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e-volunteering

BUILDING ONLINE VOLUNTEERING ECO SYSTEM

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The Research report in front of you is produced within the project "E-volunteering", which is implemented by CONNECT International (Belgium), Move It (Greece), Mladi Zmaji (Slovenia), Backslash (Spain), Sunrise Project (France), and Libero (Serbia). It aims to enable the transformation and change of transnational volunteering practices by using new approaches introduced through a sustainable e-volunteering ecosystem. The project is co-funded by the European Union.

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TABLE OF CONTENTS

PART 1

MAPPING STAKEHOLDERS

This paper will provide a tentative map of relevant stakeholders and actors in the field of e-volunteering on the international and national levels in the partner countries. E-volunteering is a relatively new approach to volunteering and is also known as online or virtual volunteering, digital volunteering, or cyber service, and can include micro-volunteering, crowd sourcing, tele-mentoring, tele-tutoring, online mentoring, Internet-mediated service, and various other online activities undertaken by volunteers. E-volunteers, like all other volunteers use their skills to contribute to the community through various projects and activities. E-volunteering is not meant to replace onsite volunteering. On the contrary, e-volunteering supports traditional volunteering by increasing and widening the scope of possibilities that exist online. Emerging technologies can significantly impact a project's scope and reach. It may also attract those who have no prior experience in voluntary work. It is very important to understand who all relevant stakeholders in this field are and how they are involved, and/or how they can influence e-volunteering policies and standards.

INTERNATIONAL LEVEL

Policy makers around the world have already started acknowledging the necessity of developing concrete legal frameworks on volunteering, though there is yet a lot to be done regarding e-volunteering. Although many countries have already embraced these concepts, the level of volunteering depends on many factors, such as the economic and political situation, the image and level of development of the ~third sector, the established traditions of volunteering, the labor market. The experience of countries across Europe shows that the legal framework becomes an important factor when different regulations or the lack of legal protection create obstacles and barriers to volunteering. Therefore, it is not only important to achieve public recognition of volunteering, but also to create a legal environment that encourages it. The effective functioning of volunteering requires the participation and support of the state, through the creation of appropriate infrastructure at the local and national level, as well as state-funded schemes to support volunteering. The need to rethink the existing legislation is based on the fact that the number of e-volunteers is already increasing in many countries, and, accordingly, the need for adequate protection of these people, similar to those employed, is growing. Unfavorable regulations can pose serious obstacles to volunteering, as many national laws hinder or do not support volunteering. It all becomes even more complicated when we talk about e-volunteering. In regulating e-volunteering, policy-makers must set clear policies and goals that they want to achieve and, in accordance with them, determine the type of volunteer activities they wish to regulate.

WHO ARE THE STAKEHOLDERS AND ACTORS WORLDWIDE AND AMONG THE REGIONAL PARTNERS CONCERNING ONLINE VOLUNTEERING?

On the worldwide level United Nations (UN) was the one to introduce online volunteering and currently provides various opportunities. UN rules on online volunteering can be found *here.* As for the eligibility to register an activity on the United Nations Volunteers (UNV) online volunteering portal, your organization has to either be a UN entity, governmental or other public institution or a civil society organization (CSO). For a CSO to publish an assignment on the UNV portal, it must either already be registered with UNV's service, provide evidence of accreditation with the ECOSOC - Economic and Social Council (ECOSOC) - the United Nations or be working with UN Country Teams as an implementing partner or "provide evidence that a UN entity has undertaken due diligence". The document to complete can be found on the bottom of the page following this *link.* Some other platforms rules can be found on the following *link.* These are just the guiding principles, serving as a base for setting a legal framework, but there are no concrete laws.

UNICEF has been very active in promoting volunteering and e-volunteering in the past couple of years since the Covid-19 crisis and has been supporting various programs of this type worldwide. The same goes for *UNDP* and other UN based agencies with huge operations worldwide and in Europe.

EUROPE:

A lot of steps have been made on volunteering and e-volunteering on a European level as well. Currently, there are various e-volunteering opportunities on the European level that are in the spirit of promoting digital rights and priorities of the "Digital Decade" – the European Commission forward-looking strategic vision for the development of the digital economy and the transformation of European businesses by 2030. However, apart from institutional stakeholders and their initiatives, it is also important to know that there are influential individuals, such as Marguerite Potard Soderma, EU Advocacy and Policy Director, who work directly on these issues. EU Parliament should be considered as one of the main stakeholders when it comes to adopting new decisions and legislations on the European level.

