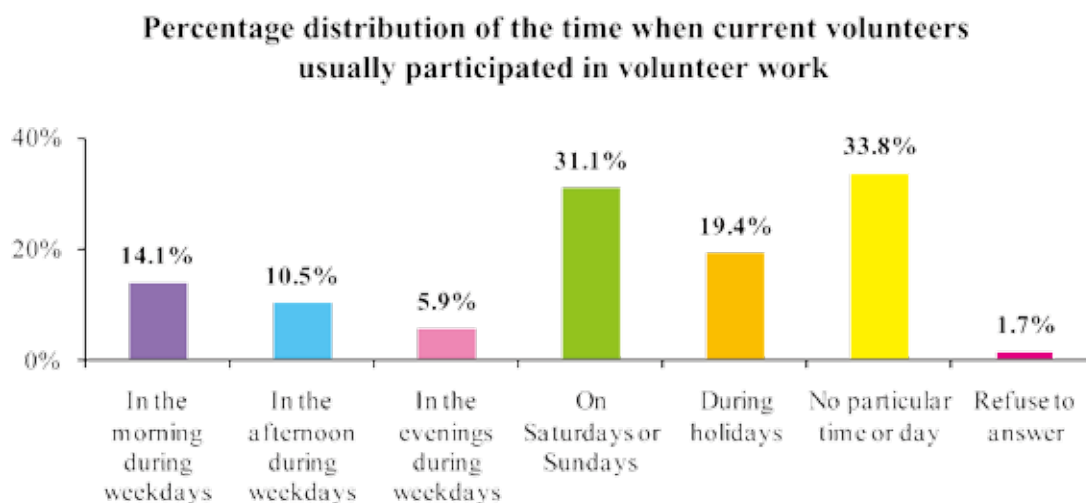
Base: All current volunteers (1,140,067)

2.10 More than half of the current volunteers who volunteered once or more than once a month (58.7%) or more than once in the past 12 months (51.2%) were employed. Among those who volunteered daily or weekly, the proportion of students was small (12.8%) but the corresponding proportion for students among those who had volunteered once in the past 12 months was relatively large (27.6%).



Base: All current volunteers (1,140,067)

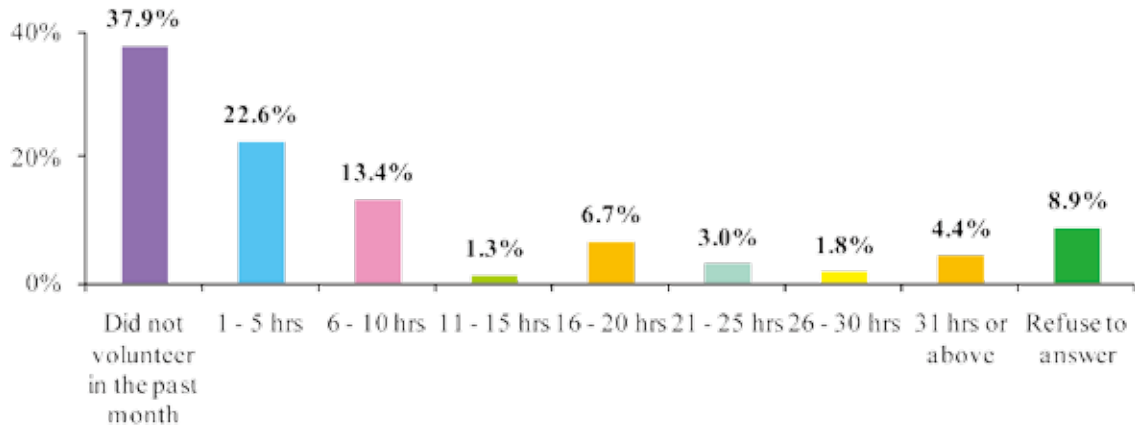
2.11 A similar proportion of the current volunteers volunteered during weekdays (30.5%) and weekends (31.1%). About one-fifth (19.4%) volunteered during the holidays, and about one-third did not have a specific time or day for volunteering (33.8%).



Base: All current volunteers (1,140,067)

2.12 On average, current volunteers spent 9.3 hours volunteering in the past month. The majority of them (73.9%) spent 10 hours or less volunteering in the past month, while 12.8% spent 11 to 30 hours and only 4.4% spent 31 hours or above volunteering in the past month.

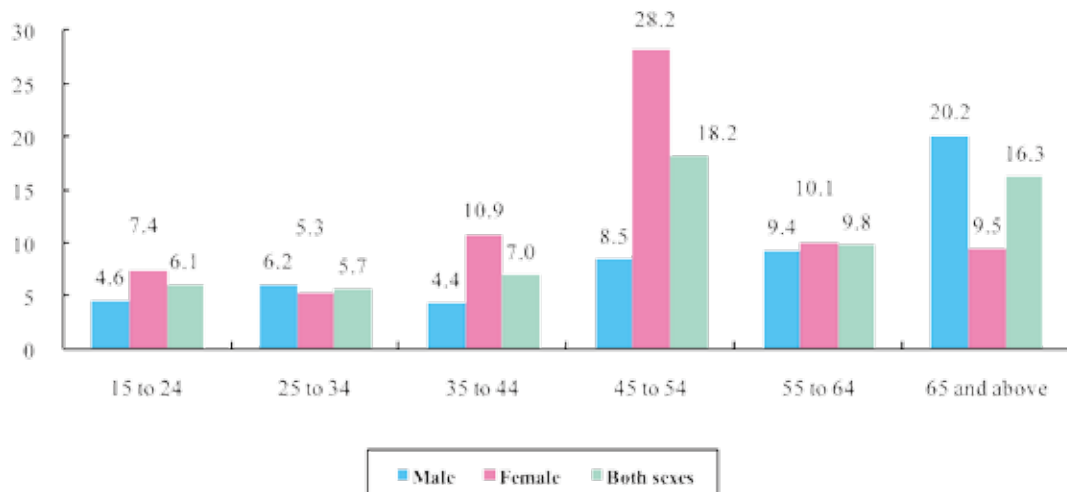
Percentage distribution of current volunteers by the number of hours of volunteer work undertaken in the past month



Base: All current volunteers (1,140,067)

2.13 The average number of hours spent on volunteering in the past month was highest (18.2 hours) among those aged 45 – 54 and lowest (5.7 hours) among those aged 25 – 34. Female volunteers aged 45 – 54 devoted much more time on volunteering (28.2 hours) than their male counterparts (8.5 hours). Conversely, for those aged 65 and above, male volunteers devoted more time in volunteering (20.2 hours) than their female counterparts (9.5 hours).

Average volunteering hours in the past month by age-sex groups



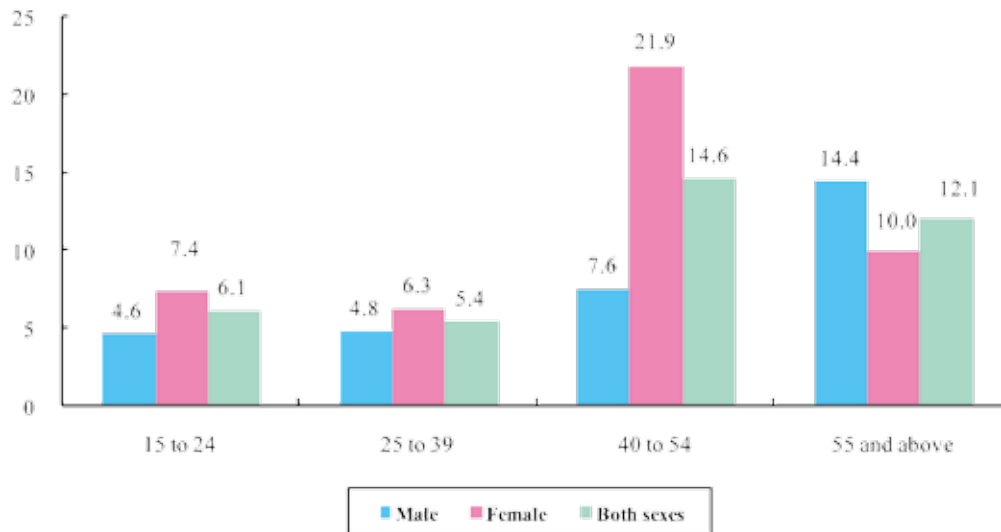
Base: Male volunteers (581,625)

Female volunteers (558,442)

All current volunteers (1,140,067)

(Appendix 1b shows demographic profile by the number of volunteering hours)

Average volunteering hours in the past month by age-sex groups



Base: Male volunteers (581,625)

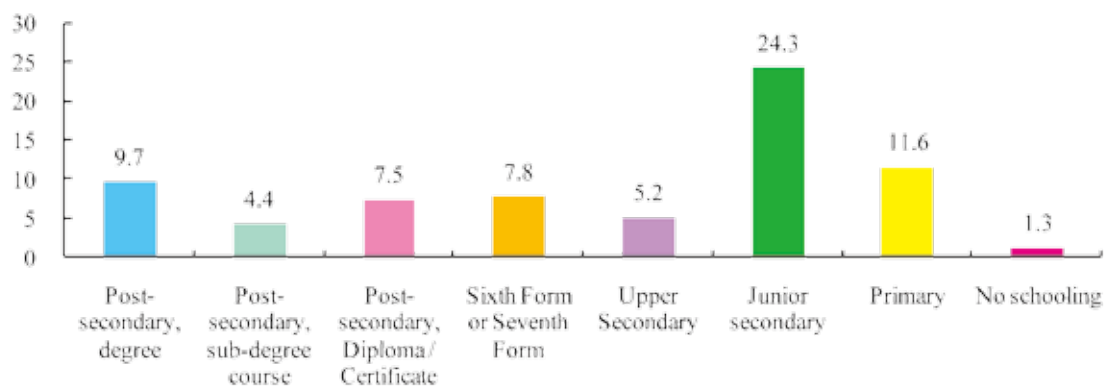
Female volunteers (558,442)

All current volunteers (1,140,067)

(Appendix 1b shows demographic profile by the number of volunteering hours)

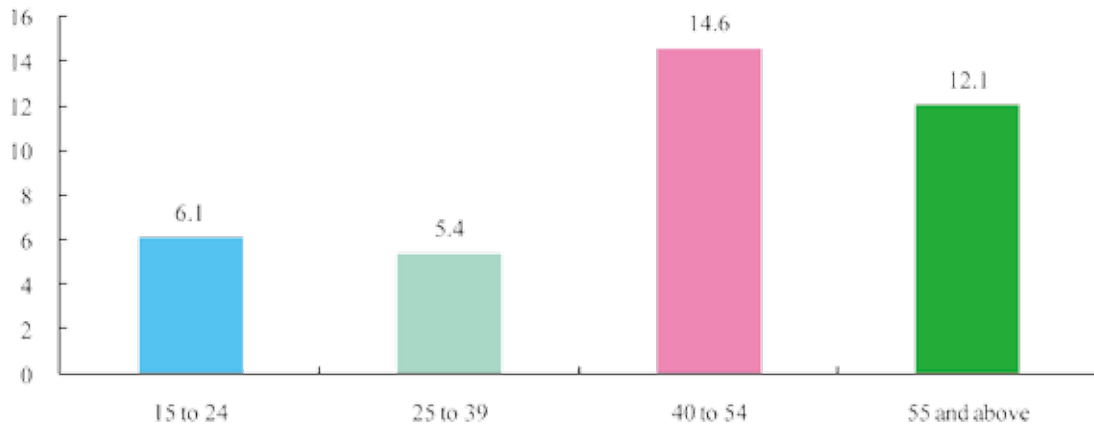
2.14 When analyzed by education level, the variations in volunteering hours were quite significant. Current volunteers with junior secondary education had the most hours of volunteering (24.3 hours) while those with no schooling had the least hours (1.3 hours).

Average volunteering hours in the past month by educational attainment



Base: All current volunteers (1,140,067)

Average volunteering hours in the past month by educational attainment

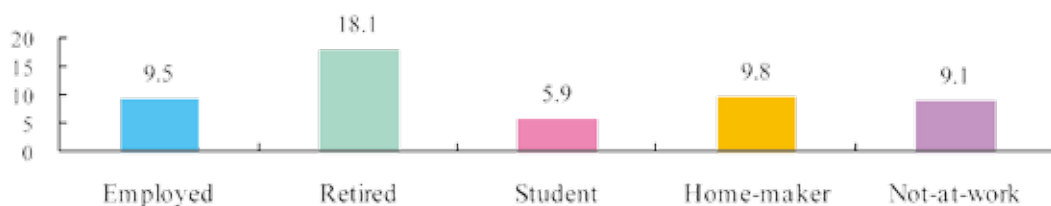


Base: All current volunteers (1,140,067)

2.15 It is interesting to find among the current volunteers that while their volunteer rate was higher for those with higher levels of education (para 2.4), volunteering hours were higher among those with junior secondary and primary education. In other words, if efforts could be made to raise the volunteer rate of those with junior secondary or primary education, the increase in the supply of volunteer work, in terms of hours, will be quite significant.

2.16 The number of hours spent on volunteering was the highest for retirees (18.1 hours) and the lowest for students (5.9 hours). That number was more or less the same for those who were employed (9.5 hours), home-makers (9.8 hours) and not-at-work (9.1 hours).

Average volunteering hours in the past month by economic activity status

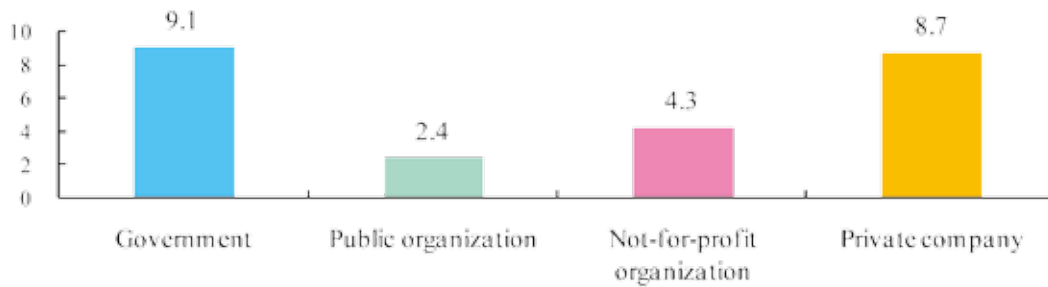


Base: All current volunteers (1,140,067)

2.17 In addition, while the volunteer rate of current volunteers was the lowest for retirees (para 2.05), their number of volunteering hours was the highest. In other words, if efforts could be made to raise the volunteer rate of retirees, the increase in the supply of volunteer hours, will be quite significant.

2.18 On average, among current volunteers who were employed, those working for the government spent 9.1 hours volunteering in the past month, which was slightly higher than those employed by private companies (8.7 hours). Employees of public organizations (e.g. Equal Opportunities Commission) spent the least amount of time (2.4 hours) in volunteering.

**Average volunteering hours in the past month
by business nature of employers**

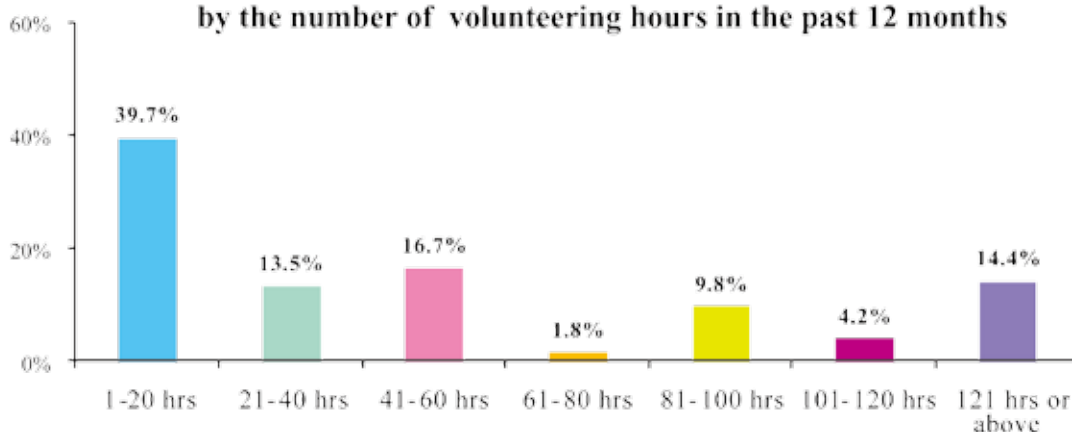


Base: All current volunteers (1,140,067)

2.19 While the volunteer rate of current volunteers was the lowest for employees of private companies (para 2.06), they spent more hours volunteering than those working in non-profit and public organizations (e.g. Equal Opportunities Commission). In other words, if efforts could be made to raise the volunteer rate of the private sector, the increase in the supply of volunteer hours will be quite significant. In addition, there is room to further increase the amount of volunteer work performed by employees of public organizations and non-profit organizations.

2.20 In the past 12 months, 39.7% of current volunteers volunteered for 1-20 hours, and 30.2% volunteered for 21-60 hours.

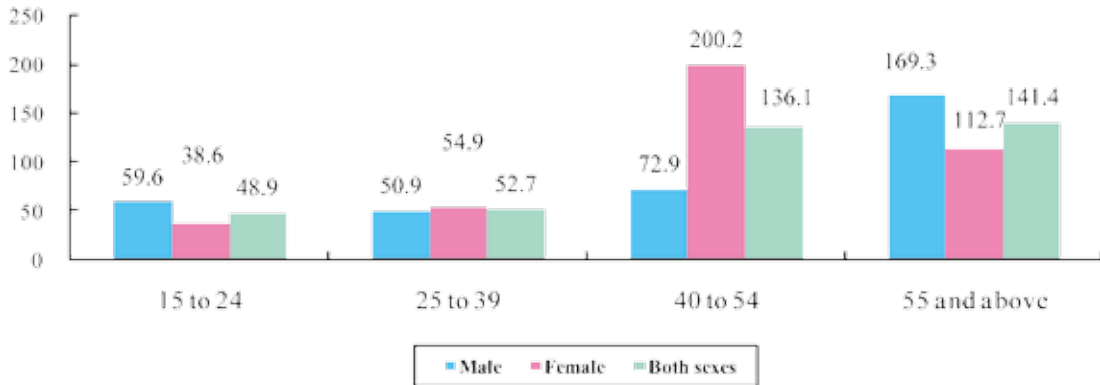
**Percentage distribution of current volunteers
by the number of volunteering hours in the past 12 months**



Base: All current volunteers (1,140,067)

2.21 In the past 12 months, current volunteers on average spent 87.4 hours on volunteering. Analyzed by age-sex groups, volunteering hours were the highest for female volunteers aged 40 – 54 (200.2 hours) as well as male volunteers aged 55 and above (169.3 hours).

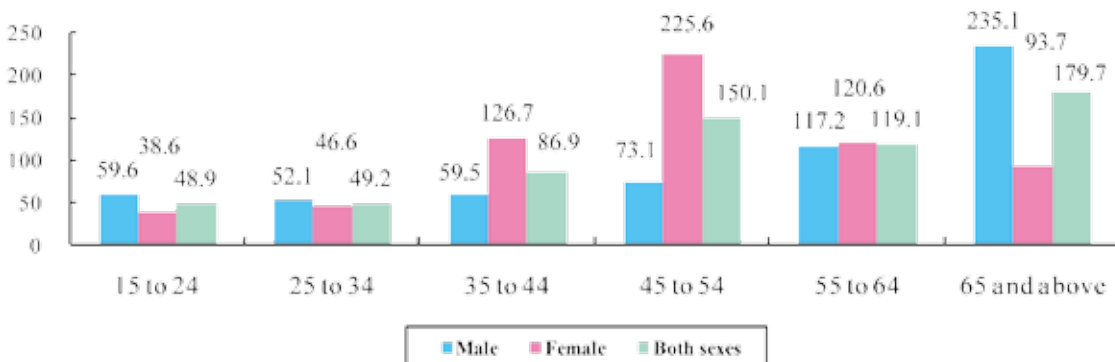
Average volunteering hours in the past 12 months by age-sex groups



Base: Male volunteers (581,625)
 Female volunteers (558,442)
 All current volunteers (1,140,067)

2.22 A breakdown of the 55 and above age group showed that male 65 and above volunteered the most hours in the past 12 months (235.1 hours) compared to male and female volunteers in other age groups.

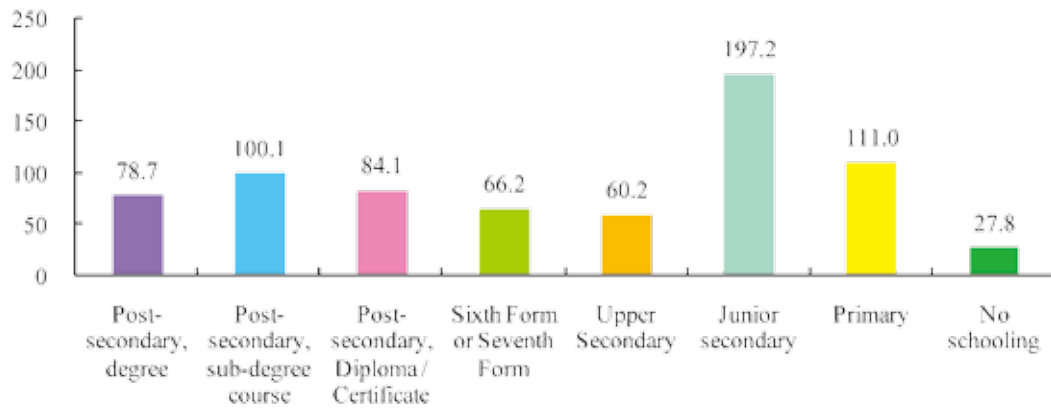
Average volunteering hours in the past 12 months by age-sex groups



Base: Male volunteers (581,625)
 Female volunteers (558,442)
 All current volunteers (1,140,067)

2.23 In the past 12 months, the number of hours spent on volunteering was higher for current volunteers with junior secondary education (197.2 hours), as well as those with primary education (111.0 hours) and post-secondary, non-degree education (100.1 hours). The number was lowest for those with no schooling (27.8 hours).

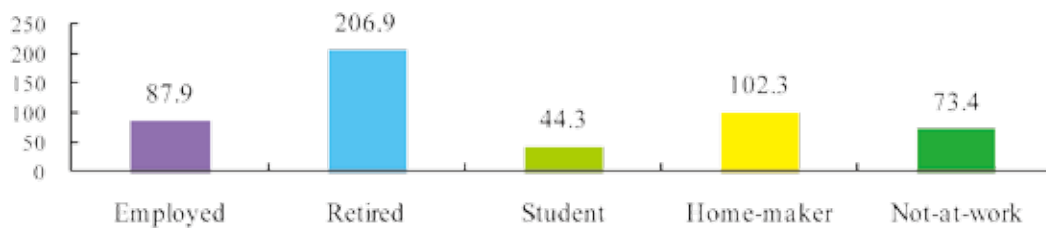
Average volunteering hours in the past 12 months by educational attainment



Base: All current volunteers (1,140,067)

2.24 In terms of the economic activity of current volunteers, the two groups that spent the most time volunteering in the past twelve months were retirees (206.9 hours) and homemakers (102.3 hours). Students contributed the least number of hours (44.3 hours).

Average volunteering hours in the past 12 months by economic activity status



Base: All current volunteers (1,140,067)

2.25 In the past 12 months, the number of hours spent on volunteer work was higher for employees working in government (90.7 hours) and private companies (86.0 hours). The number was the lowest for those who were working in public organizations (41.2).

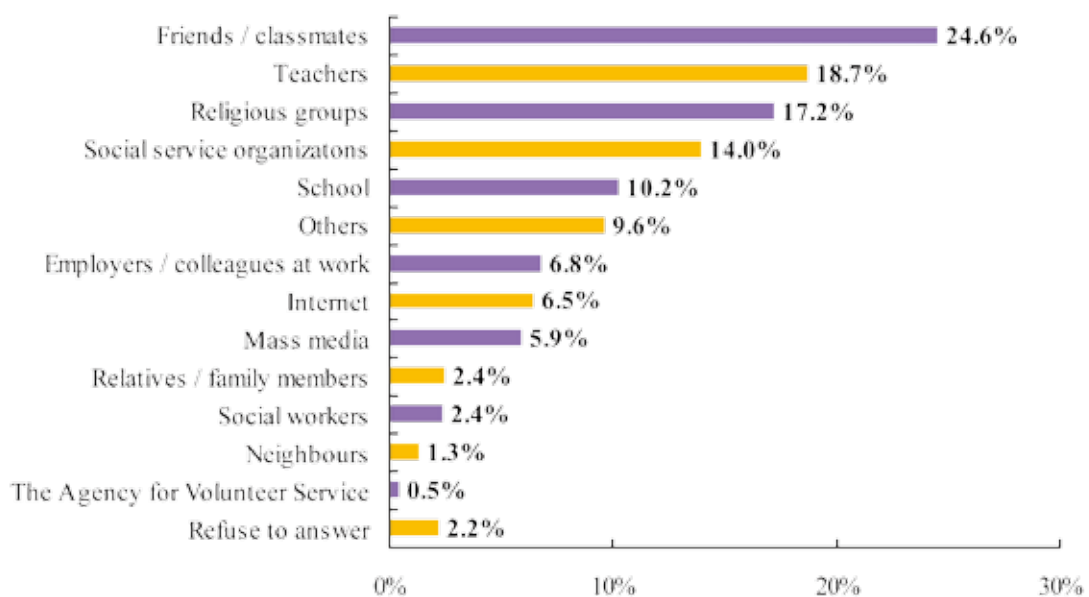


Base: All current volunteers (1,140,067)

Volunteering experience

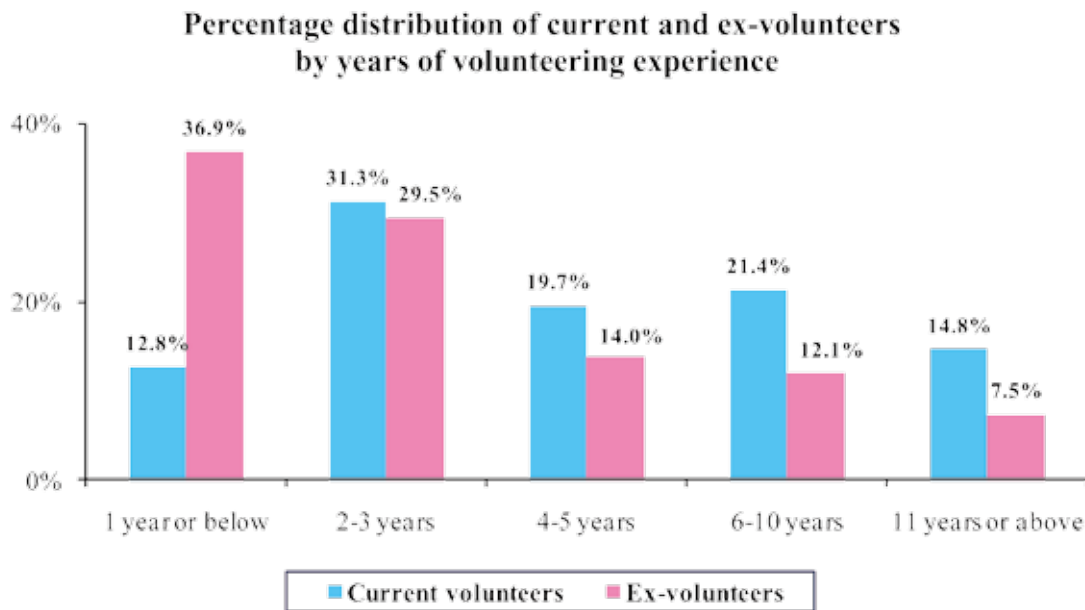
2.26 The current volunteers learnt about volunteering opportunities from a variety of channels. The more common channels were friends or classmates (accounting for 24.6% of current volunteers), teachers (18.7%), religious groups (17.2%) and social service organizations (14.0%). The mass media (5.9%), the Internet (6.5%) and employers or colleagues at work (6.8%) only accounted for a small proportion of volunteers. In order to keep members of the public informed of volunteering opportunities, more attention should be given to promoting volunteer work to employers and making better use of the mass media and the Internet.

Percentage distribution of current volunteers by channels of learning about opportunities to participate in volunteer work



Base: All current volunteers (1,140,067)

2.27 On average, the current and ex-volunteers had 6.4 and 3.9 years of volunteering experience respectively. More ex-volunteers (36.9%) gave up volunteering after a year than any other times. Most of the current volunteers had volunteered for more than a year; only 12.8% had volunteered for no more than a year.



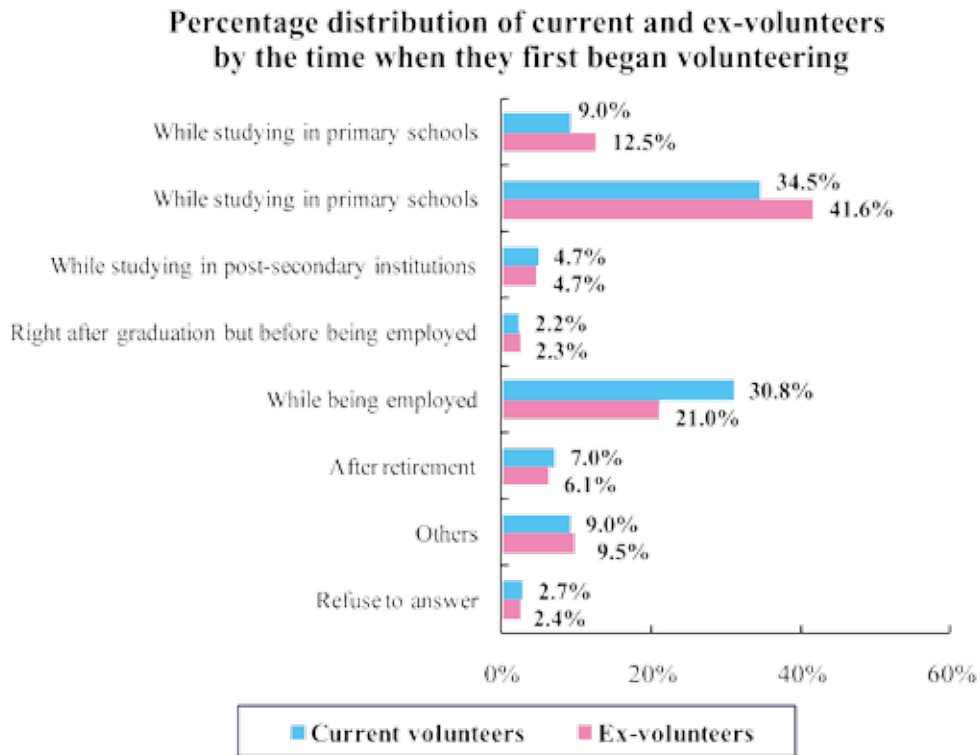
Base: All current volunteers (1,140,067)
 All ex-volunteers (1,060,502)

2.28 Those who had been volunteers for a longer period of time devoted more time to volunteer work. For instance, those who had been volunteering for over 10 years spent on average 26.5 hours volunteering in the past month, which was much higher than those who had 6 – 10 years of volunteering experience (8.6 hours). In other words, the supply of volunteer services in terms of hours would increase significantly if volunteering could be sustained.



Base: All current volunteers (1,140,067)

2.29 About half of the current (50.4%) and ex-volunteers (61.1%) first began volunteering before they took up employment, either when they were studying or right after graduation. About 30.8% of the current volunteers and 21.0% of the ex-volunteers began volunteering while in employment. In other words, educational institutions should be the main target for promoting volunteering, while employers are also an important target.



Base: All current volunteers (1,140,067)

All ex-volunteers (1,060,502)

2.30 It is worth noting that current volunteers who first began volunteering while studying spent on average 7.1 years as volunteers. Those who started volunteering earlier would have a longer length of service. For ex-volunteers, the average years spent on volunteering for each life stage were lower than that of current volunteers.

Average years of volunteering by time first began volunteering



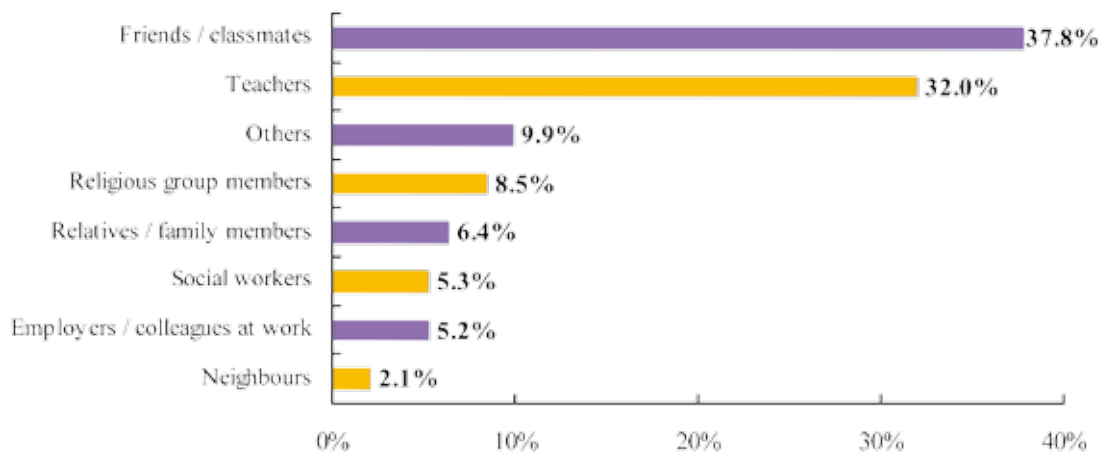
Base: All current volunteers (1,140,067)

All ex-volunteers (1,060,502)

2.31 Controlling for the effect of age, it was found that the time when a person first began volunteering was negatively correlated with the number of years he/she served as a volunteer. In other words, the earlier one began volunteering, the longer one volunteered. Furthermore, the number of years one worked as a volunteer was positively correlated with the number of volunteer hours. That is, the longer the volunteer experience, the longer hours a person devotes to volunteering. (Ref. appendix 4)

2.32 Most of the current and ex-volunteers first began volunteering because they were asked by others (58.6%) rather than at their own initiatives (40.2%). Those who were asked by others were asked mainly by friends or classmates (37.8%) and teachers (32.0%).

Percentage distribution of current and ex-volunteers who were motivated by others to begin volunteering by parties motivating them



Base: All current volunteers and ex-volunteers motivated by others (1,290,433)

Types of organizations worked for

2.33 While both the current and ex-volunteers had volunteered in a variety of organizations, a higher proportion of them volunteered in social services organizations (8.8% in the past 12 months and 9.9% not in the past 12 months, but have done so previously), educational organizations (5.1% and 4.9%) and religious bodies (3.8% and 2.3%).

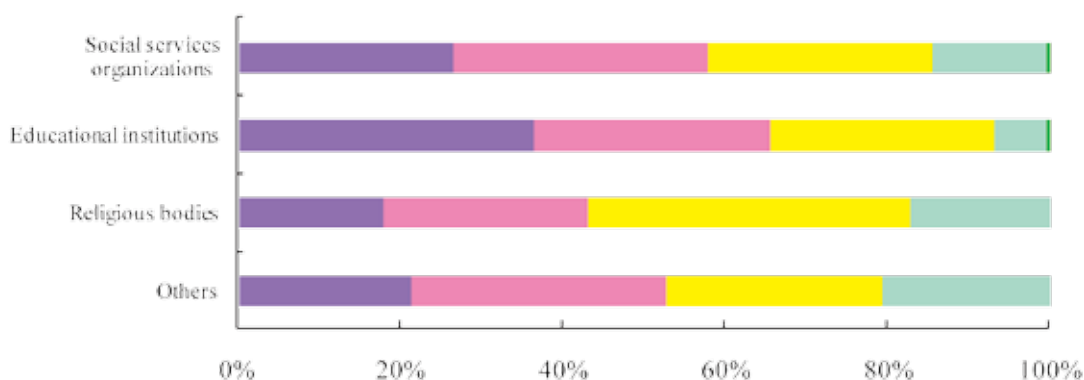
Organizations	Yes, in the past 12 months %	Not in the past 12 months, but have done so previously %	Never %
Social services organizations	8.8	9.9	81.3
Health and medical institutions/hospitals	1.4	1.8	96.8
Educational institutions (e.g. School, Students' association, Parent-teacher association, Alumni association)	5.1	4.9	89.9
Religious bodies	3.8	2.3	93.8
Recreational and cultural organizations	1.1	0.9	98.0
District organizations (e.g. District Council, Kai Fong Associations, Owners' Corporations and Mutual Aids Committees)	1.3	1.1	97.6
Environmental organizations	0.8	0.3	99.0
Government departments	0.7	0.4	98.9
Uniformed groups (e.g. Scouts)	0.7	2.0	97.3
Labour groups	0.5	0.3	99.2
Clanship associations	0.7	0.1	99.2
Political organizations or other pressure groups	0.1	0.1	99.8
My Company	0.9	0.6	98.6
Others	0.1	0.4	99.6

Base: All respondents (6,143,300)

(Appendix 1c contains the breakdown of types of organizations served in the last 12 months by demographic profile)

2.34 In educational institutions, the proportion of younger volunteers aged 15-24 was higher (36.3%) while in religious bodies, the proportion of volunteers aged 40 - 54 was higher (39.8%). In social services organizations, the proportion was higher for volunteers aged 25-39 (31.4%). For other types of organizations, the proportion was higher for volunteers aged 55 or above (20.8%).

Percentage distribution of current and ex volunteers by age groups and types of organizations served

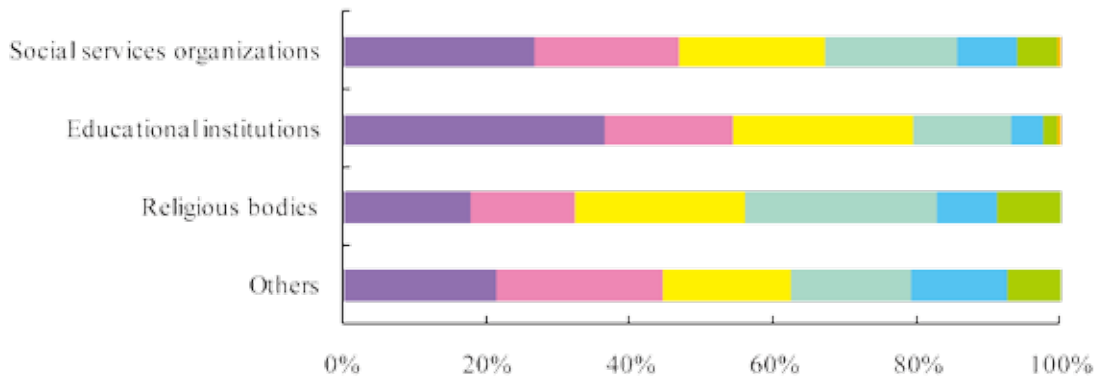


	Social services organizations	Educational institutions	Religious bodies	Others
■ 15 to 24	26.5%	36.3%	17.8%	21.4%
■ 25 to 39	31.4%	29.0%	25.1%	31.3%
■ 40 to 54	27.6%	27.6%	39.8%	26.5%
■ 55 and above	14.1%	6.4%	17.3%	20.8%
■ Refuse to answer	0.5%	0.6%	0.0%	0.0%



Base: All current volunteers and ex-volunteers (2,200,569)

Percentage distribution of current and ex volunteers by age groups and types of organizations served

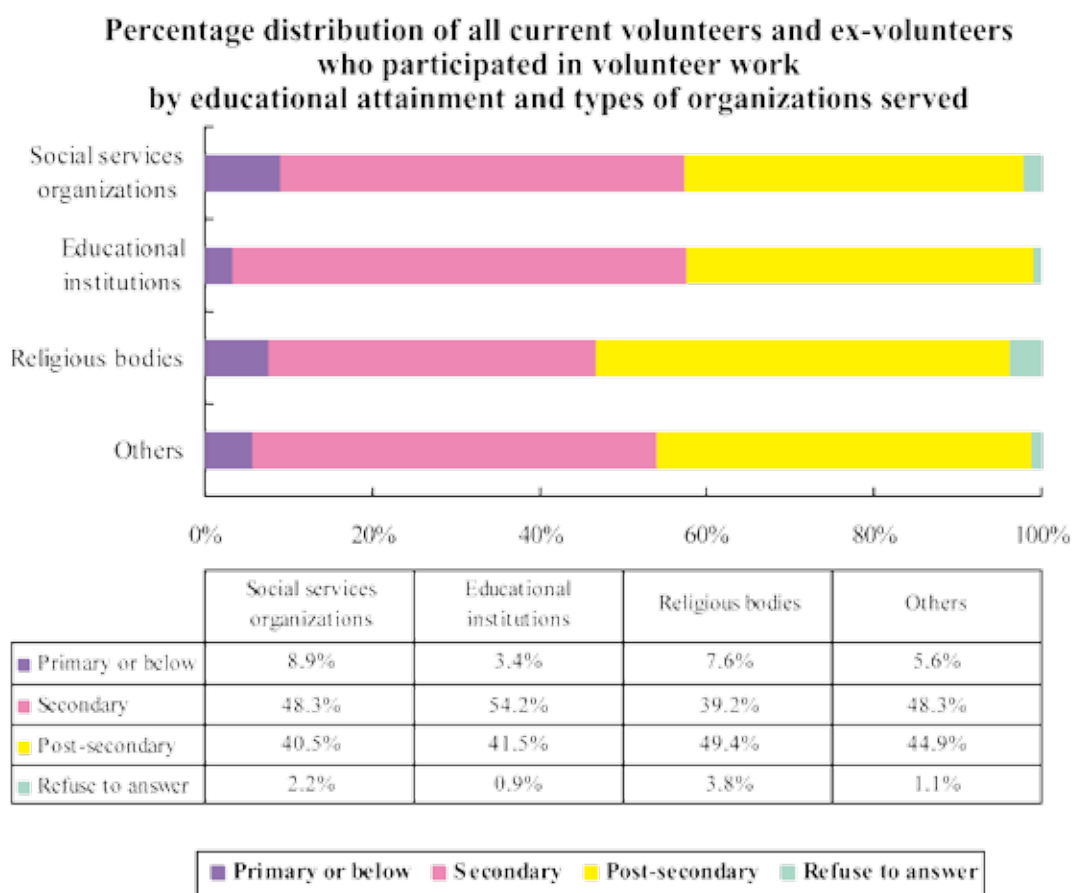


	Social services organizations	Educational institutions	Religious bodies	Others
■ 15 to 24	26.5%	36.3%	17.8%	21.4%
■ 25 to 34	20.3%	17.9%	14.5%	23.1%
■ 35 to 44	20.3%	25.0%	23.7%	17.7%
■ 45 to 54	18.3%	13.7%	26.7%	16.9%
■ 55 to 64	8.5%	4.4%	8.3%	13.2%
■ 65 and above	5.7%	2.0%	9.0%	7.6%
■ Refuse to answer	0.5%	0.6%	0.0%	0.0%



Base: All current volunteers and ex-volunteers (2,200,569)

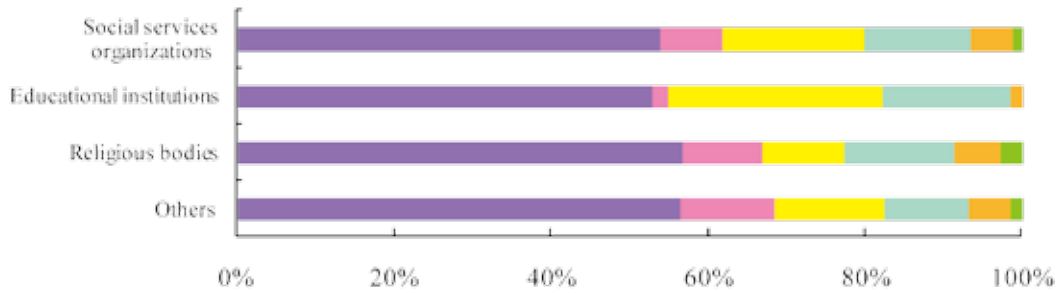
2.35 Higher proportions of volunteers with secondary education had served in educational institutions (54.2%), while the proportion of those with post-secondary education having volunteered in religious bodies was higher (49.4%).



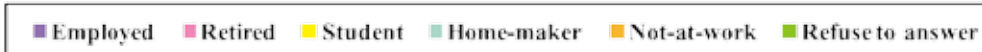
Base: All current volunteers and ex-volunteers (2,200,569)

2.36 Over half of the current volunteers and ex-volunteers in different types of organizations were economically active. The percentages of student volunteers were the second largest in all types of organizations except in religious bodies where the percentage for students (10.3%) was lower than that of the home-maker (14.1%).

Percentage distribution of current and ex volunteers by economic activity status and types of organizations served



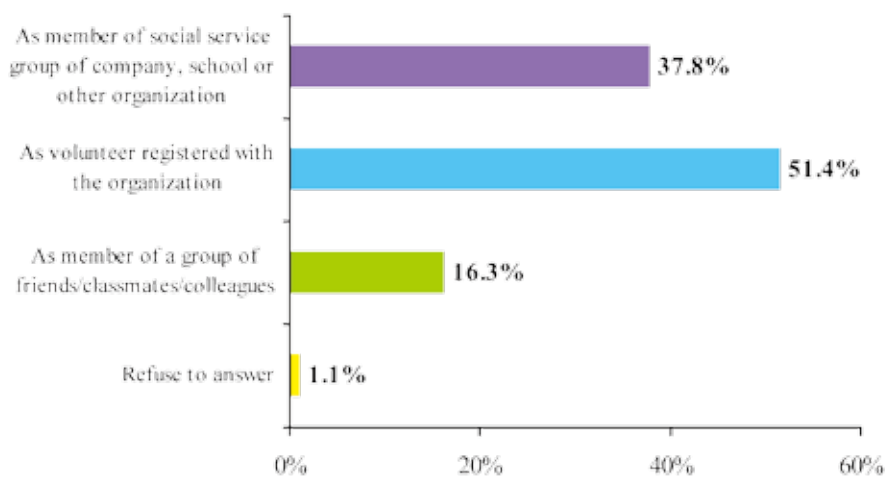
	Social services organizations	Educational institutions	Religious bodies	Others
Employed	53.8%	52.9%	56.7%	56.4%
Retired	7.9%	2.0%	10.2%	12.1%
Student	18.1%	27.2%	10.3%	13.9%
Home-maker	13.5%	16.5%	14.1%	10.6%
Not-at-work	5.4%	1.4%	5.9%	5.6%
Refuse to answer	1.3%	0.0%	2.8%	1.4%



Base: All current volunteers and ex-volunteers (2,200,569)

2.37 More than half (51.4%) of the current volunteers were registered volunteers with the organizations concerned. A further 37.8% participated as members of social services groups of their companies, schools or similar organizations. Only 16.3% participated in the forms of groups of friends, classmates or colleagues. Only 1.1% refused to answer.

Percentage of current volunteers by the channels of registration



Base: All current volunteers (1,140,067)

Types of volunteer work

2.38 The current volunteers participated in a variety of volunteer work. The three most popular types of volunteer work were fund-raising (31.4%), visiting (30.9%) and personal care services (20.3%). A higher proportion of the female volunteers participated in “visiting” volunteer work (33.7%) as compared to their male counterparts (28.6%), while the percentage of male volunteers was higher (21.6%) for personal care services when compared to female volunteers (18.9%).

Percentage distribution of volunteer activities by gender and age groups

	Gender		Age				Total
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	
Fund raising activities	32.2	31.0	38.0	32.6	25.7	28.7	31.4
Visiting	28.6	33.7	36.6	19.8	31.9	45.6	30.9
Personal care services	21.6	18.9	15.1	22.5	22.2	20.9	20.3
Recreational activities	14.2	13.1	17.5	15.2	11.4	9.0	13.7
Promotion, advocacy and campaigning	10.7	7.7	10.6	5.3	10.3	13.3	9.0
Education services	8.2	7.5	2.2	8.1	10.4	11.8	7.9
Clerical services	7.4	7.0	2.2	6.8	13.6	3.7	7.2
Befriending services(not sure what this means)	7.7	5.2	10.3	6.4	4.8	3.7	6.5
Tutoring or mentoring	5.8	7.0	8.3	4.9	7.9	3.7	6.4
Medical care services	7.3	4.3	2.2	9.7	5.9	3.7	5.9
Professional services	4.5	6.6	2.8	4.9	4.5	13.7	5.5
Counseling	2.6	6.0	1.1	6.5	2.3	9.3	4.3
Management services	2.3	5.2	0.0	3.2	4.8	9.0	3.7
Skill coaching	3.3	3.2	3.9	4.9	1.1	3.4	3.3
Environmental services	2.9	3.1	0.0	6.3	3.5	0.0	3.0
Escorting services	2.3	3.2	0.0	3.0	4.4	3.4	2.8
Household services	3.7	0.4	0.0	3.7	2.4	1.5	2.1

(Appendix 1d shows types of volunteer work that current volunteers undertook by demographic profile)

2.39 The three most popular types of volunteer work that the current and ex-volunteers would like to be involved with in the future were personal care services (18.1%), visiting (17.8%) and fund raising activities (12.7%). However, 8.4% indicated that they would prefer not to take part in any volunteer work in future.

**Percentage distribution of preference in future types of volunteer activities
by gender and age groups**

	Gender		Age				Total
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	
Personal care services	17.1	18.9	16.6	21.8	21.2	8.1	18.1
Visiting	18.0	17.7	24.3	12.9	16.8	19.6	17.8
Fund raising activities	14.1	11.4	19.0	9.5	12.2	10.4	12.7
Recreational activities	10.7	7.8	10.2	8.3	13.4	2.3	9.2
Education services	8.3	7.8	6.2	7.0	14.1	2.5	8.0
Clerical services	7.4	5.6	10.6	6.6	5.7	1.4	6.5
Tutoring or mentoring	7.2	3.6	9.0	5.9	2.6	4.0	5.4
Medical care services	6.0	4.7	6.5	5.1	6.3	2.5	5.3
Promotion, advocacy and campaign	6.9	2.5	4.6	5.5	4.4	3.8	4.7
Counseling	5.4	3.8	2.9	4.8	6.4	3.8	4.6
Environmental services	5.1	4.2	5.9	5.3	5.1	0.7	4.6
Befriending services	4.9	4.1	8.5	4.7	3.3	0.0	4.5
Professional services	4.0	3.6	3.9	3.3	2.8	6.3	3.8
Management services	3.4	2.8	2.3	2.8	3.4	4.3	3.1
Skill coaching	2.9	1.6	4.2	1.7	1.1	2.5	2.3
Household services	2.7	1.9	2.8	0.9	4.3	0.7	2.3
Escorting services	1.3	1.2	2.0	0.0	1.8	1.6	1.3
No desire to participate in volunteer work in the future	9.5	7.3	3.9	9.4	6.3	17.2	8.4

2.40 When analyzed by the education level of the current volunteers, fund raising activities (34.8%), visiting (43.6%) and personal care services (31.0%) were more likely to attract volunteers with primary education or below. These three activities were also the most popular choices for volunteers with secondary education. Recreational activities (20.3%), promotion, advocacy and campaigning (10.7%), education services (10.8%), clerical services (9.7%), befriending services (8.5%), tutoring and mentoring (9.7%), professional services (7.1%), counseling (5.8%), and environmental services (4.8%) appealed mostly to those with post-secondary education.

**Percentage distribution of types of volunteer activity
by educational attainment and economic activity**

	Educational attainment			Economic activity status					Total
	Primary or below	Secondary	Post-secondary	Employed	Retired	Student	Home-Maker	Not-at-work	
Fund raising activities	34.8	34.1	28.8	33.1	25.1	33.4	26.5	30.0	31.4
Visiting	43.6	31.7	28.1	22.5	62.0	38.6	38.5	18.4	30.9
Personal care services	31.0	17.9	22.2	19.7	18.4	16.0	27.0	26.3	20.3
Recreational activities	17.1	8.3	20.3	13.7	16.9	15.4	11.2	10.3	13.7
Promotion, advocacy and campaign	4.8	8.3	10.7	9.8	11.3	5.3	10.3	7.8	9.0
Education services	0.0	6.5	10.8	9.8	7.4	1.3	12.5	0.0	7.9
Clerical services	6.7	5.4	9.7	10.7	0.0	2.6	7.0	0.0	7.2
Befriending services	0.0	5.7	8.5	7.0	0.0	12.2	2.2	0.0	6.5
Tutoring or mentoring	0.0	4.0	9.7	6.7	0.0	9.7	3.7	7.5	6.4
Medical care services	4.6	6.1	5.9	7.6	4.1	2.6	4.8	7.2	5.9
Professional services	3.8	4.6	7.1	8.7	11.3	1.3	0.0	0.0	5.5
Counseling	0.0	3.1	5.8	6.7	0.0	1.3	1.6	7.2	4.3
Management services	11.5	0.4	6.9	6.2	8.0	0.0	0.0	0.0	3.7
Skill coaching	5.7	2.5	4.0	3.4	4.1	4.6	2.1	0.0	3.3
Environmental services	0.0	1.9	4.8	5.8	0.0	0.0	0.0	0.0	3.0
Escorting services	4.6	2.9	2.3	3.1	3.9	0.0	5.5	0.0	2.8
Household services	0.0	2.0	2.5	3.0	3.2	0.0	2.0	0.0	2.1

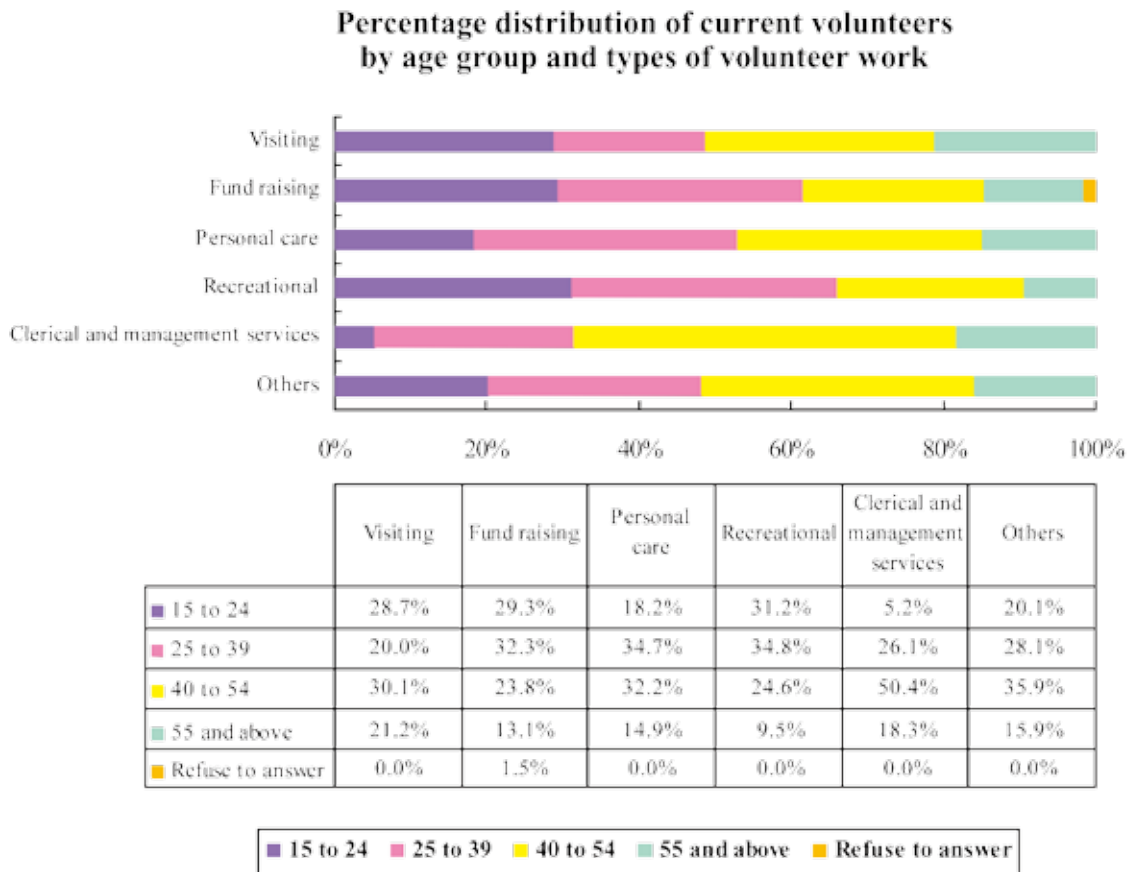
2.41 It is also interesting to note from the above table of current volunteers that retirees (62%), students (38.6%) and homemakers (38.5%) were more likely to participate in "visiting" volunteer work. Those who were employed (33.1%), and not-at-work (30%) were more likely to fund-raise.

2.42 With regards to future plans, a higher percentage of the current and the ex-volunteers who were students indicated that they would like to be involved with “visiting” (26.1%), providing personal care services (19.6%), and fund raising activities (18.5%), as compared with other groups. Those with post-secondary education were more likely to prefer personal care services (20.8%), while those with secondary (19.0%) and primary education (15.9%) preferred “visiting.”

**Percentage distribution of preferences in future volunteering activities
by Educational attainment and Economic activity of the current and ex-volunteers**

	Educational attainment			Economic activity status					Total
	Primary or below	Secondary	Post-secondary	Employed	Retired	Student	Home-maker	Not-at-work	
Personal care services	5.8	18.1	20.8	19.3	11.7	19.6	16.5	19.2	18.1
Visiting	15.9	19.0	16.6	13.5	24.4	26.1	19.2	20.8	17.8
Fund raising activities	13.6	13.7	11.6	11.7	14.9	18.5	9.8	8.1	12.7
Recreational activities	7.0	7.9	11.4	9.9	4.4	10.3	9.8	7.0	9.2
Education services	0.0	3.6	13.4	10.8	6.0	6.3	2.1	3.2	8.0
Clerical services	0.0	7.9	6.2	6.3	2.7	13.6	1.1	6.6	6.5
Tutoring or mentoring	1.8	4.4	7.0	4.2	6.0	10.2	4.7	3.2	5.4
Medical care services	4.9	6.0	4.8	5.7	4.6	6.6	2.8	6.9	5.3
Promotion, advocacy and campaign	2.2	4.0	6.1	4.7	4.4	5.2	4.9	3.4	4.7
Counseling	1.5	3.9	6.1	5.9	4.9	4.0	1.1	3.1	4.6
Environmental services	4.1	2.7	6.5	6.1	2.1	7.1	0.0	0.0	4.6
Befriending services	1.8	5.0	4.5	4.6	0.0	9.9	1.1	2.6	4.5
Professional services	4.1	2.4	5.5	4.3	6.3	5.5	0.0	0.0	3.8
Management services	4.5	0.8	5.5	3.8	6.0	3.2	0.0	0.0	3.1
Skill coaching	1.8	1.2	3.7	1.4	5.2	5.9	0.0	0.0	2.3
Household services	4.4	2.7	1.5	2.2	0.0	4.0	2.9	0.0	2.3
Escorting services	5.7	1.2	0.5	0.9	1.6	2.7	1.2	0.0	1.3
No desire to participate in volunteer work in the future	25.1	8.0	5.8	6.5	24.9	2.8	11.2	10.1	8.4

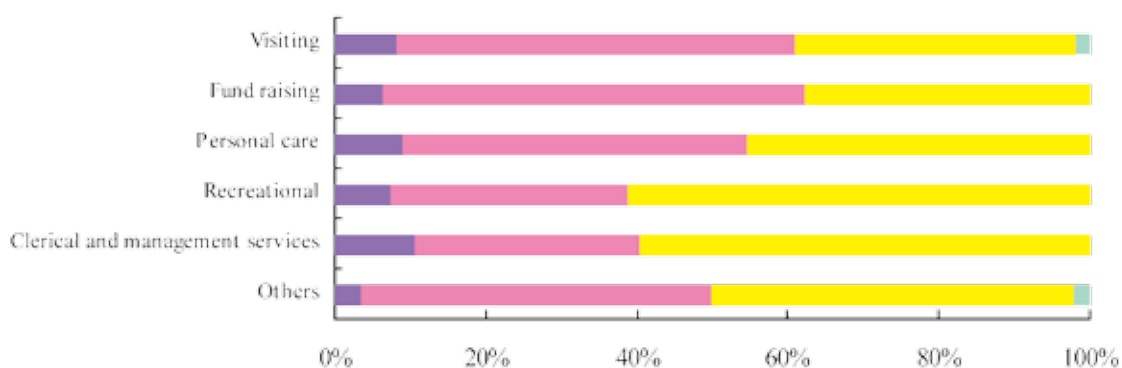
2.43 When analyzed by age groups and types of volunteer works of the current volunteers, the proportions of aged 25 - 39 were higher in recreational (34.8%), personal care (34.7%) and fund raising (32.3%) while the proportions for those aged 40 to 54 were higher in clerical and management services (50.4%) , others types of volunteer work (35.9%), and personal care (32.2%).



Base: All current volunteers (1,140,067)

2.44 Over half of the current volunteers who had participated in “visiting” (52.8%) and fund raising activities (56.0%) had secondary education. Additionally, a larger portion of those involved with recreational activities (61.2%) and clerical and management services (59.5%) had post-secondary education or above.

Percentage distribution of current volunteers by educational attainment and types of volunteer work

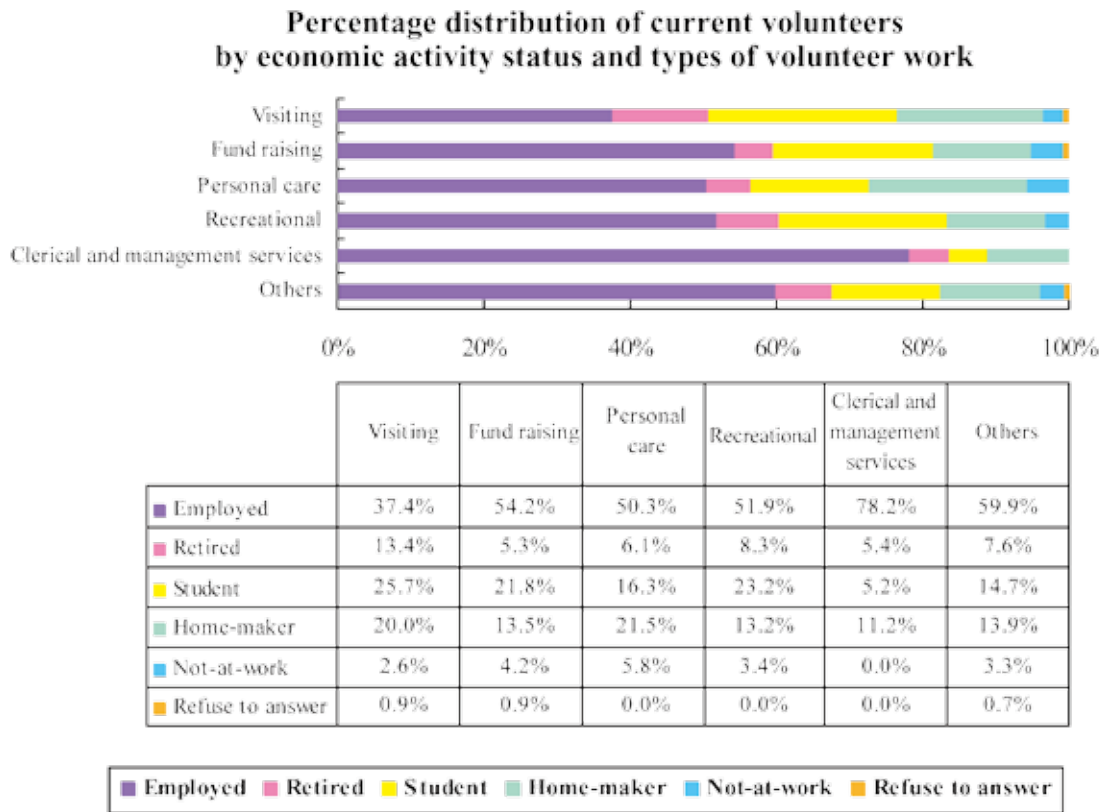


	Visiting	Fund raising	Personal care	Recreational	Clerical and management services	Others
Primary or below	8.1%	6.4%	8.9%	7.3%	10.5%	3.4%
Secondary	52.8%	56.0%	45.8%	31.6%	30.0%	46.4%
Post-secondary	37.3%	37.6%	45.3%	61.2%	59.5%	48.2%
Refuse to answer	1.8%	0.0%	0.0%	0.0%	0.0%	2.0%

■ Primary or below ■ Secondary ■ Post-secondary ■ Refuse to answer

Base: All current volunteers (1,140,067)

2.45 When analyzed by economic activity status and types of volunteer work of the current volunteers, the proportions who were employed were higher across all types of volunteer work performed (37.4% in visiting, 54.2% in fund raising, 50.3% in personal care, 51.9% in recreational and 78.2% in clerical and management services).



Base: All current volunteers (1,140,067)

Categories of clients served by volunteers

2.46 More current volunteers served the elderly (45.6%), the youth (26.2%), members of the public (25.9%) and young children (20.7%). Only 6.9% volunteered for disadvantaged groups such as the physically or mentally handicapped

Percentage distribution of categories of clients served by current volunteers in the past 12 months

	%		%
Young children	20.7	Needy people outside Hong Kong and Mainland China	1.6
Youth	26.2	Ex-offenders	1.0
Elderly	45.6	Single parents	2.3
Patients	7.1	Organization themselves	2.3
Physical or mentally handicapped	6.9	Animals	2.4
New immigrants from Mainland China	2.1	General public	25.9
Ethnic minorities in Hong Kong	2.6	Others	6.8
Needy people in Mainland China	2.4	Refuse to answer	0.7

Base: All current volunteers (1,140,067)

2.47 Over one-third of the current and ex-volunteers (36.2%) indicated that they would prefer to volunteer for the elderly in the future, whereas 26.7% preferred to work for young children, 22.8% preferred youth, and 18.7%, members of the public. A much smaller proportion of the volunteers (7.5%) would hope to serve disadvantaged groups such as the physically or mentally handicapped.

Percentage distribution of categories of clients serve by current and ex-volunteers in the future

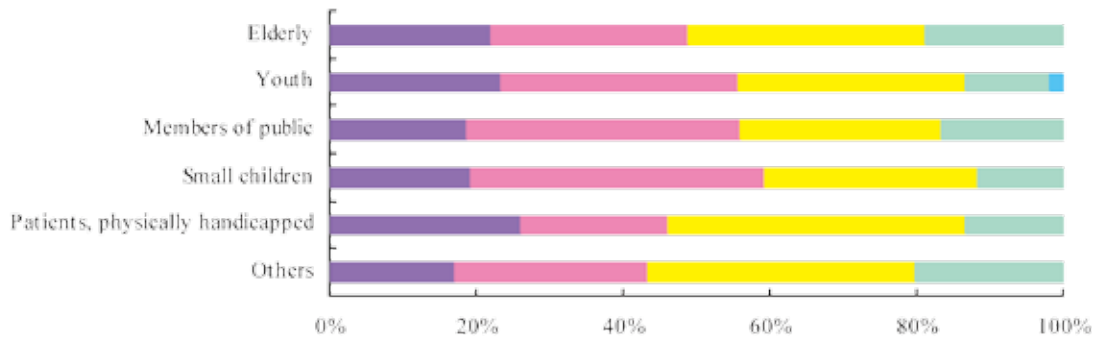
	%		%
Young children	26.7	Ex-offenders	1.4
Youth	22.8	Single parents	3.1
Elderly	36.2	Organization themselves	1.1
Patients	7.6	Animals	2.3
Physical or mentally handicapped	7.5	General public	18.7
New immigrants from Mainland China	3.8	Others	2.5
Ethnic minorities in Hong Kong	2.6	Haven't any idea	11.2
Needy people in Mainland China	2.3	Refuse to answer	6.8
Needy people outside Hong Kong and Mainland China	1.9		

Base: All current volunteers and ex-volunteers who will participate in volunteer work in the future (2,016,307)

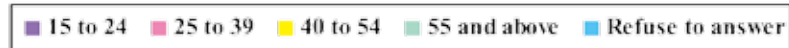
(Appendix 1e shows types of clients that current volunteers served by demographic profile)

2.48 When analyzed by age groups and types of clients served, the proportions of current volunteers aged 25-39 were higher in serving young children (39.9%), members of public (37.3%), and the youth (32.3%), while the proportions of those aged 40-54 were higher in serving patients or the physically handicapped (40.5%), other groups (36.4%), and the elderly (32.2%).

Percentage distribution of current volunteers by age group and types of clients served



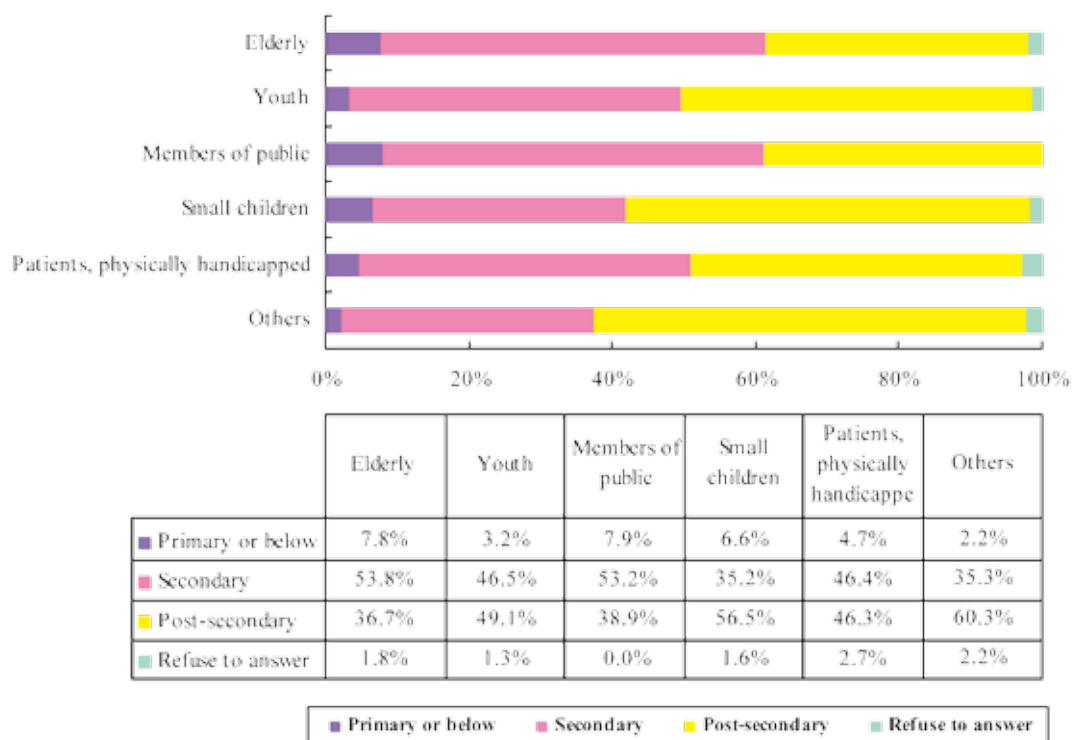
	Elderly	Youth	Members of public	Small children	Patients, physically handicapped	Others
■ 15 to 24	21.9%	23.2%	18.7%	19.2%	26.0%	17.1%
■ 25 to 39	27.0%	32.3%	37.3%	39.9%	19.9%	26.3%
■ 40 to 54	32.2%	31.1%	27.2%	29.1%	40.5%	36.4%
■ 55 and above	18.9%	11.6%	16.8%	11.8%	13.5%	20.2%
■ Refuse to answer	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%



Base: All current volunteers (1,140,067)

2.49 When analyzed by educational attainment and types of clients served, the proportions of current volunteers with secondary education were higher in serving the elderly (53.8%), members of public (53.2%) and patients or the physically handicapped (46.4%), while the proportions of those with post-secondary level of education were higher in serving youth (49.1%), young children (56.5%) and others (60.3%).

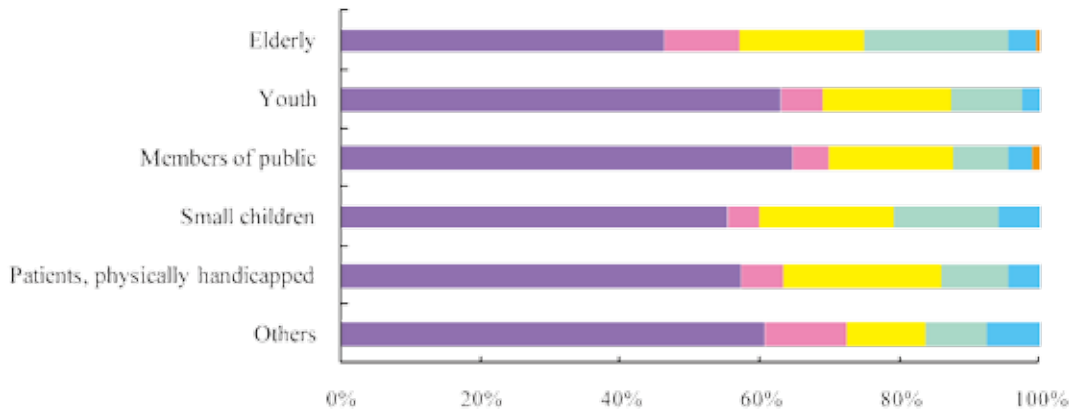
Percentage distribution of current volunteers by educational attainment and types of clients served



Base: All current volunteers (1,140,067)

2.50 An analysis of the economic activity status and types of clients served showed that the two largest groups of volunteers, the employed and the students, rendered their services to different groups. The current volunteers who had jobs were more likely to serve members of the public (64.7%) and youth (62.9%), while student current volunteers were likely to serve patients and the physically handicapped (22.7%) as well as young children (19.4%).

Percentage distribution of current volunteers by economic activity status and types of clients served



	Elderly	Youth	Members of public	Small children	Patients, physically handicapped	Others
Employed	46.3%	62.9%	64.7%	55.2%	57.4%	60.7%
Retired	10.6%	5.9%	5.1%	4.5%	5.7%	11.5%
Student	18.0%	18.5%	17.7%	19.4%	22.7%	11.5%
Home-maker	20.5%	10.2%	8.1%	14.9%	9.6%	8.6%
Not-at-work	4.0%	2.5%	3.3%	6.0%	4.6%	7.7%
Refuse to answer	0.6%	0.0%	1.1%	0.0%	0.0%	0.0%

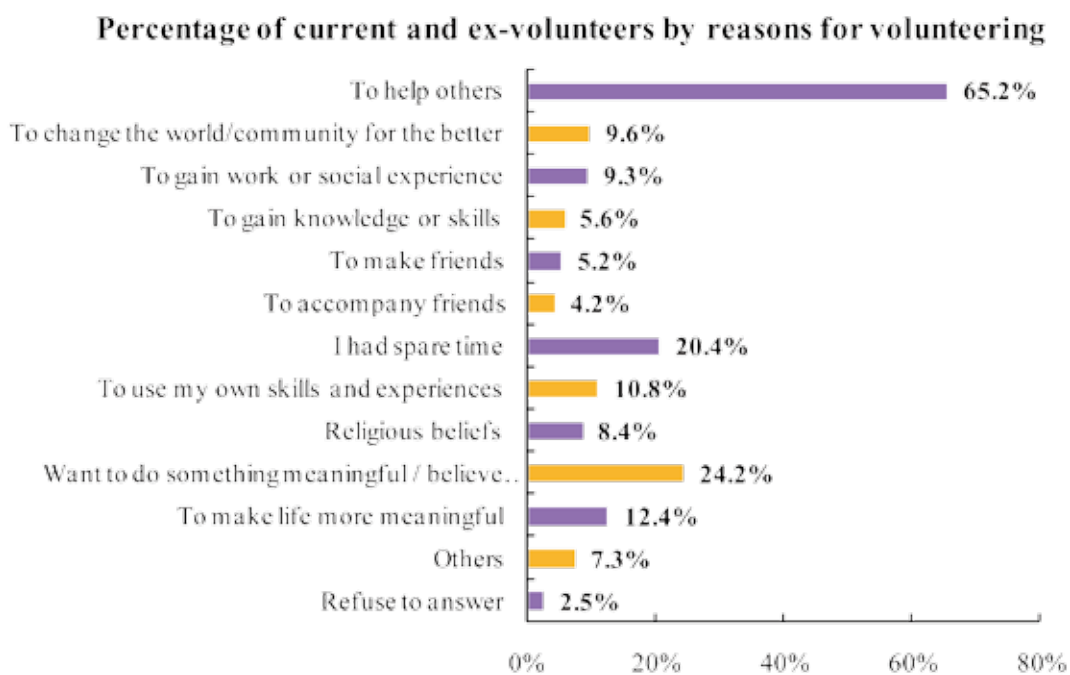
Employed Retired Student Home-maker Not-at-work Refuse to answer

Base: All current volunteers (1,140,067)

Motivation

Reasons for participation

2.51 Most current and ex-volunteers (65.2%) participated in volunteer work because they wanted “to help others” (65.2%). Other reasons were “to do something meaningful” (24.2%) and because they “had spare time” (20.4%).



Base: All current volunteers and ex-volunteers (2,200,569)

Appreciation and support

2.52 Current and ex-volunteers were very positive in terms of the appreciation and support extended to them. Over 80% believed their services were valued by their clients and the recipient organizations. A similar proportion (80.5%) considered the service recipient organizations had provided sufficient support to the volunteers. More than half (60.9%) believed that they were respected by people in the society.

Percentage distribution of respondents by whether they agreed with the statements related to perceived appreciation of volunteer work

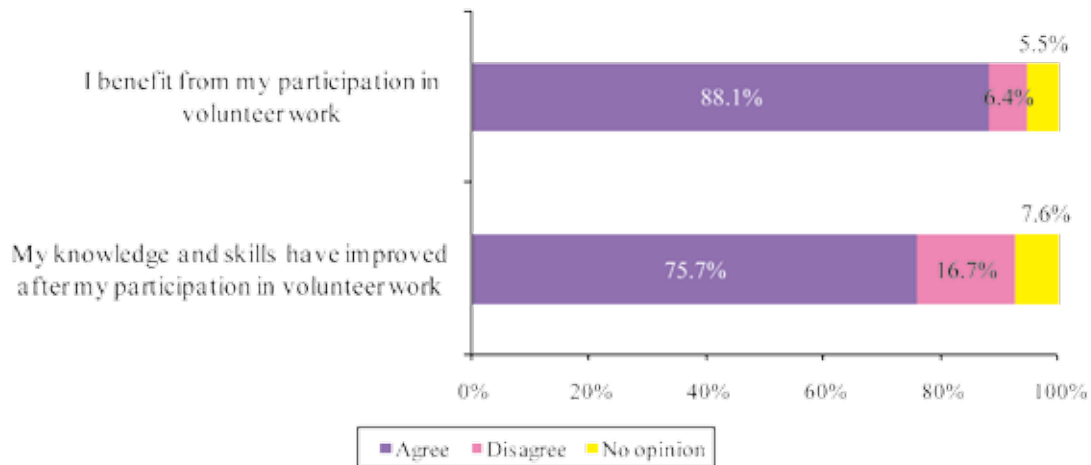


Base: All current volunteers and ex-volunteers (2,200,569)

Perceived benefits

2.53 Most current and ex-volunteers (88.1%) believed that they had benefited from volunteering. Additionally, about three quarters (75.7%) believed that volunteer work had in fact improved their knowledge and skills.

Percentage distribution of respondents by whether they agreed with the statements related to perceived appreciation of volunteer work



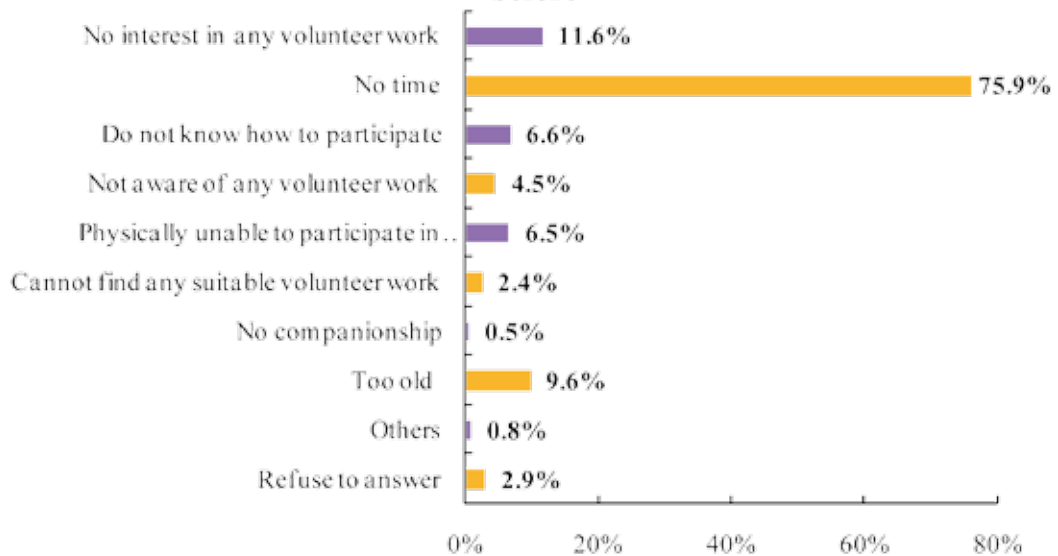
Base: All current volunteers and ex-volunteers (2,200,569)

III. Non-participation in volunteer work

Non-volunteers – Respondents who had never volunteered before

3.01 Three quarters of the non-volunteers (75.9%) had not volunteered in the past because they had “no time”. Other main reasons for non-participation were “no interest” (11.6%), “too old” (9.6%), “do not know how” (6.6%) and “physically unable” (6.5%).

Percentage of non-volunteers by reasons for never having been volunteers before



Base: Non-volunteer (3,942,731)

3.02 As shown in the table below, “no time” was the main reason for non-participation regardless of one’s age. As one may expect, a higher proportion of those aged 55 or above cited “too old” (27.5%) and “physically unable” (15.7%) as the reasons for non-participation.

**Percentage distribution of reasons for not participating in any volunteer work before
by gender and age groups**

	Gender		Age				Total
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	
No time	77.3	74.8	75.8	78.1	85.2	66.6	75.9
No interest in any volunteer work	11.3	11.8	7.8	13.9	9.4	13.1	11.6
Too old	9.1	10.1	0.0	0.0	0.3	27.5	9.6
Do not know how to participate	6.7	6.6	16.9	7.0	6.4	4.2	6.6
Physically unable to participate in volunteer work	8.0	5.3	0.0	0.6	3.2	15.7	6.5
Not aware of any volunteer work	4.4	4.5	9.9	2.8	5.4	3.3	4.5
Cannot find any suitable volunteer work	2.3	2.5	1.5	4.4	2.0	1.6	2.4
No companionship	0.8	0.3	0.0	1.8	0.0	0.2	0.5

Base: Non-volunteer (3,942,731)

3.03 It is interesting to note from the table above that a higher proportion of those who cited “do not know how to participate” (16.9%) and “not aware of any volunteer work” (9.9%) as reasons for not volunteering came from the 15 – 24 age group.

3.04 The following table contains a breakdown of reasons for not volunteering according to education level and economic activities. As shown in the table, higher proportions of students (14.3%) and respondents with secondary (7.4%) and post-secondary education (8.4%) cited “do not know how” as the reason for not volunteering, as compared to other economic activity groups and those with primary education or below. It is thus desirable to explore ways and means of promoting volunteering to youth aged 15 – 24 and students to keep them well informed of volunteer activities that may be of interest to them.

**Percentage distribution of reasons for not participating in any volunteer work
by educational I attainment and economic activity status**

	Educational attainment			Economic activity status					Total
	Primary or below	Secondary	Post-secondary	Employed	Retired	Student	Home-maker	Not-at-work	
No time	72.9	76.8	76.1	86.9	58.0	69.6	72.6	66.2	75.9
No interest in any volunteer work	10.4	12.6	10.3	8.5	11.6	11.0	16.5	22.7	11.6
Too old	24.7	4.9	1.6	0.3	35.4	1.2	11.1	1.4	9.6
Do not know how to participate	4.7	7.4	8.4	6.7	3.9	14.3	6.8	8.9	6.6
Physically unable to participate in volunteer work	16.5	2.8	3.0	0.9	19.8	1.2	9.7	5.3	6.5
Not aware of any volunteer work	3.2	4.7	6.3	4.7	4.4	4.3	3.6	6.8	4.5
Cannot find any suitable volunteer work	1.0	2.2	4.9	3.4	2.4	0.0	1.7	0.0	2.4
No companionship	0.0	0.4	1.5	0.3	0.3	0.0	0.0	5.1	0.5

Base: Non-volunteer (3,942,731)

3.05 Further analysis by the age group of retirees who had never volunteered showed that other than “no time” (84.0%), “do not know how” (13.6%) was also a common reason for non-participation for those aged 50 – 54. Obviously, there is room to encourage volunteering particularly among younger retirees, by stressing that participation in volunteer work could be quite flexible and may not be very demanding in terms of working hours.

Percentage distribution of reasons of retired non-volunteers for not volunteering

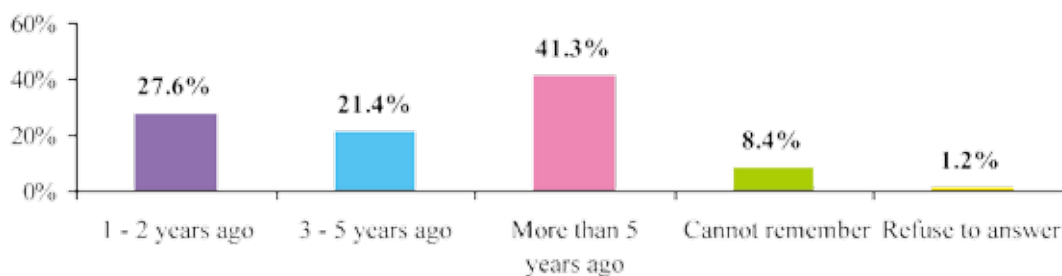
	Retired			
	50 - 54	55 - 59	60 - 64	65 or above
No time	84.0	52.9	59.5	56.0
Too old	0.0	0.0	8.5	50.8
Physically unable to participate in volunteer work	16.0	7.4	14.9	24.0
No interest in any volunteer work	0.0	32.3	14.8	7.9
Do not know how to participate	13.6	7.4	2.1	3.3
Not aware of any volunteer work	0.0	13.2	8.5	2.2
Cannot find any suitable volunteer work	0.0	7.4	2.2	1.7
No companionship	0.0	0.0	2.2	0.0

Base: Retired non-volunteer (818,686)

Ex-volunteers – Respondents who had volunteered before but not in the last 12 months

3.06 For 27.6% of ex-volunteers, the last time they volunteered was 1 – 2 years ago while for 21.4% of them, it was more than 3 - 5 years. In other words, a significant proportion of them only stopped volunteering recently.

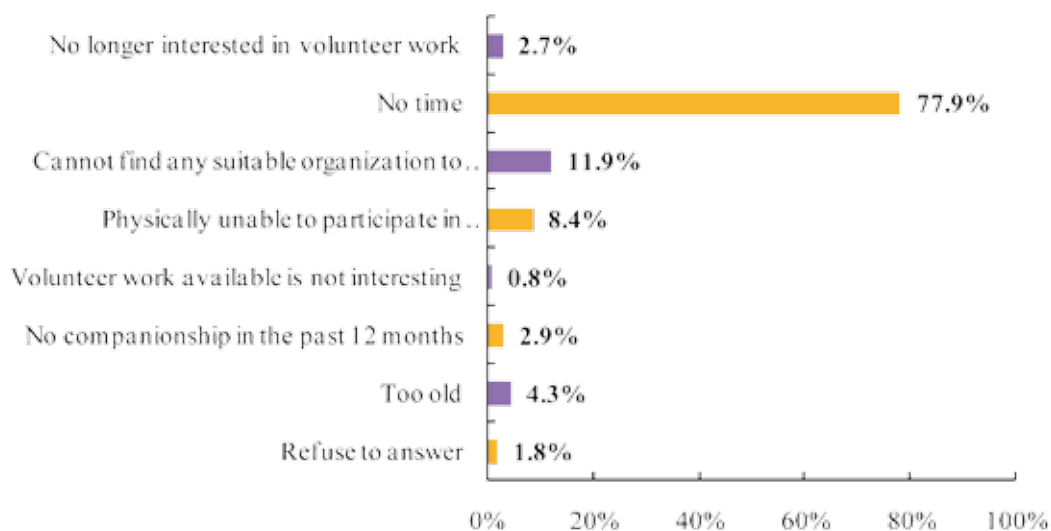
Percentage distribution of ex-volunteers by time of last participation



Base: All ex-volunteers (1,060,502)

3.07 Most of the ex-volunteers discontinued volunteering because they had “no time” (77.9%). Other reasons given were “no suitable organization to work for” (11.9%) and “physically unable” (8.4%).

Percentage of reasons for ex-volunteers to discontinue volunteering

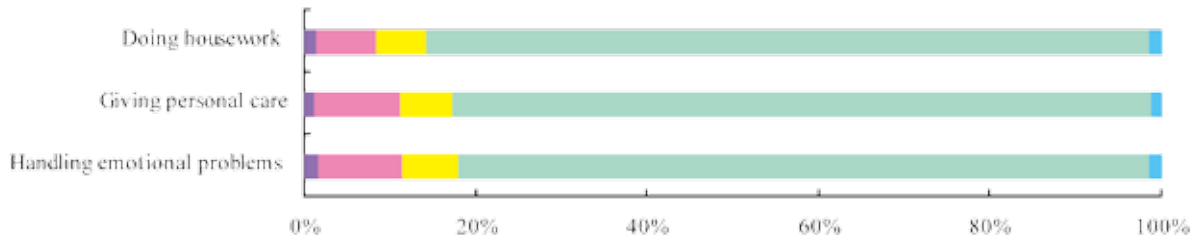


Base: All ex-volunteers (1,060,502)

IV. Non-organized Volunteering

4.01 In the past 12 months, 18.1% of all respondents had helped their neighbors handle emotional problems; 17.3% had helped by providing personal care services to their neighbors; and 14.3% had helped their neighbors do housework.

Percentage distribution of providing help to neighbors in the past 12 months



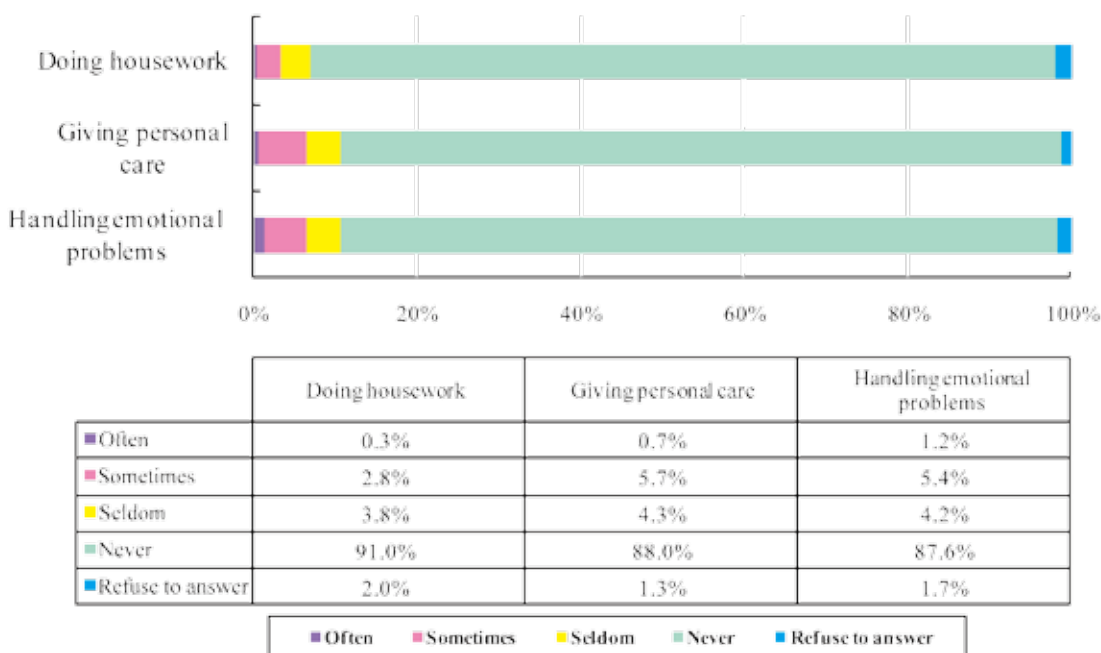
	Doing housework	Giving personal care	Handling emotional problems
Often	1.3%	1.2%	1.7%
Sometimes	7.1%	10.1%	9.8%
Seldom	5.9%	6.0%	6.6%
Never	84.4%	81.5%	80.6%
Refuse to answer	1.3%	1.2%	1.3%



Base: All respondents (6,143,300)

4.02 In addition, about one tenth of all respondents had helped people that they did not know to handle emotional problems (10.8%), or had given them personal care services (10.7%). The proportion that had helped people that they did not know with housework was slightly lower (6.9%). Such kinds of volunteer services were not arranged by any organizations and were initiated by the volunteers themselves.

Percentage distribution of help provided to people the respondents did not know in the past 12 months



Base: All respondents (6,143,300)

- 4.03 About 30% of the respondents indicated they had volunteered outside of an organizational setting in the past 12 months by helping others do housework, giving personal care or helping others to handle emotional problems. A higher percentage of female (31.4%) provided such kind of volunteering than their male counterparts (28.5%). Analyzed by age, the percentages were higher for those aged 15 - 24 (33.2%) and 40 - 54 (32.9%).

**Percentage distribution of participation in non-organized volunteering
by gender and age group**

Non-organized volunteering	Gender		Age				Total
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	
Yes	28.5	31.4	33.2	29.9	32.9	26.8	30.0
No	71.5	68.6	66.8	70.1	67.1	73.2	70.0

Base: All respondents (6,143,300)

- 4.04 A breakdown of participation in non-organized volunteering by education level showed firstly that the respondents with secondary (31.4%) or post-secondary (31.7%) education were equally likely to participate in such kind of volunteering. Secondly, both groups were more likely than those with primary education or below (21.6%) to engage in non-organized volunteering. When we examined such kind of volunteering by the status of one's economic activity, the percentages were higher for home-makers (39.4%) and students (31.4%).

**Percentage distribution of participation in non-organized volunteering
by educational attainment and economic activity status**

Non-organized volunteering	Educational attainment			Economic activity status					Total
	Primary or below	Secondary	Post-secondary	Employed	Retired	Student	Home-maker	Not-at-work	
Yes	26.1	31.4	31.7	28.0	27.1	31.4	39.4	28.2	30.0
No	73.9	68.6	68.3	72.0	72.9	68.6	60.6	71.8	70.0

Base: All respondents (6,143,300)

- 4.05 The current volunteers (49.9%) were more likely to participate in non-organized volunteering than the ex-volunteers (34.2%) and the non-volunteers (23.2%).

Percentage distribution of non-organized volunteering by types of volunteers

Non-organized volunteering	Current volunteers	Ex-volunteers	Non-volunteers	Total
Yes	49.9	34.2	23.2	30.0
No	50.1	65.8	76.8	70.0

Chi-square test: p-value=0.000

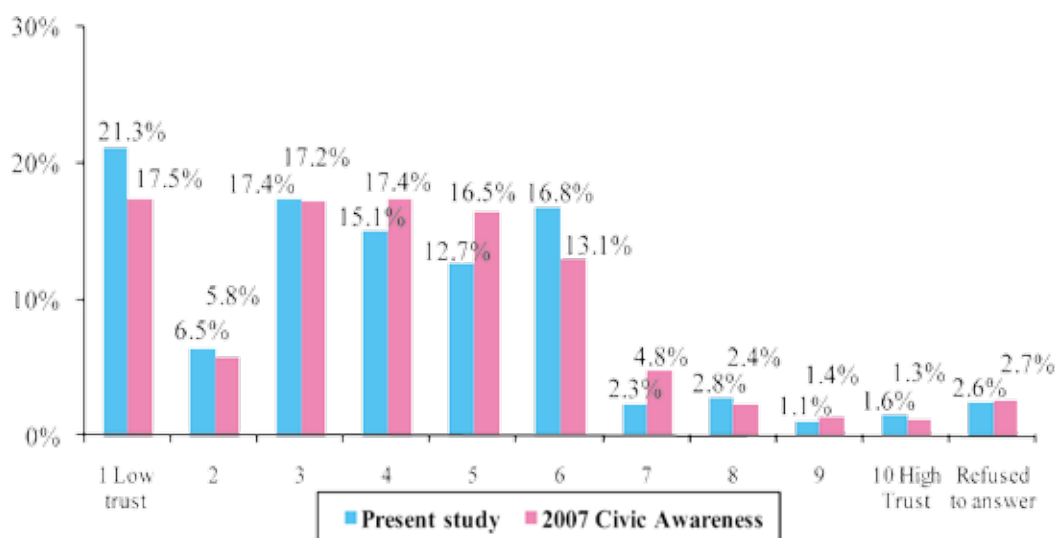
Base: All respondents (6,143,300)

V. General Trust and Sense of Belonging to Hong Kong

General Trust

5.01 Most of the respondents (73.0%) agreed or strongly agreed with the statement, “In Hong Kong, do not easily trust other people”, by giving a score of 5 or below in a Likert scale of 10.

Percentage distribution of respondents on general trust*



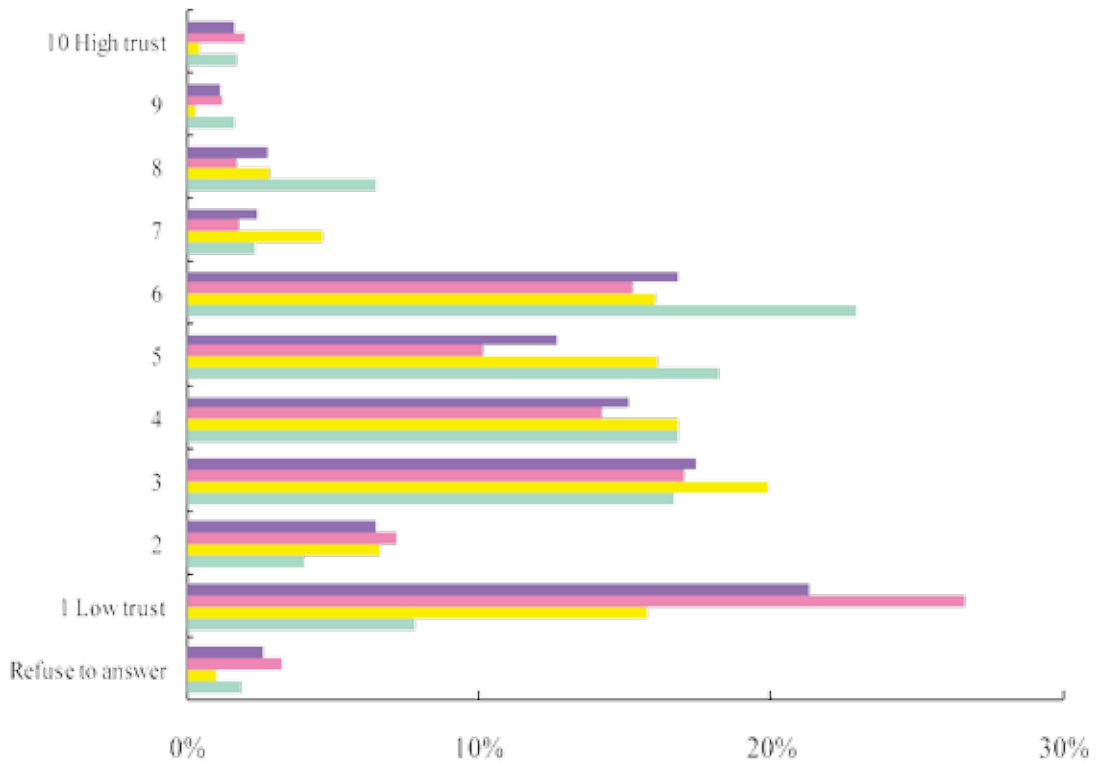
Base: All respondents (6,143,300)

* The index here has reversed the coding of the question in the questionnaire to allow for easy interpretation.

** The 2007 Civic Awareness data came from Study on Civic Awareness 2007: Main Report. Prepared for the Committee on the Promotion of Civic Education, HKSAR by the Centre for Civil Society and Governance, HKU and Policy 21 Ltd, HKU.

5.02 Most the non-volunteers and ex-volunteers (75.0%) agreed or strongly agreed with the statement “In Hong Kong, do not easily trust other people”, by giving a score of 5 or below in a Likert scale of 10. The percentage was slightly lower for current volunteers (63.3%). In other words, higher proportions of the non-volunteers and ex-volunteers were distrustful of others than the current volunteers.

Percentage distribution of general trust by types of volunteers



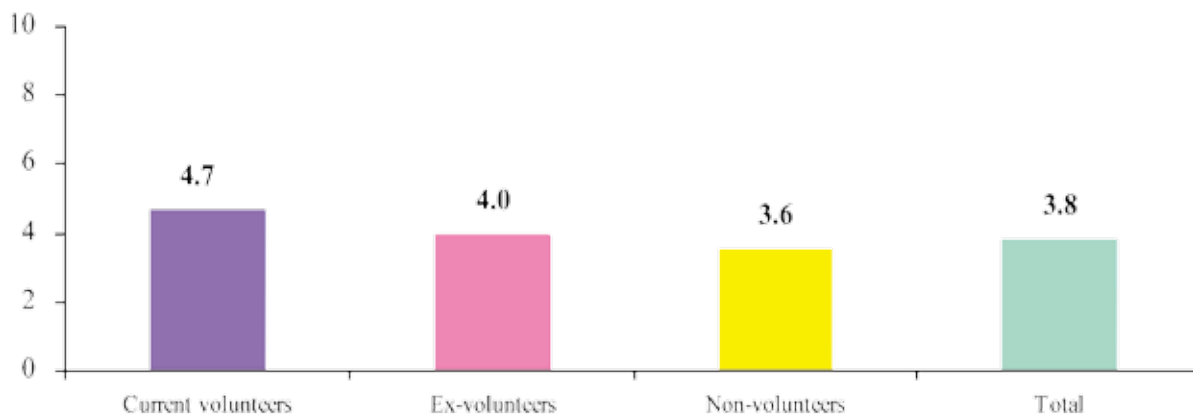
	10 High trust	9	8	7	6	5	4	3	2	1 Low trust	Refuse to answer
■ Total	1.6%	1.1%	2.8%	2.3%	16.8%	12.7%	15.1%	17.4%	6.5%	21.3%	2.6%
■ Non-volunteers	1.9%	1.2%	1.7%	1.7%	15.2%	10.1%	14.2%	17.0%	7.2%	26.6%	3.2%
■ Ex-volunteers	0.4%	0.2%	2.8%	4.6%	16.0%	16.1%	16.7%	19.9%	6.6%	15.7%	1.0%
■ Current volunteers	1.7%	1.6%	6.4%	2.3%	22.9%	18.2%	16.7%	16.6%	4.0%	7.8%	1.8%

■ Total ■ Non-volunteers ■ Ex-volunteers ■ Current volunteers

Base: All respondents (6,143,300)
 Non-volunteers (3,942,731)
 Current volunteers (1,140,067)
 Ex-volunteers (1,060,502)

5.03 An index reflecting general trust in people was compiled. The higher the score on the index, the greater was the trust on people. The chart shows that the current volunteers (4.7) in general had a higher level of general trust in people than the ex-volunteers (4.0) and the non-volunteers (3.6).