> **Following is the list of various sources and stakeholders in Europe, who are implementing impactful e-volunteering initiatives, at the moment:**

- *European Youth Portal* – it offers advice on e-volunteering.

- *Support, Advanced Learning and Training Opportunities for Youth (SALTO – YOUTH)* - SALTO-YOUTH works within the Erasmus+ Youth and the European Solidarity Corps' programs.

- *Center for European Volunteering (CEV)* - CEV is a hub that has been working with volunteering and volunteering policies in Europe for the past 30 years.

- *European Red Cross* - ERC and Red Cross worldwide provide various volunteering opportunities.

- *Worldvision* - It is a humanitarian aid organization that works worldwide fighting poverty and hunger, and engages large numbers of volunteers for various activities, including e-volunteering, mainly through crowd-funding campaigns.

- *World Organization of the Scout Movement (WOSM)* – WOSM with its European offices in Geneva and Brussels, promotes volunteering, has a long tradition of promoting scouting and volunteering around the world and has been very active in promoting solidarity and empowering young people.

- *Youth Partnership EU and CoE* – The partnership provides extensive research, tools, policies and experts pool for youth policies in Europe, and focuses –among other issues- on volunteering.

- *European Education and Culture Executive Agency (EACEA)* – EACEA manages funding for education, culture, audiovisual, sport, citizenship and volunteering.

- *Commission's Directorate General for Education and Culture (DGEAC)* – This Commission's department is responsible for EU policy on education, youth, sport and culture. The department also supports these policies and priorities through a variety of projects and programs, notably Creative Europe, Erasmus+, Marie Skłodowska-Curie Actions, European Institute of Innovation & Technology (EIT).

- *Council of Europe Youth Department* – It supports youth policies, training, empowerment of young people through various measures, among which is a participation of young people in the decision making bodies through the Advisory Council on youth.

- *Association internationale des étudiants en sciences économiques et commerciales (AIESEC)* – AIESEC is a global platform for young people to develop their leadership potential through practical experiences of many kinds, including internships, volunteering opportunities, and more. AIESEC has been focusing on virtual volunteering more and more in the past several years.

- *Save the Children* – It is a humanitarian aid organization working worldwide, focusing on children's rights and engages a huge number of volunteers for their activities.

- *Organization for Security and Co-operation in Europe (OSCE)* - OSCE is a Vienna based, international political organization working on security and cooperation and supporting various programs and policies around Europe, involving other important stakeholders and decision makers.

- *Youth Forum Jeunesse (YFJ)* - YFJ is the largest pan-European youth network, working on youth policies, youth empowerment and influencing decisions in regards to youth issues in Europe.

- *Regional Youth Cooperation Office (RYCO)* - RYCO is an independently functioning institutional mechanism, founded by the Western Balkans' 6 participants (WB 6): Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, North Macedonia and Serbia, aiming to promote the spirit of reconciliation and cooperation between the youth in the region through youth exchange programs and various volunteering programs.

- *European Solidarity Corps*

- *Eurodesk Opportunity Finder* - It is a platform which offers different volunteering opportunities.

- *Eurocities* - It offers e-volunteering opportunities across Europe.

- *Rostefy* - It is a platform which lists 22 various digital volunteering opportunities worldwide.

- *Digital volunteers* – It is a union of people and organizations in Germany who coordinate and offer digital solutions to support volunteers' efforts.

This paper aims to map stakeholders from several EU and non-EU countries to provide wider perspective on "who is who" in volunteering, who the major actors are when it comes to e-volunteering and what kind of practices and legal provisions exist in Europe.

SPAIN

Spain doesn't have a specific law dealing with e-volunteering but there is a certain legal framework which recognizes volunteering both on national and regional levels. A relevant study on volunteering and digital technologies in Spain can be found _here_.

Following is the list of stakeholders involved in volunteering:

- _Reconoce_ - Statewide network of organizations that recognizes skills in volunteering.

- _Entrecomp_ - European reference framework for entrepreneurship.

- _INJUVE_ - Technical body for analysis and diagnosis of the situation of young people in our country and support for the formulation of youth initiatives, programs and policies).

- _Plataforma voluntariado España._

- In this _link_, we can find all the volunteering legislation at regional level.

- _Premios Culturama Valencia_ - These awards aim to support innovative projects in the youth field that are based on the implementation of actions for community development.

- *Fundación Cibervoluntarios* – It's a Spanish NGO, promoted in 2001 by social entrepreneurs in order to promote the use and knowledge of technology for avoiding social gaps, generating social innovation and empowering citizens, promoting their rights and giving more opportunities. Their work is based on collaboration. They currently have a network of 1,700 cybervolunteers and more than 1,000 organizations with which they regularly collaborate directly. They are a pioneer entity.