Average scores on general trust



Base: All respondents (6,143,300)

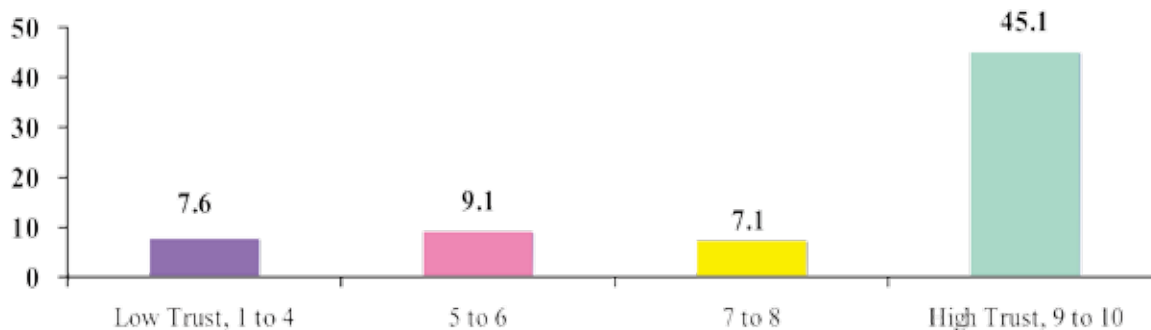
Non-volunteer (3,942,731)

All current volunteers (1,140,067)

All ex-volunteers (1,060,502)

5.04 The current volunteers who had a high level of trust (scoring 9 to 10) devoted longer hours to volunteer work (45.1 hours in the past month) than those who were less trusting of others (scoring 1 to 4). The corresponding average volunteer hours of the latter group were 7.6.

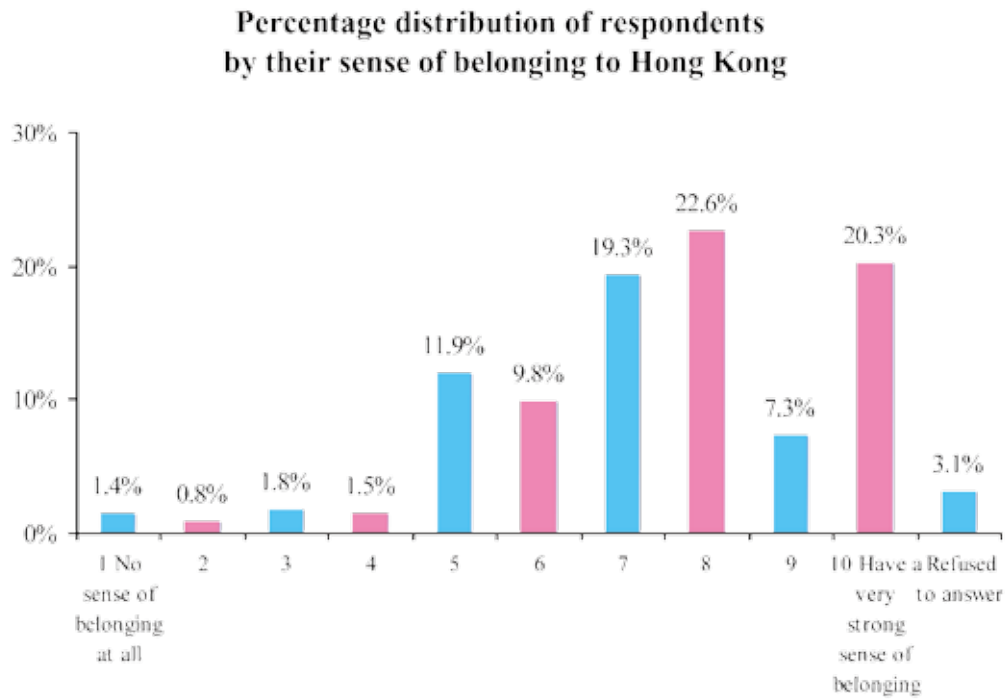
Average hours worked of current volunteers in the past month by general trust



Base: All current volunteers (1,140,067)

Sense of belonging to Hong Kong

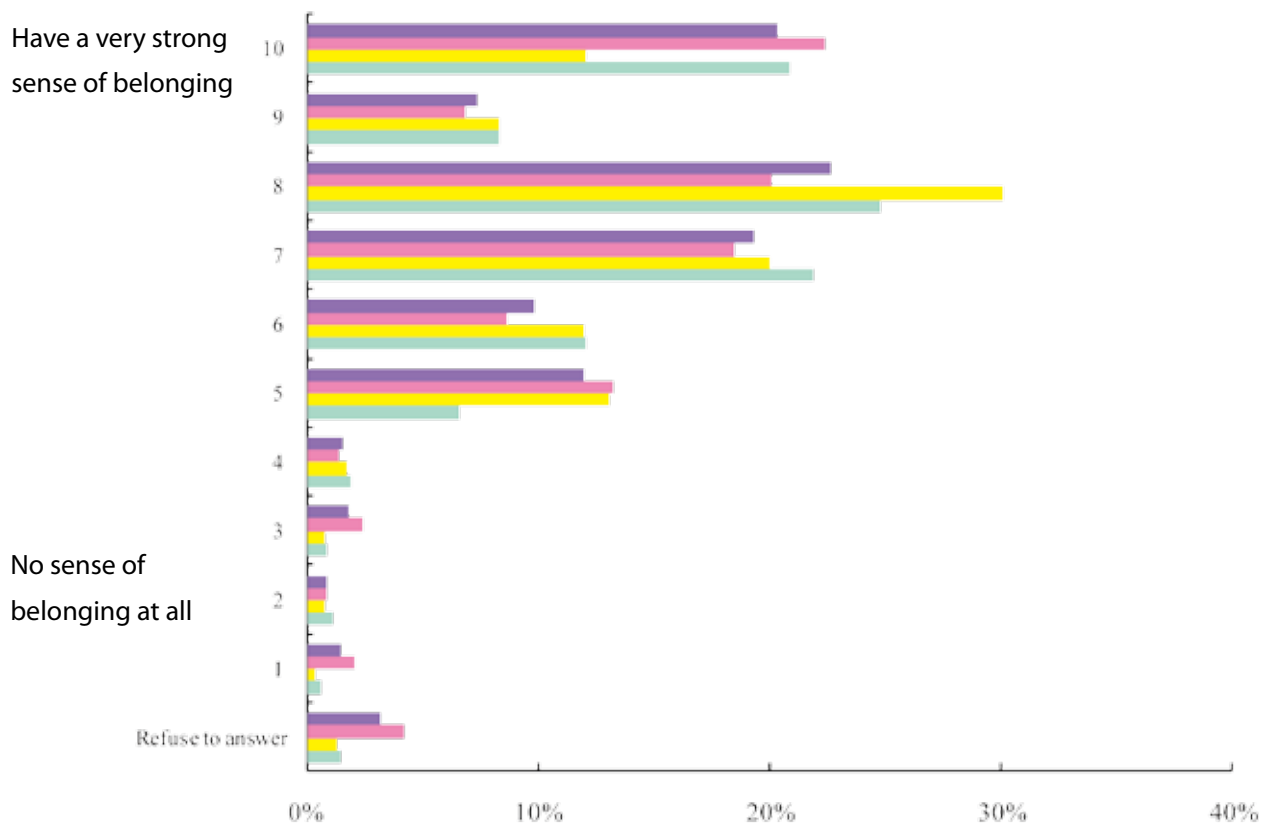
5.05 Most respondents (79.3%) had a strong or very strong sense of belonging to Hong Kong, by giving a score of 6 or above in a Likert scale of 10.



Base: All respondents (6,143,300)

5.06 Most of the current volunteers (87.9%) had a strong or very strong sense of belonging to Hong Kong (scoring 6 or above in a Likert scale of 10). The percentage was lower for non-volunteers (76.6%).

Percentage distribution of respondents by their sense of belonging to Hong Kong

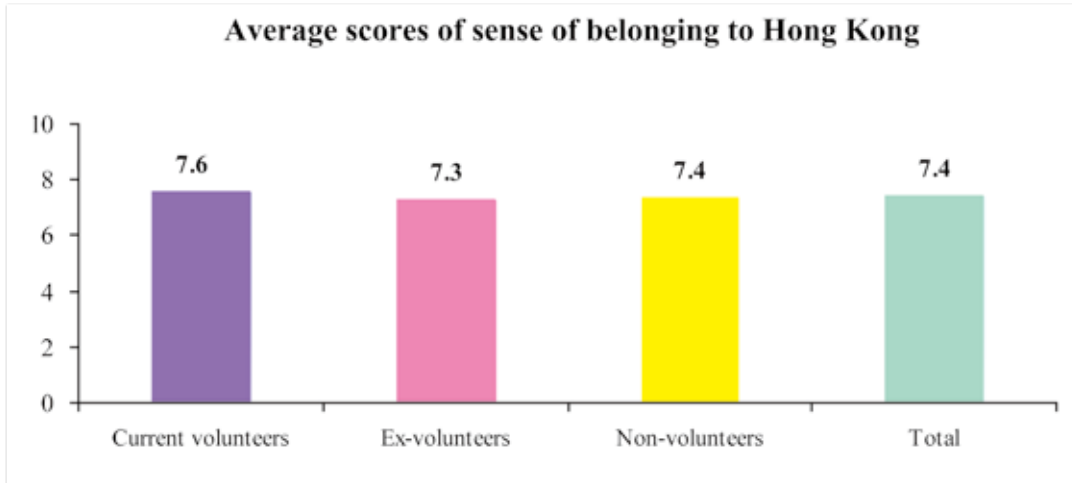


	10	9	8	7	6	5	4	3	2	1	Refuse to answer
Total	20.3%	7.3%	22.6%	19.3%	9.8%	11.9%	1.5%	1.8%	0.8%	1.4%	3.1%
Non-volunteers	22.3%	6.8%	20.1%	18.4%	8.6%	13.2%	1.3%	2.3%	0.8%	2.0%	4.1%
Ex-volunteers	12.0%	8.2%	30.0%	20.0%	12.0%	13.1%	1.7%	0.8%	0.8%	0.3%	1.2%
Current volunteers	20.8%	8.3%	24.8%	21.9%	12.0%	6.6%	1.9%	0.8%	1.1%	0.6%	1.4%

■ Total ■ Non-volunteers ■ Ex-volunteers ■ Current volunteers

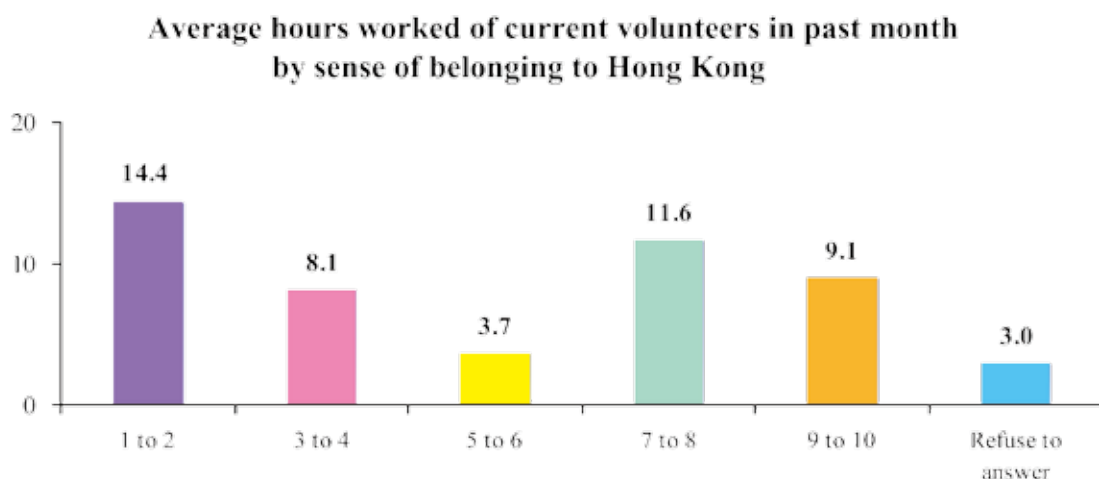
Base: All respondents (6,143,300)
 Non-volunteer (3,942,731)
 All current volunteers (1,140,067)
 All ex-volunteers (1,060,502)

5.07 An index reflecting the level of sense of belonging to Hong Kong was compiled. The higher the scores on the index, the stronger the sense of belonging to Hong Kong. The chart shows that current volunteers (7.6) had a slightly higher level of sense of belonging than ex-volunteers (7.3) and non-volunteers (7.4).



Base: All respondents (6,143,300)
 Non-volunteer (3,942,731)
 All current volunteers (1,140,067)
 All ex-volunteers (1,060,502)

5.08 However, having a strong sense of belonging did not represent longer volunteer hours. In fact, those with the least sense of belonging to Hong Kong devoted more hours to volunteering than those with the strongest sense of belonging to Hong Kong.

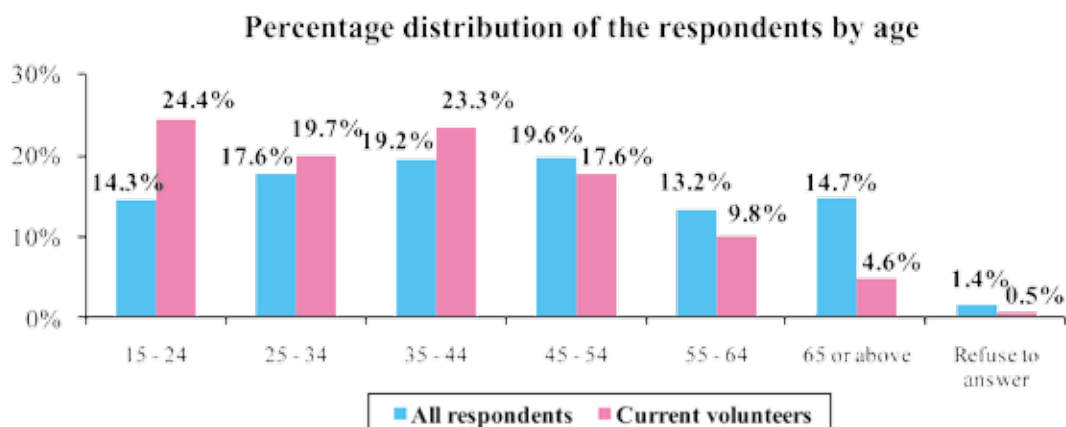


Base: All current volunteers (1,140,067)

VI. Profile of respondents

Sex and age

6.01 The respondents consisted of 53.6% female and 46.4% male. Nearly half of them (52.0%) were between 35 and 64 years old, 17.6% were young adults aged 25 to 34, 14.7% were elderly aged 65 or above and 14.3% were aged 15 to 24.

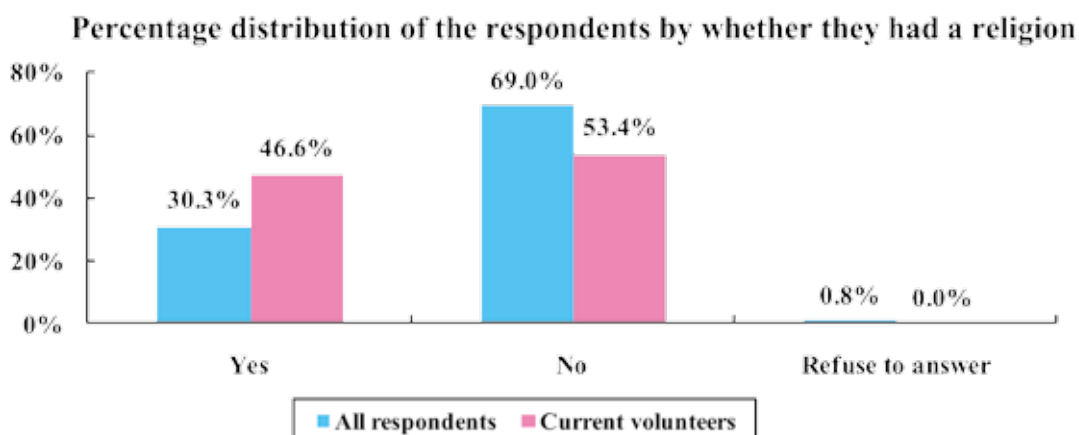


Base: All respondents (6,143,300)

All current volunteers (1,140,067)

Religion

6.02 More than two-thirds of the respondents (69.0%) were not a believer in any religion. The corresponding percentage was slightly lower for current volunteers (53.4%).



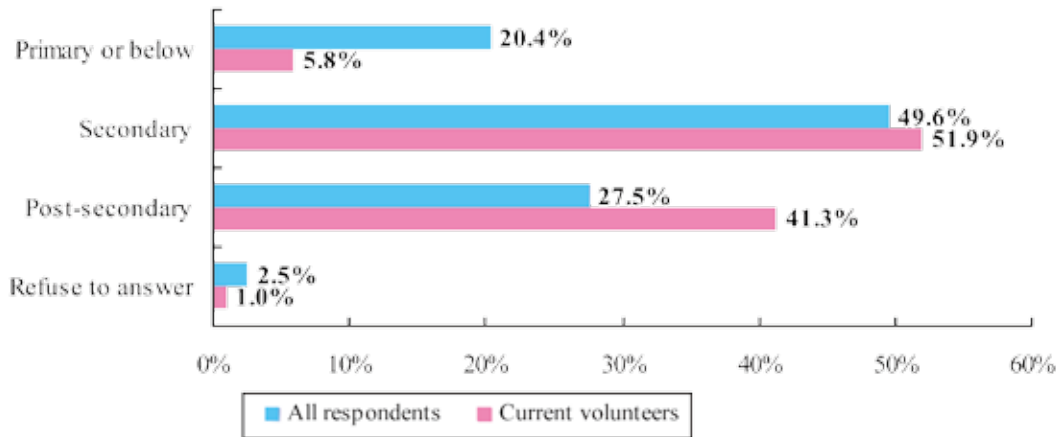
Base: All respondents (6,143,300)

All current volunteers (1,140,067)

Educational attainment

6.03 About half of the respondents (49.6%) had secondary education and about one quarter of the respondents (27.5%) had post-secondary education. About one-fifth (20.4%) had primary education or below.

Percentage distribution of the respondents by educational attainment

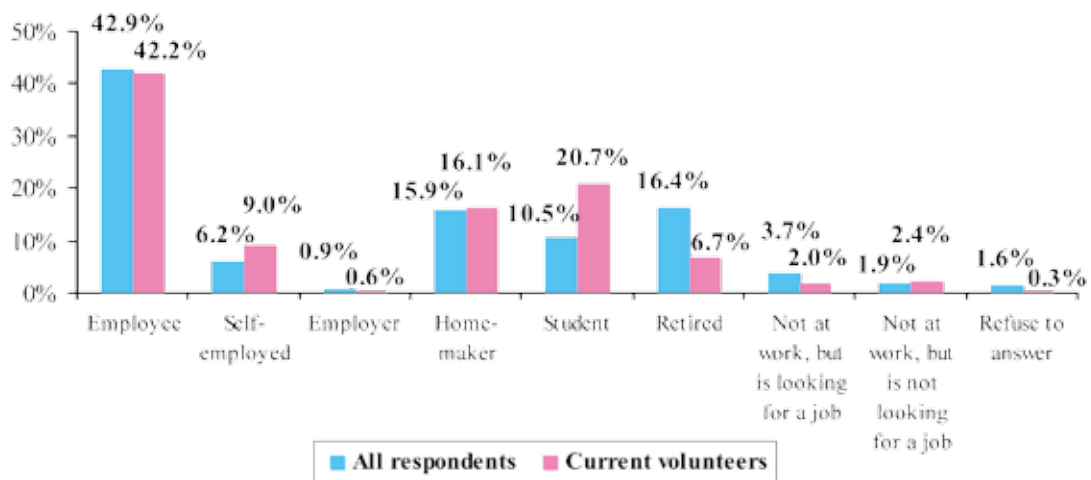


Base: All respondents (6,143,300)
All current volunteers (1,140,067)

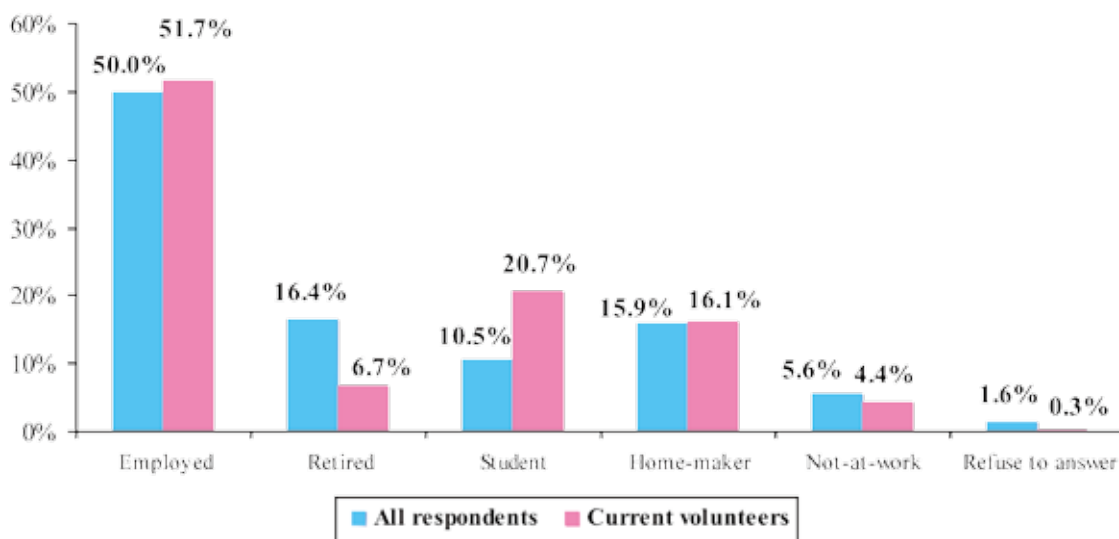
Status of economic activity

6.04 Close to half (48.4%) of the respondents were not economically active, i.e. the retirees (16.4%), students (10.5%), home-makers (15.9%) and those who were not-at-work (5.6%). The other half that were employed with a payable salary included employees (42.9%), self employed (6.2%) and employers (0.9%).

Percentage distribution of the respondents by economic activity status



Percentage distribution of the respondents by economic activity status



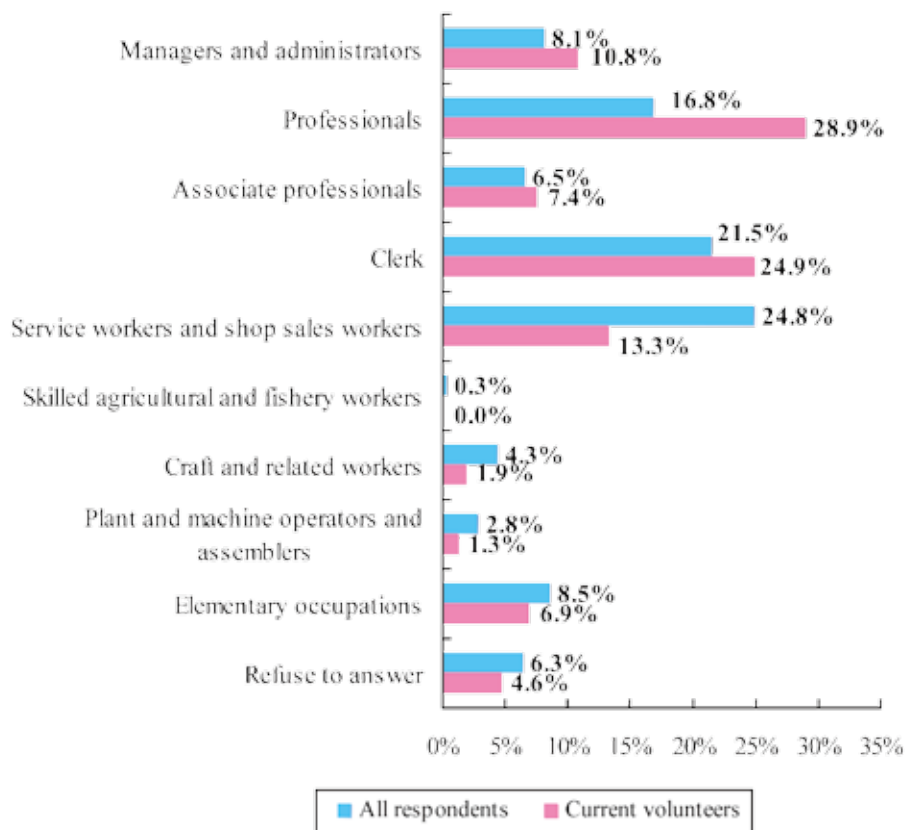
Base: All respondents (6,143,300)

All current volunteers (1,140,067)

Occupation and business nature

6.05 Among those who were employed, almost one quarter (24.8%) were service workers and shop sales, about 21.5% were clerical and secretarial staff and about 16.8% were professionals.

Percentage distribution of the respondents who were employed by occupation

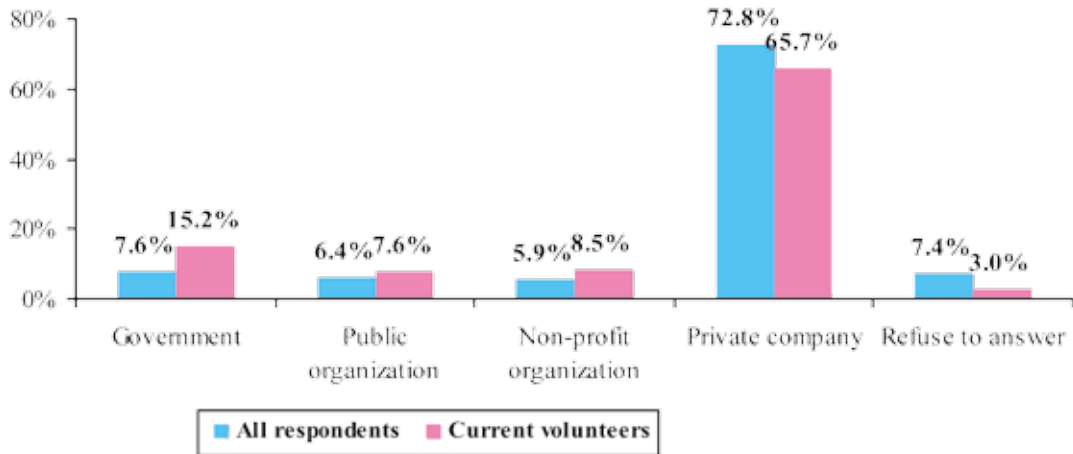


Base: All respondents who were employed (3,071,681)

All current volunteers who were employed (589,834)

6.06 Nearly three quarters of those who were employed (72.8%) worked in private companies, 5.9% worked in non-profit organizations and 14.0% worked in government and public organizations (e.g. Equal Opportunities Commission).

Percentage distribution of respondents who were employed by business nature of their employers



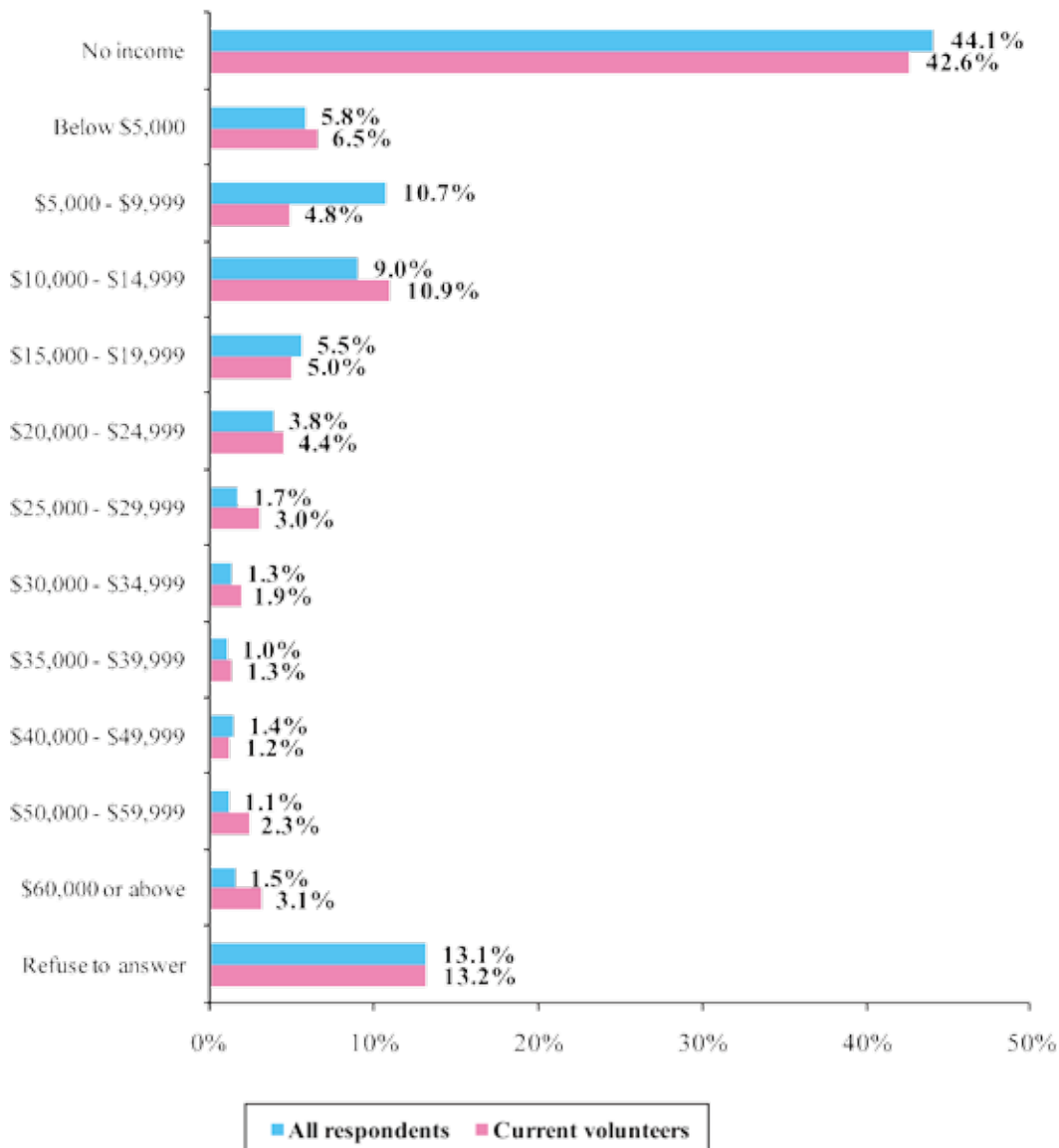
Base: All respondents who were employed (3,071,681)

All current volunteers who were employed (589,834)

Personal income

6.07 A substantial portion of the current volunteers (42.6%) did not receive personal income at all, 11.3% had a monthly personal income of less than \$10,000 and 27.7% had a monthly income of \$10,000 to \$44,999. Only 5.4% earned \$50,000 or above.

Percentage distribution of respondents by personal income



Base: All respondents (6,143,300)

All current volunteers (1,140,067)

Survey on
Volunteering in Hong Kong 2009
Appendix
Supplementary Tables and Questionnaire



Appendix 1a

Demographic profile of volunteers, ex-volunteers, and non-volunteers

Profile	Gender		Age			Educational attainment		Income				
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	Primary or below	Secondary	Post-secondary	No income	\$1-14,999	\$15,000 or above
Current volunteers	51.0	49.0	24.5	31.5	29.5	14.5	5.9	52.4	41.7	49.0	25.6	25.4
Ex-volunteers	47.9	52.1	25.3	30.3	26.8	17.5	9.8	47.3	42.8	44.6	28.5	26.9
Non-volunteers	44.7	55.3	8.6	25.4	30.7	35.2	28.4	51.4	20.2	53.0	30.7	16.3

Profile	Economic activity status						Occupation				
	Employed	Retired	Student	Home-maker	Not-at-work		Managers and professionals	Clerk	Service workers and shop sales workers	Workers	
Current volunteers	51.9	6.8	20.7	16.2	4.5		49.4	26.1	13.9	10.6	
Ex-volunteers	54.8	11.1	14.7	13.0	6.4		45.1	23.1	23.8	8.0	
Non-volunteers	49.4	21.1	6.6	17.0	5.8		25.2	21.9	31.3	21.6	

Appendix 1b Demographic profile by the number of volunteering hours in the past month

Profile	Gender		Age		Educational attainment			Income				
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	Primary or below	Secondary	Post-secondary	No income	\$1-14,999	\$15,000 or above
Current volunteers - No. of hours of volunteer work (mean)	6.8	12.0	6.1	5.4	14.6	12.1	8.7	9.6	8.8	8.1	9.6	6.7

Profile	Economic activity status				Occupation				
	Employed	Retired	Student	Home-maker	Not-at-work	Managers and professionals	Clerk	Service workers and shop sales workers	Workers
Current volunteers - No. of hours of volunteer work (mean)	9.5	18.1	5.9	9.8	9.1	7.9	3.8	18.7	5.6

Appendix 1c

Types of organizations served in the last 12 months by demographic profile

Profile	Gender		Age			Educational attainment			Income			
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	Primary or below	Secondary	Post-secondary	No income	\$1-14,999	\$15,000 or above
Current volunteers - types of organizations worked for in the past 12 months (%)												
Social services organizations	46.7	48.2	50.5	42.2	46.0	54.6	52.9	49.2	43.0	49.5	42.8	55.1
Health and medical institutions/hospitals	8.5	6.6	5.6	10.0	7.1	6.8	4.5	6.8	9.2	8.7	5.9	11.7
Educational organizations	29.5	25.9	44.5	22.9	25.7	15.2	15.0	31.2	25.9	35.1	23.4	18.3
Religious bodies	20.9	20.4	13.1	14.8	31.3	25.3	24.8	15.9	25.1	18.9	19.3	31.0
Recreational and cultural organizations	4.3	7.3	6.6	5.0	6.4	5.2	4.8	3.8	8.0	4.2	4.2	8.8
District organizations	6.9	6.8	2.2	6.5	7.8	13.8	21.8	7.8	3.7	6.0	6.2	8.8
Environmental organizations	3.5	4.7	4.5	4.7	4.3	1.8	0.0	3.2	5.2	1.2	8.0	2.3
Government departments	5.9	1.7	0.0	5.3	6.6	1.5	0.0	5.0	3.0	1.1	3.0	12.2
Uniformed groups	4.8	3.1	9.4	3.1	2.3	0.0	0.0	3.8	4.8	1.9	3.8	5.9
Labour groups	1.8	3.5	2.2	1.5	2.2	7.1	16.1	1.4	2.4	3.7	1.8	3.2
Clanship associations	3.9	4.2	0.0	6.9	2.2	8.4	0.0	3.9	4.8	0.8	3.7	2.3
Political organizations or other pressure groups	0.0	0.9	0.0	0.0	0.8	1.5	0.0	0.0	1.1	0.0	0.0	2.1
My Company	6.1	3.1	4.5	1.6	10.3	0.0	0.0	4.4	5.7	1.4	1.8	14.7

Profile	Economic activity status				Occupation				
	Employed	Retired	Student	Home-maker	Not-at-work	Managers and professionals	Clerk	Service workers and shop sales workers	Workers
Current volunteers - types of organizations worked for in the past 12 months (%)									
Social services organizations	48.5	56.4	52.1	36.9	34.4	50.5	40.9	41.0	61.1
Health and medical institutions/hospitals	7.5	14.7	6.7	6.6	5.5	12.0	5.1	4.8	0.0
Educational organizations	20.4	8.0	43.0	43.3	17.5	19.6	24.0	23.2	20.9
Religious bodies	20.5	25.0	11.5	25.1	44.1	25.4	18.4	9.5	20.4
Recreational and cultural organizations	7.8	4.9	3.3	3.2	0.0	10.8	5.6	9.5	0.0
District organizations	8.3	15.2	1.3	3.1	17.0	8.4	8.3	7.9	7.5
Environmental organizations	6.9	0.0	1.3	1.6	0.0	3.1	0.0	28.9	9.5
Government departments	6.5	0.0	0.0	2.9	0.0	4.5	8.5	9.6	9.7
Uniformed groups	4.7	0.0	7.2	0.0	0.0	6.7	6.4	0.0	0.0
Labour groups	2.1	15.3	2.6	0.0	0.0	2.9	0.0	5.7	0.0
Clanship associations	5.8	0.0	0.0	4.2	7.2	5.4	9.0	7.9	0.0
Political organizations or other pressure groups	0.9	0.0	0.0	0.0	0.0	1.9	0.0	0.0	0.0
My Company	7.8	0.0	1.3	0.0	7.2	10.1	9.1	6.0	0.0

Appendix 1d

Types of volunteer work undertaken by current volunteers by demographic profile

Profile	Gender		Age			Educational attainment		Income				
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	Primary or below	Secondary	Post-secondary	No income	\$1-14,999	\$15,000 or above
Current volunteers - types of volunteer work (%)												
Clerical services	7.4	7.0	2.2	6.8	13.6	3.7	6.7	5.4	9.7	2.7	10.0	8.2
Personal care services	21.6	18.9	15.1	22.5	22.2	20.9	31.0	17.9	22.2	21.0	20.6	24.9
Tutoring or mentoring	5.8	7.0	8.3	4.9	7.9	3.7	0.0	4.0	9.7	5.9	6.7	6.2
Education services	8.2	7.5	2.2	8.1	10.4	11.8	0.0	6.5	10.8	6.5	7.5	13.9
Fund raising activities	32.2	31.0	38.0	32.6	25.7	28.7	34.8	34.1	28.8	29.0	33.8	27.5
Recreational activities	14.2	13.1	17.5	15.2	11.4	9.0	17.1	8.3	20.3	13.4	13.4	18.6
Promotion, advocacy and campaign	10.7	7.7	10.6	5.3	10.3	13.3	4.8	8.3	10.7	8.9	10.3	3.9
Befriending services	7.7	5.2	10.3	6.4	4.8	3.7	0.0	5.7	8.5	6.7	4.7	10.1
Skill coaching	3.3	3.2	3.9	4.9	1.1	3.4	5.7	2.5	4.0	3.6	0.0	7.9
Counseling	2.6	6.0	1.1	6.5	2.3	9.3	0.0	3.1	5.8	2.0	4.9	9.2
Management services	2.3	5.2	0.0	3.2	4.8	9.0	11.5	0.4	6.9	1.3	4.2	7.8
Escorting services	2.3	3.2	0.0	3.0	4.4	3.4	4.6	2.9	2.3	2.7	1.4	5.8
Environmental services	2.9	3.1	0.0	6.3	3.5	0.0	0.0	1.9	4.8	0.0	4.3	2.3
Medical care services	7.3	4.3	2.2	9.7	5.9	3.7	4.6	6.1	5.9	4.5	3.6	12.0
Professional services	4.5	6.6	2.8	4.9	4.5	13.7	3.8	4.6	7.1	2.4	7.2	11.2
Visiting	28.6	33.7	36.6	19.8	31.9	45.6	43.6	31.7	28.1	40.6	22.2	30.5
Household services	3.7	0.4	0.0	3.7	2.4	1.5	0.0	2.0	2.5	1.3	3.0	4.1

Profile	Economic activity status					Occupation				
	Employed	Retired	Student	Home-maker	Not-at-work	Managers and professionals	Clerk	Service workers and shop sales workers	Workers	
Current volunteers - types of volunteer work (%)										
Clerical services	10.7	0.0	2.6	7.0	0.0	12.5	4.9	27.0	0.0	
Personal care services	19.7	18.4	16.0	27.0	26.3	22.6	23.1	20.4	6.1	
Tutoring or mentoring	6.7	0.0	9.7	3.7	7.5	11.1	4.2	3.5	0.0	
Education services	9.8	7.4	1.3	12.5	0.0	16.1	4.2	8.6	0.0	
Fund raising activities	33.1	25.1	33.4	26.5	30.0	23.6	44.2	33.2	42.0	
Recreational activities	13.7	16.9	15.4	11.2	10.3	11.0	24.7	13.1	6.6	
Promotion, advocacy and campaign	9.8	11.3	5.3	10.3	7.8	9.3	10.6	12.7	6.1	
Befriending services	7.0	0.0	12.2	2.2	0.0	7.2	11.7	0.0	6.3	
Skill coaching	3.4	4.1	4.6	2.1	0.0	7.1	0.0	0.0	0.0	
Counseling	6.7	0.0	1.3	1.6	7.2	11.9	4.2	0.0	0.0	
Management services	6.2	8.0	0.0	0.0	0.0	9.3	4.2	0.0	7.5	
Escorting services	3.1	3.9	0.0	5.5	0.0	3.9	2.5	4.7	0.0	
Environmental services	5.8	0.0	0.0	0.0	0.0	2.1	0.0	16.9	9.5	
Medical care services	7.6	4.1	2.6	4.8	7.2	14.8	0.0	4.8	0.0	
Professional services	8.7	11.3	1.3	0.0	0.0	8.8	7.2	3.5	22.5	
Visiting	22.5	62.0	38.6	38.5	18.4	25.2	32.7	4.8	6.6	
Household services	3.0	3.2	0.0	2.0	0.0	0.0	3.0	9.6	9.7	

Appendix 1e

Types of clients that current volunteers served by demographic profile

Profile	Gender		Age			Educational attainment		Income				
	Male	Female	15 to 24	25 to 39	40 to 54	55 and above	Primary or below	Secondary	Post-secondary	No income	\$1-14,999	\$15,000 or above
Current volunteers - types of clients served (%)												
Small children	22.4	18.9	16.3	26.3	20.5	16.8	23.5	14.0	28.3	18.4	18.6	29.1
Youth	28.5	23.8	25.0	27.0	27.8	21.1	14.3	23.5	31.1	18.6	31.2	30.0
Elderly	45.7	45.6	41.0	39.3	50.0	59.6	61.2	47.3	40.5	52.3	30.9	50.6
Patients	6.8	7.4	3.8	3.1	12.7	10.1	10.0	5.6	8.0	6.0	6.9	7.7
Physical or mentally handicapped	7.8	6.0	9.4	6.5	8.1	1.5	0.0	6.2	8.9	5.2	5.9	14.0
New immigrants from Mainland China	0.5	3.7	0.0	3.1	1.1	5.6	0.0	0.5	3.6	1.4	2.4	4.3
Ethnic minorities in Hong Kong	1.5	3.7	1.1	4.7	1.1	3.7	0.0	2.1	3.6	0.6	3.9	6.6
Needy people in Mainland China	1.2	3.6	0.0	1.5	3.0	7.1	0.0	0.6	5.0	0.6	3.9	2.1
Needy people outside Hong Kong and Mainland China	1.2	2.2	0.0	1.5	2.2	3.7	0.0	1.2	2.5	1.3	1.5	2.1
Ex-offenders	0.0	2.1	0.0	1.6	1.1	1.5	0.0	0.6	1.7	0.0	1.5	3.2
Single parents	1.8	2.8	0.0	3.2	2.5	3.7	0.0	0.6	4.7	0.0	3.9	6.4
Organization themselves	2.9	1.7	1.1	3.2	3.6	0.0	0.0	2.0	3.2	0.6	0.0	6.2
Animals	3.7	1.0	1.1	3.2	3.7	0.0	0.0	1.7	3.5	1.4	1.4	4.6
General public	24.5	27.3	19.9	30.8	23.9	30.0	35.2	26.5	24.3	19.8	39.5	25.4

Profile	Economic activity status				Occupation				
	Employed	Retired	Student	Home-maker	Not-at-work	Managers and professionals	Clerk	Service workers and shop sales workers	Workers
	Current volunteers - types of clients served (%)								
Small children	22.1	13.7	19.4	19.2	28.1	24.2	30.0	13.8	13.5
Youth	31.9	22.8	23.5	16.5	14.6	41.9	29.0	19.8	7.5
Elderly	40.8	71.8	39.7	58.0	41.6	40.0	58.1	14.4	34.5
Patients	7.7	10.4	4.5	5.4	12.9	6.9	6.8	11.5	12.7
Physical or mentally handicapped	9.1	0.0	9.1	2.0	0.0	11.4	2.5	6.0	16.3
New immigrants from Mainland China	2.9	4.1	0.0	0.0	7.5	3.9	4.2	0.0	0.0
Ethnic minorities in Hong Kong	4.5	0.0	1.3	0.0	0.0	6.0	4.2	0.0	0.0
Needy people in Mainland China	3.6	7.3	0.0	0.0	0.0	3.2	4.2	3.5	0.0
Needy people outside Hong Kong and Mainland China	2.1	8.0	0.0	0.0	0.0	3.2	0.0	0.0	0.0
Ex-offenders	2.0	0.0	0.0	0.0	0.0	2.9	0.0	0.0	0.0
Single parents	4.4	0.0	0.0	0.0	0.0	4.2	7.2	0.0	0.0
Organization themselves	4.0	0.0	1.3	0.0	0.0	5.6	1.9	6.7	0.0
Animals	2.8	0.0	1.3	2.0	7.2	4.1	0.0	6.7	0.0
General public	32.4	19.4	22.2	13.0	19.4	21.5	26.8	45.6	66.9

Appendix 2

Student Volunteering

Among students

Current volunteers: 36.5%

Ex-volunteer: 23.6%

Frequency of Volunteering	Percentage
Daily/Weekly	12.5%
Once/more than once a month	22.8%
More than once in the past 12 months	49.2%
Once in the last 12 months	12.9%

	Average hours in volunteer work
In the past month	5.9 hours
In the last 12 months	44.3 hours

Future activities hoped to engage in	Percentage
Visiting	31.2%
Fundraising	23.5%
Personal care	16.0%
Clerical	15.9%
Recreational	15.7%

Types of Client Presently Serve	Clients Hoped to Serve in Future
Elderly (39.7%)	Youth (32.9%)
Youth (23.5%)	Elderly (30.1%)
General public (22.2%)	Small children (29.7%)
Small children (19.4%)	General public (18.2%)

Appendix 3

Comparison between findings of 2001 and 2009

	Survey in 2001 (un-weighted)	Survey for public in 2009 (weighted)*
Organized volunteering (Ever)	22.4%	35.9%
Current volunteers	12.0%	18.6%
Ex-volunteers	10.4%	17.3%
Non-organized volunteering	32.3% ¹	30.0% ²
Organized or non-organized	--	39.3% ³

- 1 2001: Helped others to cross the roads, helped your elderly neighbor shopping for daily necessity and took care of neighbors' children.
- 2 2009: Helped others (neighbors/people) to do housework, gave personal care and handled emotional problem.
- 3 The figure was newly derived in 2009.

Have you participated in any organized volunteer work?

	Survey in 2001 (weighted) %	Survey for public in 2009 (weighted) %
Gender		
Male	17.7%	38.2%
Female	26.8%	33.8%
Age		
15-20 *	43.1%	58.1%
21-29 **	36.6%	50.8%
30-39	20.7%	42.1%
40-49	22.0%	36.8%
50-59	7.6%	29.7%
60+	13.1%	16.6%
All	22.4%	35.9%

* For the survey for public in 2009, the range of age is 15 – 19

** For the survey for public in 2009, the range of age is 20 – 29

Have you volunteered for any of the following organizations in the past 12 months?

	Survey in 2001 (unweighted)		Survey for Public in 2009		
	n	%	n	% (weighted)	% (unweighted)
Educational organizations	24	15.6%	78	27.8%	28.5%
Religious bodies	23	14.9%	56	20.7%	20.4%
Social Service organizations	22	14.3%	132	47.4%	48.2%
Medical and health assn's/hospitals	16	10.4%	21	7.6%	7.7%
District service organizations	16	10.4%	20	6.9%	7.3%
Government departments	7	4.5%	10	3.8%	3.6%
The Agency for Volunteer Service	6	3.9%	2	0.9%	0.7%
Uniform groups	5	3.2%	11	3.9%	4.0%
Occupational unions	3	1.9%	-	-	-
Environmental organizations	-	-	11	4.1%	4.0%
Recreational and cultural organizations	2	1.3%	17	5.8%	6.2%
Clanship	2	1.3%	8	4.0%	2.9%
Labour groups	-	-	9	2.7%	3.3%
Political organizations or other pressure groups	-	-	2	0.5%	0.7%
My Company	-	-	13	4.6%	4.7%
Others (please specify)	21	13.6%	1	0.5%	0.4%
Don't know/hard to say	21	13.6%	-	-	-
Total	154		274		

Why did you participate in volunteer work?

	Survey in 2001 (unweighted)		Survey for public in 2009		
	n	%	n	% (weighted)	% (unweighted)
To help others	134	40.0%	347	65.2%	66.5%
To kill time	70	21.0%	112	20.4%	21.5%
To make friends	19	5.7%	29	5.2%	5.6%
To gain skills and knowledge	16	4.7%	31	5.6%	5.9%
Religion	14	4.3%	47	8.4%	9.0%
To gain work/social experience	13	3.8%	49	9.3%	9.4%
Encouraged/influenced by others	12	3.5%	23	4.2%	4.4%
Self-actualization	8	2.3%	67	12.4%	12.8%
Citizen responsibility	4	1.3%	-	-	-
Want to do something meaningful / believe the voluntary work is meaningful	-	-	122	24.2%	23.4%
To improve the community	3	0.8%	50	9.6%	9.6%
To use my own skills and experiences	-	-	59	10.8%	11.3%
Others (please specify)	34	10.1%	37	7.3%	7.1%
Don't know / hard to say	9	2.7%	14	2.5%	2.7%
Total	335		522		

How many hours of volunteer work have you undertaken in the past 12 months?

	Survey in 2001 (unweighted)		Survey for Public in 2009		
	n	%	n	% (weighted)	% (unweighted)
1 – 5 hours	31	24.9%	29	12.9%	12.1%
6 – 10 hours	27	21.4%	36	13.9%	15.0%
11 – 15 hours	11	8.7%	12	5.8%	5.0%
16 – 20 hours	13	10.6%	17	7.1%	7.1%
21 - 25 hours	6	4.8%	8	3.9%	3.3%
26 – 30 hours	11	8.6%	9	4.2%	3.8%
31 hours or above	26	21.0%	129	52.3%	53.8%
Total	124	100.0%	240	100.0%	100.0%
				(weighted)	(unweighted)
Mean	34.8			87.4	94.5
Median	12.0			36.0	40.0
Maximum	600			2000	2000
Base	256		274		
Missing case(s)	132		34		

Non-organized Volunteering

	Survey in 2001 (unweighted)		Survey for Public in 2009		
	n	%	n	% (weighted)	% (unweighted)
Yes	502	32.3%	454	30.0%	30.0%
No	1,053	67.7%	1060	70.0%	70.0%
Total	1,555		1514		

Appendix 4

Partial correlations between years of volunteering, time first began volunteering, and hours of volunteering

Control Variables		No. of years as volunteer	When did you first begin volunteering	No. of hours of volunteer work in the past 12 months	
Age	No. of years as volunteer	Correlation	1.000	-.318	.200
		p-value	.	.000	.004
	When did you first begin volunteering	Correlation	-.318	1.000	.051
	(1: while studying in primary to 6:after retirement)	p-value	.000	.	.471
	No. of hours of volunteer work in the past 12 months	Correlation	.200	.051	1.000
		p-value	.004	.471	.

Appendix 5

Questionnaire

Survey on Volunteering in Hong Kong Questionnaire for Members of the Public

Sample Code: _____

Telephone number: _____

Interviewer number: _____

INTRODUCTION

Hello, my name is _____. May I know if your telephone number is _____? The Agency for Volunteer Service has commissioned us, Centre for Civil Society and Governance and Policy 21 Ltd. of The University of Hong Kong, to conduct a territory-wide opinion survey on volunteerism in Hong Kong. Your household was randomly selected for an interview. The opinions you provide are very valuable to The Agency for Volunteer Service in planning their activities. They will be kept strictly confidential and will be analyzed only at an aggregate level.

Sampling within a household

To ensure that the data collected are representative, we have to randomly select one of your family members excluding the domestic helper. Please kindly advise the number of family members who are 15 or older and stay in this household at least 5 nights per week: _____

Please tell me their ages beginning from the oldest to the youngest.

	Age	1	2	3	4	5	6	7	8	9	0
The first one is ...		1	1	1	1	1	1	1	1	1	1
How about the second one?		1	2	1	2	1	2	1	2	1	2
The third one?		2	1	3	1	3	1	2	3	2	1
The fourth one?		1	4	2	3	2	2	3	1	4	3
The fifth one?		2	3	5	4	1	3	4	1	2	5
The sixth one?		4	1	6	5	2	4	6	5	3	1
The seventh one?		3	7	4	2	5	1	3	2	6	4
The eighth one?		8	5	3	6	4	6	1	7	5	2
The ninth one?		6	3	1	7	9	5	2	4	7	8
The tenth one?		5	2	8	1	7	0	9	6	4	3

Selection of the respondent:

- 1) Fill in all the family members who are 15 or older (ranked from the oldest to the youngest)
- 2) Circle "the last digit in the sample code" of the questionnaire and find the number vertically
- 3) Circle the corresponding number in the youngest family member horizontally
- 4) The selected number represents the code of the family member who will be interviewed

I would like to have an interview with your family member who is about _____ years old (age of the selected person). Would you please ask that person to come to the phone?

IF THE SELECTED RESPONDENT IS NOT THE ONE WHO ANSWERED THE PHONE, REPEAT THE INTRODUCTION AND RECONFIRM WHETHER THE AGE OF THE SELECTED RESPONDENT IS 15 OR ABOVE.

IF THE SELECTED RESPONDENT IS NOT AT HOME.

Would you please tell me when he/she will be available for this telephone interview? How may I address him/her? Thank you.

Time available:

Name to be used in addressing the selected respondent:

Part I Participation in voluntary work

Volunteering generally refers to any services provided by individuals who willingly contribute their time and effort without monetary or material returns.

1.	Have you participated in any volunteer work for the following organizations?	Yes, in the past 12 months (2)	Not in the past 12 months, but have done so previously (1)	Never (0)
a.	Social services organizations			
b.	Health and medical institutions/hospitals			
c.	Educational organizations (e.g. School, Students' association, Parent-teacher association, Alumni association)			
d.	Religious bodies			
e.	Recreational and cultural organizations			
f.	District organizations (e.g. District Council, Kai Fong Associations, Owners' Corporations and Mutual Aids Committees)			
g.	Environmental organizations			
h.	Government departments			
i.	The Agency for Volunteer Service			
j.	Uniformed groups (e.g. Scouts)			
k.	Labour groups			
l.	Clanship associations			
m.	Political organizations or other pressure groups			
n.	My Company			
o.	Others, please specify: _____			
Skipping instruction		Go to Q5 with if ANY ONE chosen	Go to Q3 if ANY ONE chosen and without any "Yes, in the past 12 months" chosen	Go to Q2 if ALL chosen

3. When did you last participate in volunteer work?

- ① 1 to 2 years ago
- ② 3 – 5 years ago
- ③ More than 5 years ago
- ④ Cannot remember
- ⑤ Refuse to answer

4. What are the reasons for not participating in any volunteer work in the past 12 months?

(Do not read out) (Please choose all that apply)

- ① No longer interested in volunteer work
- ② No time
- ③ Cannot find any suitable organization to work for
- ④ Physically unable to participate in volunteer work
- ⑤ Volunteer work available is not interesting
- ⑥ No companionship in the past 12 months
- ⑦ Others, please specify: _____
- ⑧ Too old
- ⑨ Refuse to answer

Go to Q13

2. What are the reasons for not participating in any volunteer work in the past?

(Do not read out) (Please choose all that apply)

- ① No interest in any volunteer work
- ② No time
- ③ Do not know how to participate
- ④ Not aware of any volunteer work
- ⑤ Physically unable to participate in volunteer work
- ⑥ Cannot find any suitable volunteer work
- ⑦ No companionship
- ⑧ Too old
- ⑨ Others, please specify: _____
- ⑩ Refuse to answer

Go to Q20

5. In what capacity did you participate in volunteer work in the past 12 months? (Please choose all that apply)

- ① As a member of the social service group of my company,
my school or other organization
- ② As a volunteer registered with the organization named in Q1 above
- ③ As a member of a group of friends/classmates/colleagues
- ④ Others, please specify: _____
- ⑤ Refuse to answer

6. What types of volunteer work did you participate in the past 12 months? (Please choose all that apply)

- | | |
|--|--|
| ① Clerical services | ⑪ Management services (e.g. business planning; board of directors/committee) |
| ② Personal care services
(e.g. babysitting and looking after elderly) | ⑫ Escorting services
(e.g. accompanying clients in outings) |
| ③ Tutoring or mentoring | ⑬ Environmental services |
| ④ Education services (e.g. computer class; calligraphy class; music) | ⑭ Medical care services |
| ⑤ Fund raising activities | ⑮ Professional services (e.g. I.T., legal, accounting) |
| ⑥ Recreational activities | ⑯ Visiting (e.g. visiting patients in hospitals) |
| ⑦ Promotion, advocacy and campaign | ⑰ Household services (e.g. cleaning, cooking, etc.) |
| ⑧ Befriending services | ⑱ Others, please specify: _____ |
| ⑨ Skill coaching | ⑲ Others, please specify: _____ |
| ⑩ Counseling | ⑳ Refuse to answer |

7. Who were the clients you were serving, if any, in your volunteer work in the past 12 months?

(Please choose all that apply)

- | | |
|--------------------------------------|---|
| ① Young children | ⑨ Needy people outside Hong Kong and Mainland China |
| ② Youth | ⑩ Ex-offenders |
| ③ Elderly | ⑪ Single parents |
| ④ Patients | ⑫ Organization themselves |
| ⑤ Physical or mentally handicapped | ⑬ Animals |
| ⑥ New immigrants from Mainland China | ⑭ General public |
| ⑦ Ethnic minorities in Hong Kong | ⑮ Others, please specify: _____ |
| ⑧ Needy people in Mainland China | ⑯ Refuse to answer |

8. On average, how often did you participate in volunteer work in the past 12 months?

- | | |
|--------------------------|---------------------------------------|
| ① Every day | ⑤ Once a month |
| ② More than once a week | ⑥ More than once in the past 12 month |
| ③ Once a week | ⑦ Once in the past 12 months |
| ④ More than once a month | ⑧ Refuse to answer |

9. Which time of the day and which day of the week did you usually participate in volunteer work in the past 12 months? (Please choose all that apply)

- | | |
|------------------------------------|---------------------------------|
| ① In the morning during weekdays | ⑤ During holidays |
| ② In the afternoon during weekdays | ⑥ No particular time or day |
| ③ In the evenings during weekdays | ⑦ Others, please specify: _____ |
| ④ On Saturdays or Sundays | ⑧ Refuse to answer |

10. How many hours of volunteer work have you undertaken in the past month?

_____ hours

⑧ Refuse to answer

11. How many hours of volunteer work have you undertaken in the past 12 months?

_____ hours

⑧ Refuse to answer

12. Through which channels do you usually learn about opportunities to participate in volunteer work? (Do not read out) (Please choose all that apply)

- | | |
|---|------------------------------------|
| ① Mass media (e.g. TV, newspapers, radio, etc.) | ⑧ The Agency for Volunteer Service |
| ② Internet | ⑨ Friends / classmates |
| ③ Teachers | ⑩ Relatives / family members |
| ④ Social workers | ⑪ Neighbors |
| ⑤ Social service organizations | ⑫ Others, please specify: _____ |
| ⑥ Religious groups | |
| ⑦ Employers / colleagues at work | ⑬ Refuse to answer |

13. For how many years have you been a volunteer?

_____ Years

⑧ Refuse to answer

14. When did you first begin volunteering?

- | | |
|--|---------------------------------|
| ① While studying in primary school | ⑥ After retirement |
| ② While studying in secondary school | ⑦ Others, please specify: _____ |
| ③ While studying in post-secondary institution | |
| ④ Right after graduation but before being employed | |
| ⑤ While being employed | ⑧ Refuse to answer |

15. How did you first begin volunteering?

① Self-initiative

Asked by others:

① Friends / classmates

⑤ Employers / colleagues at work

② Relatives / family members

⑥ Neighbors

③ Teachers

⑦ Religious group members

④ Social workers

⑧ Others, please specify: _____

⑩ Refuse to answer

Part II Motivation, benefits and expectations

16. Why did you participate in volunteer work? (Do not read out) (Please choose all that apply)

① To help others

⑧ To use my own skills and experiences

② To change the world/community for the better

⑨ Religious beliefs

③ To gain work or social experience

⑩ Want to do something meaningful / believe the voluntary work is meaningful

④ To gain knowledge or skills

⑪ To make life more meaningful

⑤ To make friends

⑫ Others, please specify: _____

⑥ To accompany friends

⑦ I had spare time

⑬ Refuse to answer

17. What types of volunteer work would you like to undertake in the future? (Please choose all that apply)

① Clerical services

⑪ Management services

(e.g. business planning; board of directors; committee)

② Personal care services

⑫ Escorting services

(e.g. babysitting and looking after elderly)

(e.g. accompanying clients in outings)

③ Tutoring or mentoring

⑬ Environmental services

④ Education services

⑭ Medical care services

(e.g. computer class; calligraphy class; music)

⑤ Fund raising activities

⑮ Professional services (e.g. I.T., legal, accounting)

⑥ Recreational activities

⑯ Visiting (e.g. visiting patients in hospitals)

⑦ Promotion, advocacy and campaign

⑰ Household services (e.g. cleaning, cooking, etc.)

⑧ Befriending services

⑱ Others, please specify: _____

⑨ Skill coaching

⑲ Not involve in volunteer work in the future
Go to Q19

⑩ Counseling

⑳ Refuse to answer

18. Which types of clients would you like to serve in your volunteer work in the future?

(Please choose all that apply)

- | | |
|--------------------------------------|---|
| ① Young children | ⑨ Needy people outside Hong Kong and Mainland China |
| ② Youth | ⑩ Ex-offenders |
| ③ Elderly | ⑪ Single parents |
| ④ Patients | ⑫ Organization themselves |
| ⑤ Physical or mentally handicapped | ⑬ Animals |
| ⑥ New immigrants from Mainland China | ⑭ General public |
| ⑦ Ethnic minorities in Hong Kong | ⑮ Others, please specify: _____ |
| ⑧ Needy people in Mainland China | ⑯ Refuse to answer |

19. Do you agree with the following statements related to volunteer work?

The scale is from 1 to 10. "1" means "totally disagree" and "10" means "totally agree". If you choose "1" to "5", it means that you tend to disagree. If you choose "6" to "10", it means that you tend to agree.

	Disagree					Agree					No opinion
a. Staff of organizations I work with as a volunteer value my contribution	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑰
b. The clients I have served as a volunteer appreciate my service	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑰
c. I benefitted from my participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑰
d. My knowledge and skills have improved after my participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑰
e. The organizations I work for as a volunteer have provided sufficient support to their volunteers	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑰
f. I feel respected by people in society	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑰

Part III Non-organized volunteering

20. In the past 12 months, have you helped your neighbors in [Read out a – c]	Often	Sometimes	Seldom	Never	Refuse to answer
a. Doing housework (e.g. grocery shopping, cooking, cleaning, minor renovation)	①	②	③	④	⑤
b. Giving personal care (e.g. taking care of children / elderly people)	①	②	③	④	⑤
c. Handling emotional problems (e.g. listening to or advising on important issues)	①	②	③	④	⑤

21. In the past 12 months, have you done any volunteer work for people you don't know, which was not arranged by organizations mentioned above [Read out a – c]	Often	Sometimes	Seldom	Never	Refuse to answer
a. Doing housework (e.g. grocery shopping, cooking, cleaning, minor renovation)	①	②	③	④	⑤
b. Giving personal care (e.g. taking care of children /elderly people)	①	②	③	④	⑤
c. Handling emotional problems (e.g. listening to or advising on important issues)	①	②	③	④	⑤

Part IV Trust and Sense of Belonging

22. Please indicate from 1 to 10. 1 means "totally disagree" and 10 means "totally agree".			
	Totally disagree	Totally agree	Refuse to answer
In Hong Kong, do not easily trust other people	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩		⑪

23. Please indicate from 1 to 10. 1 means "no sense of belonging at all" and 10 means "have a very strong sense of belonging".			
	No sense of belonging at all	Have a very strong sense of belonging	Refuse to answer
In general, how strong is your sense of belonging to Hong Kong?	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩		⑪

Part V Personal information

24. In the past 12 months, have you participated as a member in any of the activities organized by social groups or community organizations?	
① Yes	⑪ Refuse to answer
② No	

25. Do you have a religion?	
① Yes	⑪ Refuse to answer
② No	

26. What is your age?		
① 15 - 19	⑤ 35 - 39	⑨ 55 - 59
② 20 - 24	⑥ 40 - 44	⑩ 60 - 64
③ 25 - 29	⑦ 45 - 49	⑪ 65 or above
④ 30 - 34	⑧ 50 - 54	⑫ Refuse to answer

27. Educational attainment		
① No schooling / Pre-primary	④ Upper Secondary	⑦ Post-secondary : Sub-degree course
② Primary	⑤ Sixth Form or Seventh Form	⑧ Post-secondary : Degree course
③ Lower Secondary	⑥ Post-secondary : Diploma / Certificate	⑫ Refuse to answer

28. What is the status of your economic activity?

- | | | |
|-----------------|--------------|---|
| ① Employee | ④ Home-maker | ⑦ Not at work, but is looking for a job |
| ② Self-employed | ⑤ Student | ⑧ Not at work, but is not looking for a job |
| ③ Employer | ⑥ Retired | ⑩ Refuse to answer |

(For those who are employee, self-employed or employer)

29. Occupation : _____ (Do not read out)

- | | |
|--|--|
| ① Managers and administrators | ⑥ Skilled agricultural and fishery workers |
| ② Professionals | ⑦ Craft and related workers |
| ③ Associate professionals | ⑧ Plant and machine operators and assemblers |
| ④ Clerk | ⑨ Elementary occupations |
| ⑤ Service workers and shop sales workers | ⑩ Others, please specify: _____ |

(For those who are employee, self-employed or employer)

30. Business nature of your company

- | | |
|---------------------------|---------------------------------|
| ① Government | ④ Private company |
| ② Public organization | ⑤ Others, please specify: _____ |
| ③ Non-profit organization | ⑩ Refuse to answer |

31. Personal Income (in Hong Kong dollars)

How much did you earn from your part-time or full-time job last month? Including employee's MPF contribution, earning from casual work, housing allowance, bonus and double pay. [Please divide the bonus and double pay by 12 month(s)] (Do not read out)

- | | | |
|-----------------------|-----------------------|-----------------------|
| ① No income | ⑥ \$20,000 – \$24,999 | ⑪ \$50,000 – \$59,999 |
| ② Below \$5,000 | ⑦ \$25,000 – \$29,999 | ⑫ \$60,000 or above |
| ③ \$5,000 – \$9,999 | ⑧ \$30,000 – \$34,999 | ⑩ Refuse to answer |
| ④ \$10,000 – \$14,999 | ⑨ \$35,000 – \$39,999 | |
| ⑤ \$15,000 – \$19,999 | ⑩ \$40,000 – \$49,999 | |

Survey on
Volunteering in Hong Kong 2009
Survey of NGOs and NGO Volunteers



Executive Summary

Background

1. This report is part of a study that examines volunteering in Hong Kong. The project consists mainly of three surveys. While findings of the public survey are detailed in a separate report, the present report describes results of two surveys, one on non-governmental organizations (NGOs), and the other on volunteers who are currently active in various NGOs.

Enumeration of the survey

2. The survey of NGOs was conducted from March 2009 to August 2009. A total of 763 NGOs were randomly selected from a sampling frame that consisted of 2,985 NGOs in 14 different sectors. In the final count, 514 NGOs were successfully enumerated. Excluding 113 NGOs that were found to have ceased operations or were untraceable, the response rate was 79%.
3. For volunteers who are currently active in their NGOs, a two-stage stratified sampling design was adopted. In the first stage, the NGOs were stratified by the number of their volunteers, and a stratified random sample of 120 NGOs was selected from the 514 NGOs enumerated in the NGO survey. A total of 72 NGOs agreed to participate in the survey of volunteers, representing a response rate of 60%. In the second stage, the participating NGOs were asked to select volunteers from their lists of volunteers using systematic sampling. Selected volunteers were then asked to complete a self-administered questionnaire. A total of 541 volunteers were enumerated.

Volunteer-involving NGOs

The usage and assignment of volunteers

4. More than half of the NGOs enumerated in the survey (53.2%) used volunteers for their services in the past 12 months while only 0.9% had used volunteers previously but not in the last 12 months. About 46.0% did not use volunteers for their services at all.
5. Close to three quarter of the NGOs that had never used volunteers before stated that they did not use volunteers because they had adequate staff resources (71.6%). Another quite common reason was that the work involved was not suitable for volunteers (29.2%). Some of the NGOs (7.9%) cited having difficulties in using volunteers as a reason.

Types of activities assigned to volunteers

6. More than half of the NGOs assigned their volunteers to take part in the organization's regular activities (63.5%), small scale ad hoc programmes (62.0%) as well as large scale ad hoc programmes (54.9%).
7. A higher proportion of these NGOs assigned their volunteers to recreational activities (59.8%), promotion, advocacy and campaign (45.5%), fund raising activities (45.3%) and clerical services (43.9%). Assignments to other types of activities were lower: household services (7.8%), tutoring or mentoring (8.6%) and medical care services (10.5%).

8. About 14.5% of the volunteer-involving NGOs indicated that they would increase their use of volunteers. A higher proportion of these NGOs indicated that they would assign more volunteers to recreational activities (24.0%) and counseling (18.8%). Fewer would assign volunteers to household services (4.5%), escorting services (4.8%) and management services (4.8%).

Volunteering target groups

9. The top four target groups to which NGOs assigned their volunteers were the general public (accounting for 37.0% of NGOs concerned), young children (36.6%), youth (34.7%) and the elderly (31.6%). A much lower proportion of the NGOs assigned their volunteers to help animals (0.5%), needy people outside Hong Kong and Mainland China (4.8%), ex-offenders (7.9%) and single parents (8.9%).

Channels of volunteer recruitment

10. The main channels of recruiting volunteers were schools (accounting for 45.3% of volunteer-involving NGOs), organization's newsletters, notice boards, etc (40.2%), social service organizations or religious groups (31.0%) and the Internet (27.3%).
11. Most of the volunteer-involving NGOs (75.4%) indicated that their main source of volunteers came from their own registers of volunteers. Other major sources for volunteer recruitment were schools (33.4%), the Agency for Volunteer Service (8.5%) and business corporations (7.8%).

Management of volunteers

12. About the same proportion of NGOs had 20 or less (34.8%) and over 100 registered volunteers (35.7%). Examining NGOs which had enlisted the help of registered volunteers in the past 12 months, a considerable portion (39.3%) had solicited the

help of 20 or less registered volunteers. As far as NGOs that had involved volunteers in the last 12 months was concerned, a higher proportion had the help of 20 or less volunteers (36.0%) than over 100 volunteers (27.2%).

13. The majority of the volunteer-involving NGOs (74.7%) had a special unit responsible for the management of volunteer services. The majority of these units (85.7%) had staff or volunteers working on a full-time basis.
14. Over half of the NGOs (54.2%) that did not have a volunteer management unit believed that volunteers could work things out with the NGO staff and hence it was not necessary to have a special volunteer management unit. Other reasons for not having a special unit were that the NGOs could not afford to assign staff to manage volunteer services (30.9%) and the number of volunteers was very small (35.4%).
15. To boost volunteers' performance, more than half of the volunteer-involving NGOs (60.6%) had issued certificates or other awards to recognize volunteers' contributions. Other arrangements made by these NGOs included organizing social activities for volunteers (47.5%), mentoring or supervision (40.3%) and newsletters to keep volunteers informed of NGOs' activities. It is interesting to note that 14.6% of NGOs did not offer any special recognition or award programmes to their volunteers.
16. About 71.5% of the volunteer-involving NGOs had provided some forms of insurance to their volunteers. Among them, 38.7% of these volunteer-involving NGOs had provided both public liability insurance and personal accidents insurance to their volunteers and 33.4% had provided public liability insurance to their volunteers only.

Views on volunteer services

17. Volunteer-involving NGOs enumerated in the survey saw the advantage of having volunteers. The majority of them (90.1%) agreed that they had benefited from working with volunteers while 88.2% stated that volunteers had helped them raise the quality of services. Also, 86.5% of them said volunteers had expanded the level of services. More than half (58.4%) agreed that volunteers had provided expertise not otherwise available to staff of the organizations.

18. Volunteer-involving NGOs including those that do not use and those that do use volunteers acknowledged the quality of services that their volunteers provided. Only a minority thought that the services provided were unreliable (9.3%) and not up to standard (16.8%). Nevertheless, there were some critical views. A significant proportion believed that they could only assign volunteers to take up simple tasks (32.0%) and that substantial staff resources were needed to manage the volunteers (38.0%).

19. About a quarter of NGOs had difficulties in recruiting a sufficient number of volunteers (26.3%) and in retaining volunteers (26.0%). Over one third of NGOs did not experience such difficulties.

NGOs' suggestions to the Agency for Volunteer Service

20. The most common suggestions from the NGOs to the Agency for Volunteer Service included the provision of volunteer training (71.7%), promotion of volunteerism in Hong Kong (71.6%) and development of volunteer recognition schemes (70.8%).

NGO volunteers

NGO volunteers' suggestions to the Agency for Volunteer Service

21. More than half of the NGO volunteers (61.9%) had heard of the Agency for Volunteer Service. Among those who had heard of the Agency for Volunteer Service, over half hoped to see the Agency for Volunteer Service to take on the role of usage and referral of volunteers (62.4%), volunteer training (62.4%), promotion of volunteerism in Hong Kong (53.1%) and development of volunteer recognition schemes (53.1%).

The extent and types of volunteer work

22. With respect to the organizations that NGO volunteers had worked for in the past 12 months, the proportions were higher for social services organizations (60.8%), religious bodies (28.1%), and health and medical institutions/hospitals (17.4%).

23. The three most popular types of volunteer work that NGO volunteers carried out were fund raising activities (39.4%), visiting (33.3%) and recreational activities (27.4%).

24. In regard to the target group for which NGO volunteers provided services in the past 12 months, the proportion was the highest for the elderly (49.0%). The elderly was also the most sought after group that the current and ex -volunteers would like to serve in the future (49.1%).

25. On average, NGO volunteers spent 18.9 hours volunteering in the past month and 179.5 hours in the past 12 months.

26. NGO volunteers learnt about opportunities of volunteering mainly from social service organizations (38.4%), friends/classmates (34.9%) and religious groups (21.8%). On average, NGO volunteers had 7.3 years of volunteering experience. About 38.5% of NGO volunteers had more than one but less than five years of volunteering experience. Less than one-third of the NGO volunteers (29.6%) had more than five but less than ten years of volunteering experience.

Motivation, benefits and expectations in volunteer work

27. The major reasons for volunteering among the current NGO and ex-volunteers were “to help others” (70.2%), “to make life more meaningful” (50.6%) and “want to do something meaningful/ believe the volunteer work is meaningful” (47.7%).

28. NGO volunteers had very positive views on the benefits of volunteering. A great majority of the NGO volunteers agreed that after volunteering, their lives were more meaningful (90.9%), their abilities to work with others in a team had improved (88.9%), they had more confidence in themselves (88.7%), their communication skills had improved (87.8%), their knowledge and skills had improved (86.3%) and their knowledge and skills were well utilized (85.2%).

29. A great majority of the NGO volunteers (93.9%) claimed to be aware of their roles and responsibilities in their volunteer work. An overwhelming proportion also considered that the organizations for which they volunteer had provided sufficient support to their volunteers (90.0%) and had made an effort to sustain their interest in volunteer work (86.1%).

30. Furthermore, the vast majority of the NGO volunteers considered that the staff of the NGOs valued their contributions (83.4%), the clients to whom they offer their volunteering services appreciated their services (87.2%) and they felt respected by people in society (75.0%).

Non-organized volunteering

31. Non-organized volunteering refers to volunteer service not offered through formal organizations. In the past 12 months, quite a number of the NGO volunteers had taken part in such kind of volunteering by helping neighbors handle emotional problems (52.7%), providing neighbors with personal care (43.3%), as well doing neighbors’ housework (36.8%).

32. A slightly lower proportion of the NGO volunteers had engaged in non-organized volunteering by offering help to people they did not know. In the past 12 months, 41.7% of enumerated volunteers had helped people they did not know to handle emotional problems, 32.3% gave them personal care, and 29.2% helped with their housework.

General Trust and Sense of Belonging to Hong Kong

33. On a scale of 1 to 10 with 1 indicating strong agreement to the statement “In Hong Kong, do not easily trust other people,” the average score of NGO volunteers was 4.6. The score was lower than the mid-point of the scale (5.5) and therefore indicating a general distrust.

Sense of belonging to Hong Kong

34. On a scale of 1 to 10, with higher scores denoting a stronger sense of belonging to Hong Kong, the average score of the NGO volunteers was 7.4, indicating a rather strong sense of belonging to Hong Kong.

行政摘要

背景

1. 本報告是香港義務工作研究的一部份。這次研究主要包括三項調查，其中公眾調查的結果已在上一份報告中詳細討論，而本報告則討論另兩項調查的結果：一項是對非政府機構（NGOs）的調查，而另一項是對目前參與不同非政府機構的義工調查。

調查結果

2. 非政府機構調查於 2009 年 3 月至 8 月進行。我們從來自 14 個不同界別的 2,985 間非政府機構中，隨機抽取了 763 間非政府機構。最後，從中成功確定了 514 間非政府機構可接受訪問。除 113 間非政府機構停止運作或不能追蹤外，本項調查的回應率為 79%。
3. 研究採取二層抽樣法，抽樣調查現時在非政府機構參與服務的義工。在第一階段，非政府機構根據其義工人數分類，從非政府機構調查中確定的 514 間機構中，隨機抽取了 120 間機構進行本項調查，其中共有 72 間非政府機構同意參與本項義工調查，回應率為 60%。在第二階段，要求參與調查的非政府機構使用系統抽樣的方式，從其現有義工中，選擇參與調查的義工。被選出的義工自行填寫一份自填問卷。參與調查的義工共有 541 人。

使用義工的非政府機構

義工的任用和服務

4. 這次調查的非政府機構中，有超過半數（53.2%）在過去 12 個月內曾使用過義工服務，而只有 0.9% 的曾任用過義工但並非在過去 12 個月內任用。大約有 46.0% 的非政府機構從沒有使用過義工服務。

5. 上述約四分三（46%）從沒有任用過義工的非政府機構中，表示從沒有使用過義工服務的原因是其機構已經有足夠人手（71.6%）。另外一個非常普遍的原因是有關機構的業務性質不適合義工參與（29.2%）。有一些非政府機構稱（7.9%）在任用義工時存在困難。

委派給義工的服務類型

6. 超過半數的非政府機構委派義工參與機構的經常活動（63.5%），非經常的小型活動（62.0%）以及非經常的大型活動（54.9%）。
7. 在這些非政府機構中，有較多機構會委派義工進行文娛康樂服務（59.8%）、宣傳推廣活動（45.5%）、籌款活動（45.3%）以及文書服務（43.9%）。而委派執行其他任務的比例則相對較低，其中包括家務助理服務（7.8%）、補習或功課輔導服務（8.6%）以及醫療護理服務（10.5%）。
8. 對於有使用義工服務的非政府機構，大約 14.5% 的機構表示他們會任用更多義工。其中，有較多非政府機構表示他們將會委派更多義工進行文娛康樂服務（24.0%）和輔導服務（18.8%）。較少的機構任用義工進行家務助理服務（4.5%）、護送服務（4.8%）以及管理服務（4.8%）等工作。

義務工作的服務對象

9. 非政府機構分派其義工主要向四類服務對象提供幫助，包括公眾人士（佔有關非政府機構的 37.0%）、幼兒（36.6%）、青少年（34.7%）以及長者（31.6%）。至於對動物（0.5%）、外地有需要幫助的人士（4.8%）、曾犯案人士（7.9%）及單親家長（8.9%）提供幫助服務的比例則相對較低。

招募義工的途徑

10. 義工招募的主要途徑包括學校（佔非政府機構的 45.3%）、機構的通訊 / 告示版（40.2%）、社會服務機構 / 宗教組織（31.0%）以及互聯網（27.3%）。

11. 大部份任用義工的非政府機構 (75.4%) 表示，他們的義工主要來源是自己的義工名冊。而其他義工招募的途徑包括學校 (33.4%)、義務工作發展局 (8.5%) 以及商業機構 (7.8%)。

義工管理

12. 在有任用義工的非政府機構中，34.8% 的機構有 20 名或以下的登記義工，數字與擁有達 100 名以上的登記義工的非政府機構 (35.7%) 相若。而過去 12 個月內在機構服務的登記義工，及參加義工服務的人數有 20 名或以下的非政府機構 (39.3%) 的比例則更高。在過去 12 個月內，曾任用義工的機構其義工人數在 20 名或以下 (36%) 者，較義工人數達 100 名或以上 (27.2%) 的比例為高。
13. 在有任用義工的非政府機構中，大部份機構 (74.7%) 設有一個專責部門，負責義務工作管理。這些專責部門 (85.7%) 大部份由職員或義工全職擔任。
14. 至於沒有專門負責管理義務工作的非政府機構中，有半數以上 (54.2%) 認為義工能夠與職員配合工作，因此不必設立專責的義工管理部門。而其他原因包括非政府機構未能負擔委派職員管理義工服務 (30.9%)，義工人數很少 (35.4%) 等。
15. 為提升義工的表現，有半數以上有任用義工的非政府機構 (60.6%) 會發出證書或其他獎狀，嘉許義工貢獻。其他的措施包括為義工組織社交聯誼活動 (47.5%)、指導或監督 (40.3%) 及出版通訊以通知義工有關機構的最新活動。約 14.6% 的非政府機構表示沒有提供任何證書或其他嘉許活動給義工。
16. 對於任用義工的非政府機構，大約有 71.5% 的機構為義工購買不同類型的保險。其中，有 38.7% 的機構向義工提供第三者保險和個人意外保險，另有 33.4% 的機構只提供第三者保險。

對於義工服務的看法

17. 這次接受調查的非政府機構均認為任用義工有所得益。其中大部份 (90.1%) 認為機構職員與義工共事有所得益，而有 88.2% 的機構表示，義工可以幫助機構提升服務質素。另外，有 86.5% 的機構稱義工可以幫助機構擴展服務。有半數以上的機構 (58.4%) 認為義工擁有現時機構職員缺乏的專長。
18. 對於任用義工的非政府機構，包括現在不再任用和現在仍然任用義工的機構，均認同義工所提供的服務質素。只有極少部份認為義工提供的服務不可靠 (9.3%)，及認為服務質素未達到標準 (16.8%)。不過，也有一部份機構認為義工只可以擔任簡單的工作 (32.0%)，及需要安排大量的職員管理義工 (38.0%)。
19. 約四分一的非政府機構在招募足夠數量的義工方面遇上困難 (26.3%)，及在保留義工方面遇上困難 (26.0%)。但是，有大約三分之一的機構未曾遇到此類困難。

非政府機構對義務工作發展局的建議

20. 非政府機構對義務工作發展局最常見的建議包括提供義工培訓 (71.7%)、在香港推廣義務工作 (71.6%) 以及開展義工嘉許計劃 (70.8%)。

非政府機構的義工

非政府機構的義工對義務工作發展局的建議

21. 超過半數的非政府機構的義工獲悉過義務工作發展局，其中有一半以上希望義務工作發展局能夠為機構招募及轉介義工 (62.4%)、提供義工培訓 (62.4%)、在香港推廣義務工作 (53.1%) 以及開展義工嘉許計劃 (53.1%)。

義務工作的範疇和類型

22. 在過去 12 個月有任用非政府機構義工服務的機構中，社會服務機構 (60.8%)、宗教團體 (28.1%) 以及健康和醫療學會 / 醫院 (17.4%) 等所佔的比例較高。

23. 非政府機構的義工最普遍從事的三項義務工作類型包括籌款活動 (39.4%)、探訪服務 (33.3%) 以及文娛康樂服務 (27.4%)。

24. 對於非政府機構的義工在過去 12 個月的服務對象，比例最高的是長者 (49.0%)。長者也是現任和前任義工在將來最希望服務的對象 (49.1%)。

25. 在調查的上一個月內，非政府機構的義工平均用 18.9 小時參與義務工作，而在過去的 12 個月，參與時間為 179.5 小時。

26. 非政府機構的義工主要通過社會服務機構 (38.4%)、朋友 / 同學 (34.9%) 以及宗教團體 (21.8%) 得悉參與義務工作的機會。平均來說，非政府機構的義工具有 7.3 年的義務工作經驗。大約有 38.5% 的非政府機構義工擁有一年以上五年以下的義務工作經驗。少於三分之一的非政府機構義工 (29.6%) 擁有五年以上十年以下的義務工作經驗。

參與義務工作的動機、得益和期望

27. 現任非政府機構和前義工參與義務工作的主要原因包括“幫助其他人” (70.2%)、“生活更充實，更有意義” (50.6%) 以及“想做一些有意義的工作 / 認為義務工作很有意義” (47.7%)。

28. 非政府機構義工對義務工作的益處持非常正面的觀點。絕大部份非政府機構義工認為在參與義務工作後，他們的人生更有意義 (90.9%)，他們的合作技巧有所改善 (88.9%)，對自己更具信心 (88.7%)，他們溝通能力有所改善 (87.8%)，他們的知識和技能得到增長 (86.3%) 以及知識及技能充分實踐於義務工作 (85.2%)。

29. 絕大部份的非政府機構義工 (93.9%) 表示他們瞭解自己在義務工作中的角色和職責。同樣絕大部份的義工認為機構有向他們提供充分的支援 (90.0%)，並且努力維持他們對義務工作的興趣 (86.1%)。

30. 此外，大部份非政府機構義工認為非政府機構職員重視他們的貢獻 (83.4%)，服務對象欣賞義工提供的服務 (87.2%)，他們感覺到社會人士對義工的尊重 (75.0%)。

非組織性義工

31. 非組織性義工是指並非通過機構安排的義務工作。在過去的 12 個月，很多非政府機構的義工曾參與此類義務工作，包括幫助鄰居處理情緒問題 (52.7%)、向鄰居提供個人護理 (43.3%) 以及幫助鄰居做家務 (36.8%) 等。

32. 非政府機構義工向不認識人士提供幫助的非組織性義務工作所佔的比例稍低。在過去 12 個月，41.7% 義工幫助他們不認識的人處理情緒問題，32.3% 的義工提供個人護理服務，另外有 29.2% 義工提供家務助理服務。

整體信任度和對香港的歸屬感

33. 量度標準由 1 至 10 分，其中 1 表示強烈同意“喺香港地，千祈唔好咁容易信人”的說法，非政府機構義工的平均分為 4.6，該分數低於平均值 (5.5)，因而代表了整體上不太信任。

對香港的歸屬感

34. 量度標準由 1 至 10 分，分數越高表示對香港歸屬感越強，非政府機構義工的平均分為 7.4。非政府機構義工表現出對香港有相當強烈的歸屬感。

I. Background

Survey objectives

The objective of this study was to examine volunteering in Hong Kong. This report describes findings from two surveys. The first survey centered on non-governmental organizations (NGOs), with a focus on the challenges faced by NGOs in usage, supervision and management of volunteers, as well as expectations and assessments of the Agency for Volunteer Service. The second survey gathered the views of the volunteers serving in various NGOs. This survey of the volunteers covered the extent and types of volunteering activities, incentives and disincentives of volunteering, sectors or areas in which individual volunteers were interested in offering their services and the perceived benefits derived from the volunteering experience. In order to distinguish the volunteers in this report from those described in the Survey of the General Public, this report will use the term "NGO volunteers".

Organization of the report

This report presents the findings of the survey of NGOs and volunteers serving in the NGOs. Summary statistics in tables and charts are shown in the main text and detailed statistical tables given in the appendices. The report is organized into the following sections:

- a) Volunteer-involving NGOs;
- b) Volunteers of NGOs.

Survey methodology

The survey was conducted through a postal survey of a random sample of NGOs in Hong Kong and a random sample of volunteers working in these NGOs. For the survey NGOs, a stratified random sampling design was adopted. The sampling frame used was the list of NGOs stratified by sector of activities of NGOs. The list was drawn up based on an earlier study conducted by the Central Policy Unit on the third sector in Hong Kong and subsequently updated by the survey-takers through a survey conducted in 2005.

The sampling frame consisted of 2,985 NGOs in 14 different sectors, out of which 763 NGOs were randomly selected for the survey. A total of 514 NGOs were successfully enumerated. Excluding 113 NGOs that were found to have ceased operations or were untraceable, the response rate for the survey was 79.1%. Details on the enumeration results are shown in the table below. Given that disproportionate sampling was used, the survey data presented in this report have been weighted taking into account the probability of selection and the response rate. The weighted numbers of cases (n) for volunteer-involving and non-volunteer-involving NGOs were 1613 and 1372 respectively.

Sector of activities	Total no. of NGOs	No. of NGOs sampled	No. of NGOs closed or untraceable	No. of NGOs enumerated	Response rate (%)
Arts and Culture	524	125	47	52	66.7%
Civic and Advocacy	126	50	9	34	82.9%
District and Community-Based	670	75	13	52	83.9%
Education and Research	462	75	12	53	84.1%
Environment	66	35	2	25	75.8%
Health Services	87	45	2	38	88.4%
International and Cross-Boundary	153	55	3	38	73.1%
Law and Legal Services	51	38	2	26	72.2%
Philanthropic and Intermediaries	178	47	2	40	88.9%
Politics	11	8	1	7	100.0%
Professional, Industry, Business & Trade Unions	277	65	12	46	86.8%
Religion	124	50	0	35	70.0%
Sports	145	50	5	35	77.8%
Welfare Services	111	45	3	33	78.6%
Total	2,985	763	113	514	79.1%

For the NGO volunteers, a two-stage stratified sampling design was adopted. In the first stage, a stratified random sample of 120 NGOs was selected from the 514 NGOs enumerated in the NGO survey, with the stratified factor being the number of volunteers registered with the NGOs. The 514 NGOs were classified into three size strata, with 163 NGOs classified into Stratum A for “1 – 50 volunteers”, 84 NGOs were classified into Stratum B for “51 – 500 volunteers” and 34 NGOs were classified into Stratum C for “501 or more volunteers”. The sample of 120 NGOs comprised 60 NGOs in Stratum A, 42 NGOs in Stratum B and 18 NGOs in Stratum C. A total of 72 NGOs agreed to participate in the survey of volunteers, representing a response rate of 60%.

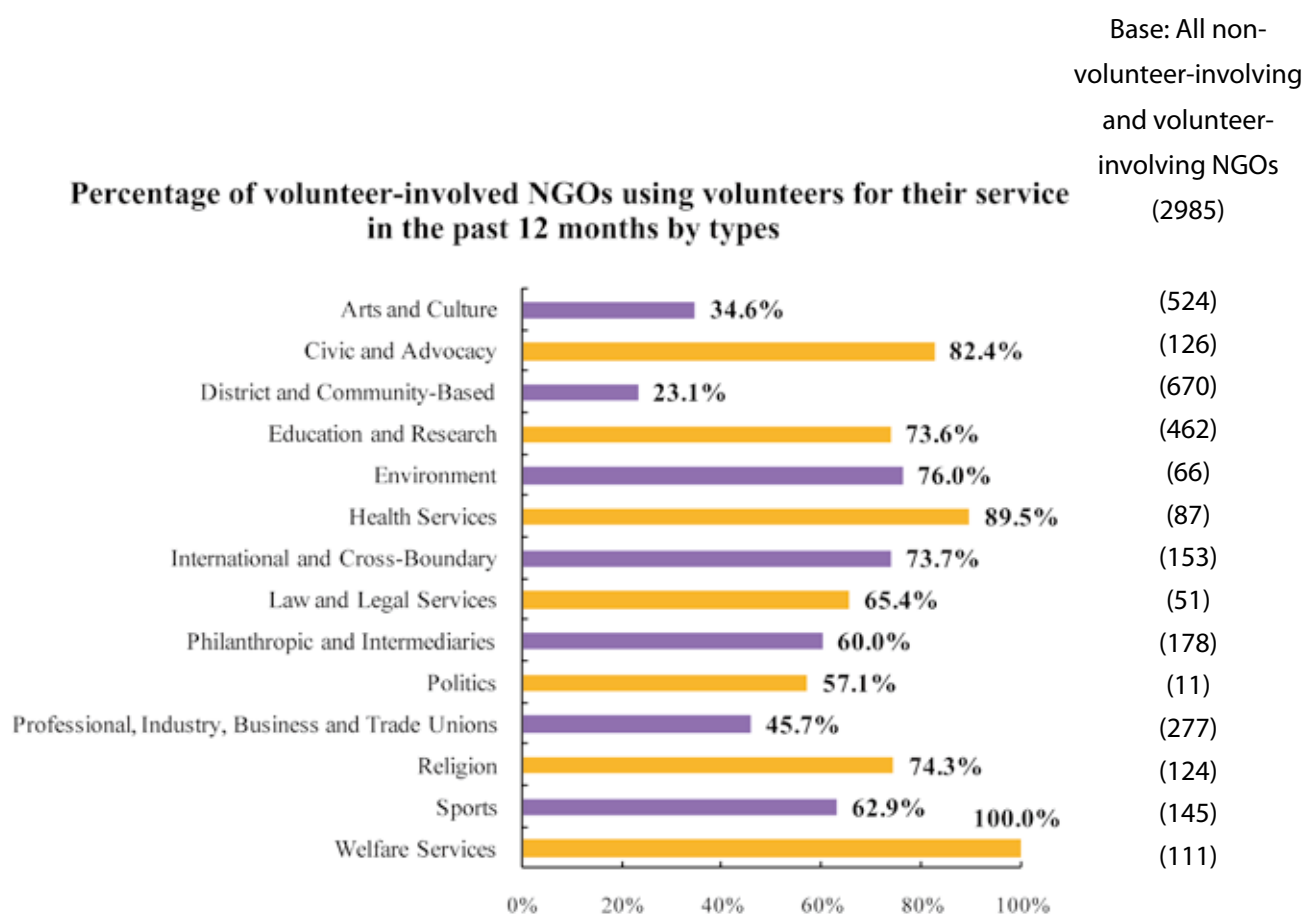
Sector of activities	No. of NGOs enumerated	No. of NGOs sampled	No. of NGOs with volunteers enumerated	No. of volunteers enumerated
Arts and Culture	52	4	1	2
Civic and Advocacy	34	13	9	35
District and Community-Based	52	5	4	22
Education and Research	53	9	2	10
Environment	25	10	8	31
Health Services	38	12	10	71
International and Cross-Boundary	38	11	4	24
Law and Legal Services	26	6	3	85
Philanthropic and Intermediaries	40	8	4	11
Politics	7	1	0	0
Professional, Industry, Business & Trade Unions	46	7	5	17
Religion	35	9	5	20
Sports	35	8	2	7
Welfare Services	33	17	15	206
Total	514	120	72	541

In the second stage, the NGOs sampled were asked to randomly select volunteers from their lists of volunteers, using systematic sampling, and to ask the selected volunteers to complete a self-administered questionnaire. For NGOs with less than 50 volunteers, the target respondents were selected in a ratio of at least 1 to 10. For NGOs with more than 50, the target respondents were selected in a ratio of at least 1 to 50. A total of 541 volunteers were enumerated. As it is believed that some NGOs might not have followed the sample selection plan, no weighting was used in presenting the survey findings for volunteers.

II. Volunteer-involving NGOs

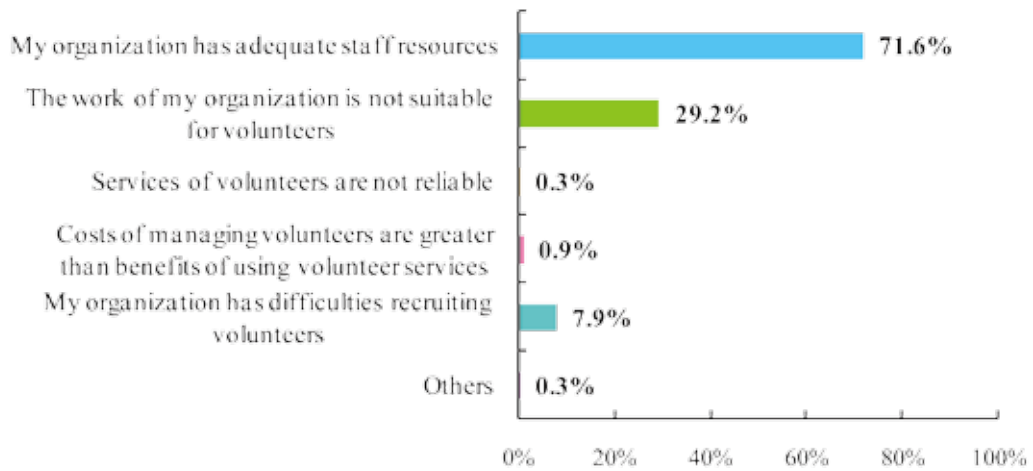
The usage and assignment of volunteers

2.01 More than half of the NGOs enumerated in the survey (53.2%) used volunteers for their service in the past 12 months and only 0.9% had used volunteers previously but not in the last 12 months. A full 46.0% had never used volunteers for their service at all. All of the volunteer-involving NGOs in the welfare service sector, and the majority of volunteer-involving NGOs in health services (89.5%), civic and advocacy (82.4%), environment (76.0%), religion (74.3%), international and cross-boundary sectors (73.7%), and education and research (73.6%) had engaged volunteers in various services in past 12 months. On the other hand, less than half of the volunteer-involving NGOs in professional, business and trade unions (45.7%), arts and culture (34.6%) and district and community-based sectors (23.1%) used volunteers for their services.



2.02 Most of the NGOs (71.6%) reported that they had never used volunteers because they already had adequate staff resources. Other reasons for not engaging volunteers were that the work involved was not suitable for volunteers (29.2%) and that the non-volunteer-involving NGOs had difficulties in recruiting volunteers (7.9%). Given that volunteering would mutually benefit volunteers and the NGOs, it may be advisable to promote volunteering not only to members of the public but also to those non-volunteer-involving NGOs to provide assistance when they had difficulties recruiting volunteers.

Percentage of non-volunteer involving NGOs by reasons for not using volunteers



Base: Non-volunteer-involving NGOs (1372)

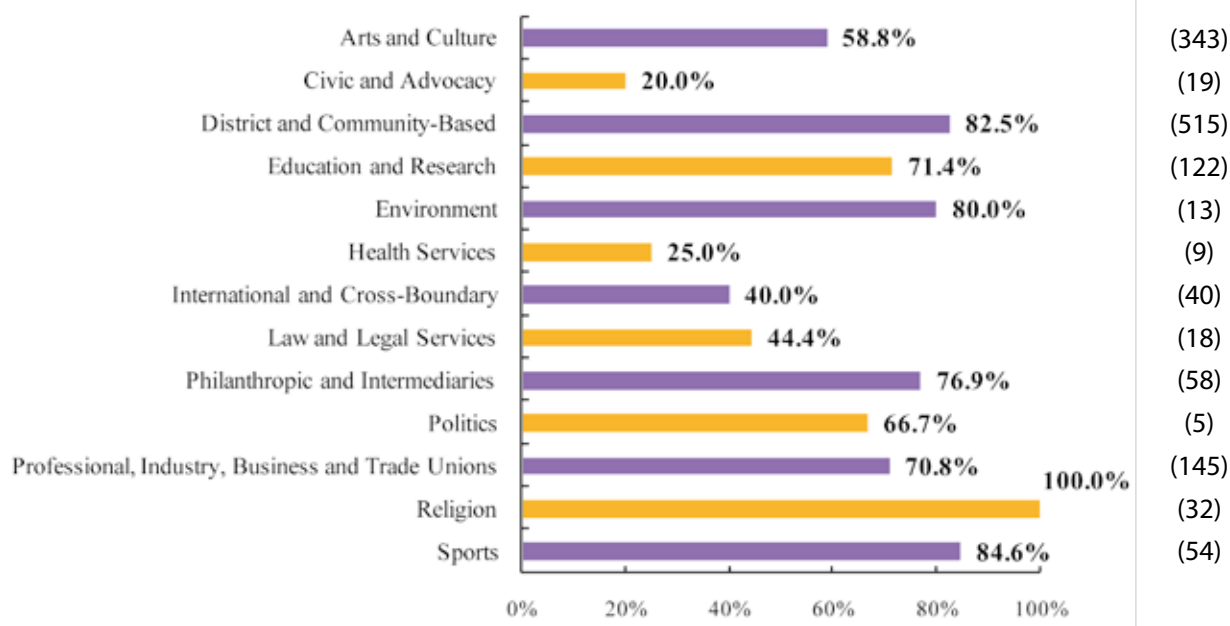
(Appendix 1a shows the percentage distribution of the reason for not using volunteers by the types of NGOs)

2.03 The types of non-volunteer-involving NGOs that cited having adequate staff resources as the reason for not engaging volunteers were mainly from the following sectors: religion (100%), sports (84.6%), district and community-based (82.5%), environment (80.0%), philanthropic and intermediaries (76.9%), education and research (71.4%) and professional, industry, business and trade union (70.8%).