- *VOLUNTARE* – Red de Voluntariado Corporativo. It's a platform for volunteering carried out by the employees of a company, to contribute to various social and/or environmental causes and which, in one way or another, is supported by the *company*.

- *Virtual volunteering opportunities*

- *Consejo de la juventud de España* – Spanish Youth Council, umbrella organization responsible for youth issues on the national level.

- *Consell Valencià de la joventut* – Valencian Youth Council.

- *Xarxa* – Partnership of municipal youth departments

- *Federació de cases de joventut* – Provider of free educational activities for young people.

- *Fades* – student and alumni network

- *Institut Valencià de la Joventut (IVAJ)* – governmental institution responsible for youth issues.

- *UPV and UV* – University of Valencia provides various activities and volunteering opportunities for young people.

- *DecideT*, *Lambda Valencia*, and *CridaLGBTI* are LGBTQI+ organisations from Valencia region that offer various programs and activities.

- *APJCV* – Youth workers association.

- *PAH* - solidarity initiative.

- *Cruz Roja* - Red Cross Spain - one of the largest worldwide relief organisations with long history of volunteer activities.

- *ESPLAIS VALENCIANS* - free time activities and children support organization.

- *Alanna* - organisation that fights the violence against women.

- *CRAJ Barcelona* - Youth Resource Center Barcelona.

- *QdT* - municipal center for youth activities.

- *FADJUVENTUD* - Association of youth addiction counselors.

- *Asociación Mundus* - provides opportunities for volunteering and youth exchanges.

- *UIB* - University of Balearic Islands provides various opportunities for students.

- *Acció Cultural Pais Valencià* - organization that promotes Valencian culture and heritage.

- *Voluntariado Galego* - offers an extensive database for volunteering opportunities.

- *Espai Jove La Fontana* - youth resource center.

- *APNEEF* - supporting people with functional diversity.

- *Shambhala Fundación* - institutional support foundation for young people.

- *Escola valenciana* - organization that promotes activism and volunteering in Valencia.

- *Arada memòria* - feministic organisation promoting remembrance.

- *Asociación Aadas* - organization supporting women victims of sexual violence.

- *YMCA ESPAÑA* - branch of the international organization working with young people and children.

- *Asociación Española contra el cáncer* - humanitarian organisation supporting cancer patients.

- *SIPV* - organisation providing education for global citizenship.

- *ITRAN* - Asociación de Amigos del Pueblo Marroquí - support to the Moroccan people.

- *Federació d'escoltisme valencià* - Spanish branch of the global scouts movement.

- *Psicólogos y psicólogas sin fronteras* - psycho-social support organisation that supports people with low income.

- *Proyecto Hombre* - organization that supports people with addiction problems.

- *Xarxa Feminista* - feminist organisation.

GREECE

There is no nationally defined strategy on e-volunteering, including volunteering in general, and each Ministry / public organization that implements volunteering activities, is responsible for organizing and implementing all relevant actions, according to Greek legislation. There are several academic articles analyzing digital activism in Greece:
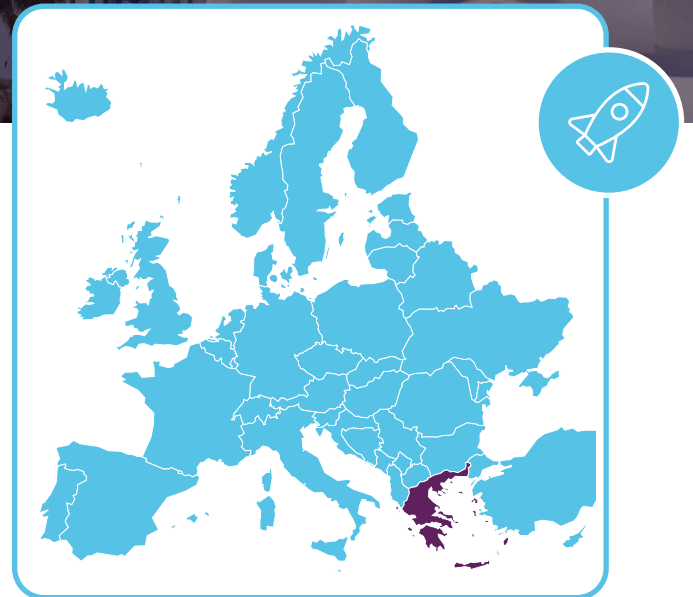
- *