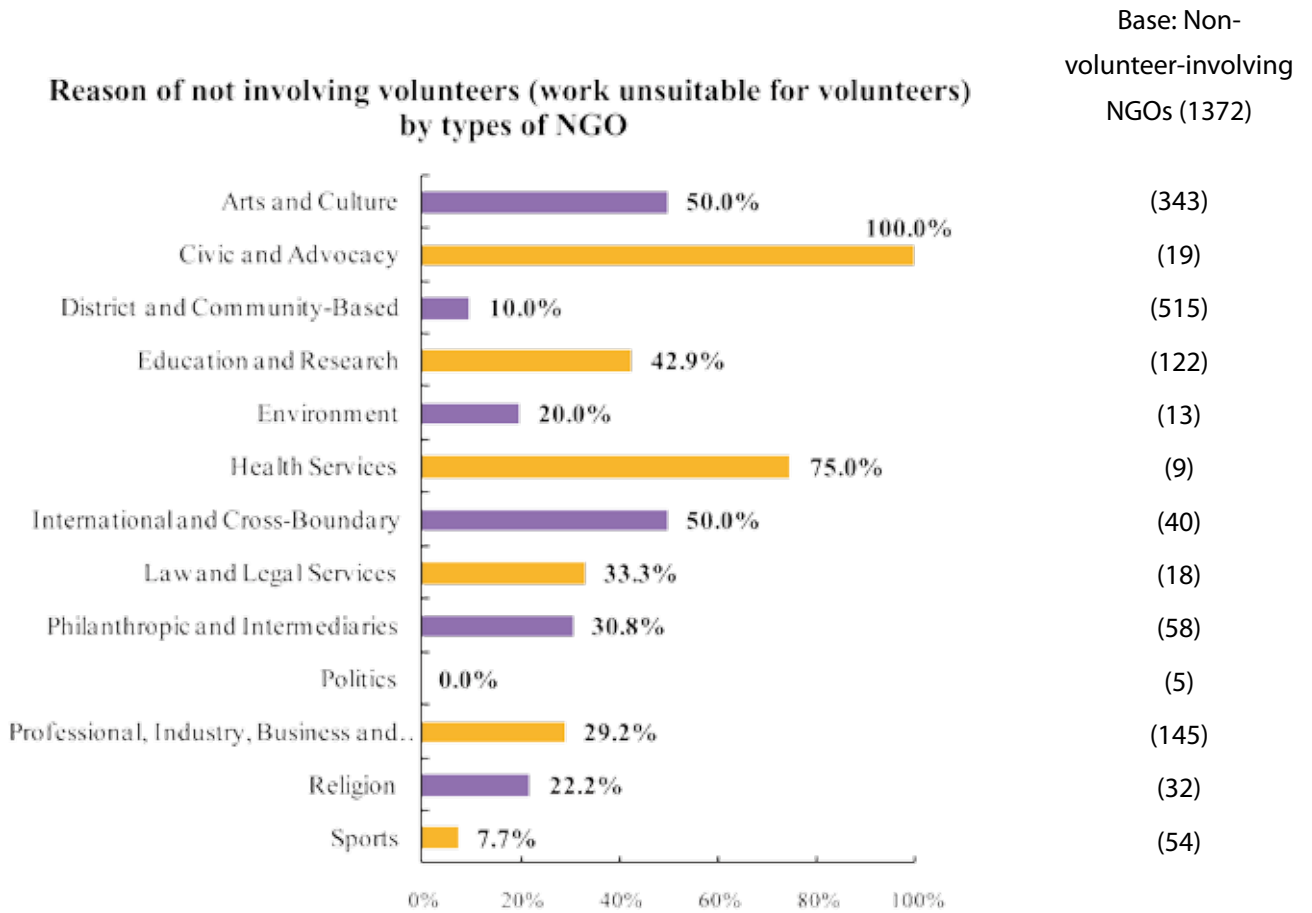
Base: Non-volunteer-involving NGOs

(1372)

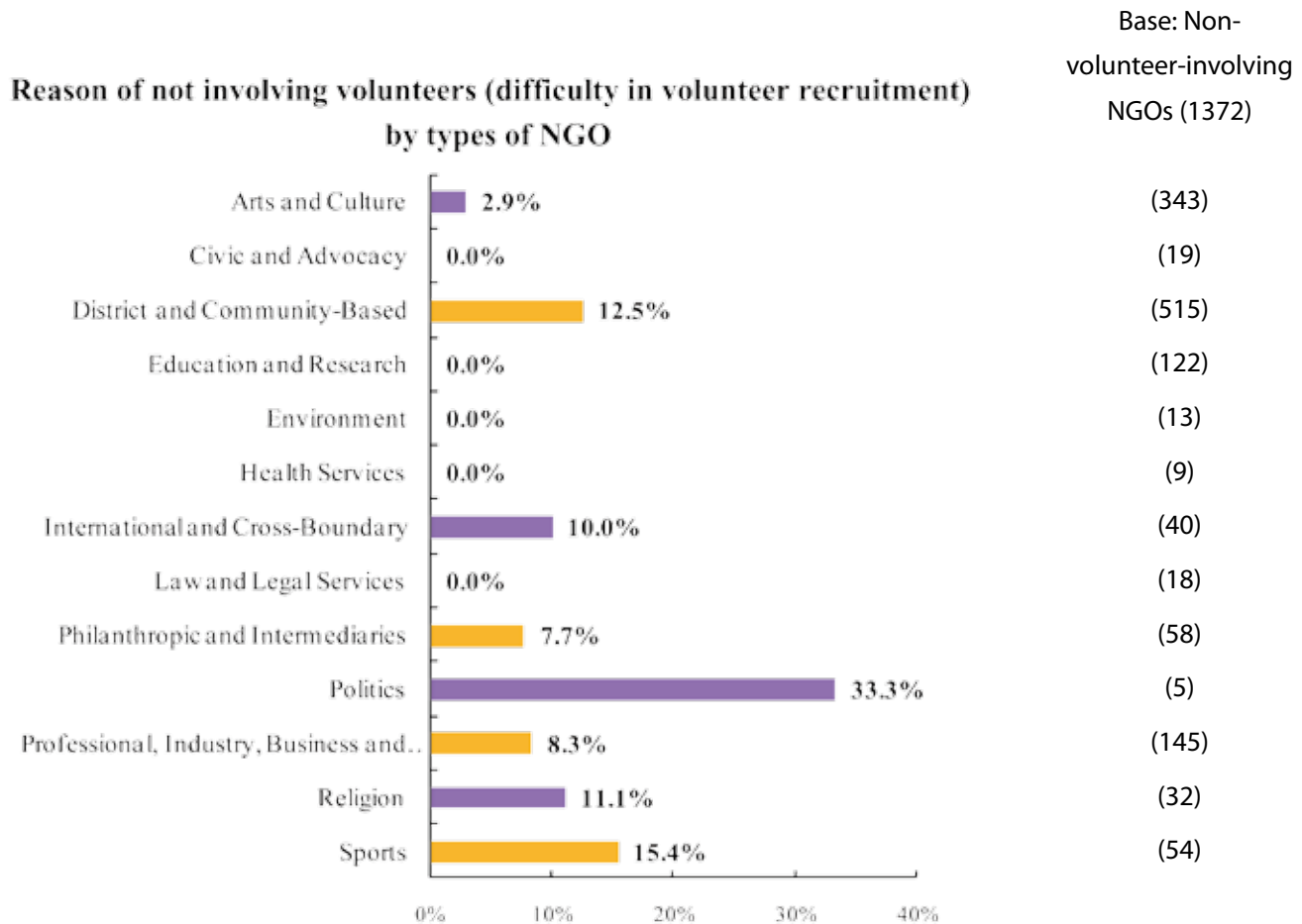
Reason of not involving volunteers (adequate resources) by types of NGO



2.04 All the non-volunteer-involving NGOs in the civic and advocacy sector as well as the majority in the health services sector (75.0%) did not involve volunteers because they felt that their work was not suitable for volunteers.

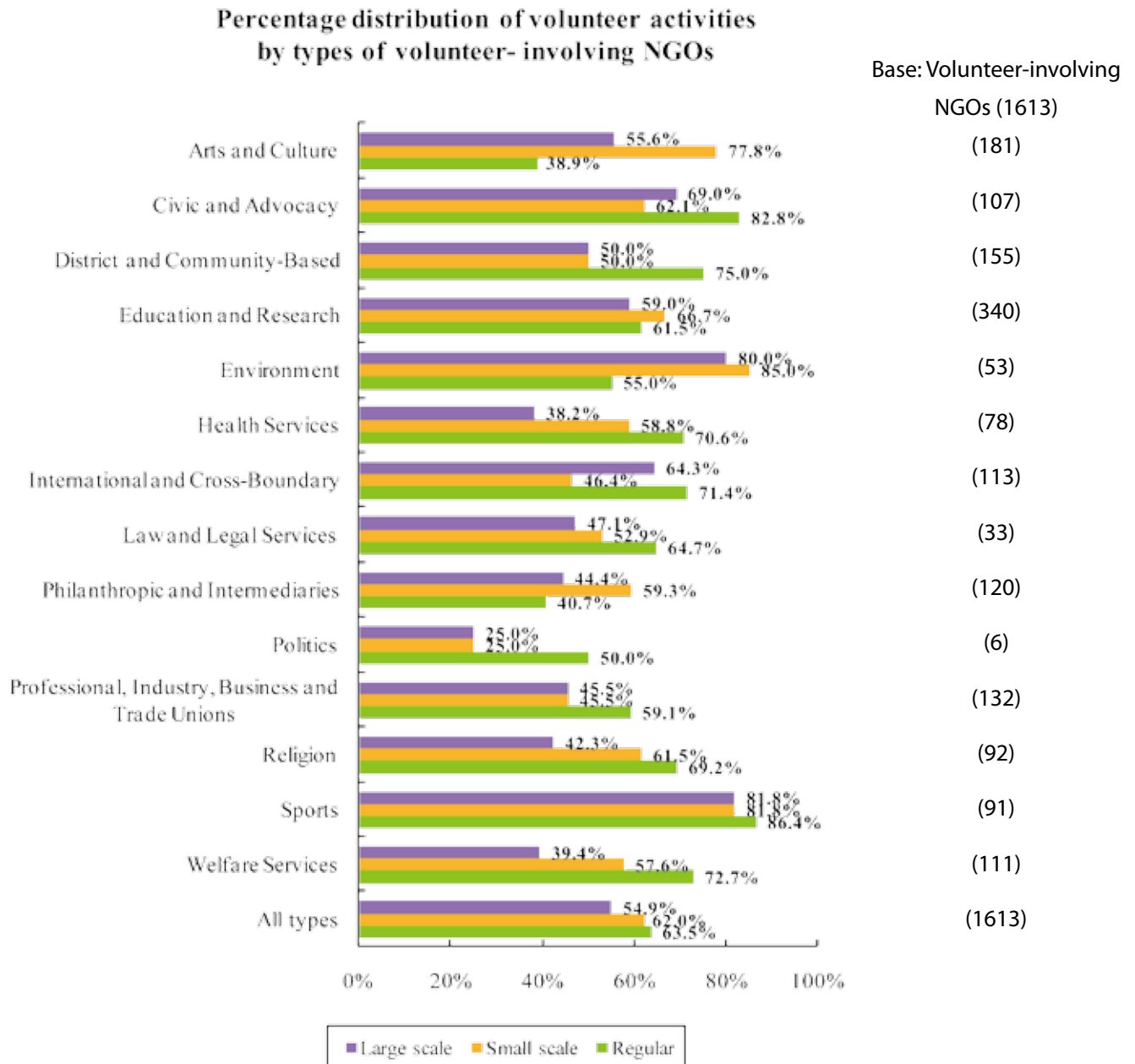


2.05 About one third (33.3%) of the non-volunteer-involving NGOs in the politics sector did not involve volunteers because it was difficult to recruit volunteers. The same reason was given by non-volunteer-involving NGOs in the following sectors: sports (15.4%), district and community-based (12.5%), religion (11.1%) and international and cross boundaries NGOs (10.0%).



Types of activities assigned to volunteers

2.06 More than half of the volunteer-involving NGOs assigned volunteers to regular activities (63.5%), small scale ad hoc programmes (62.0%) as well as large scale ad hoc programmes (54.9%). An analysis of the allocation of volunteers to regular activities, small and large scale ad hoc programmes by types of NGOs is provided in the chart below.

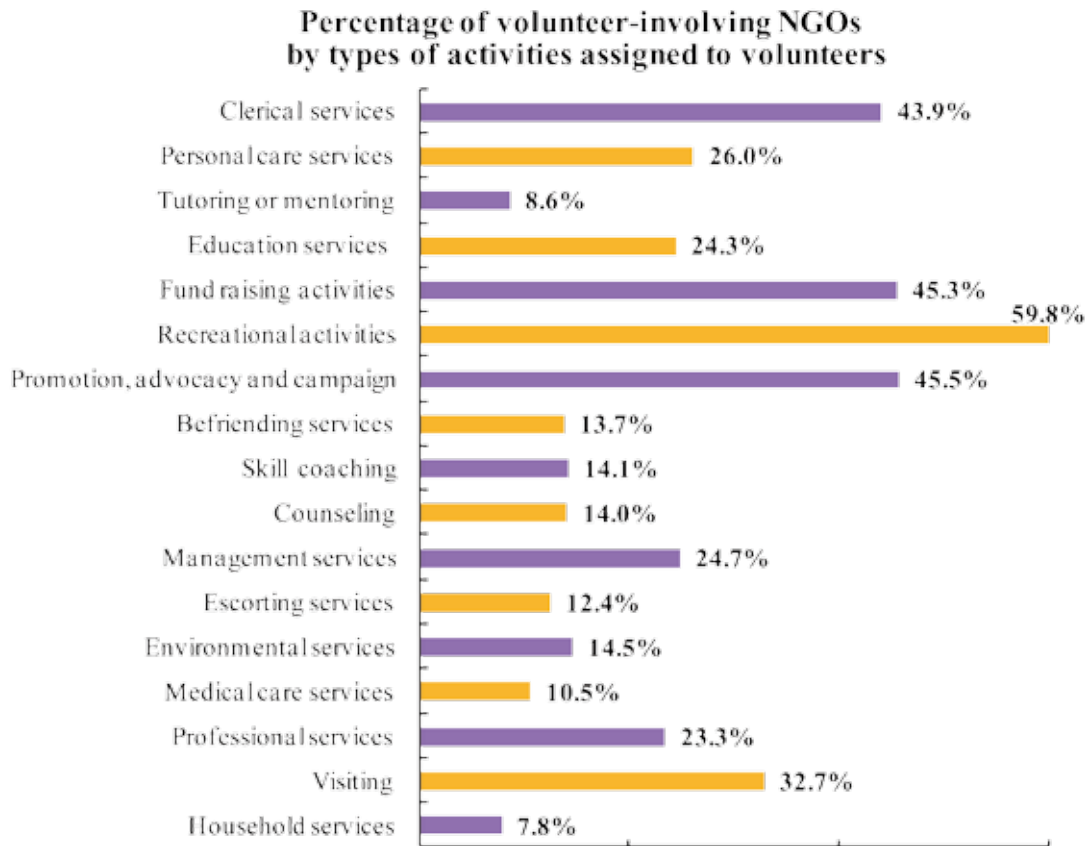


**Percentage distribution of volunteer activities
by types of volunteer-involving NGOs**

	Large scale ad hoc programmes	Small scale ad hoc programmes	Regular activities	Base
	%	%	%	
Arts and Culture	55.6	77.8	38.9	(181)
Civic and Advocacy	69.0	62.1	82.8	(107)
District and Community-Based	50.0	50.0	75.0	(155)
Education and Research	59.0	66.7	61.5	(340)
Environment	80.0	85.0	55.0	(53)
Health Services	38.2	58.8	70.6	(78)
International and Cross-Boundary	64.3	46.4	71.4	(113)
Law and Legal Services	47.1	52.9	64.7	(33)
Philanthropic and Intermediaries	44.4	59.3	40.7	(120)
Politics	25.0	25.0	50.0	(6)
Professional, Industry, Business and Trade Unions	45.5	45.5	59.1	(132)
Religion	42.3	61.5	69.2	(92)
Sports	81.8	81.8	86.4	(91)
Welfare Services	39.4	57.6	72.7	(111)
All types	54.9	62.0	63.5	(1613)

Base: Volunteer-involving NGOs (1613)

2.07 A higher proportion of volunteer-involving NGOs assigned their volunteers to recreational activities (59.8%), promotion, advocacy and campaign (45.5%), fund raising activities (45.3%), and clerical services (43.9%). Volunteers were less likely to be assigned to household services (7.8%), tutoring or mentoring (8.6%) and medical care services (10.5%).

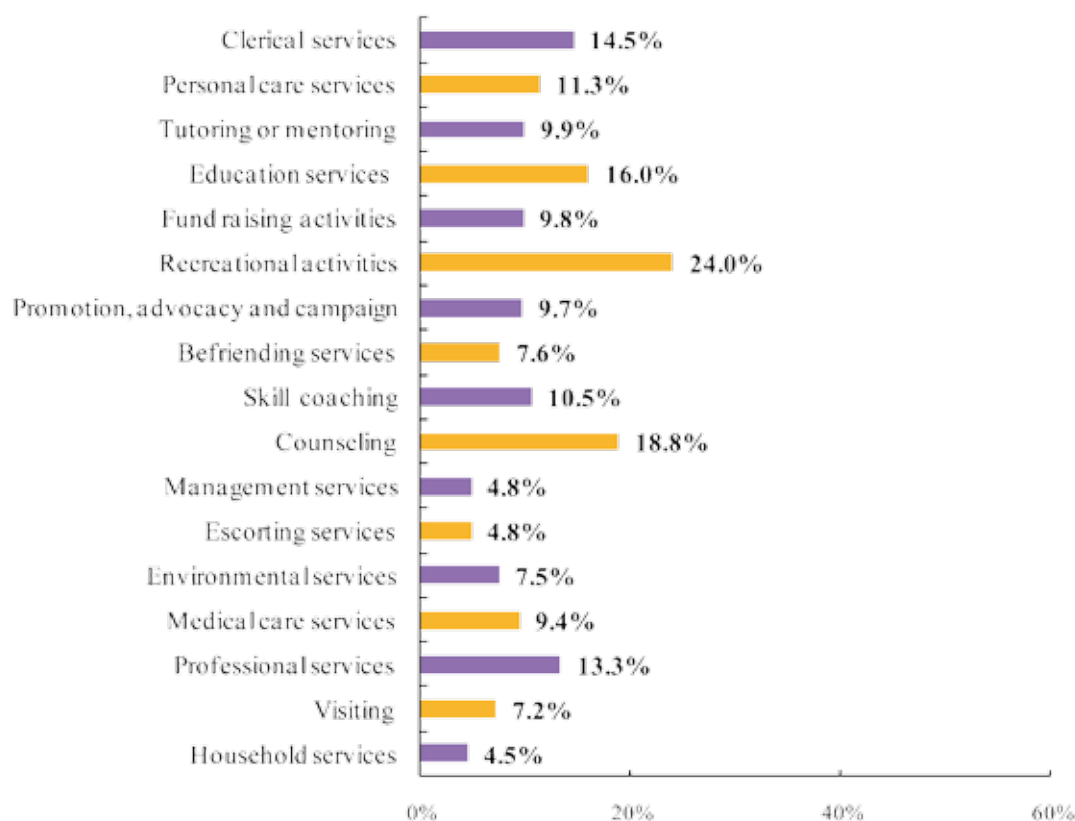


Base: Volunteer-involving NGOs (1613)

(Appendix 1b shows the percentage distribution of types of volunteer-involving NGOs by the types of volunteer services deployed)

2.08 On average, 14.5% of the volunteer-involving NGOs indicated that they would increase the use of volunteers. Specifically, a higher proportion indicated that they would assign more volunteers to recreational activities (24.0%) and counseling (18.8%). Assignment to other types of activities was lower: household services (4.5%), escorting services (4.8%) and management services (4.8%).

Percentage of NGOs to make use of volunteer service in the future by types of activities assigned to volunteers

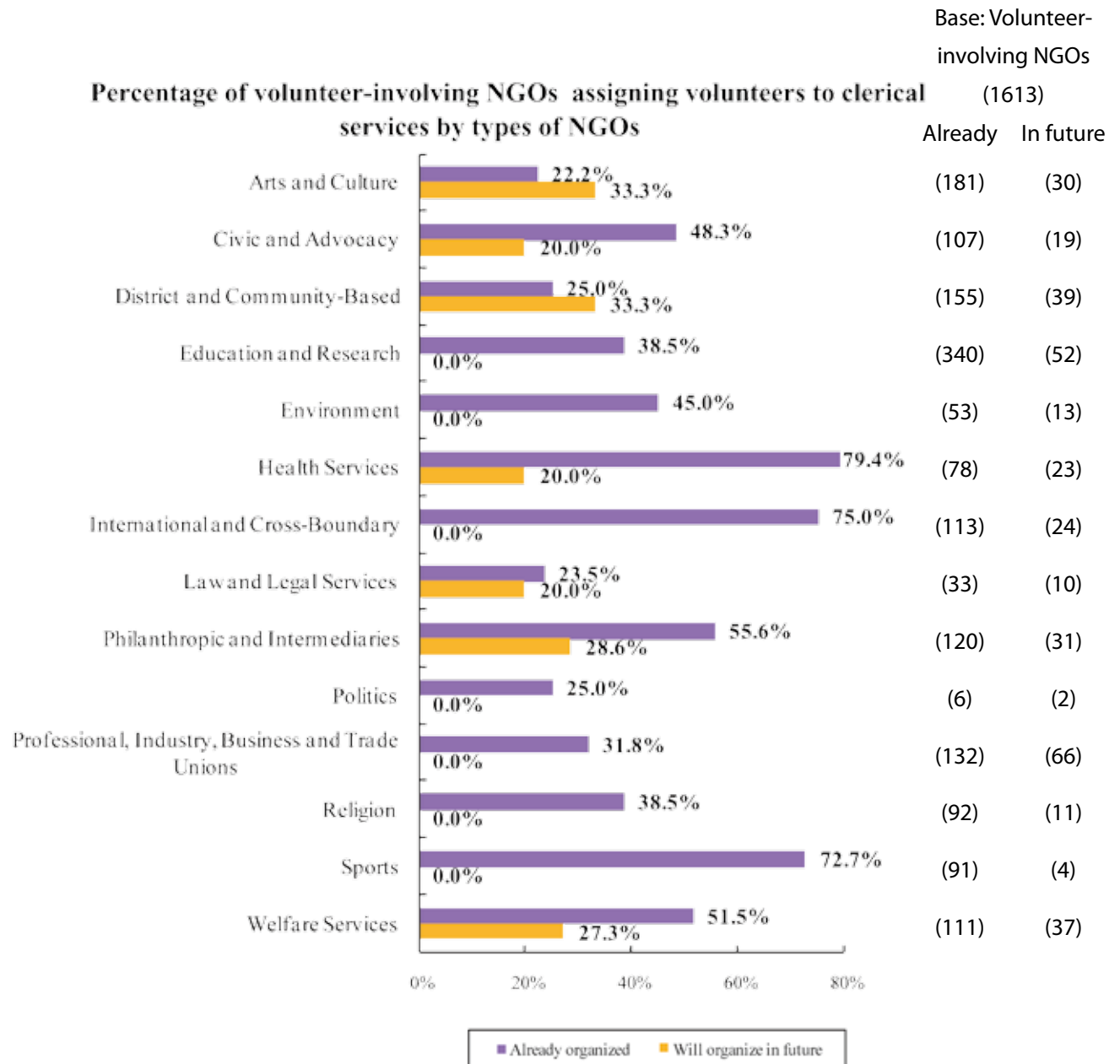


Base: NGOs who will use volunteer services in the future (361)

(Appendix 1c shows the percentage distribution of future services by NGOs that planned to increase volunteer service)

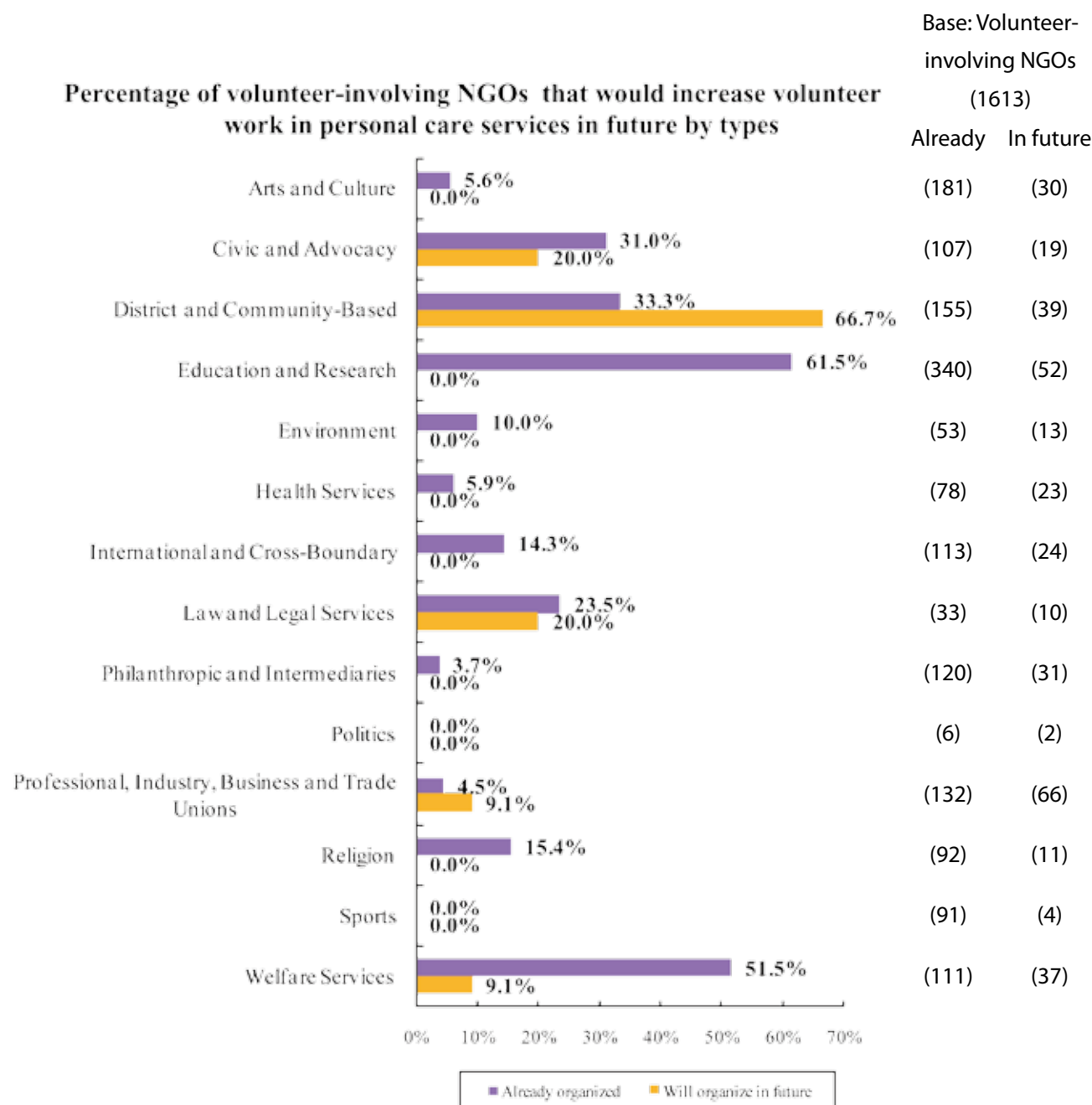
2.09 The proportion of volunteer-involving NGOs that assigned their volunteers to clerical services was higher in the areas of health services (79.4%), international and cross-boundary (75.0%) and sports (72.7%). The percentage was lower in the areas of arts and culture (22.2%), law and legal services (23.5%), district and community-based (25.0%) and politics (25.0%).

2.10 The proportion of NGOs that indicated they would increase their use of volunteers in clerical work in the future was higher for those in arts and culture (33.3%), district and community-based (33.3%), philanthropic and intermediaries (28.6%) and welfare services (27.3%).



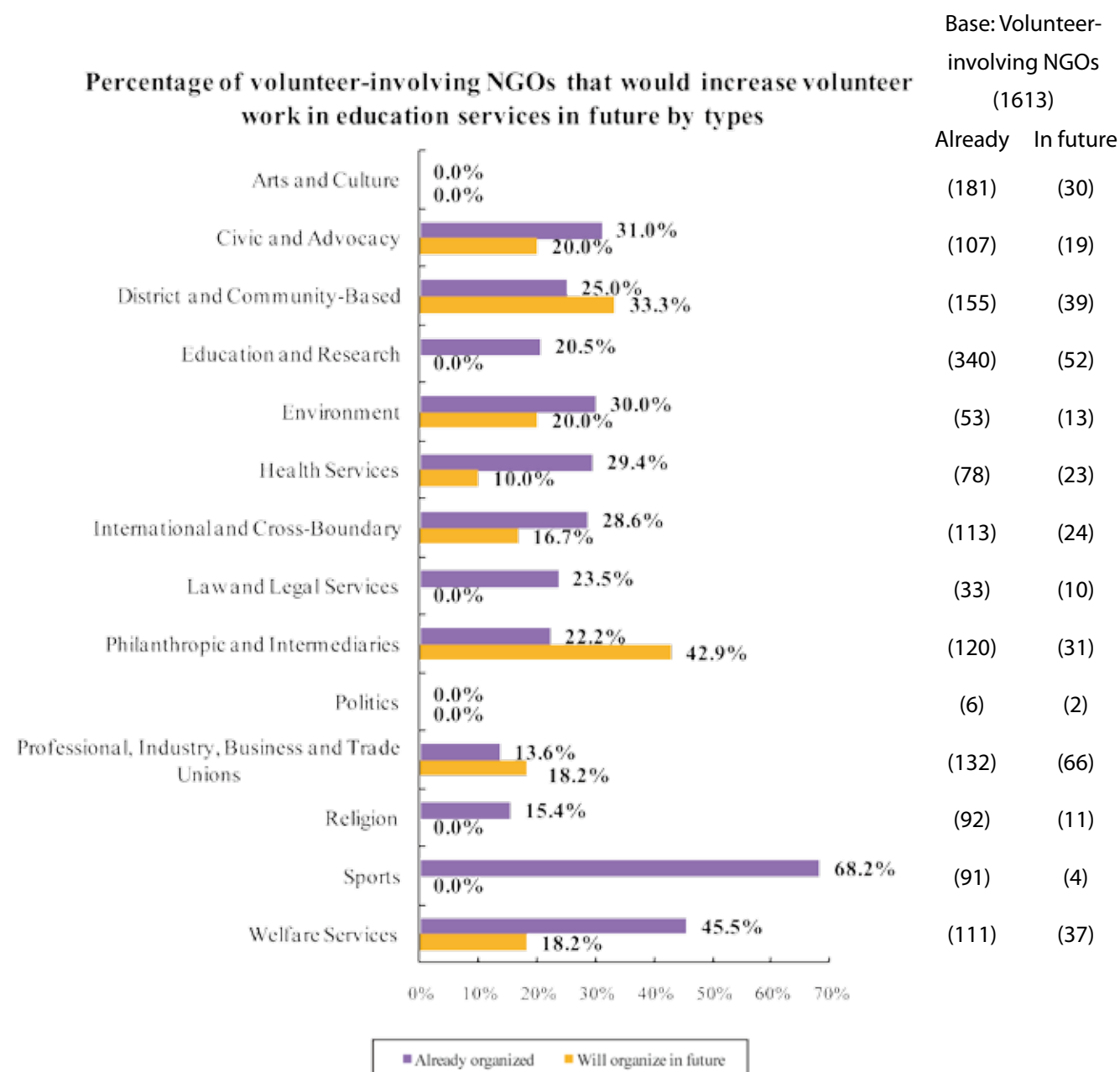
2.11 The proportion of the volunteer-involving NGOs that assigned volunteers to personal care services was higher in the areas of education and research (61.5%) and welfare services (51.5%). The percentage was lower in the areas of sports (0%), politics (0%), philanthropic and intermediaries (3.7%), professional, industry, business and trade unions (4.5%), arts and culture (5.6%) and health services (5.9%).

2.12 The proportion of volunteer-involving NGOs that indicated a future increase in the use of volunteers in personal care services was higher in district and community-based (66.7%), civic and advocacy (20.0%) and law and legal services (20.0%).



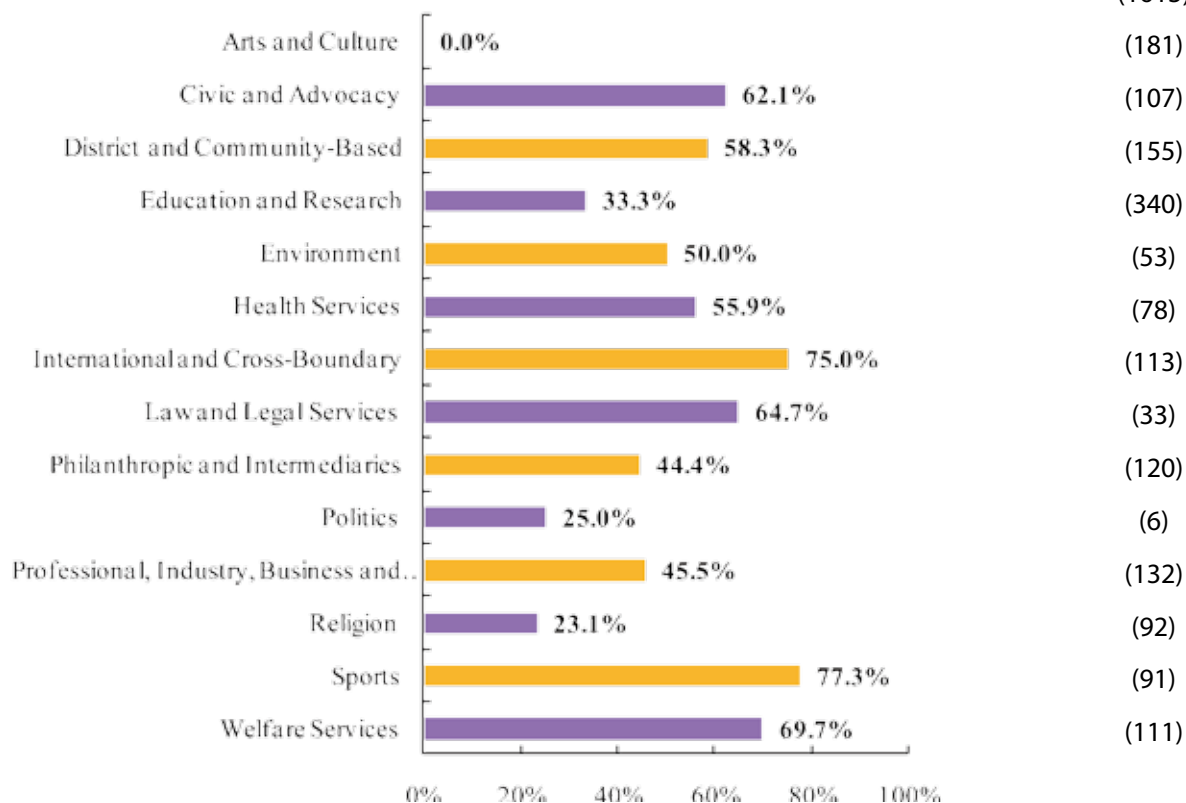
2.13 The proportion of the volunteer-involving NGOs that assigned their volunteers to educational services was higher in the areas of sports (68.2) and welfare services (45.5%) compared to professional, industry, business and trade unions (13.6%) and religion (15.4%). Organizations related to arts and culture (0%) and politics (0%) did not assign any volunteers to educational services at all.

2.14 The proportion of the volunteer-involving NGOs indicating a possible future increase in the use of volunteer work in educational services was higher in the areas of philanthropic and intermediaries (42.9%), district and community-based work (33.3%), civic and advocacy (20.0%), environment (20.0%), professional, industry, business and trade unions (18.2%) and welfare services (18.2%).

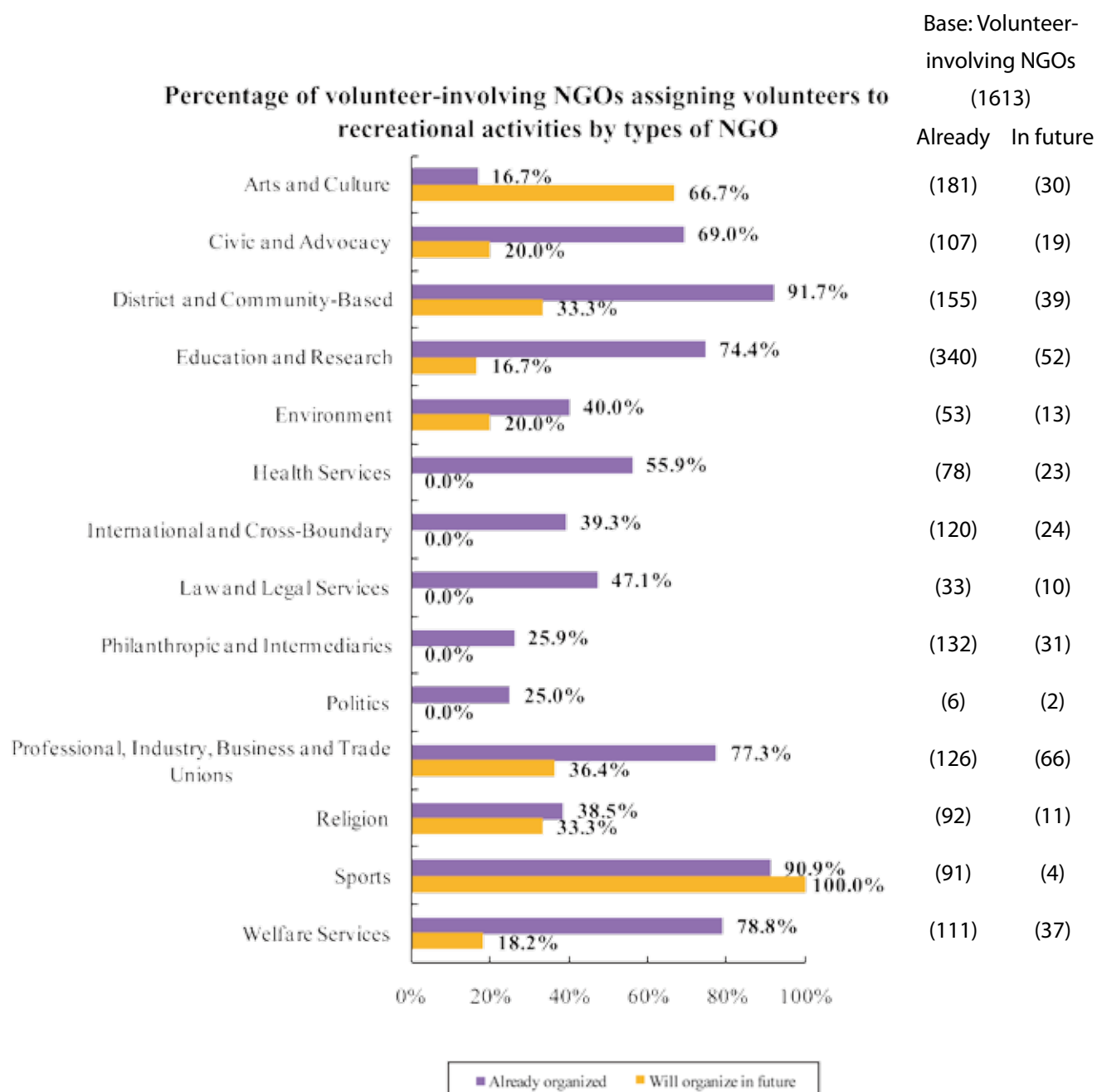


2.15 The proportion of the volunteer-involving NGOs that assigned their volunteers to fundraising activities was higher in the areas of sports (77.3%), international and cross-boundary (75.0%) and welfare services (69.7%). The percentage was lower in the areas of religion (23.1%) and politics (25.0%), while arts and culture accounted for 0%.

Percentage of volunteer-involving NGOs that would increase volunteer involving NGOs assigning volunteers to fund raise by types



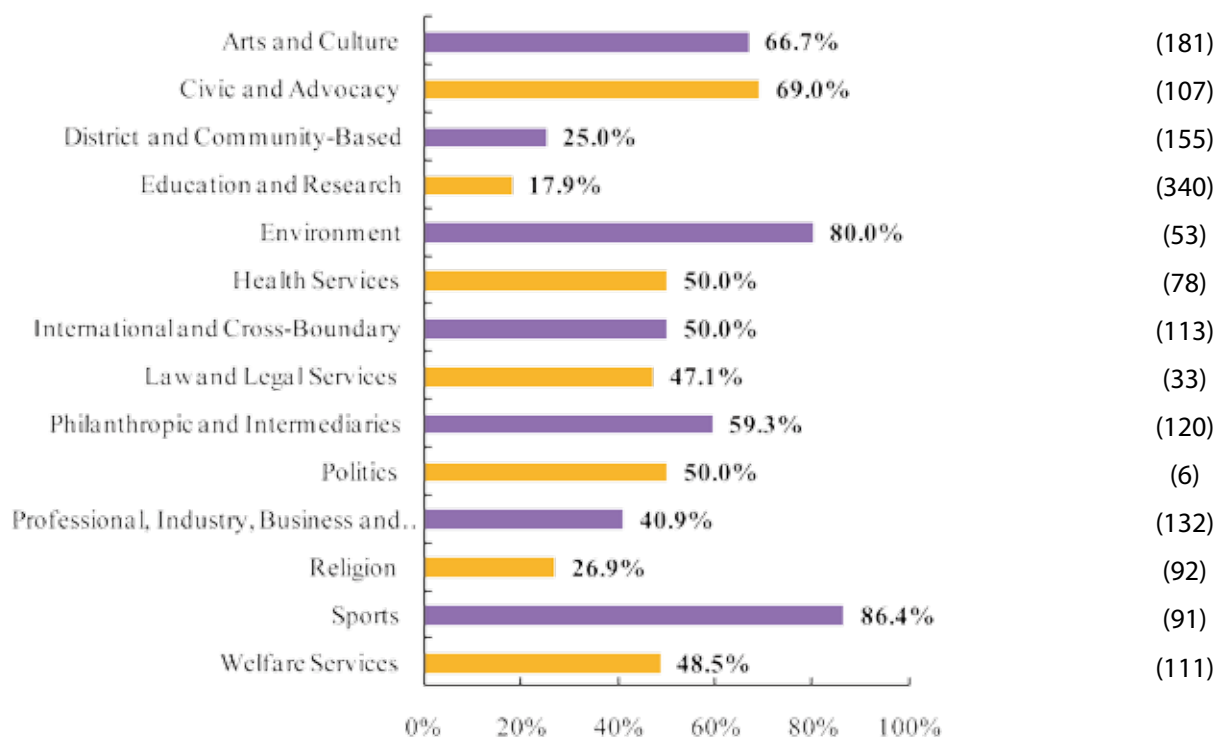
- 2.16 The proportion of volunteer-involving NGOs that assigned their volunteers to recreational activities was higher in the areas of district and community-based work (91.7%), sports (90.9%), welfare services (78.8%) and professional, industry, business and trade unions (77.3%). The percentage was lower in the areas of arts and culture (16.7%), politics (25.0%) and philanthropic and intermediaries (25.9%).
- 2.17 The proportion of volunteer-involving NGOs indicating that they would increase the use of volunteer services in recreational activities was higher in the areas of sports (100%) and arts and culture (66.7%).



2.18 The proportion of volunteer-involving NGOs that assigned their volunteers to promotion, advocacy and campaigns was higher in the areas of sports (86.4%), environment (80.0%) civic and advocacy (69.0%) and arts and culture (66.7%). Comparatively it was less so in the areas of education and research (17.9%), district and community-based (25.0%) and religion (26.9%).

Base: Volunteer-involving NGOs (1613)

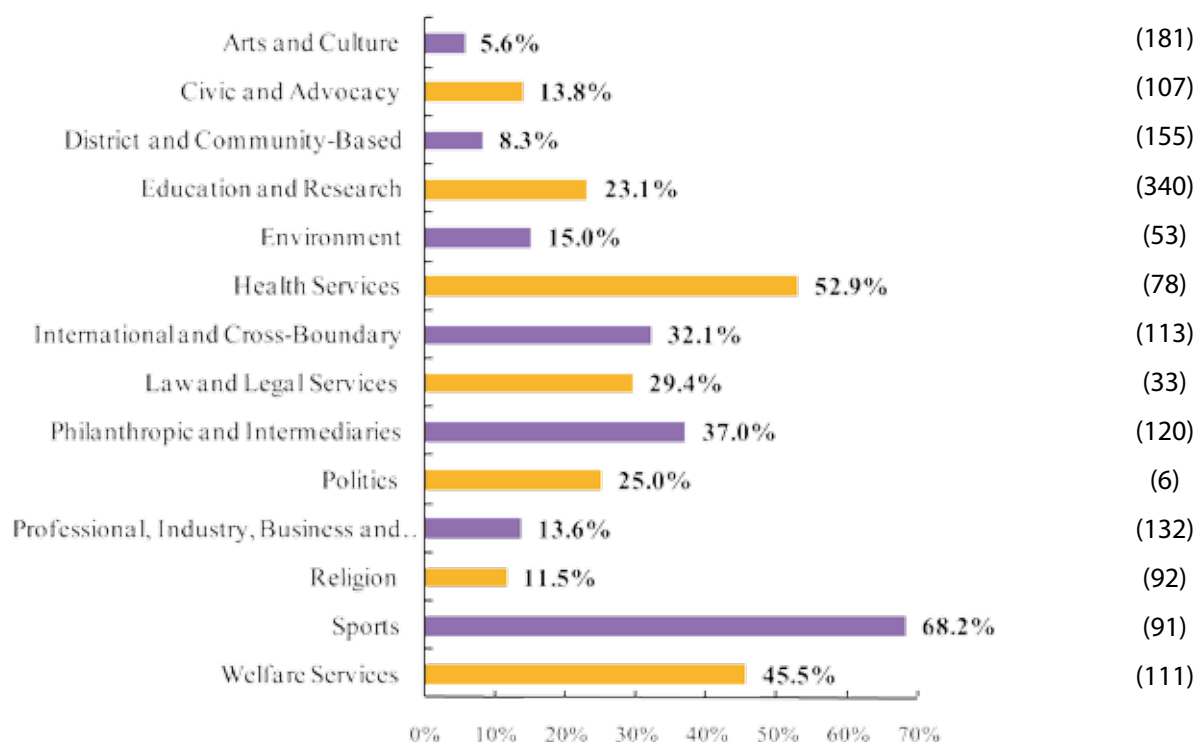
Percentage of volunteer-involving NGOs that assigned volunteers to promotion, advocacy and campaigning by types of NGO



2.19 The proportion of the volunteer-involving NGOs that assigned their volunteers to management services was higher in the areas of sports (68.2%) and health services (52.9%). The percentage was lower in the areas of arts and culture (5.6%), district and community-based work (8.3%), religion (11.5%), professional, industry, business and trade unions (13.6%), civic and advocacy (13.8%) and environment (15.0%).

Percentage of volunteer-involving NGOs that assigned volunteers to management services by types of NGO

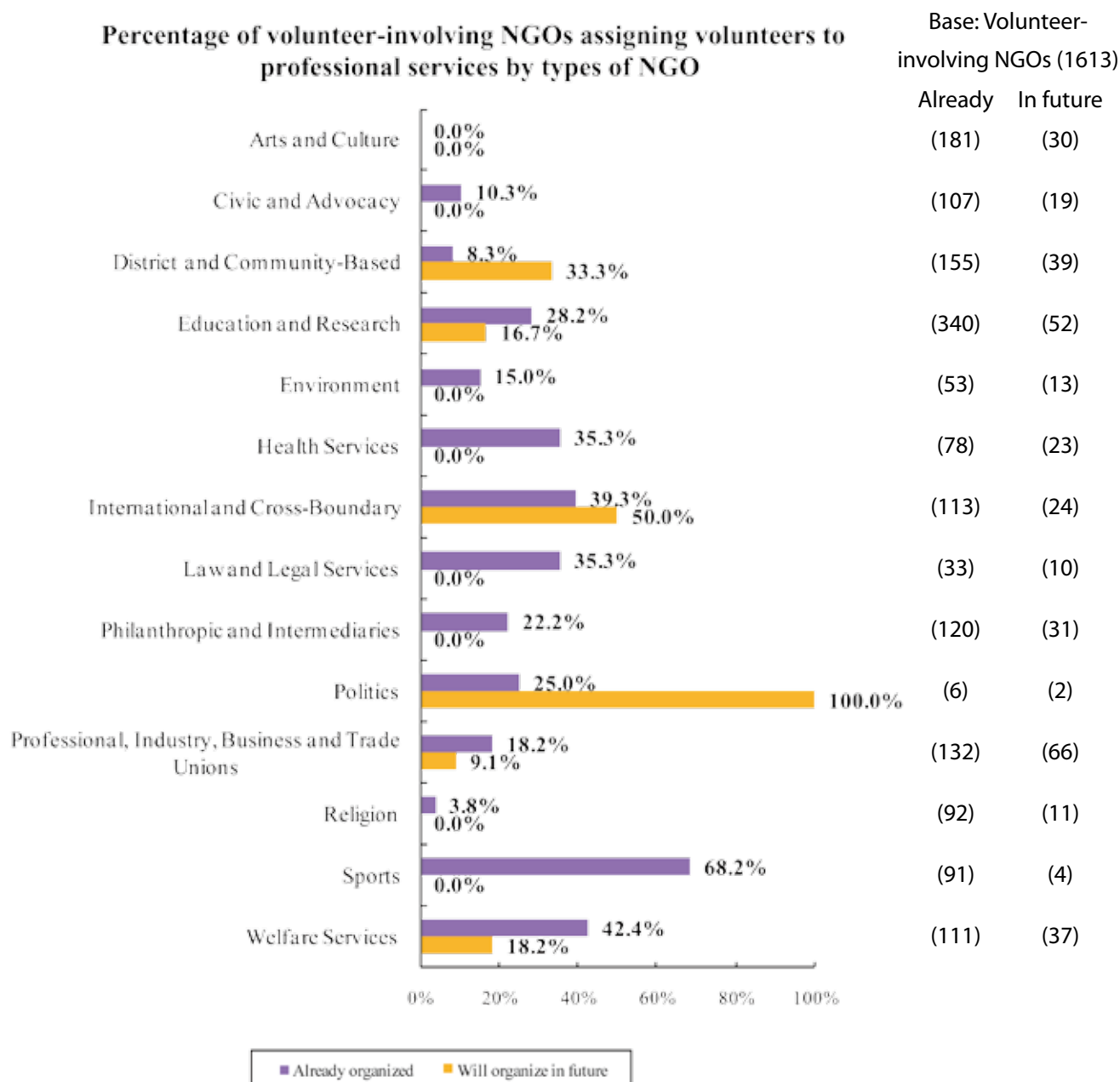
Base: Volunteer-involving NGOs (1613)



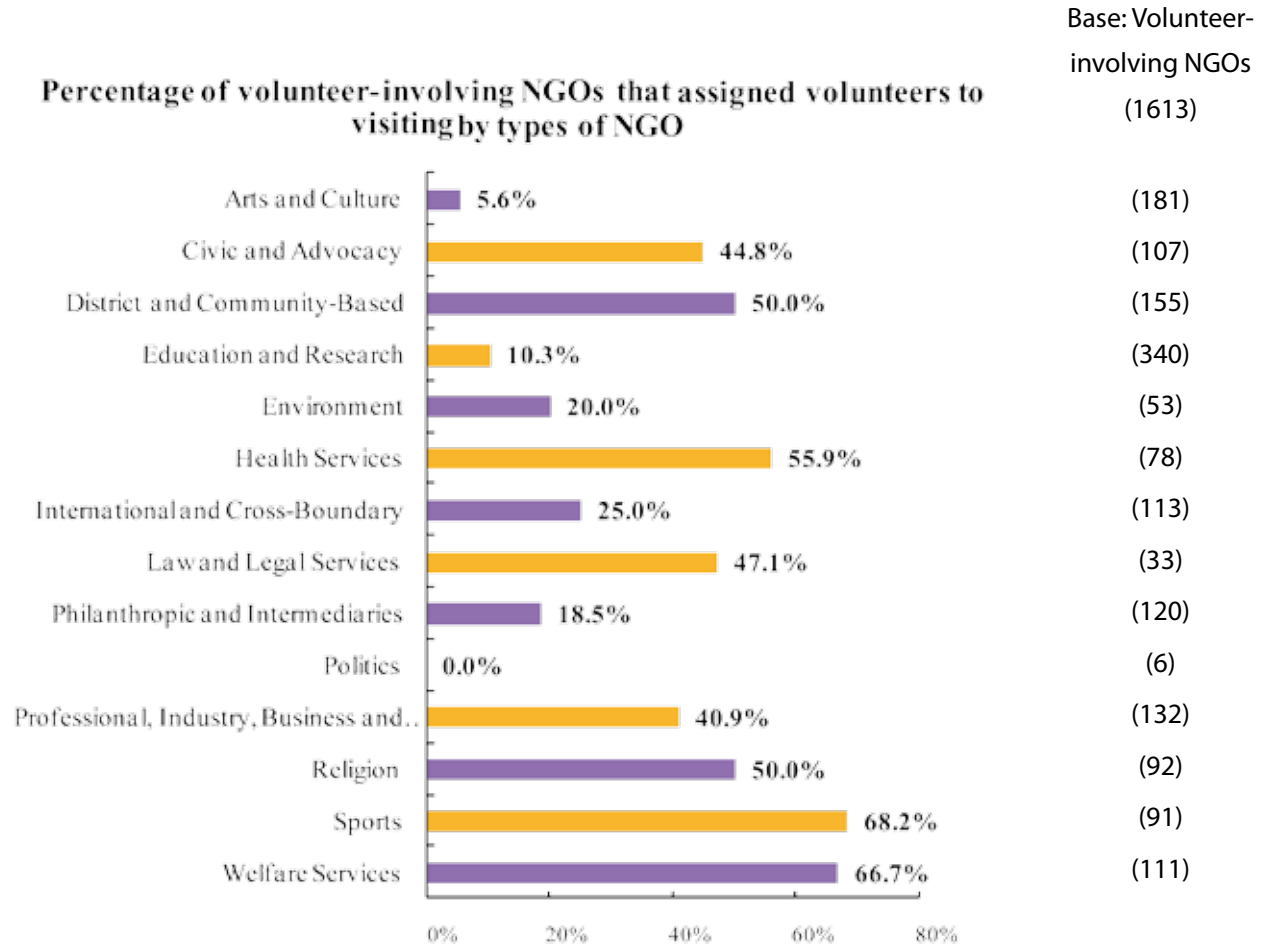
2.20 The proportion of the volunteer-involving NGOs that assigned their volunteers to professional services was higher in the areas of sports (68.2%) and welfare services (42.4%). The percentage was lower in the areas of arts and culture (0%), religion (3.8%), district and community-based (8.3%) and civic and advocacy (10.3%), while none were assigned to professional services in arts and culture (0%).

2.21 The proportion of NGOs that indicated they would increase the use of volunteer services in professional services was higher in the areas of politics (100%) and international and cross-boundary (50.0%).

Percentage of volunteer-involving NGOs assigning volunteers to professional services by types of NGO



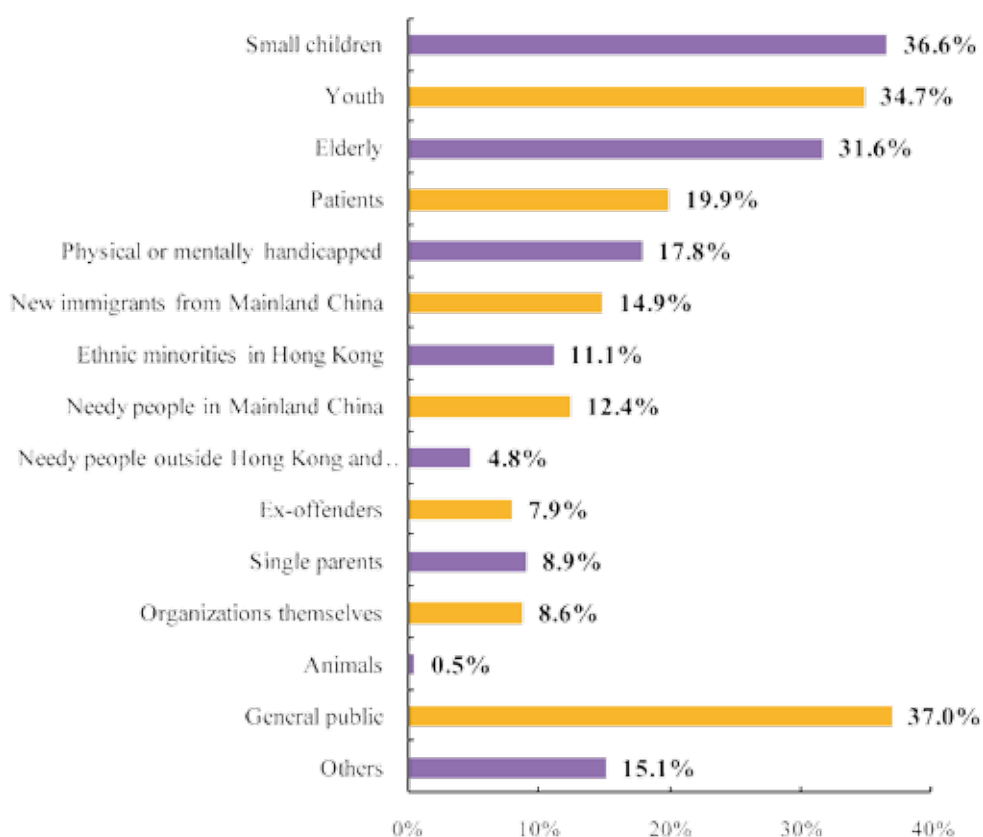
2.22 The percentage of volunteer-involving NGOs that assigned their volunteers to “visiting” activities was higher in the areas of sports (68.2%), welfare services (66.7%), health services (55.9%), religion (50%) and District and Community-Based (50.0%). The percentage was lower in the areas of politics (0%), arts and culture (5.6%) and education and research (10.3%).



Types of clients served by volunteers

2.23 The top four target groups to which volunteer-involving NGOs assigned their volunteers to provide assistance were the general public (37.0%), young children (36.6%), youth (34.7%) and the elderly (31.6%). A much lower proportion of NGOs assigned their volunteers to help animals (0.5%), needy people outside Hong Kong and Mainland China (4.8%), ex-offenders (7.9%) and single parents (8.9%).

Percentage of volunteer-involving NGOs by categories of clients served by volunteers



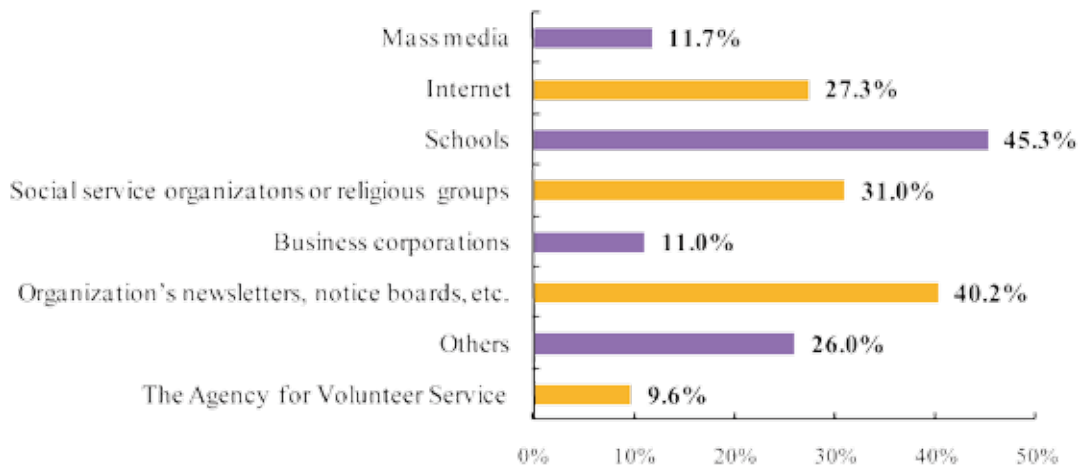
Base: Volunteer-involving NGOs (1613)

(Appendix 1d shows the percentage distribution of volunteer-involving NGOs' clients by types of NGOs)

Channels of recruiting volunteers

2.24 The main channels for volunteer-involving NGOs to recruit volunteers were schools (45.3%), organization’s newsletters, or notice boards (40.2%), social service organizations or religious groups (31.0%) and the Internet (27.3%).

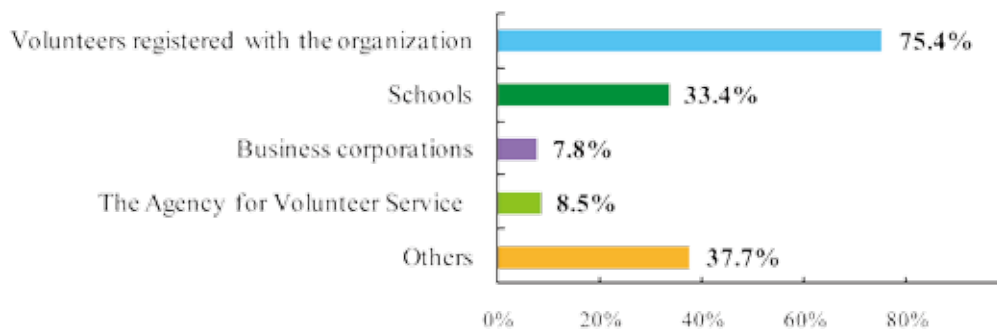
Percentage of volunteer-involving NGOs by channels of recruiting volunteers



Base: Volunteer-involving NGOs (1613)

2.25 Most of the volunteer-involving NGOs (75.4%) indicated that their main source of volunteers came from their own registers of volunteers. Other major sources of volunteer recruitment included schools (33.4%), the Agency for Volunteer Service (8.5%) and business corporations (7.8%).

Percentage of volunteer - involving NGOs by sources of volunteer recruitment

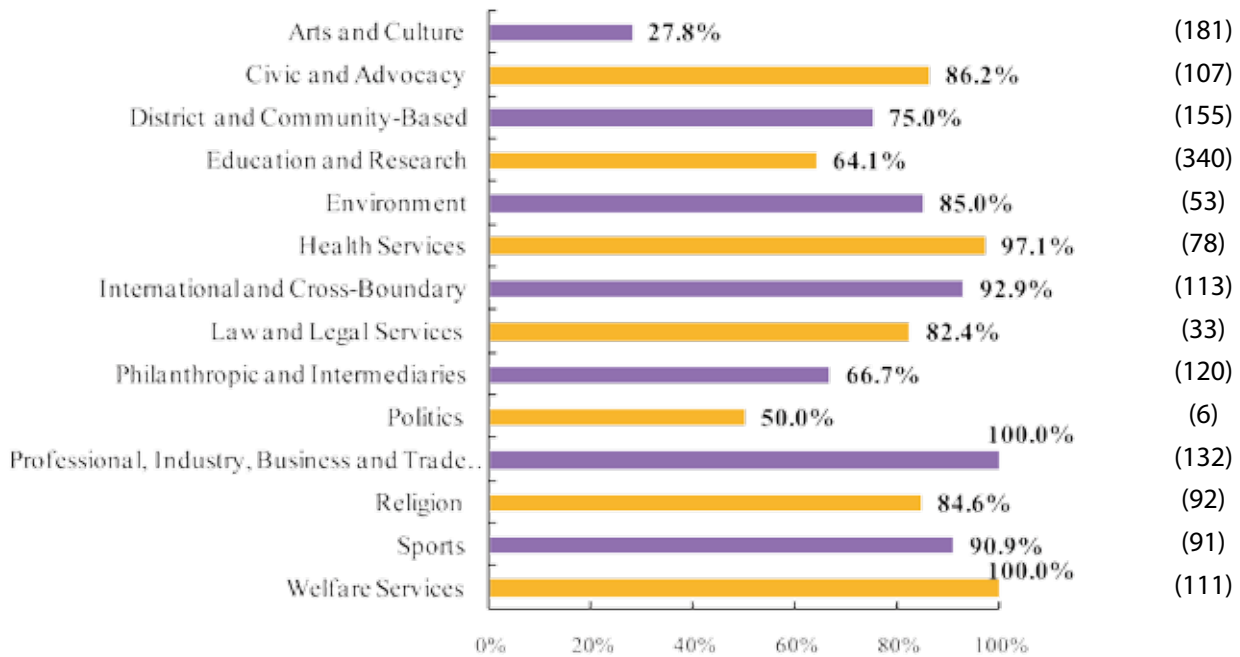


Base: Volunteer-involving NGOs (1613)

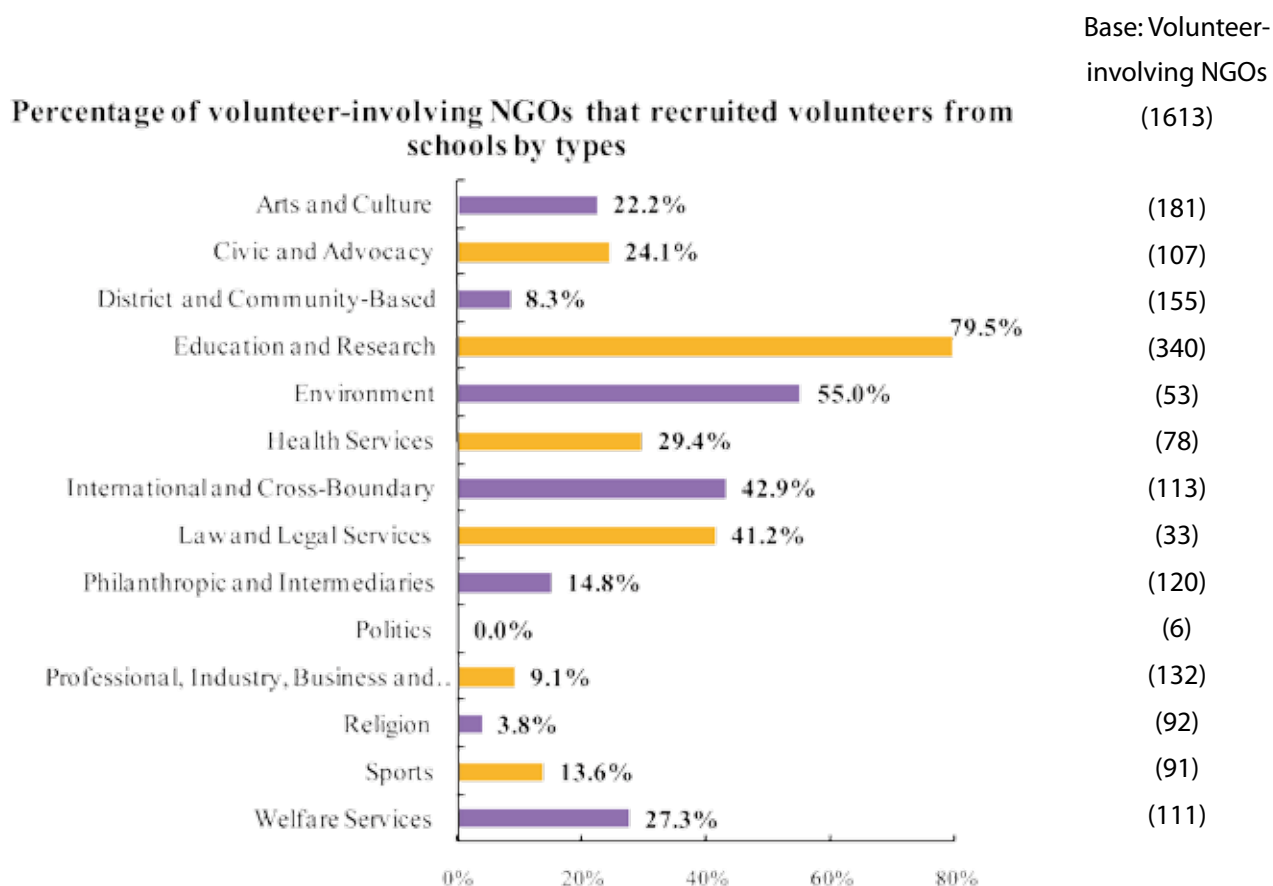
2.26 All of the volunteer-involving NGOs in professional, industry, business and trade unions, as well as welfare services had their own volunteer register. A great majority of NGOs working in health services (97.1%), international and cross-boundary (92.9%), sports (90.9%), civic and advocacy (86.2%), environment (85.0%), religion (84.6%) and law and legal services (82.4%) also maintained their own volunteer register.

Base: Volunteer-involving NGOs
(1613)

Percentage of volunteer-involving NGOs with registers of volunteers by types



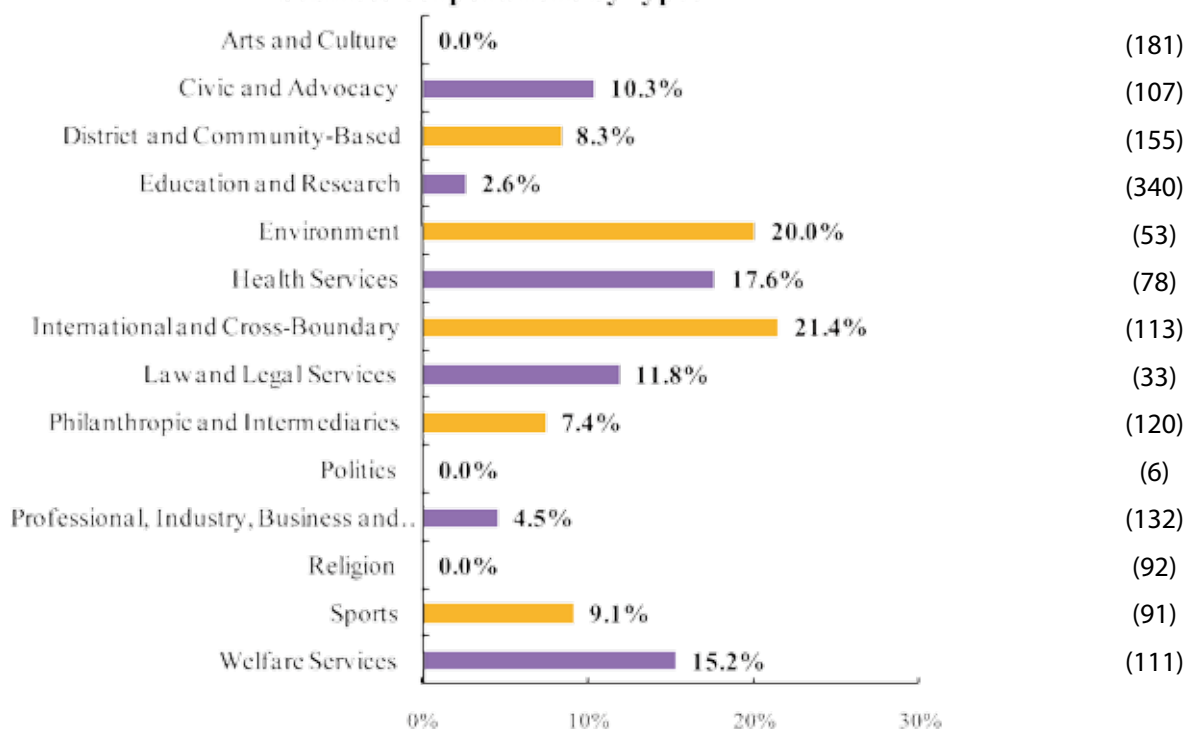
2.27 It was more common for education and research NGOs (79.5%) and environmental NGOs (55.0%) to recruit volunteers from schools. On the other hand, it was less likely for those in the areas of politics (0%), religion (3.8%), district and community-based (8.3%), professional, industry, business and trade unions (9.1%), sports (13.6%) and philanthropic and intermediaries (14.8%) to recruit volunteers from schools.



2.28 The proportion of volunteer-involving NGOs that recruited volunteers from business corporations was higher in the area of international and cross-boundary (21.4%), as well as environmental (20.0%), health (17.6%) and welfare services (15.2%). The proportion was much lower in the areas of education and research (2.6%) and professional, industry, business and trade unions (4.5%). None of the volunteer-involving NGOs in arts, culture (0%), politics (0%), and religion (0%) had recruited volunteers from business corporations.

Percentage of volunteer-involving NGOs that recruited volunteers from business corporations by types

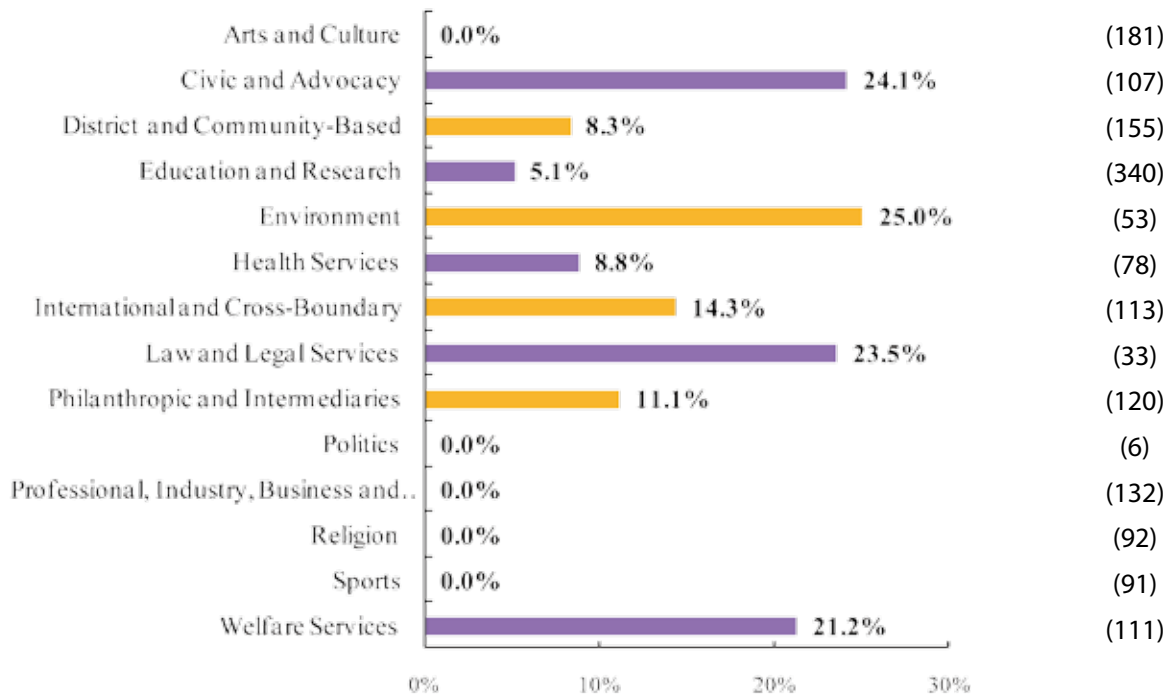
Base: Volunteer-involving NGOs (1613)



2.29 The proportion of volunteer-involving NGOs that had recruited volunteers from the Agency for Volunteer Service was higher for those whose work involved the environment (25.0%), civic and advocacy (24.1%), law and legal services (23.5%) and welfare services (21.2%), compared to education and research which had a relatively lower rate (5.1%). None of the volunteer-involving NGOs in arts and culture (0%), politics (0%), religion (0%), professional, industry, business and trade unions (0%), and sports (0%) had recruited volunteers from the Agency for Volunteer Service.

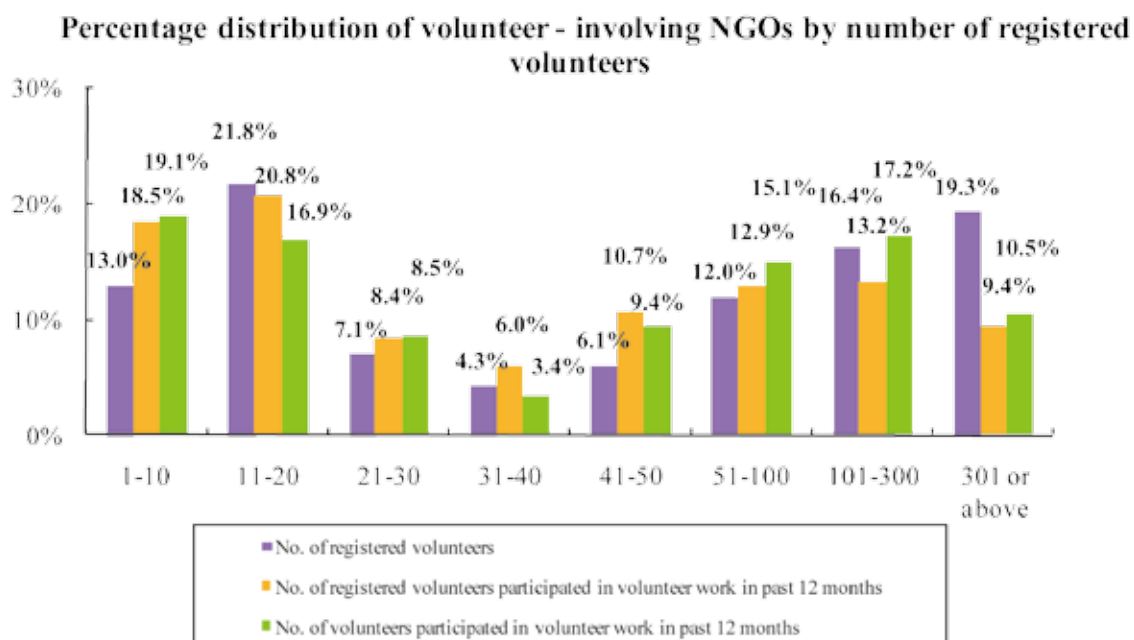
Percentage of volunteer-involving NGOs that recruited volunteers from the Agency for Volunteers Service by types

Base: Volunteer-involving NGOs (1613)



Management of volunteers

2.30 The proportions of NGOs having 20 or less registered volunteers (34.8%) and over 100 registered volunteers (35.7%) were about the same. There were 29.5% of NGOs having 21 to 100 registered volunteers.



Base: NGOs with registered volunteers (920)

NGOs with registered volunteers who had participated in the past 12 month (899)

NGOs with volunteers who had participated in the past 12 month (1181)

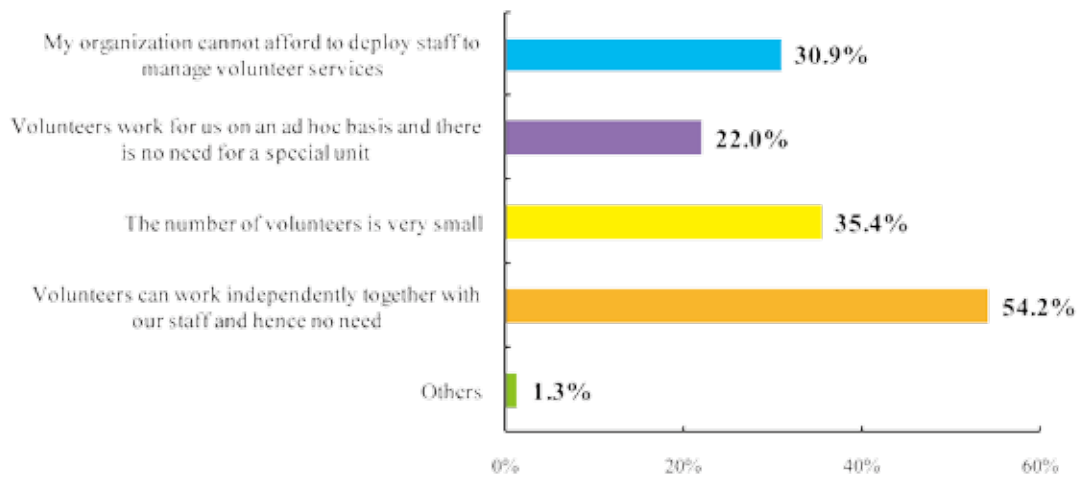
(Appendix 1e shows the percentage distribution of the number of registered volunteers by the types of NGOs)

2.31 As far as enlisting the help of registered volunteers was concerned, 39.3% of NGOs had the help of 20 or less registered volunteers in the past 12 months; while 22.6% had the help of over 100 registered volunteers. As to NGOs that had involved volunteers in the last 12 months, 36.0% of NGOs had 20 or less volunteers, while 27.7% had over 100 volunteers.

2.32 While the majority of the volunteer-involving NGOs (74.7%) had a special unit responsible for the management of volunteer services, 25.3% did not. For those volunteer-involving NGOs with volunteer management units, the majority (85.7%) had staff or volunteers working on a full-time basis in the unit, and 16.5% had staff or volunteers working on a part-time basis.

2.33 Over half of the volunteer-involving NGOs that did not have a volunteer management unit (54.2%) believed it was unnecessary as volunteers could work together with NGO staff. Other reasons for not having a special unit were that the NGOs could not afford to assign staff to manage volunteer services (30.9%) and that the number of volunteers was very small (35.4%).

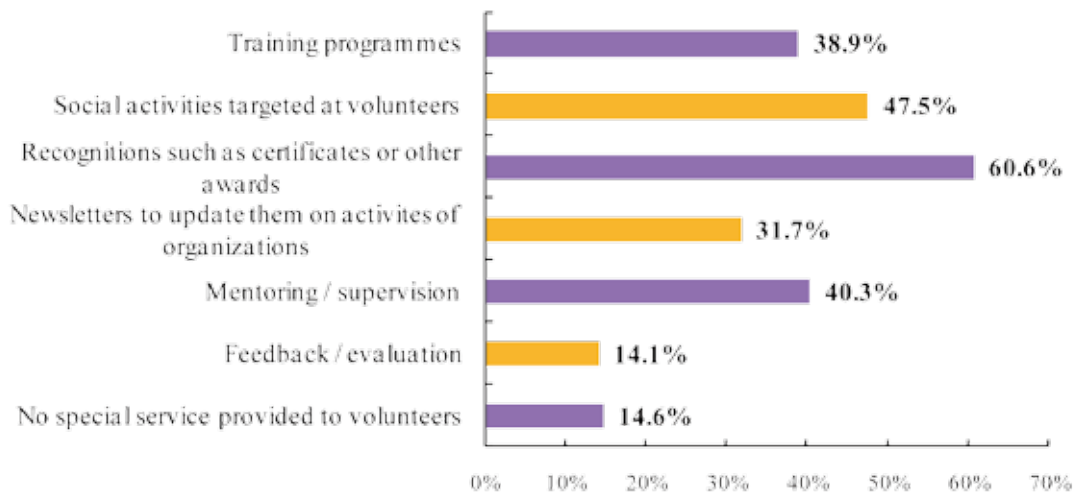
Percentage of reasons of volunteer-involving NGOs not to have volunteer management units



Base: Volunteer-involving NGOs who did not have a special unit responsible for the management of volunteer services (408)

2.34 To boost the volunteers’ performance, more than half of the volunteer-involving NGOs (60.6%) had issued certificates or other awards to recognize their contributions. Other arrangements mainly included organizing social activities for volunteers (47.5%), mentoring or supervision (40.3%) and newsletters to keep volunteers informed of the organization’s activities. It is interesting to note that 14.6% of NGOs did not offer any special recognition or award programmes to their volunteers.

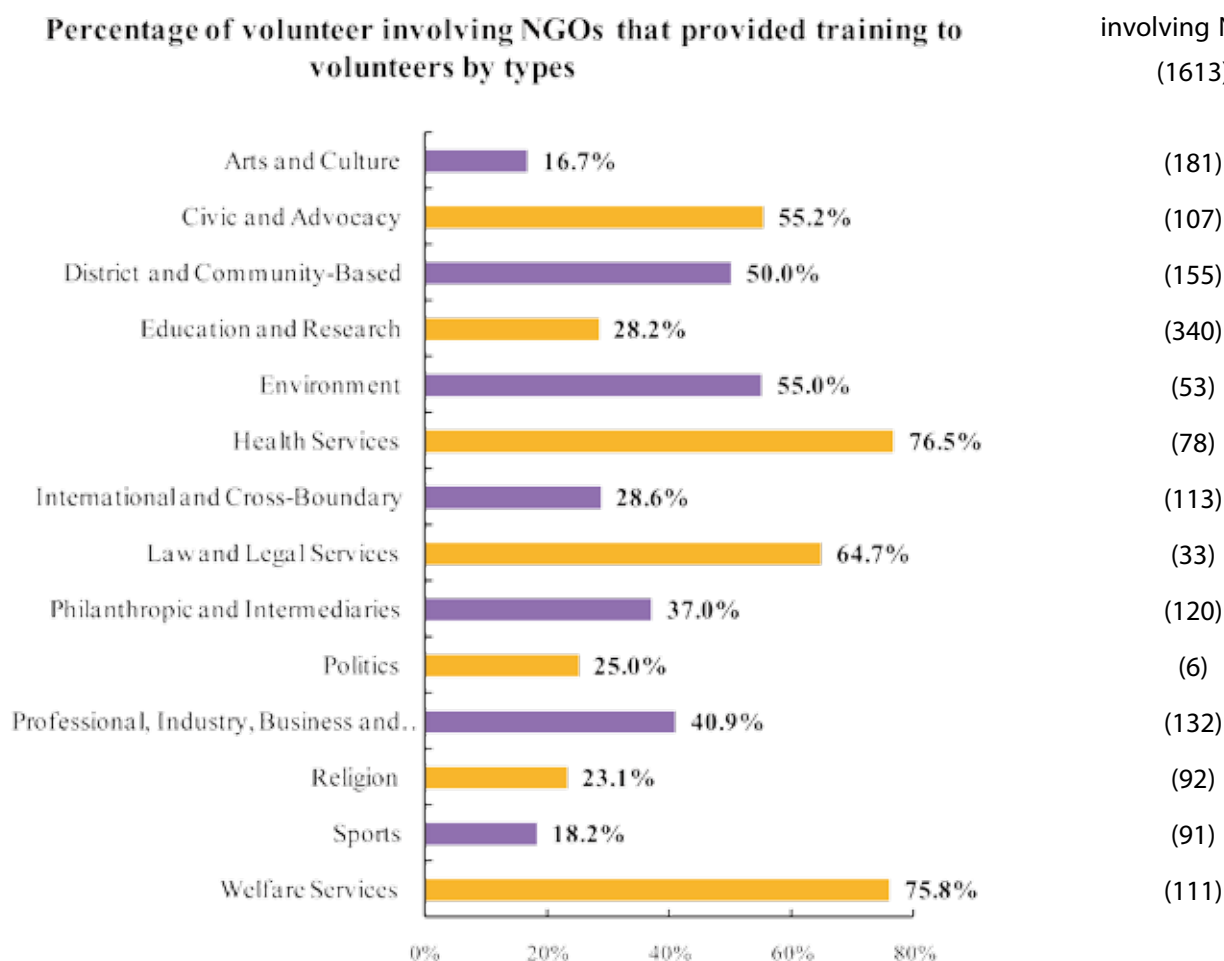
Percentage of volunteer-involving NGOs by programmes to their volunteers



Base: Volunteer-involving NGOs (1613)

2.35 The proportion of the volunteer-involving NGOs that had provided their volunteers with training in order to improve their performance was higher for NGOs in the areas of health services (76.5%), welfare services (75.8%) and law and legal services (64.7%). The proportion was much lower for NGOs in the areas of arts and culture (16.7%), sports (18.2%) and religion (23.1%).

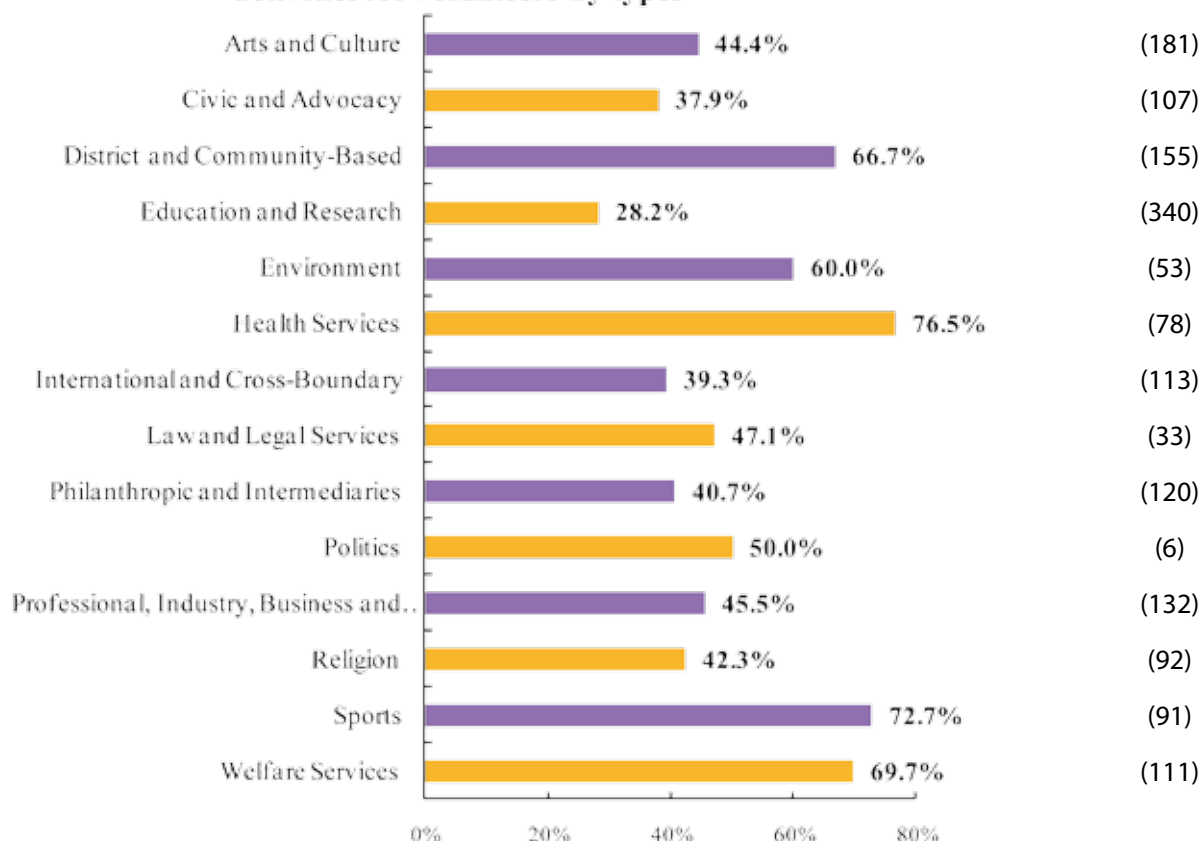
Base: Volunteer-involving NGOs (1613)



2.36 The proportion of the volunteer-involving NGOs that had organized social activities for their volunteers with the aim of improving their performance was higher for NGOs in the areas of health services (76.5%), sports (72.7%), welfare services (69.7%) and district and community-based work (66.7%). The proportion was much lower for NGOs in the area of education and research (28.2%).

Base: Volunteer-involving NGOs (1613)

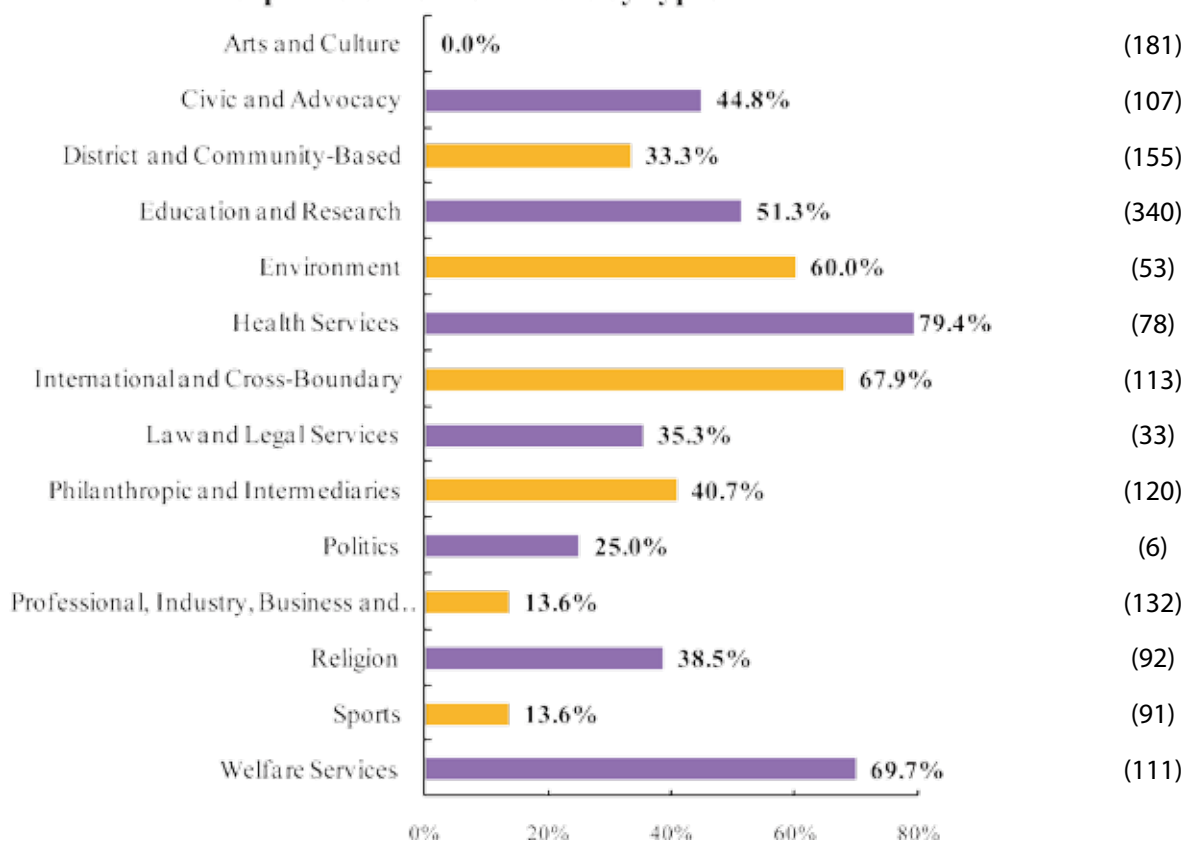
Percentage of volunteer -involving NGOs that had organized social activities for volunteers by types



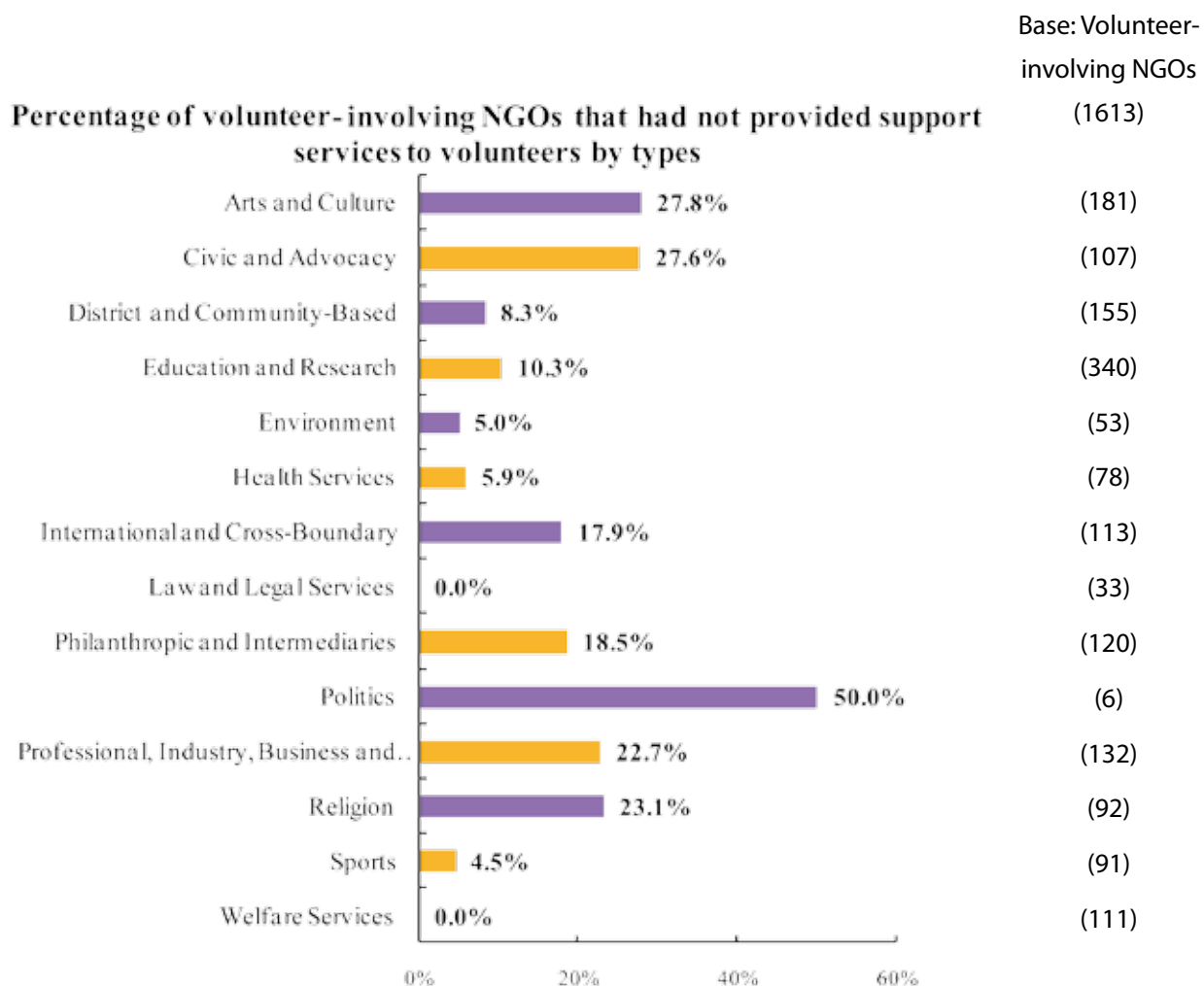
2.37 The proportion of the volunteer-involving NGOs that arranged mentoring or supervision for volunteers in order to improve their performance was higher for NGOs in the areas of health services (79.4%), welfare services (69.7%) and international and cross-boundary (67.9%). The proportions were much lower for NGOs in the areas of sports (13.6%) and professional, industry, business and trade unions (13.6%). NGOs in arts and culture did not arrange mentoring or supervision for volunteers at all.

Percentage of volunteer - involving NGOs that arranged mentoring or supervision for volunteers by types

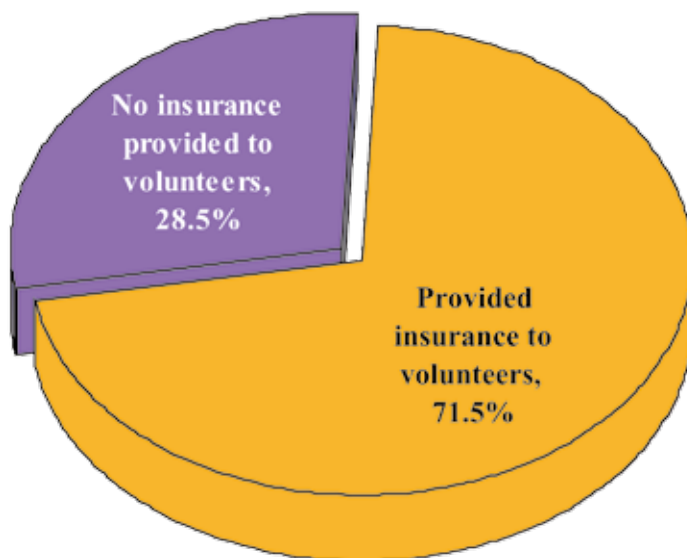
Base: Volunteer-involving NGOs
(1613)



2.38 The proportion of the volunteer-involving NGOs that did not provide support services to their volunteers for the purpose of improving volunteer performance was the highest for NGOs in the area of politics (50.0%). The proportion was much lower for NGOs in the areas of sports (4.5%), the environment (5.0%) and health services (5.9%). All the NGOs in welfare services (0%), and law and legal services (0%) had provided such services.

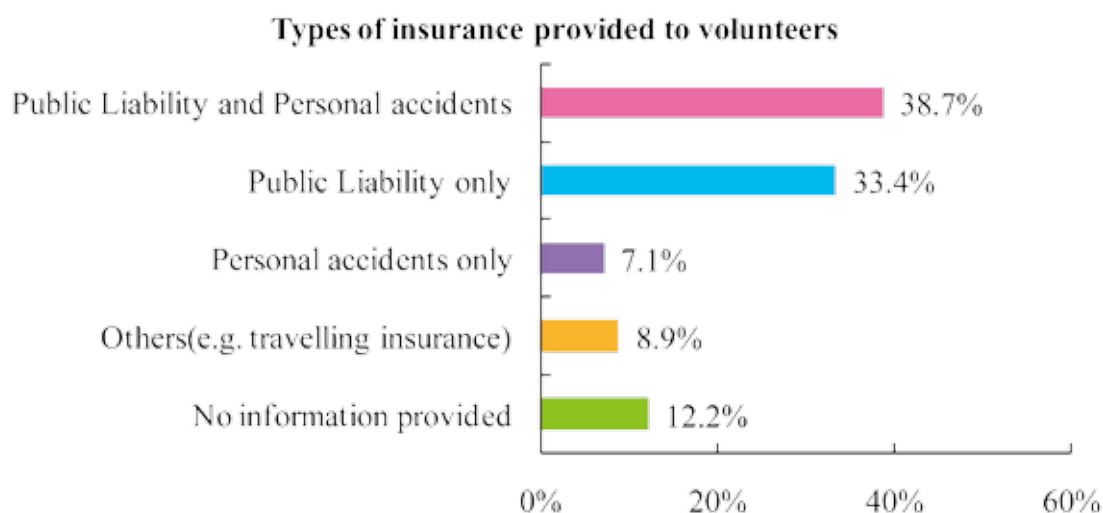


2.39 Less than three-quarters of the volunteer-involving NGOs had provided some forms of insurance to their volunteers (71.5%).



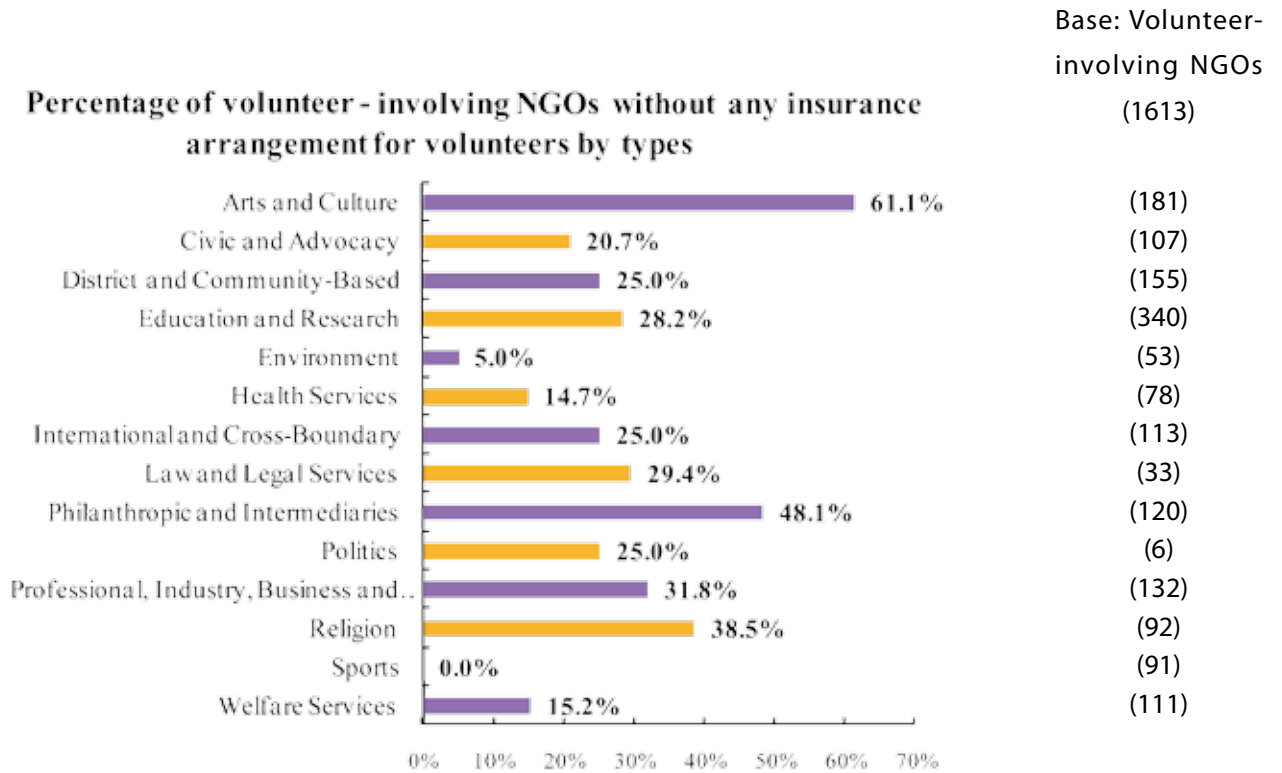
Base: Volunteer-involving NGOs (1613)

2.40 Among the volunteer-involving NGOs that had provided volunteers with insurance, 38.7% provided both public liability insurance and personal accidents insurance and 33.4% provided only public liability insurance. Furthermore, 54.2% had not provided personal accidents insurance.



Base: Volunteer-involving NGOs which had provided insurance for their volunteers (1153)

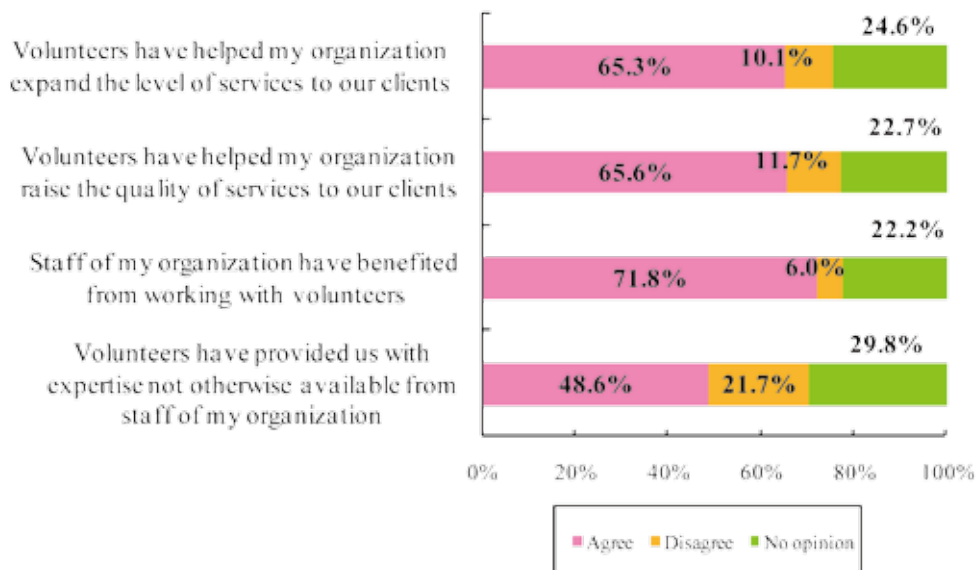
2.41 More than half (61.1%) of the volunteer-involving NGOs in the area of arts and culture and nearly half (48.1%) of those in the area of philanthropic and intermediaries did not have any insurance in place for volunteers. All sports NGOs and 95% of environmental NGOs had provided their volunteers with some kind of insurance.



Views on volunteer services

2.42 The majority of NGOs agreed that their staff had benefited from working with volunteers (71.8%); volunteers had helped them raise the quality (65.6%), and expand the level of services (65.3%). More than half (48.6%) agreed that volunteers had provided expertise not otherwise available to the staff of the organizations.

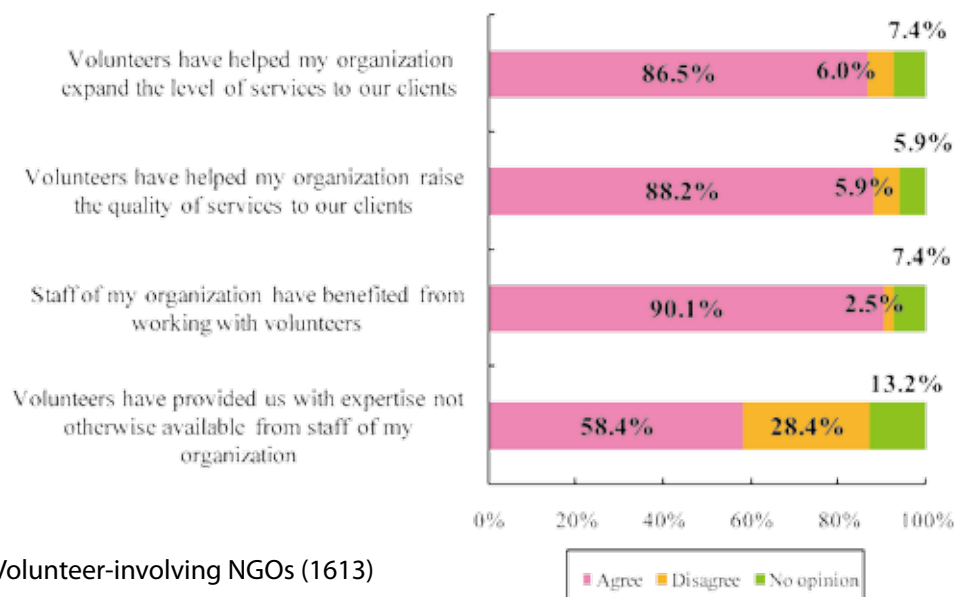
Percentage distribution of NGOs on benefits of having volunteers



Base: All non-volunteer-involving and volunteer-involving NGOs (2985)

2.43 Volunteer-involving NGOs had very positive views about volunteer service. The majority of volunteer-involving NGOs agreed that their staff had benefited from working with volunteers (90.1%), volunteers had helped them raise the quality (88.2%), and expand their level of services (86.5%). More than half (58.4%) agreed that volunteers had provided expertise not otherwise available to the staff of the organizations.

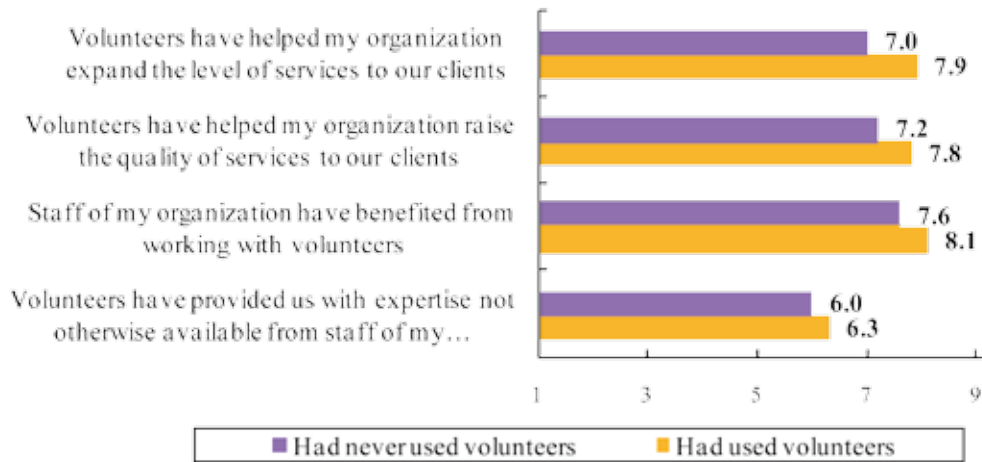
Percentage distribution of NGOs' opinions on the benefits of having volunteers



Base: Volunteer-involving NGOs (1613)

2.44 On a Likert scale of 1 to 10, with “1” denoting strong disagreement and “10” strong agreement, both the volunteer and non volunteer-involving NGOs recognized the contributions of their volunteers. Understandably, the mean scores on the benefits of volunteer workers were higher for the volunteer-involving NGOs.

Average scores of views relating to volunteer work

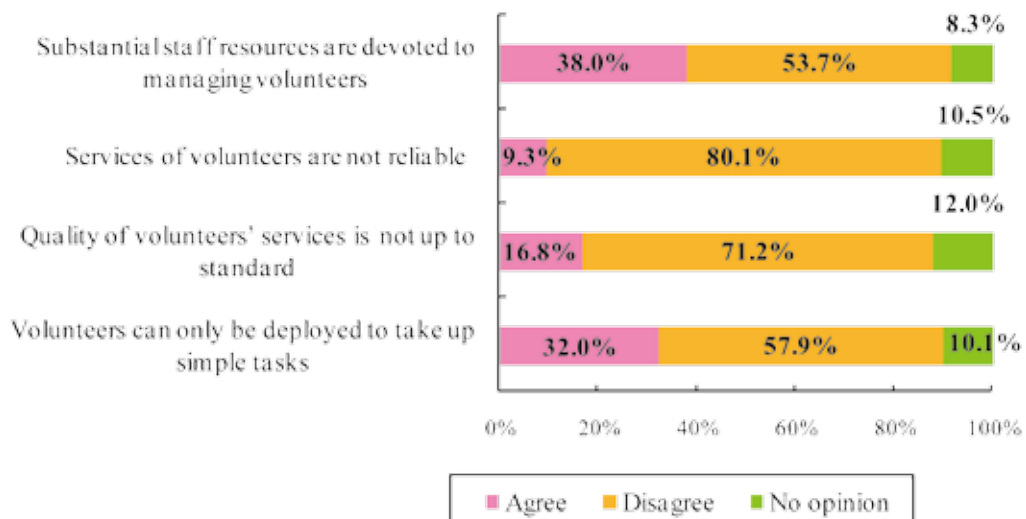


Base: Volunteer-involving NGOs (1613) and non-volunteer-involving NGOs (1372)

(Appendix 1g shows the average scores regarding various benefits of volunteering service by types of NGOs)

2.45 Most of the volunteer-involving NGOs had favorable views towards the quality of service provided by their volunteers. Only 9.3% considered the services unreliable and 16.8% felt the quality was not up to standard. Nevertheless, a significant proportion of the NGOs believed that they could only assign their volunteers to simple tasks (32.0%), and that substantial staff resources was needed to manage volunteers (38.0%).

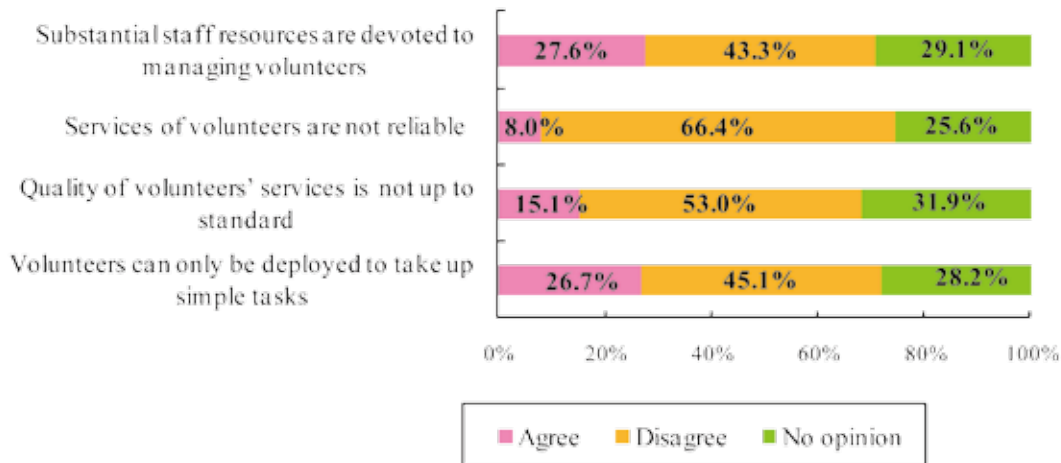
Percentage distribution of NGOs’ opinions on quality of volunteer service



Base: Volunteer-involving NGOs (1613)

2.46 The majority of NGOs, both volunteer-involving and non-volunteer-involving, had favorable views towards the quality of service provided by their volunteers. Only 8.0% considered their services unreliable and 15.1% felt the quality was not up to standard. Nevertheless, a significant number of the NGOs believed that they could only assign their volunteers to take up simple tasks (26.7%), and that substantial staff resources were needed to manage volunteers (27.6%).

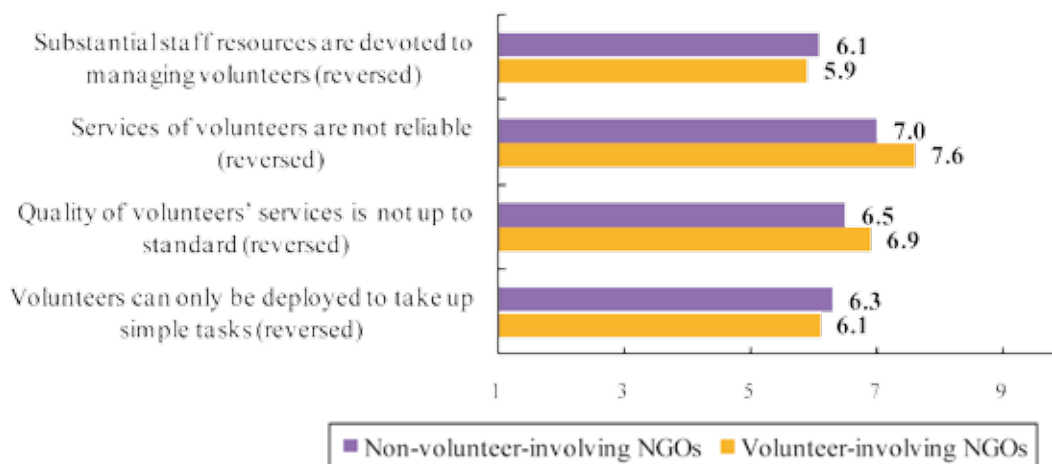
Percentage distribution of NGOs on quality of volunteer service



Base: All non-volunteer-involving and volunteer-involving NGOs (2985)

2.47 On a Likert scale of 1 to 10, with "1" denoting strong disagreement and "10" strong agreement, both the volunteer and non-volunteer-involving NGOs recognized the quality of service provided by their volunteers. Unsurprisingly, the mean scores on the quality of volunteer services were higher for volunteer-involving NGOs.

Average scores of views on the quality of volunteer service-by volunteer involving and non- volunteer - involving NGOs

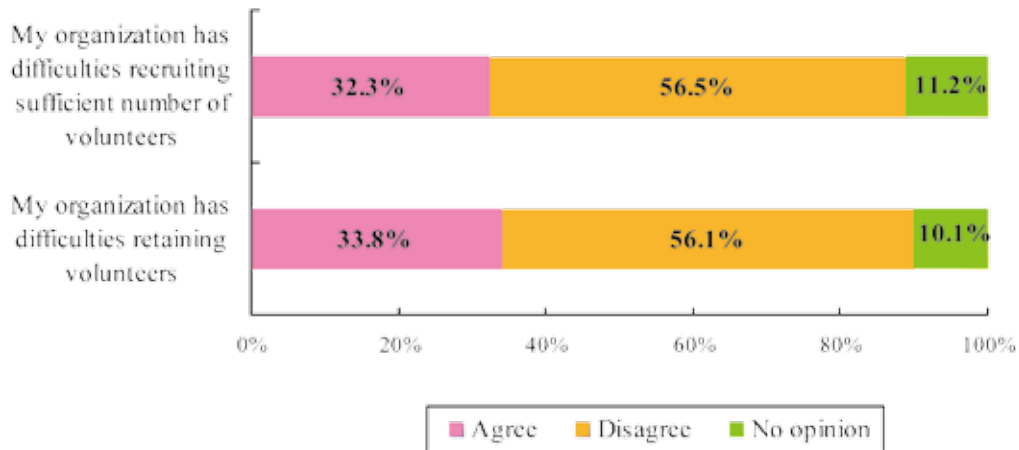


Base: Volunteer-involving NGOs (1613) and non-volunteer-involving NGOs (1372)

(Appendix 1h shows the average scores on the quality of volunteer services by type of NGOs)

2.48 Over half of the volunteer-involving NGOs in the survey did not have any difficulties in recruiting a sufficient number of volunteers (56.5%) and in retaining volunteers (56.1%). Only about one third had experienced such difficulties.

Percentage distribution of NGOs on recruitment and retention of volunteers



Base: Volunteer-involving NGOs (1613)

2.49 About a quarter of NGOs had difficulties in recruiting a sufficient number of volunteers (26.3%) and in retaining volunteers (26.0%). Over one third of NGOs did not experience such difficulties.

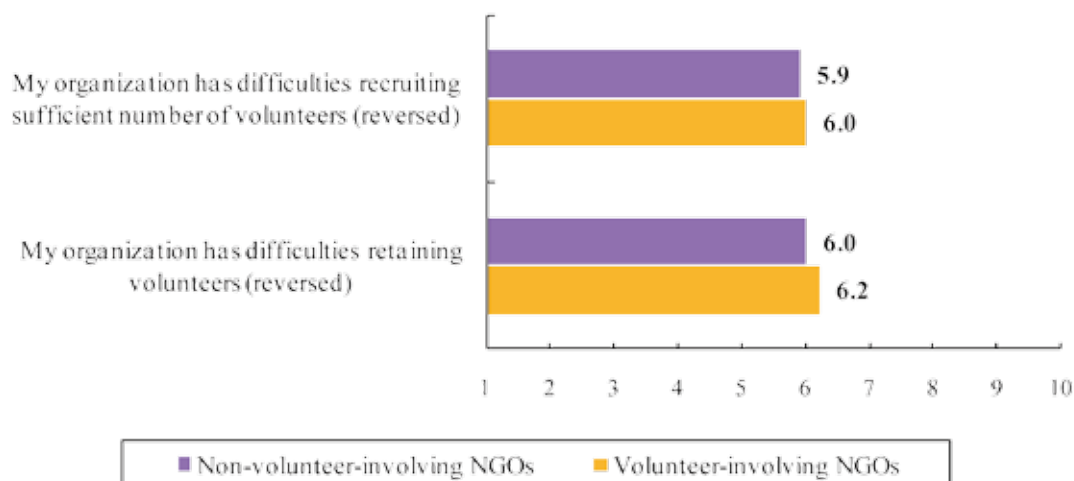
Percentage distribution of NGOs on recruitment and retention of volunt



Base: All non-volunteer-involving and volunteer-involving NGOs (2985)

2.50 On a Likert scale of 1 to 10, with “1” denoting strong disagreement and “10” strong agreement, it is not surprising to find that compared to the volunteer-involving NGOs, a slightly higher proportion of the non-volunteer-involving NGOs had expected problems in recruiting and retaining volunteers. To promote volunteering, it appears that efforts have to be made to dispel such misconceptions among non-volunteer-involving NGOs

Average scores on difficulties in recruitment and retention of volunteers



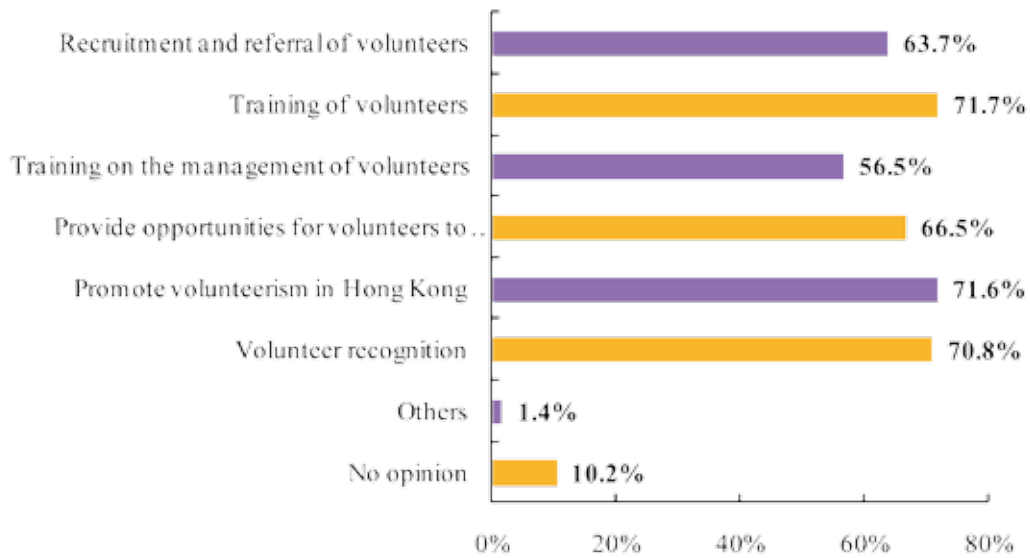
Base: Volunteer-involving NGOs (1613) and non-volunteer-involving NGOs (1372)

(Appendix 1i shows the average scores relating to the difficulties of recruiting and retaining volunteers by type of NGOs)

Suggestions to the Agency for Volunteer Service

2.51 The three most common tasks the NGOs would like the Agency for Volunteer Service carry out were: volunteer training (71.7%), promotion of volunteerism in Hong Kong (71.6%) and volunteer recognition (70.8%).

Percentage of NGO's expectations on the Agency for Volunteer Service



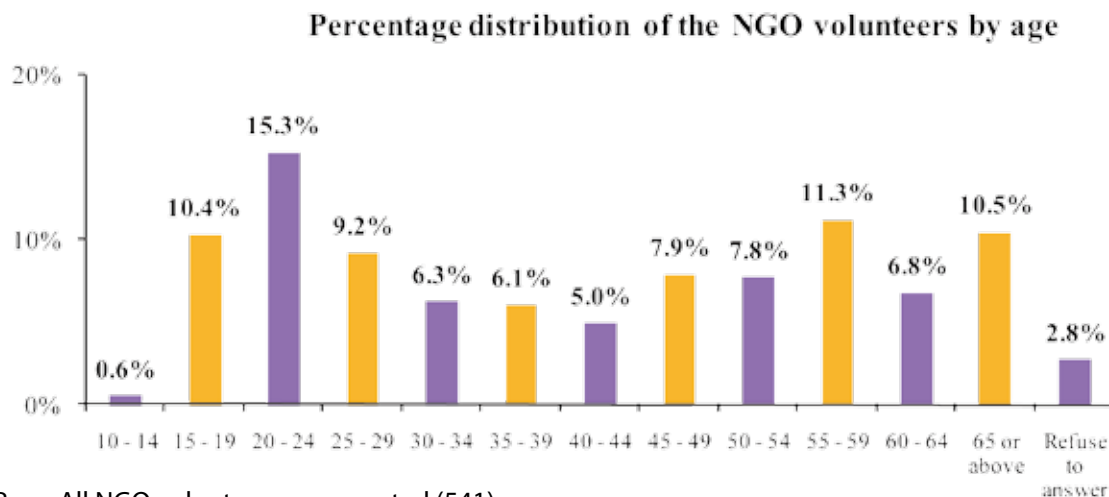
Base: All non-volunteer-involving and volunteer-involving NGOs (2985)

III. Volunteers of NGOs

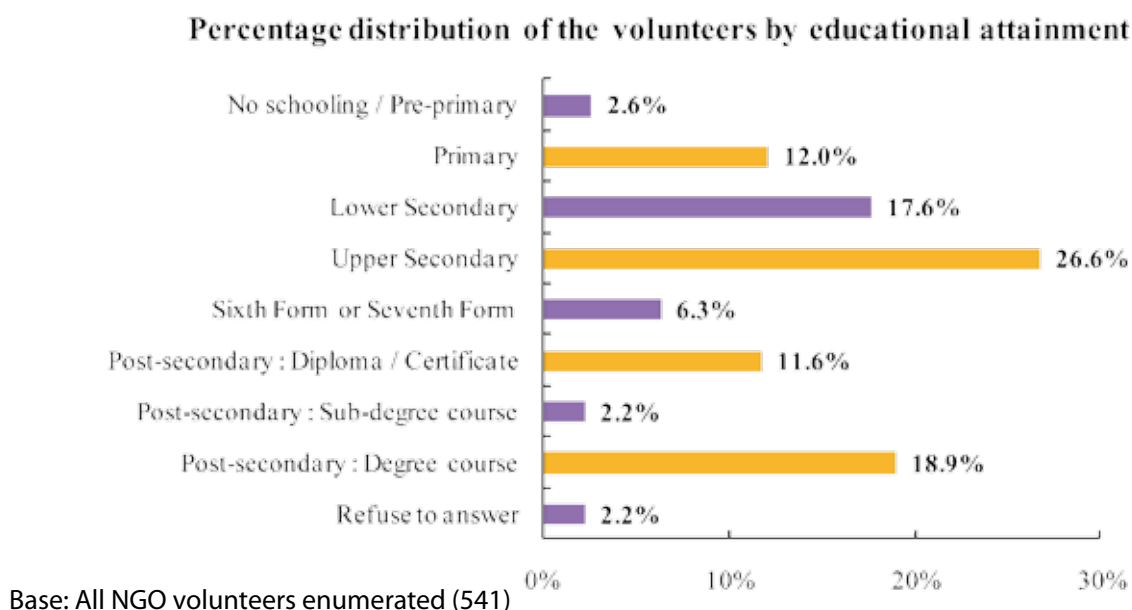
This part of the report contains results from the survey of volunteers who were serving in or were registered with some of the NGOs in the study. These volunteers were therefore different from the group of volunteers reported in the survey of the general public. The volunteers in this survey will be called “NGO volunteers” in order to distinguish them from the volunteers in the public survey.

Profile of respondents

3.01 About one-third of the NGO volunteers (32.0%) were between the age of 40 and 59 and a further 24.5% were young adults aged 20 to 29. Approximately one in ten (10.5%) was 65 or above, as was the group between 15 and 19 years old (10.4%).

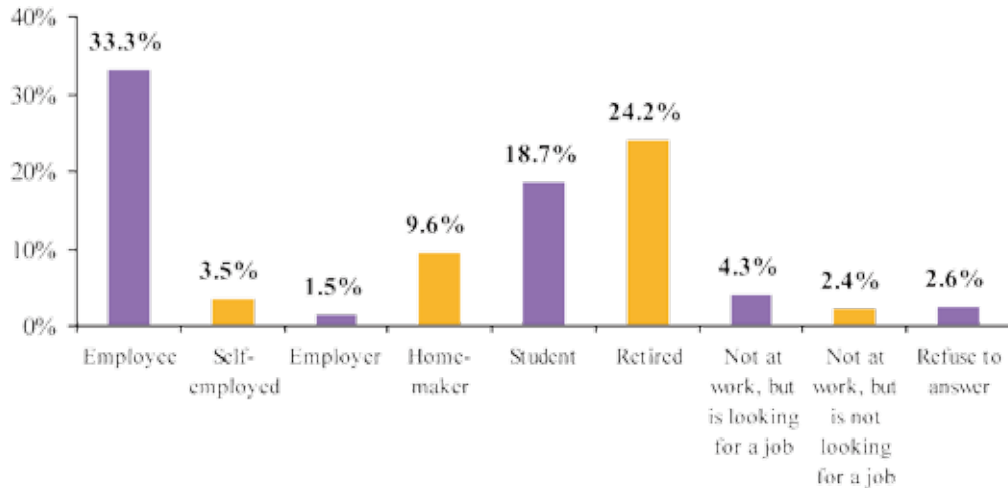


3.02 About one quarter of NGO volunteers (26.6%) had upper secondary education and a further 18.9% had degrees. About 17.6% had lower secondary education.



3.03 About 59.2% of NGO volunteers were not gainfully employed; they included retirees (24.2%), students (18.7%), home-makers (9.6%) and those not at work (6.7%). Most of those who received a payable salary were employees (33.3%); only very few were self-employed (3.5%) and employers (1.5%).

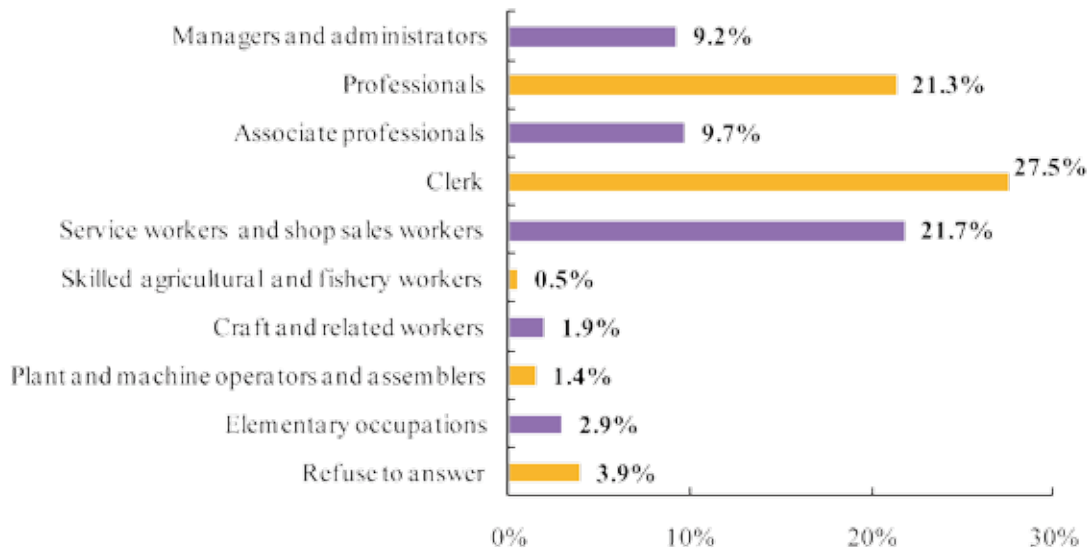
Percentage distribution of the volunteers by economic activity status



Base: All NGO volunteers enumerated (541)

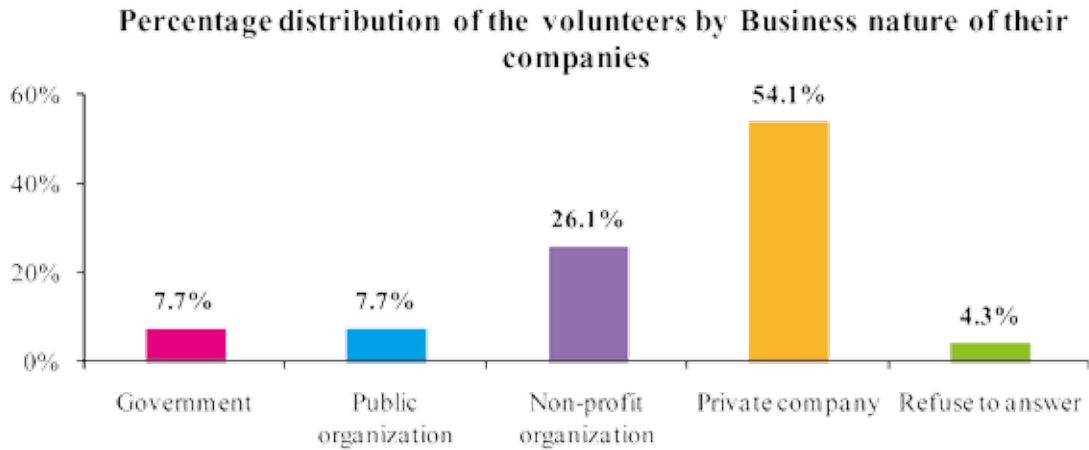
3.04 Among those who were employed, about one quarter (27.5%) were clerical or secretarial staff and a further 21.7% were service and sales workers. About 40.2% were professionals, associate professionals or managerial staff.

Percentage distribution of the volunteers by occupation



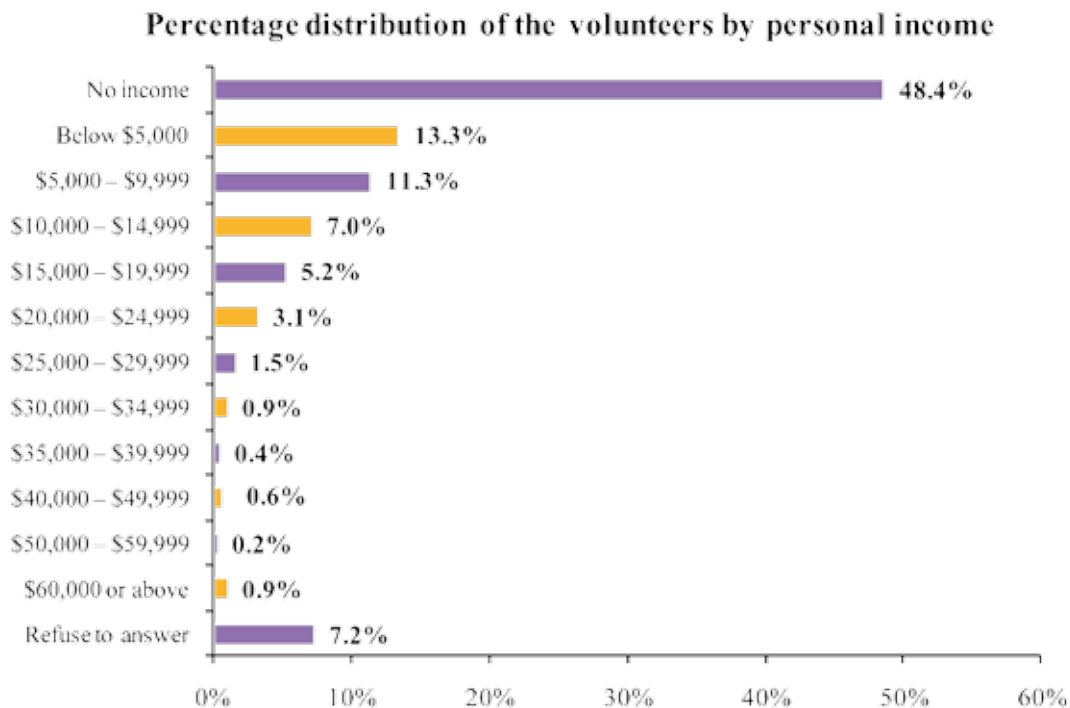
Base: Enumerated NGO volunteers who were employed (207)

3.05 More than half of those NGO volunteers who were employed (54.1%) were working in private companies and a further one quarter (26.1%) were working in non-profit organizations. Only 7.7% were working in government bodies and another 7.7% in public organizations (e.g. Equal Opportunities Commission).



Base: Enumerated volunteers who were employed (207)

3.06 Nearly half of the NGO volunteers (48.4%) had no personal income. About 13.3% had a monthly personal income of below \$5,000 and a further 11.3% were making \$5,000 to \$9,999 a month.

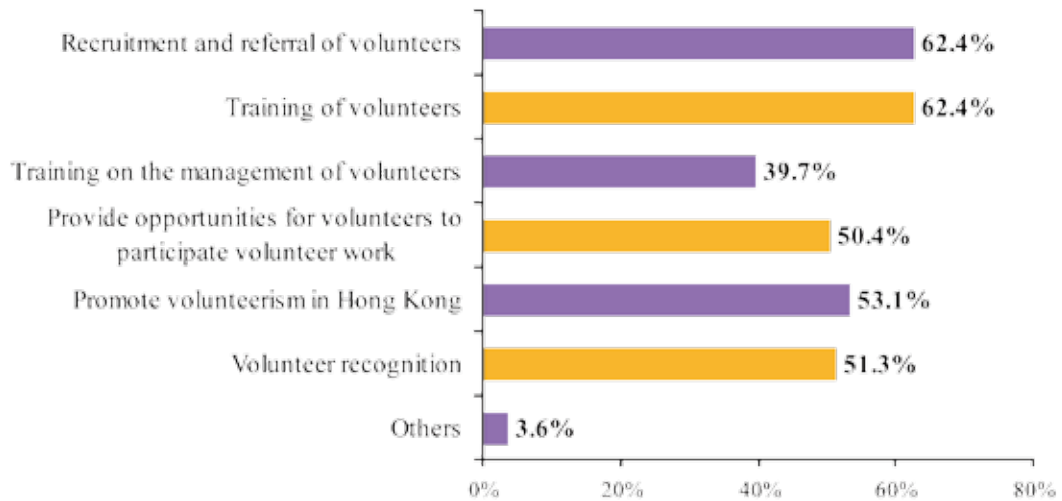


Base: All NGO volunteers enumerated (541)

Awareness of the Agency for Volunteer Service

3.07 More than half of NGO volunteers (61.9%) had heard of the Agency for Volunteer Service while about one-third (34.4%) had not. Among those who had heard of the Agency for Volunteer Service, more than half wished to see it taking up the role of volunteer usage and referral (62.4%), volunteer training (62.4%), promotion of volunteerism in Hong Kong (53.1%) and volunteer recognition (51.3%).

Percentage of volunteers who had heard of AVS by expected role for AVS



Base: Enumerated NGO volunteers who had heard about the Agency for Volunteer Service (207)

Types of organizations served

3.08 In the last 12 months, 62.5% of NGO volunteers had participated in activities organized by the social groups or community organizations to which they belonged. About 31.8% had never participated in any such activities. In addition, nearly the same proportion of volunteers had (48.1%) and did not have a religion (47.1%).

3.09 Regarding the organizations that volunteers had worked for in the past 12 months, the percentage was higher for social services organizations (60.8%), religious bodies (28.1%), and health and medical institutions/hospitals (17.4%). It was more likely for NGO volunteers in educational organizations (18.9%), social services organizations (16.3%), and religious bodies (11.8%) than in other NGOs not to render their service in the past 12 months. A vast majority of NGO volunteers had never worked for clanship associations (95.9%), political organizations or pressure groups (95.0%) and labour groups (94.1%).

Organizations	Yes, in the past 12 months	Not in the past 12 months, but have done so previously	Never	Refuse to answer
	%	%	%	%
a. Social services organizations	60.8	16.3	22.7	0.2
b. Health and medical institutions / hospitals	17.4	10.2	71.9	0.6
c. Educational organizations	16.1	18.9	64.1	0.9
d. Religious bodies	28.1	11.8	58.6	1.5
e. Recreational and cultural organizations	11.5	8.5	79.3	0.7
f. District organizations	11.8	7.4	79.9	0.9
g. Environmental organizations	8.1	5.9	84.8	1.1
h. Government departments	7.4	5.7	86.3	0.6
i. The Agency for Volunteer Service	5.4	5.0	88.7	0.9
j. Uniformed groups	5.5	8.5	85.4	0.6
k. Labour groups	3.7	1.5	94.1	0.7
l. Clanship associations	1.5	1.7	95.9	0.9
m. Political organizations or other pressure groups	3.1	1.3	95.0	0.6
n. My Company	7.8	2.0	89.6	0.6

Base: All NGO volunteers enumerated (541)

Types of volunteer work

3.10 In the past 12 months, a higher number of volunteers had been engaged in fund raising activities (39.4%), visiting (33.3%) and recreational activities (27.4%). The percentage was much lower for professional services (2.2%), skill coaching (2.6%), household services (3.0%), medical care services (5.6%) and befriending services (6.7%).

Types of volunteer work

	%
Clerical services	20.9
Personal care services	17.4
Tutoring or mentoring	8.5
Education services	11.1
Fund raising activities	39.4
Recreational activities	27.4
Promotion, advocacy and campaign	18.9
Befriending services	6.7
Skill coaching	2.6
Counseling	8.3
Management services	4.8
Escorting services	8.7
Environmental services	8.9
Medical care services	5.2
Professional services	2.2
Visiting	33.3
Household services	3.0
Others	0.0
Not involve in volunteer work in the future	-
Refuse to answer	7.8

Base: All NGO volunteers enumerated (541)

3.11 Regarding the types of volunteer work that volunteers would like to do in the future, the proportion was higher for recreational activities (32.9%), visiting (32.5%) and fund raising activities (26.1%). The proportion was much lower for household services (2.6%), skill coaching (5.0%) and professional services (5.5%). Only 0.6% indicated that they would not participate involve in volunteer work in the future.

Types of volunteer work that NGO volunteers would like to take up in future

	%
Clerical services	18.9
Personal care services	19.0
Tutoring or mentoring	8.5
Education services	12.4
Fund raising activities	26.1
Recreational activities	32.9
Promotion, advocacy and campaign	20.5
Befriending services	7.6
Skill coaching	5.0
Counseling	13.5
Management services	8.1
Escorting services	8.7
Environmental services	16.8
Medical care services	8.7
Professional services	5.5
Visiting	32.5
Household services	2.6
Others	3.9
Not involve in volunteer work in the future	0.6
Refuse to answer	8.3

Base: All NGO volunteers enumerated (541)

Types of clients served

3.12 The percentage of NGO volunteers who had worked for the elderly (49.0%), youth (26.4%) and members of the public (21.3%) in the last twelve months was much higher compared to ethnic minorities in Hong Kong (0.9%), needy people outside Hong Kong and Mainland China (1.5%), needy people in Mainland China (2.2%), animals (2.4%) and single parents (3.5%).

Groups that NGO volunteers served in the last 12 months

	%
Young children	16.3
Youth	26.4
Elderly	49.0
Patients	15.3
Physical or mentally handicapped	16.1
New immigrants from Mainland China	6.3
Ethnic minorities in Hong Kong	0.9
Needy people in Mainland China	2.2
Needy people outside Hong Kong and Mainland China	1.5
Ex-offenders	5.7
Single parents	3.5
Organization themselves	9.4
Animals	2.4
General public	21.3
Others	4.3
Refuse to answer	7.4

Base: All NGO volunteers enumerated (541)

3.13 The target groups that volunteers would like to work for in the future were similar to those that they had worked for in the last year. The top three groups were the elderly (49.1%), youth (34.2%) and young children (29.9%).

Groups that NGO volunteers would like to serve in future

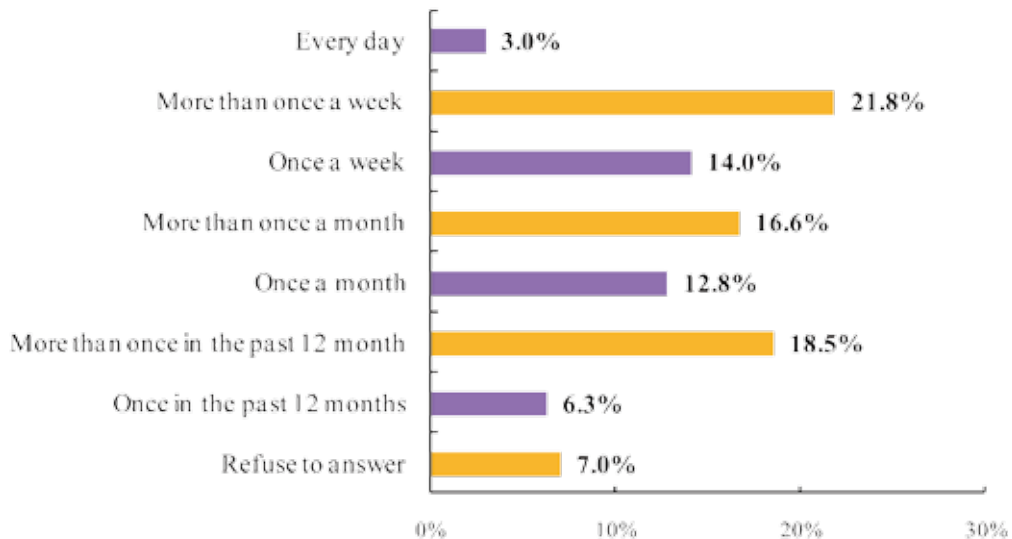
	%
Young children	29.9
Youth	34.2
Elderly	49.1
Patients	17.8
Physical or mentally handicapped	16.7
New immigrants from Mainland China	9.1
Ethnic minorities in Hong Kong	7.4
Needy people in Mainland China	7.8
Needy people outside Hong Kong and Mainland China	4.5
Ex-offenders	10.6
Single parents	8.4
Organization themselves	6.7
Animals	8.9
General public	19.7
Others	5.0
Refuse to answer	5.8

Base: All NGO volunteers enumerated (541)

Frequency of volunteer services

3.14 In the past 12 months, only 3% of NGO volunteers had volunteered every day. About one-third (35.8%) did so once or more than once a week; 29.4% volunteered once or more than once a month; and 24.8% volunteered once or more than once in the past 12 months.

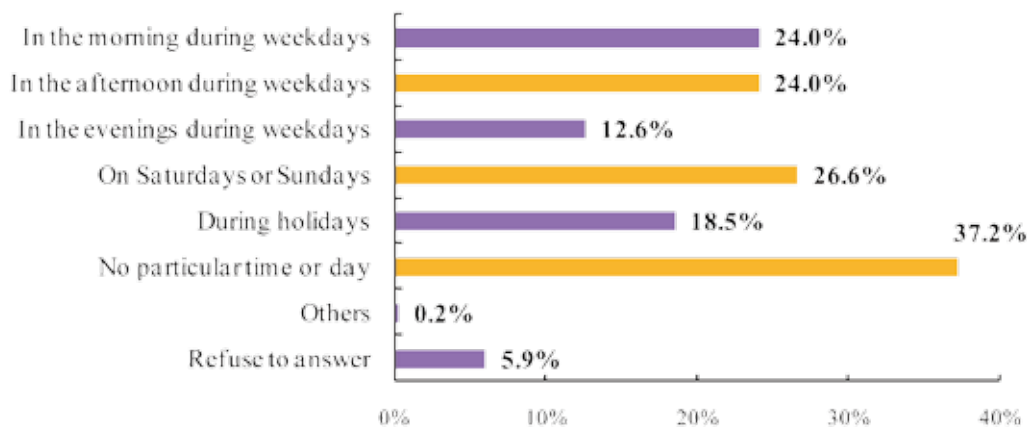
Percentage distribution of volunteers by frequency of participation in volunteer work in the past 12 months



Base: All NGO volunteers enumerated (541)

3.15 Over one-third of the NGO volunteers (37.2%) indicated that they volunteered at no specific time and on no particular day in the past 12 months. About one quarter (26.6%) usually volunteered on Saturdays and Sundays and about one quarter volunteered in the mornings (24.0%) or in the afternoons (24.0%) during weekdays.

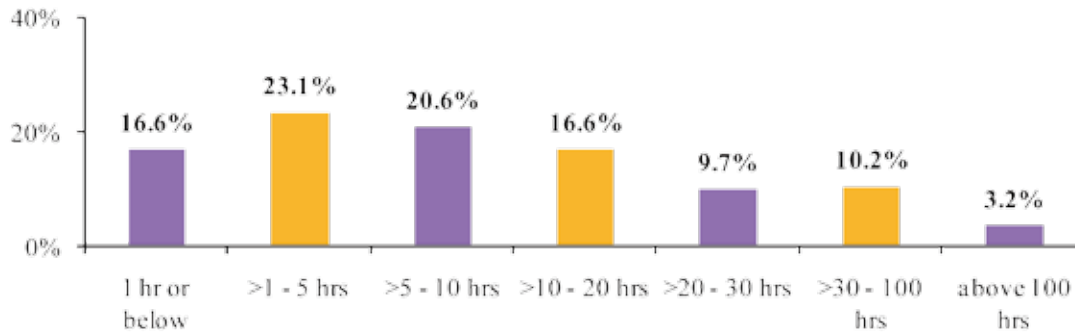
Percentage distribution of the time when volunteers usually participate in volunteer work in the past 12 months



Base: All NGO volunteers enumerated (541)

3.16 On average, NGO volunteers spent 18.9 hours volunteering in the past month. Less than one-quarter of NGO volunteers (23.1%) spent between one and five hours, and 20.6% spent between five and ten hours on volunteer work.

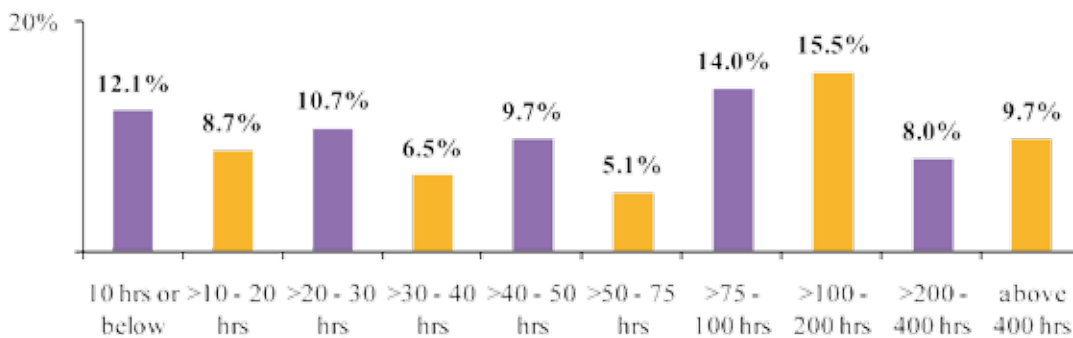
Percentage distribution of volunteers by the number of hours of volunteer work undertaken in the past month



Base: All NGO volunteers enumerated (541)

3.17 On average, NGO volunteers spent 179.5 hours volunteering in the past 12 months. In that period, 15.5% of NGO volunteers had spent between one hundred and two hundred hours in volunteer work. About 14.0% had volunteered more than seventy-five but less than one hundred hours.

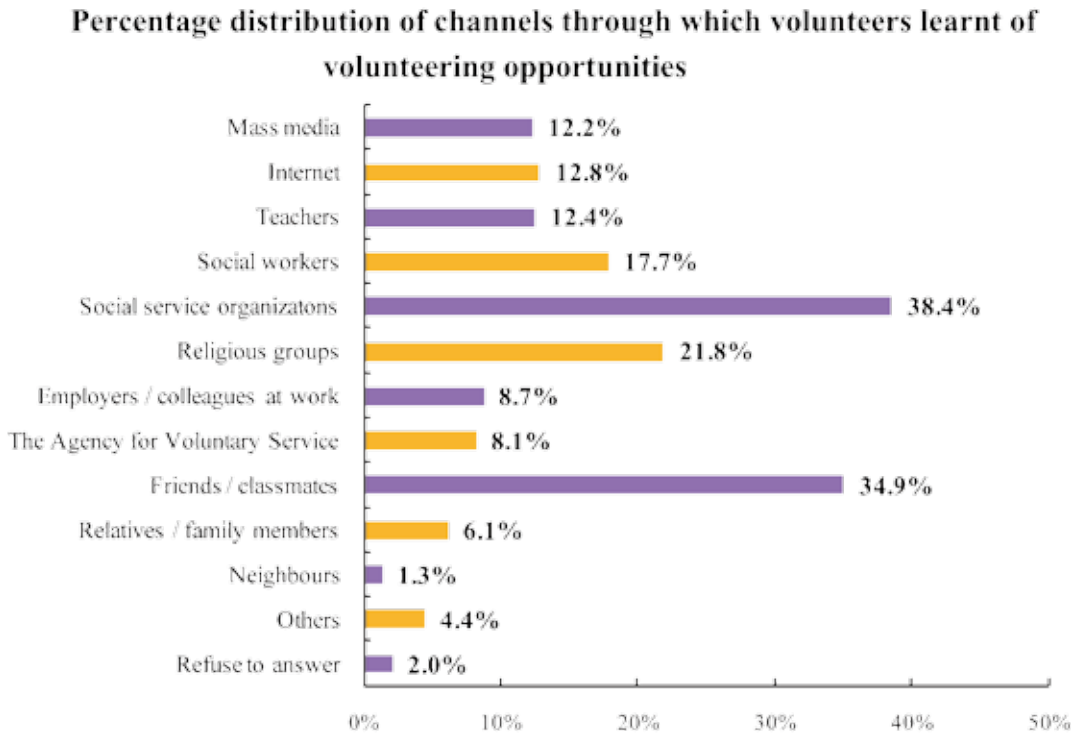
Percentage distribution of volunteers by the number of hours of volunteer work undertaken in the past 12 months



Base: All NGO volunteers enumerated (541)

Channels of learning volunteering opportunities

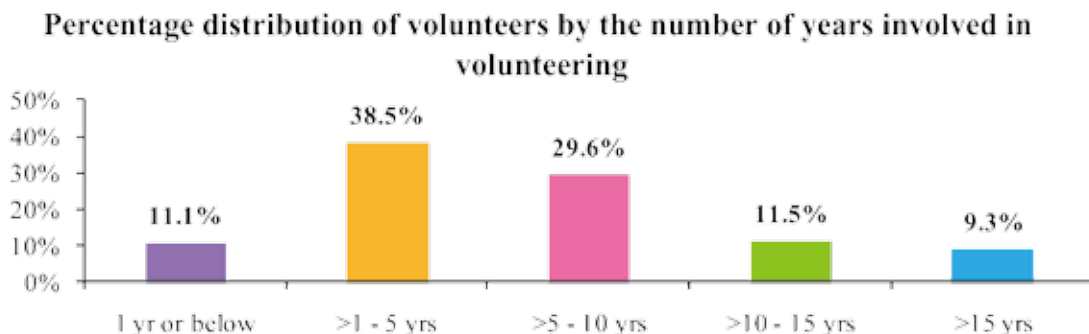
3.18 The NGO volunteers learnt about volunteering opportunities mainly from social service organizations (38.4%), friends/classmates (34.9%), and religious groups (21.8%).



Base: All NGO volunteers enumerated (541)

Volunteering experience

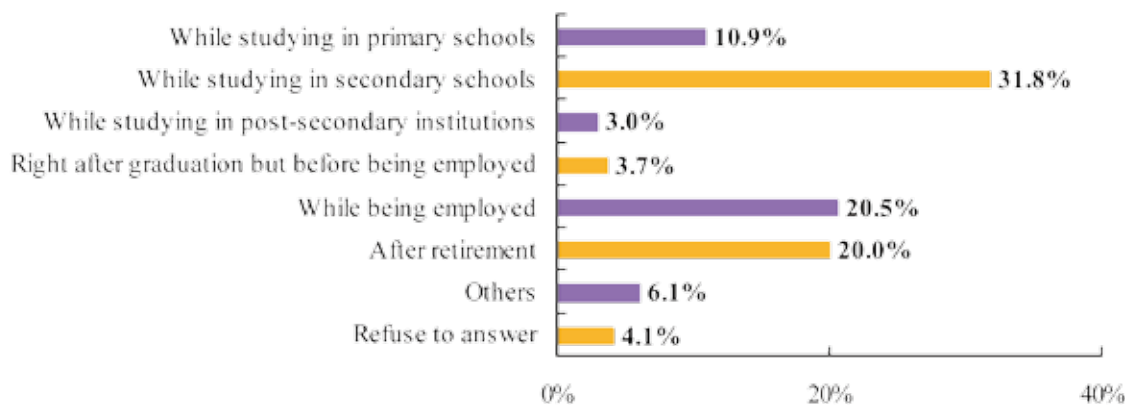
3.19 On average, NGO volunteers had 7.3 years of volunteer experience. About 38.5% had more than one but less than five years of experience. Less than one-third of NGO volunteers (29.6%) had more than five but less than ten years of experience.



Base: All NGO volunteers enumerated (541)

3.20 About 45.7% of volunteers first began volunteering when they were studying; 20.5% began volunteering later in their lives, when they were working, and a further 20.0% only began after retirement.

Percentage distribution of volunteers by the time at which they began volunteering

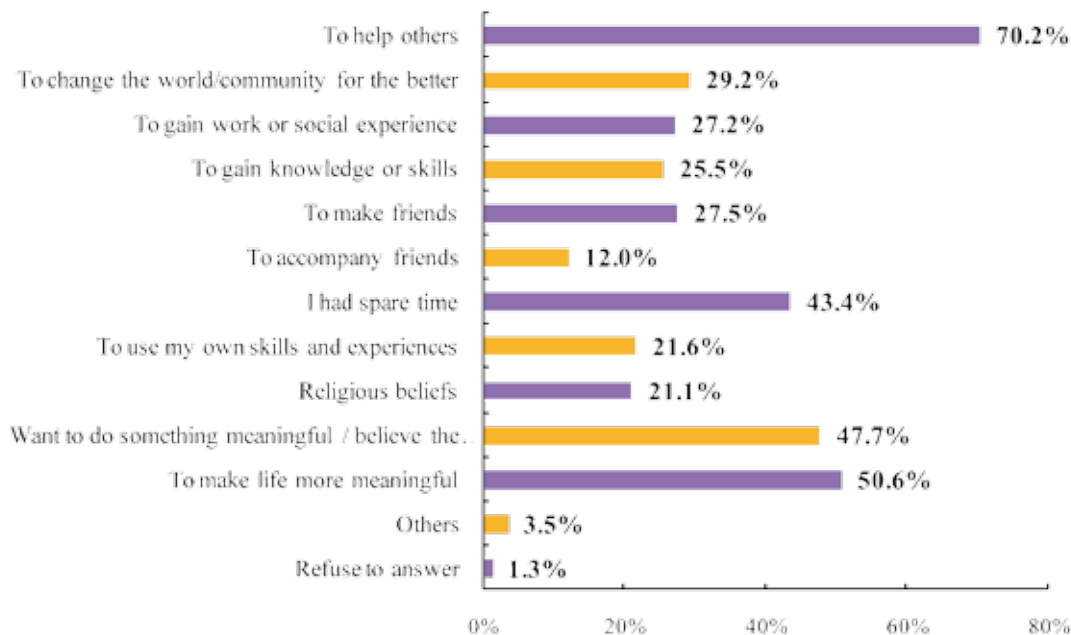


Base: All NGO volunteers enumerated (541)

Motivation, benefits and expectations

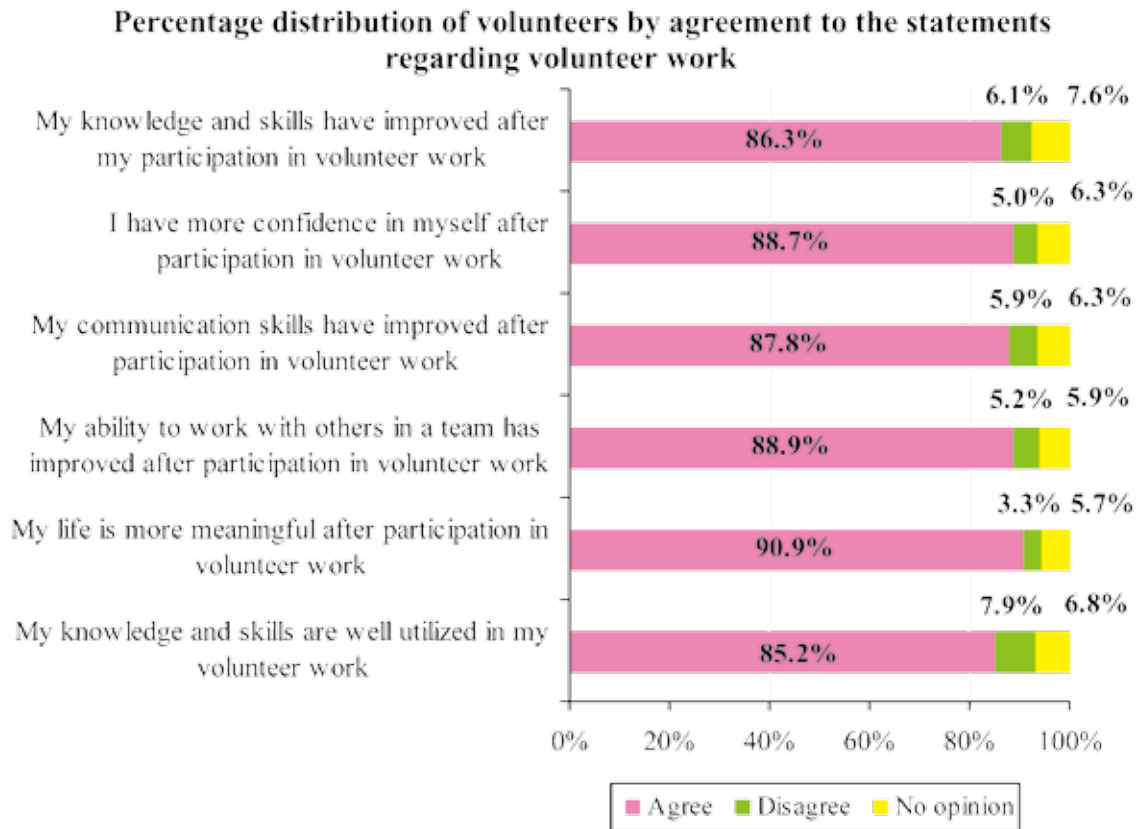
3.21 The major reasons for participating in volunteer work were “to help others” (70.2%), “to make life more meaningful” (50.6%) and “to do something meaningful” (47.7%).

Percentage of volunteers by reasons for participating in volunteer work



Base: All NGO volunteers enumerated (541)

3.22 In general, the NGO volunteers recognized the benefits of volunteering. A great majority agreed that their lives were more meaningful (90.9%), their abilities to work with others in a team had improved (88.9%), they had more confidence in themselves (88.7%), their communication skills had improved (87.8%), their knowledge and skills had improved (86.3%) and their knowledge and skills were well utilized (85.2%).



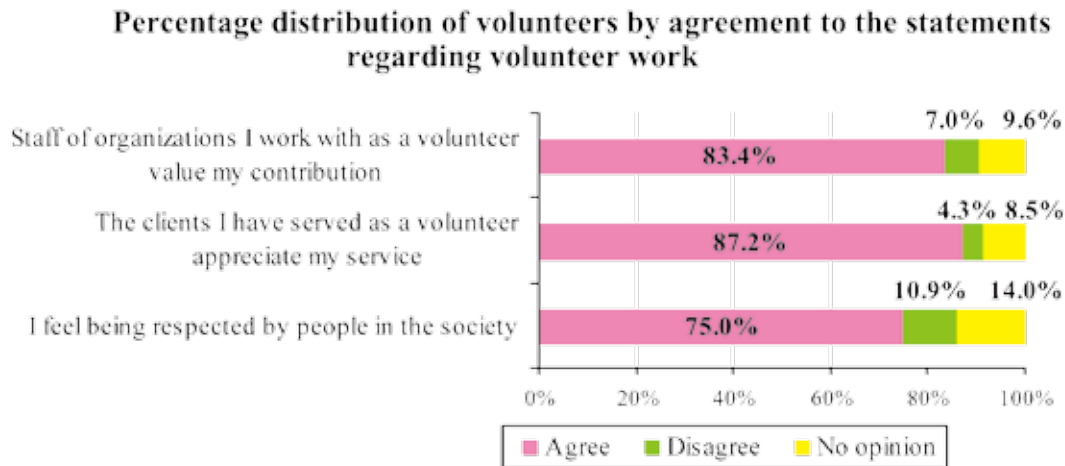
Base: All NGO volunteers enumerated (541)

3.23 A great majority of NGO volunteers (93.9%) agreed that they were aware of their roles and responsibilities in their volunteer work. A large percentage also considered that the organizations they volunteered for had provided sufficient support (90.0%) and had made an effort to sustain their interest in volunteer work (86.1%).



Base: All NGO volunteers enumerated (541)

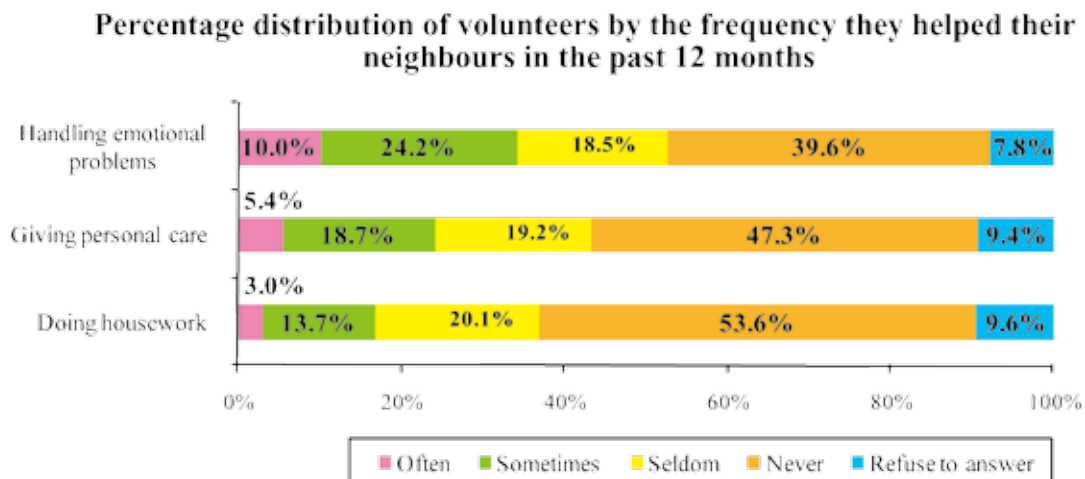
3.24 Furthermore a vast majority of NGO volunteers considered that the staff of the organizations that they volunteered for valued their contributions (83.4%), the clients they served appreciated their services (87.2%) and they felt respected by people in society (75.0%).



Base: All NGO volunteers enumerated (541)

Non-organized volunteering

3.25 In the past 12 months, about half of the NGO volunteers (52.7%) had helped their neighbors handle emotional problems, less than half (43.3%) had provided personal care services to their neighbors and 36.8% had helped their neighbors do housework



Base: All NGO volunteers enumerated (541)

3.26 In addition, some NGO volunteers extended their help to people that they did not know. For example, 41.7% had helped people that they did not know to handle emotional problems, 32.3% had provided personal care services, and 29.2% had helped with their housework.

Percentage distribution of NGO volunteers having undertaken non-organized volunteering in the past 12 months

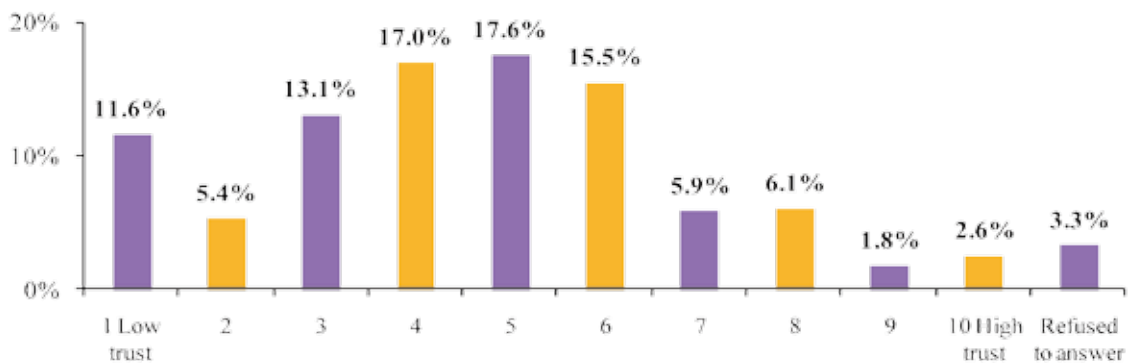


Base: All NGO volunteers enumerated (541)

Trust and Sense of Belonging to Hong Kong

3.27 Close to two-thirds of NGO volunteers (64.7%) agreed or strongly agreed with the statement, “In Hong Kong, do not easily trust other people”, by giving a score of 5 or below on a Likert scale of 1 to 10. An average score reflecting general trust on people was compiled. The lower the score, the weaker was the trust. The average score for volunteers was 4.6, indicating a general sense of distrust.

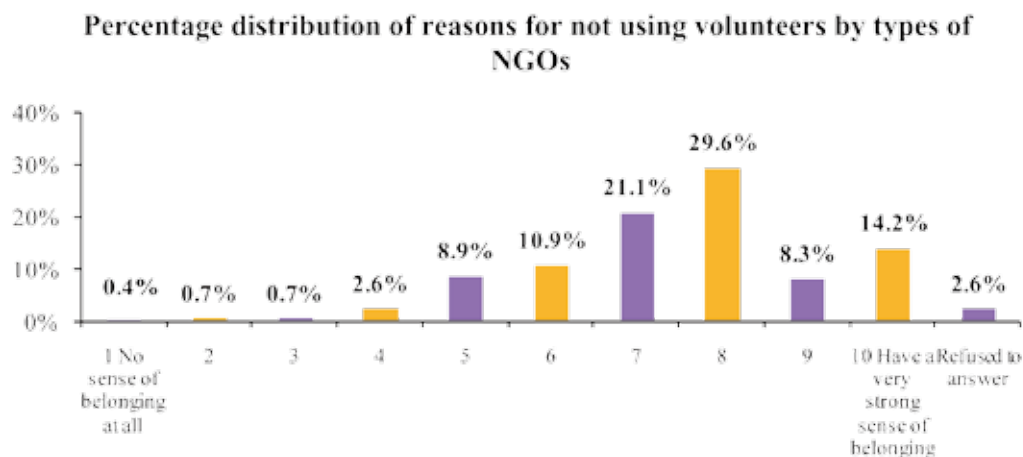
Percentage distribution of volunteers on general trust*



* The index here has reversed the coding of the question in the questionnaire to allow for easy interpretation.

Base: All NGO volunteers enumerated (541)

3.28 The majority of NGO volunteers (84.1%) considered themselves to have a strong or very strong sense of belonging to Hong Kong by giving a score of 6 or above on a Likert scale of 1 to 10. An average score reflecting the level of sense of belonging to Hong Kong was compiled. The higher the index, the greater was the sense of belonging to Hong Kong. The average score for volunteers was 7.4, indicating a relatively strong sense of belonging.



Base: All NGO volunteers enumerated (541)

Survey on
Volunteering in Hong Kong 2009
Appendix
Supplementary Tables and Questionnaire



Appendix 1a:

Percentage distribution of the reason for not using volunteers by the types of NGOs¹

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion Sports	Welfare Services	Total	
My organization has adequate staff resources	58.8	20.0	82.5	71.4	80.0	25.0	40.0	44.4	76.9	66.7	70.8	100.0	84.6	0.0	71.6
The work of my organization is not suitable for volunteers	50.0	100.0	10.0	42.9	20.0	75.0	50.0	33.3	30.8	0.0	29.2	22.2	7.7	0.0	29.2
Services of volunteers are not reliable	0.0	0.0	0.0	0.0	0.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Costs of managing volunteers are greater than benefits of using volunteer services	0.0	0.0	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9
My organization has difficulties recruiting volunteers	2.9	0.0	12.5	0.0	0.0	0.0	10.0	0.0	7.7	33.3	8.3	11.1	15.4	0.0	7.9

1. Percentages may not add up to 100 due to rounding. This situation is applicable to all tables

Appendix 1b: Percentage distribution of types of volunteer-involving NGOs by types of volunteer services deployed

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services	Total
Clerical services	22.2	48.3	25.0	38.5	45.0	79.4	75.0	23.5	55.6	25.0	31.8	38.5	72.7	51.5	43.9
Personal care services	5.6	31.0	33.3	61.5	10.0	5.9	14.3	23.5	3.7	0.0	4.5	15.4	0.0	51.5	26.0
Tutoring or mentoring	0.0	24.1	16.7	0.0	5.0	11.8	17.9	23.5	0.0	0.0	4.5	19.2	4.5	18.2	8.6
Education services	0.0	31.0	25.0	20.5	30.0	29.4	28.6	23.5	22.2	0.0	13.6	15.4	68.2	45.5	24.3
Fund raising activities	0.0	62.1	58.3	33.3	50.0	55.9	75.0	64.7	44.4	25.0	45.5	23.1	77.3	69.7	45.3
Recreational activities	16.7	69.0	91.7	74.4	40.0	55.9	39.3	47.1	25.9	25.0	77.3	38.5	90.9	78.8	59.8
Promotion, advocacy and campaign	66.7	69.0	25.0	17.9	80.0	50.0	50.0	47.1	59.3	50.0	40.9	26.9	86.4	48.5	45.5
Befriending services	0.0	10.3	8.3	12.8	10.0	8.8	7.1	0.0	7.4	0.0	9.1	15.4	63.6	36.4	13.7
Skill coaching	0.0	6.9	8.3	5.1	15.0	11.8	10.7	11.8	11.1	0.0	22.7	0.0	68.2	45.5	14.1
Counseling	0.0	27.6	25.0	2.6	10.0	44.1	7.1	35.3	11.1	0.0	9.1	11.5	0.0	48.5	14.0
Management services	5.6	13.8	8.3	23.1	15.0	52.9	32.1	29.4	37.0	25.0	13.6	11.5	68.2	45.5	24.7
Escorting services	5.6	10.3	33.3	12.8	10.0	17.6	10.7	23.5	3.7	0.0	0.0	7.7	0.0	30.3	12.4
Environmental services	0.0	3.4	16.7	5.1	45.0	2.9	7.1	17.6	11.1	0.0	22.7	19.2	68.2	21.2	14.5
Medical care services	0.0	13.8	25.0	0.0	10.0	32.4	14.3	11.8	18.5	0.0	0.0	0.0	0.0	39.4	10.5
Professional services	0.0	10.3	8.3	28.2	15.0	35.3	39.3	35.3	22.2	25.0	18.2	3.8	68.2	42.4	23.3
Visiting	5.6	44.8	50.0	10.3	20.0	55.9	25.0	47.1	18.5	0.0	40.9	50.0	68.2	66.7	32.7
Household services	0.0	3.4	16.7	15.4	0.0	5.9	7.1	5.9	0.0	0.0	4.5	0.0	0.0	21.2	7.8

Appendix 1c:

Percentage distribution of future services by NGOs planning to increase their use of volunteers in future

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services	Total
Clerical services	33.3	20.0	33.3	0.0	0.0	20.0	0.0	20.0	28.6	0.0	0.0	0.0	0.0	27.3	14.5
Personal care services	0.0	20.0	66.7	0.0	0.0	0.0	0.0	20.0	0.0	0.0	9.1	0.0	0.0	9.1	11.3
Tutoring or mentoring	0.0	20.0	33.3	16.7	0.0	0.0	0.0	0.0	28.6	100.0	0.0	0.0	0.0	0.0	9.9
Education services	0.0	20.0	33.3	0.0	20.0	10.0	16.7	0.0	42.9	0.0	18.2	0.0	0.0	18.2	16.0
Fund raising activities	0.0	20.0	66.7	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	9.8
Recreational activities	66.7	20.0	33.3	16.7	20.0	0.0	0.0	0.0	0.0	0.0	36.4	33.3	100.0	18.2	24.0
Promotion, advocacy and campaign	0.0	40.0	33.3	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	18.2	9.7
Befriending services	0.0	20.0	33.3	0.0	0.0	0.0	16.7	0.0	0.0	0.0	0.0	0.0	0.0	18.2	7.6
Skill coaching	0.0	20.0	33.3	0.0	0.0	10.0	0.0	0.0	0.0	0.0	18.2	33.3	0.0	9.1	10.5
Counseling	0.0	40.0	33.3	0.0	0.0	30.0	16.7	60.0	14.3	0.0	9.1	33.3	0.0	45.5	18.8
Management services	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.8
Escorting services	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0	0.0	0.0	4.8
Environmental services	0.0	0.0	33.3	0.0	40.0	0.0	0.0	20.0	0.0	0.0	0.0	33.3	0.0	9.1	7.5
Medical care services	0.0	0.0	66.7	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	33.3	0.0	0.0	9.4
Professional services	0.0	0.0	33.3	16.7	0.0	0.0	50.0	0.0	0.0	100.0	9.1	0.0	0.0	18.2	13.3
Visiting	0.0	40.0	33.3	0.0	0.0	10.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	7.2
Household services	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	4.5

Appendix 1d: Types of volunteer-involving NGOs by clients served

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services	Total
Small children	0.0	27.6	33.3	84.6	10.0	8.8	17.9	29.4	25.9	0.0	4.5	46.2	68.2	33.3	36.6
Youth	16.7	37.9	41.7	15.4	50.0	38.2	39.3	29.4	29.6	0.0	36.4	53.8	86.4	45.5	34.7
Elderly	0.0	13.8	66.7	10.3	30.0	29.4	10.7	41.2	18.5	0.0	50.0	69.2	72.7	66.7	31.6
Patients	0.0	27.6	25.0	5.1	15.0	47.1	10.7	17.6	29.6	0.0	18.2	34.6	63.6	21.2	19.9
Physical or mentally handicapped	0.0	37.9	16.7	5.1	25.0	26.5	7.1	17.6	11.1	0.0	9.1	23.1	68.2	42.4	17.8
New immigrants from Mainland China	0.0	13.8	25.0	2.6	20.0	11.8	14.3	11.8	11.1	0.0	13.6	15.4	68.2	27.3	14.9
Ethnic minorities in Hong Kong	0.0	6.9	8.3	5.1	0.0	14.7	17.9	11.8	0.0	0.0	4.5	11.5	68.2	24.2	11.1
Needy people in Mainland China	0.0	6.9	0.0	5.1	5.0	5.9	35.7	5.9	29.6	0.0	13.6	3.8	63.6	9.1	12.4
Needy people outside Hong Kong and Mainland China	0.0	3.4	8.3	5.1	10.0	2.9	10.7	5.9	7.4	0.0	4.5	0.0	0.0	6.1	4.8
Ex-offenders	0.0	6.9	0.0	0.0	5.0	11.8	3.6	23.5	11.1	0.0	0.0	3.8	68.2	15.2	7.9
Single parents	0.0	3.4	25.0	5.1	15.0	11.8	10.7	11.8	3.7	0.0	4.5	11.5	0.0	27.3	8.9
Organization themselves	0.0	13.8	0.0	10.3	15.0	11.8	25.0	23.5	11.1	0.0	4.5	11.5	0.0	6.1	8.6
Animals	0.0	0.0	0.0	0.0	15.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
General public	66.7	34.5	50.0	15.4	75.0	44.1	25.0	23.5	51.9	100.0	27.3	26.9	31.8	36.4	37.0

Appendix 1e:

Percentage distribution of the number of registered volunteers by the types of NGOs

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services	Total
1-10	0.0	0.0	50.0	0.0	15.4	13.3	0.0	16.7	31.3	0.0	27.8	7.7	0.0	7.4	13.0
11-20	40.0	5.0	0.0	40.0	7.7	6.7	0.0	0.0	12.5	0.0	33.3	23.1	73.7	3.7	21.8
21-30	0.0	10.0	0.0	13.3	15.4	6.7	0.0	0.0	12.5	0.0	0.0	15.4	5.3	11.1	7.1
31-40	20.0	5.0	16.7	6.7	0.0	0.0	0.0	0.0	6.3	0.0	0.0	0.0	0.0	0.0	4.3
41-50	0.0	15.0	0.0	6.7	0.0	6.7	0.0	0.0	0.0	0.0	16.7	15.4	0.0	7.4	6.1
51-100	0.0	15.0	0.0	20.0	15.4	16.7	12.5	25.0	6.3	0.0	5.6	15.4	10.5	18.5	12.0
101-300	40.0	10.0	16.7	13.3	7.7	30.0	12.5	33.3	18.8	0.0	11.1	23.1	5.3	14.8	16.4
301 or above	0.0	40.0	16.7	0.0	38.5	20.0	75.0	25.0	12.5	100.0	5.6	0.0	5.3	37.0	19.3

Appendix 1f:

Number of registered volunteers by the types of NGOs

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services	Total
Mean	90	370	303	57	1064	1447	3238	233	271	3000	76	67	201	8165	1310
Maximum	250	2000	1605	200	10000	24824	24824	1000	3100	3000	700	200	3000	110000	110000
Median	40	150	25	30	100	110	1500	135	29	3000	18	50	20	105	50
Minimum	12	20	6	15	10	3	60	10	5	3000	6	10	20	1	1

Appendix 1g: Average scores regarding various benefits of volunteer service by types of NGOs

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services
Volunteers have helped my organization expand the level of services to our clients	7	7.8	8.4	7.5	7.7	7.9	8	7.9	7.7	8.5	8.1	8.1	8	8.3
Volunteers have helped my organization raise the quality of services to our clients	6.7	7.5	7.8	7.7	7.6	7.4	8	7.7	7.3	8	8.6	8.1	7.9	8
Staff of my organization have benefited from working with volunteers	7.7	7.7	8.4	7.8	7.7	8	8.1	8.4	8.1	8.5	9	8.5	7.9	8
Volunteers have provided us with expertise not otherwise available from staff of my organization	5.2	6.8	7.5	5.1	5.8	6.7	6.3	6.5	6.4	7.3	6.9	7.3	7.5	6.8

Appendix 1h:

Average scores on the quality of volunteer service by type of NGOs

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services
Substantial staff resources are devoted to managing volunteers (R)	5.4	5.3	5.8	6.6	6.6	5.6	6.2	5.1	5.3	7.6	5.5	6.1	6.1	6.2
Services of volunteers are not reliable (R)	6.1	7.3	8.5	8.1	7.7	7.3	7.6	7.5	7.3	8	8	7	6.8	7.4
Quality of volunteers' services is not up to standard (R)	5.8	7	7.3	6.8	7.3	7	7.6	7.4	6.9	7.9	6.7	6.4	6.1	7.3
Volunteers can only be deployed to take up simple tasks (R)	5.7	7.1	6.8	5.6	6.2	6.5	6.6	6.3	6.6	5.5	5.7	6	5.6	6.5

(R) indicates that reverse coding was used.

Appendix 1i: Average scores relating to the difficulties of recruiting and retaining volunteers by type of NGOs

	Arts and Culture	Civic and Advocacy	District and Community-Based	Education and Research	Environment	Health Services	International and Cross-Boundary	Law and Legal Services	Philanthropic and Intermediaries	Politics	Professional, Industry, Business and Trade Unions	Religion	Sports	Welfare Services
My organization has difficulties recruiting sufficient number of volunteers (R)	6.1	5.7	6.4	6.6	6	5.2	6.3	5.5	6	5.3	6	6.4	5.7	5.9
My organization has difficulties retaining volunteers (R)	5.4	5.6	4.9	6.5	6.2	6	5.9	5.1	6.7	5.5	6.2	6.5	5.6	5.9

Appendix 2

Selected comparison with findings of the 2001 survey

How many volunteers participated in volunteer service of your organization?

	Survey in 2001 (unweighted)		Survey in 20091		
	n	%	n	% (weighted)	% (unweighted)
1 - 10 volunteers	18	12.2%	38	19.1%	15.8%
11 - 20 volunteers	23	15.5%	33	16.9%	13.7%
21 - 30 volunteers	16	10.8%	21	8.5%	8.7%
31 - 40 volunteers	9	5.4%	7	3.4%	2.9%
41 - 50 volunteers	14	9.5%	21	9.4%	8.7%
51 - 100 volunteers	19	12.8%	35	15.1%	14.5%
101 - 300 volunteers	25	16.9%	51	17.2%	21.2%
301 - 600 volunteers	14	9.5%	4	1.0%	1.7%
601 volunteers or above	11	7.4%	31	9.5%	12.9%
Total	148	100.0%	241	100.0%	100.0%
Mean	237.3		379		
Median	50.0		45.0		
Maximum	3000		30000		

What types of work have your organization deployed your volunteers to undertake?

	Survey in 2001 (Base = 204 organizations)		Survey in 2009 (Base = 331 organizations)		
	n	%	n	% (weighted)	% (unweighted)
Recreational activities	84	41.2%	190	59.8%	57.4
Visiting	71	34.8%	126	32.7%	38.7
Clerical work	40	19.6%	163	43.9%	49.2
Promotion and community-education	26	12.7%	166	45.5%	50.2
Escorting service	25	12.3%	41	12.4%	12.4
Homework tutoring	19	9.3%	36	8.6%	10.9
Counseling	18	8.8%	61	14.0%	18.4
Skill coaching	16	7.8%	55	14.1%	16.6
Labour work	16	7.8%	-	-	-
Baby-sitting/day care service	13	6.4%	-	-	-
Art and design	12	5.9%	-	-	-
Housework assistance	12	5.9%	22	7.8%	6.6
Fund raising activities	11	5.4%	168	45.3%	50.8
Befriending service	10	4.9%	50	13.7%	15.1
Survey service	9	4.4%	-	-	-
Medical service	9	4.4%	44	10.5%	13.3
Editing and publishing service	7	3.4%	-	-	-
Elderly care service	2	1.0%	-	-	-
Others	68	33.3%	-	-	-
Don't know / hard to say	1	0.5%	-	-	-
Total	204		331		

Appendix 3

Questionnaire

Survey on volunteering in Hong Kong Questionnaire for Volunteer-involving Organizations

Interviewer number: _____ Sample Code: _____

The Centre for Civil Society and Governance and Policy 21 of The University of Hong Kong have been commissioned by The Agency for Volunteer Service to conduct the survey. An officer from Policy 21 will contact you shortly to collect all completed questionnaires. If you have any questions on the survey, please contact Ms Chan of Policy 21 on 3921 2521.

A staff of your organization who is familiar with matters related to the use of volunteer services is invited to complete this questionnaire. Please rest assured that information you supply in this questionnaire will be kept strictly confidential. Only aggregate statistical information will be published. Information pertaining to individual organizations will not be published.

Name of person completing the questionnaire: _____

Position held: _____ Contact telephone number: _____

Part I Use of volunteer services

1. Has your organization used any volunteer services?

- ① Yes, in the past 12 months
- ② Yes, previously, but not in the past 12 months
- ③ No, and the reasons are: (Please choose all that apply)
 - ① My organization has adequate staff resources
 - ② The work of my organization is not suitable for volunteers
 - ③ Services of volunteers are not reliable
 - ④ Costs of managing volunteers are greater than benefits of using volunteer services
 - ⑤ My organization has difficulties recruiting volunteers
 - ⑥ Others, please specify: _____

2. In what manner does your organization deploy volunteers? (Please choose all that apply)

- ① Large scale ad hoc programmes
- ② Small scale ad hoc programmes
- ③ Regular activities
- ④ Others, please specify: _____
- ⑤ No volunteer service was used

3. What types of work are undertaken by volunteers for your organization? (Please choose all that apply)

- | | |
|--|--|
| ① Clerical services | ⑪ Management services (e.g. business planning; board of directors; committee's work) |
| ② Personal care services
(e.g. babysitting and looking after elderly) | ⑫ Escorting services
(e.g. accompanying clients in outings) |
| ③ Tutoring or mentoring | ⑬ Environmental services |
| ④ Education services
(e.g. Computer class; calligraphy class) | ⑭ Medical care services |
| ⑤ Fund raising activities | ⑮ Professional services (e.g. I.T., legal, accounting) |
| ⑥ Recreational activities | ⑯ Visiting (e.g. visiting patients in hospitals) |
| ⑦ Promotion, advocacy and campaign | ⑰ Household services (e.g. cleaning, cooking, etc.) |
| ⑧ Befriending services | ⑱ Others, please specify: _____ |
| ⑨ Skill coaching | ⑲ Others, please specify: _____ |
| ⑩ Counseling | ⑳ No volunteer service was used |

4. In the future, would your organization provide additional volunteer service?

- ① Yes, please include the following services (Please choose all that apply)
- | | |
|--|--|
| ① Clerical services | ⑪ Management services (e.g. business planning; board of directors; committee's work) |
| ② Personal care services
(e.g. babysitting and looking after elderly) | ⑫ Escorting services
(e.g. accompanying clients in outings) |
| ③ Tutoring or mentoring | ⑬ Environmental services |
| ④ Education services
(e.g. Computer class; calligraphy class) | ⑭ Medical care services |
| ⑤ Fund raising activities | ⑮ Professional services (e.g. I.T., legal, accounting) |
| ⑥ Recreational activities | ⑯ Visiting (e.g. visiting patients in hospitals) |
| ⑦ Promotion, advocacy and campaign | ⑰ Household services (e.g. cleaning, cooking, etc.) |
| ⑧ Befriending services | ⑱ Others, please specify: _____ |
| ⑨ Skill coaching | ⑲ Others, please specify: _____ |
| ⑩ Counseling | |
- ② No
- ③ No volunteer service was used

5. Who are the clients served by volunteers of your organization? (Please choose all that apply)

- | | |
|--------------------------------------|---|
| ① Small children | ⑨ Needy people outside Hong Kong and Mainland China |
| ② Youth | ⑩ Ex-offenders |
| ③ Elderly | ⑪ Single parents |
| ④ Patients | ⑫ Organization themselves |
| ⑤ Physical or mentally handicapped | ⑬ Animals |
| ⑥ New immigrants from Mainland China | ⑭ General public |
| ⑦ Ethnic minorities in Hong Kong | ⑮ Others, please specify: _____ |
| ⑧ Needy people in Mainland China | ⑯ No volunteer service was used |

6. What are the sources of volunteers? (Please choose all that apply)

- | | |
|---|------------------------------------|
| ① Volunteers registered with the organization, and the number registered is _____
In the past 12 months, volunteers registered with the organization had worked, and the number is _____ | ② Schools |
| | ③ Business corporations |
| | ④ The Agency for Volunteer Service |
| | ⑤ Others, please specify: _____ |
| | ⑯ No volunteer service was used |

7. In the past 12 months, how many volunteers participated in volunteer services of your organization

- ⑰ Refused to answer

8. Through which channels does your organization recruit volunteers? (Please choose all that apply)

- | | |
|---|---|
| ① Mass media (e.g. TV, newspapers, radio, etc.) | ⑤ Business corporations |
| ② Internet | ⑥ Organization's newsletters, notice boards, etc. |
| ③ Schools | ⑦ Others, please specify: _____ |
| ④ Social service organizations/religious groups | ⑧ The Agency for Volunteer Service |
| | ⑯ No volunteer service was used |

Part II Management of volunteers

9. Does your organization have a special unit responsible for the management of volunteer services?

- ① Yes: (Please choose all that apply)
- ① With staff / volunteers working on a full-time basis
 - ② With staff / volunteers working on a part-time basis
- ② No, and the reasons are: (Please choose all that apply)
- ① My organization does not have volunteer
 - ② My organization cannot afford to deploy staff to manage volunteer services
 - ③ Volunteers work for us on an ad hoc basis and there is no need for a special unit
 - ④ The number of volunteers is very small
 - ⑤ Volunteers can work independently together with our staff and there is no need for a special unit to manage them
 - ⑥ Others, please specify: _____

10. What services does your organization provide to volunteers? (Please choose all that apply)

- ① Training programmes
- ② Social activities targeted at volunteers
- ③ Recognitions such as certificates or other awards
- ④ Newsletters to update them on activities of organizations
- ⑤ Mentoring / supervision
- ⑥ Feedbacks / evaluation
- ⑦ Others, please specify: _____
- ⑧ Others, please specify: _____
- ⑨ No special service provided to volunteers
- ⑩ No volunteer service was used

11. What types of insurance has your organization arranged for volunteers? (Please choose all that apply)

- ① Public Liability
- ② Personal accidents
- ③ Others, please specify: _____
- ④ No insurance provided to volunteers, reason: _____
- ⑤ No insurance provided to volunteers as we don't know
- ⑩ No volunteer service was used

12. Do you agree with the following statements related to use of volunteer work?
 The scale is from 1 to 10. "1" means "totally disagree" and "10" means "totally agree". If you choose "1" to "5", it means that you tend to disagree. If you choose "6" to "10", it means that you tend to agree.

	Disagree					Agree					No opinion
a. Volunteers have helped my organization expand the level of services to our clients	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
b. Volunteers have helped my organization raise the quality of services to our clients	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
c. Staff of my organization have benefited from working with volunteers	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
d. Volunteers have provided us with expertise not otherwise available from staff of my organization	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
e. Substantial staff resources are devoted to managing volunteers	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
f. Services of volunteers are not reliable	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
g. Quality of volunteers' services is not up to standard	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
h. Volunteers can only be deployed to take up simple tasks	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
i. My organization has difficulties recruiting sufficient number of volunteers	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
j. My organization has difficulties retaining volunteers	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①

Part III Role of the Agency for Volunteer Service

13. What roles do you think the Agency for Volunteer Service should take up? (Please choose all that apply)

- | | |
|---|-------------------------------------|
| ① Recruitment and referral of volunteers | ⑤ Promote volunteerism in Hong Kong |
| ② Training of volunteers | ⑥ Volunteer recognition |
| ③ Training on the management of volunteers | ⑦ Others, please specify: _____ |
| ④ Provide opportunities for volunteers to participate in volunteer work | |

Survey on volunteering in Hong Kong Questionnaire for NGO Volunteers

Interviewer number: _____

Sample Code: _____

The Centre for Civil Society and Governance and Policy 21 of The University of Hong Kong have been commissioned by The Agency for Volunteer Service to conduct the survey. An officer from Policy 21 will contact you shortly to collect all completed questionnaires. If you have any questions on the survey, please contact Ms Chan of Policy 21 on 3921 2521.

Please rest assured that information you supply in this questionnaire will be kept strictly confidential. Only aggregate statistical information will be published. Information pertaining to individual organizations will not be published.

Name of person completing the questionnaire: _____

Contact telephone number: _____

Part I Participation in volunteer work

Volunteering generally refers to any services provided by individuals who willingly contribute their time and effort without monetary or material returns.

1.	Have you participated in any volunteer work for the following organizations?	Yes, in the past 12 months (2)	Not in the past 12 months, but have done so previously (1)	Never done (0)
a.	Social services organizations			
b.	Health and medical institutions/hospitals			
c.	Educational organizations (e.g. School, Students' association, Parent-teacher association, Alumni association)			
d.	Religious bodies			
e.	Recreational and cultural organizations			
f.	District organizations (e.g. District Council, Kai Fong Associations, Owners' Corporations and Mutual Aids Committees)			
g.	Environmental organizations			
h.	Government departments			
i.	The Agency for Volunteer Service			
j.	Uniformed groups (e.g. Scouts)			
k.	Labour groups			
l.	Clanship associations			
m.	Political organizations or other pressure groups			
n.	My Company			
o.	Others, please specify: _____			

2. What types of volunteer work did you participate in the past 12 months? (Please choose all that apply)

- | | |
|---|---|
| ① Clerical services | ⑪ Management services (e.g. business planning; board of directors/committee's work) |
| ② Personal care services (e.g. babysitting and looking after elderly) | ⑫ Escorting services (e.g. accompanying clients in outings) |
| ③ Tutoring or mentoring | ⑬ Environmental services |
| ④ Education services (e.g. computer class; calligraphy class) | ⑭ Medical care services |
| ⑤ Fund raising activities | ⑮ Professional services (e.g. I.T., legal, accounting) |
| ⑥ Recreational activities | ⑯ Visiting (e.g. visiting patients in hospitals) |
| ⑦ Promotion, advocacy and campaign | ⑰ Household services (e.g. cleaning, cooking, etc.) |
| ⑧ Befriending services | ⑱ Others, please specify: _____ |
| ⑨ Skill coaching | ⑲ Others, please specify: _____ |
| ⑩ Counseling | ⑳ Refuse to answer |

3. Who are the clients you are serving, if any, in your volunteer work in the past 12 months? (Please choose all that apply)

- | | |
|--------------------------------------|---|
| ① Small children | ⑨ Needy people outside Hong Kong and Mainland China |
| ② Youth | ⑩ Ex-offenders |
| ③ Elderly | ⑪ Single parents |
| ④ Patients | ⑫ Organization themselves |
| ⑤ Physical or mentally handicapped | ⑬ Animals |
| ⑥ New immigrants from Mainland China | ⑭ General public |
| ⑦ Ethnic minorities in Hong Kong | ⑮ Others, please specify: _____ |
| ⑧ Needy people in Mainland China | ⑯ Refuse to answer |

4. On average, how often did you participate in volunteer work in the past 12 months?

- | | |
|--------------------------|---------------------------------------|
| ① Every day | ⑤ Once a month |
| ② More than once a week | ⑥ More than once in the past 12 month |
| ③ Once a week | ⑦ Once in the past 12 months |
| ④ More than once a month | ⑱ Refuse to answer |

5. Which time of the day and which day of the week did you usually participate in volunteer work in the past 12 months? (Please choose all that apply)

- | | |
|------------------------------------|---------------------------------|
| ① In the morning during weekdays | ⑤ During holidays |
| ② In the afternoon during weekdays | ⑥ No particular time or day |
| ③ In the evenings during weekdays | ⑦ Others, please specify: _____ |
| ④ On Saturdays or Sundays | ⑱ Refuse to answer |

6. How many hours of volunteer work have you undertaken in volunteer work in the past month?

_____ hours

⑩ Refuse to answer

7. How many hours of volunteer work have you undertaken in volunteer work in the past 12 months?

_____ hours

⑩ Refuse to answer

8. Through which channels do you usually learn about opportunities to participate in volunteer work? (Do not read out) (Please choose all that apply)

- | | |
|---|------------------------------------|
| ① Mass media (e.g. TV, newspapers, radio, etc.) | ⑧ The Agency for Volunteer Service |
| ② Internet | ⑨ Friends / classmates |
| ③ Teachers | ⑩ Relatives / family members |
| ④ Social workers | ⑪ Neighbours |
| ⑤ Social service organizations | ⑫ Others, please specify: _____ |
| ⑥ Religious groups | |
| ⑦ Employers / colleagues at work | ⑩ Refuse to answer |

9. For how many years have you been a volunteer?

_____ Years

⑩ Refuse to answer

10. When did you first begin volunteering?

- | | |
|--|---------------------------------|
| ① While studying in primary schools | ⑥ After retirement |
| ② While studying in secondary schools | ⑦ Others, please specify: _____ |
| ③ While studying in post-secondary institutions | |
| ④ Right after graduation but before being employed | |
| ⑤ While being employed | ⑩ Refuse to answer |

Part II Motivation, benefits and expectations

11. Why did you participate in volunteer work? (Do not read out) (Please choose all that apply)

- | | |
|--|--|
| ① To help others | ⑧ To use my own skills and experiences |
| ② To change the world/community for the better | ⑨ Religious beliefs |
| ③ To gain work or social experience | ⑩ Want to do something meaningful / believe the volunteer work is meaningful |
| ④ To gain knowledge or skills | ⑪ To make life more meaningful |
| ⑤ To make friends | ⑫ Others, please specify _____ |
| ⑥ To accompany friends | |
| ⑦ I had spare time | ⑩ Refuse to answer |

12. What types of volunteer work would you like to undertake in the future? (Please choose all that apply)

- | | |
|--|--|
| ① Clerical services | ⑪ Management services (e.g. business planning; board of directors; committee's work) |
| ② Personal care services
(e.g. babysitting and looking after elderly) | ⑫ Escorting services
(e.g. accompanying clients in outings) |
| ③ Tutoring or mentoring | ⑬ Environmental services |
| ④ Education services (e.g. computer class; calligraphy) | ⑭ Medical care services |
| ⑤ Fund raising activities | ⑮ Professional services (e.g. I.T., legal, accounting) |
| ⑥ Recreational activities | ⑯ Visiting (e.g. visiting patients in hospitals) |
| ⑦ Promotion, advocacy and campaign | ⑰ Household services (e.g. cleaning, cooking, etc.) |
| ⑧ Befriending services | ⑱ Others, please specify: _____ |
| ⑨ Skill coaching | ⑲ Not involve in volunteer work in the future
Go to Q14 |
| ⑩ Counseling | ⑲ Refuse to answer |

13. Which types of clients would you like to serve in your volunteer work in the future?

(Please choose all that apply)

- | | |
|--------------------------------------|---|
| ① Small children | ⑨ Needy people outside Hong Kong and Mainland China |
| ② Youth | ⑩ Ex-offenders |
| ③ Elderly | ⑪ Single parents |
| ④ Patients | ⑫ Organization themselves |
| ⑤ Physical or mentally handicapped | ⑬ Animals |
| ⑥ New immigrants from Mainland China | ⑭ General public |
| ⑦ Ethnic minorities in Hong Kong | ⑮ Others, please specify: _____ |
| ⑧ Needy people in Mainland China | ⑲ Refuse to answer |

14. Do you agree with the following statements related to volunteer work? The scale is from 1 to 10. "1" means "totally disagree" and "10" means "totally agree". If you choose "1" to "5", it means that you tend to disagree. If you choose "6" to "10", it means that you tend to agree.											
	Disagree					Agree					No opinion
a. Staff of organizations I work with as a volunteer value my contribution	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
b. The clients I have served as a volunteer appreciate my service	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
c. My knowledge and skills have improved after my participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
d. I have more confidence in myself after participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
e. My communication skills have improved after participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
f. My ability to work with others in a team has improved after participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
g. My life is more meaningful after participation in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
h. My knowledge and skills are well utilized in my volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
i. I am aware of my role and responsibility in my volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
j. The organizations I work for as a volunteer have provided sufficient supports to their volunteers	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
k. The organizations I work with as a volunteer have made an effort to sustain my interest in volunteer work	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①
l. I feel being respected by people in the society	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	①

Part III Non-organized volunteering

15. In the past 12 months, have you helped your neighbours in [Read out a – c]	Often	Sometimes	Seldom	Never	Refuse to answer
a. Doing housework (e.g. grocery shopping, cooking, cleaning, minor renovation)	①	②	③	④	⑤
b. Giving personal care (e.g. taking care of children /elderly people)	①	②	③	④	⑤
c. Handling emotional problems (e.g. listening to or advising on important issues)	①	②	③	④	⑤

16. In the past 12 months, have you done any volunteer work to people you don't know, which was not arranged by organizations mentioned above [Read out a – c]	Often	Sometimes	Seldom	Never	Refuse to answer
a. Doing housework (e.g. grocery shopping, cooking, cleaning, minor renovation)	①	②	③	④	⑤
b. Giving personal care (e.g. taking care of children /elderly people)	①	②	③	④	⑤
c. Handling emotional problems (e.g. listening to or advising on important issues)	①	②	③	④	⑤

Part IV Trust and Sense of Belonging

17. Please indicate from 1 to 10. 1 means "totally disagree" and 10 means "totally agree".						Refuse to answer					
	Totally disagree				Totally agree						
In Hong Kong, do not easily trust other people	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑪

18. Please indicate from 1 to 10. 1 means "no sense of belonging at all" and 10 means "have a very strong sense of belonging".						Refuse to answer					
	No sense of belonging at all				Have a very strong sense of belonging						
In general, how strong is your sense of belonging to Hong Kong?	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑪

Part V Personal information

19. In the past 12 months, have you participated as a member in any of the activities organized by social groups or community organizations?

- ① Yes
 ② No
 ⑩ Refuse to answer

20. Do you have any religion?

- ① Yes
 ② No
 ⑩ Refuse to answer

21. What is your age?

- ① 10 - 14
 ② 15 - 19
 ③ 20 - 24
 ④ 25 - 29
 ⑤ 30 - 34
 ⑥ 35 - 39
 ⑦ 40 - 44
 ⑧ 45 - 49
 ⑨ 50 - 54
 ⑩ 55 - 59
 ⑪ 60 - 64
 ⑫ 65 or above
 ⑬ Refuse to answer

22. Educational attainment

- ① No schooling / Pre-primary
 ② Primary
 ③ Lower Secondary
 ④ Upper Secondary
 ⑤ Sixth Form or Seventh Form
 ⑥ Post-secondary : Diploma / Certificate
 ⑦ Post-secondary : Sub-degree course
 ⑧ Post-secondary : Degree course
 ⑨ Refuse to answer

23. What is your economic activity status?

- ① Employee
 ② Self-employed
 ③ Employer
 ④ Home-maker
 ⑤ Student
 ⑥ Retired
 ⑦ Not at work, but is looking for a job
 ⑧ Not at work, but is not looking for a job
 ⑨ Refuse to answer

(For those who are employee, self-employed or employer)

24. Occupation : _____ (Do not read out)

- | | |
|--|--|
| ① Managers and administrators | ⑥ Skilled agricultural and fishery workers |
| ② Professionals | ⑦ Craft and related workers |
| ③ Associate professionals | ⑧ Plant and machine operators and assemblers |
| ④ Clerk | ⑨ Elementary occupations |
| ⑤ Service workers and shop sales workers | ⑩ Others, please specify: _____ |

(For those who are employee, self-employed or employer)

25. Business nature of your company

- | | |
|---------------------------|---------------------------------|
| ① Government | ④ Private company |
| ② Public organization | ⑤ Others, please specify: _____ |
| ③ Non-profit organization | ⑩ Refuse to answer |

26. Personal Income (in Hong Kong dollars)

How much did you earn from your part-time or full-time job last month? Including employee's MPF contribution, earning from casual work, housing allowance, bonus and double pay. [Please divide the bonus and double pay by 12 month(s)] (Do not read out)

- | | | |
|-----------------------|-----------------------|-----------------------|
| ① No income | ⑥ \$20,000 – \$24,999 | ⑪ \$50,000 – \$59,999 |
| ② Below \$5,000 | ⑦ \$25,000 – \$29,999 | ⑫ \$60,000 or above |
| ③ \$5,000 – \$9,999 | ⑧ \$30,000 – \$34,999 | ⑩ Refuse to answer |
| ④ \$10,000 – \$14,999 | ⑨ \$35,000 – \$39,999 | |
| ⑤ \$15,000 – \$19,999 | ⑩ \$40,000 – \$49,999 | |

27. Before this survey, have you ever heard about the Agency for Volunteer Service?

- ① Yes, what roles do you think the Agency for Volunteer Service should take up? (Please choose all that apply)
- ① Recruitment and referral of volunteers
 - ② Training of volunteers
 - ③ Training on the management of volunteers
 - ④ Provide opportunities for volunteers to participate volunteer work
 - ⑤ Promote volunteerism in Hong Kong
 - ⑥ Volunteer recognition
 - ⑦ Others, please specify: _____
- ② Don't know
- ⑩ Refuse to answer

Acknowledgement

We are indeed indebted to Hong Kong Jockey Club Charities Trust as this study has been made possible by her sponsorship. We should like to express our heart-felt thanks to the Centre for Civil Society and Governance, The University of Hong Kong, and Policy 21 Limited. Special thanks should go to the Task Force on “Study Project on Volunteering towards Community building in Hong Kong” for their valuable input and involvement.

Task Force on “Study Project on Volunteering towards Community building in Hong Kong”

Chairman:

Mr Tang Kwai Nang, BBS, JP
Vice Chairman, Agency for Volunteer Service

Members:

Prof Chan Cho Wai, Joseph
Associate Director of the Centre for Civil Society and Governance,
The University of Hong Kong

Ms Chung Woon Fan, Flora
Chief Executive Officer, Agency for Volunteer Service

Prof Ho Lok Sang
Director of the Centre for Public Policy Studies, Lingnan University

Prof Ho Wing Huen, Frederick, SBS, OBE
Honorary Professor, Department of Statistics and Actuarial Science, The University of Hong Kong
Former Commissioner for Census and Statistics, HKSAR Government

Prof Kuan Hsin Chi
Board Member, Agency for Volunteer Service

Dr Ng Kam Cheung, Stephen
Chairman, Planning and Service Committee, Agency for Volunteer Service

Mr Yip Hak Kwong
Director of Policy 21 Limited, The University of Hong Kong

Secretary:

Mr Cheng Chung, David
Service Head, Agency for Volunteer Service



Published by: Agency for Volunteer Service

Address: 602, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong.

Tel: (852) 2527 3825

Fax: (852) 2866 2721

Website: <http://www.avs.org.hk>

E-mail: avs@avs.org.hk

Publishing Date: April 2011

Printed by: Glory Communication Co. Ltd.

Cover design by: Glory Communication Co. Ltd.

All rights reserved. No part of this report may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without permission in writing from the Agency for Volunteer Service.

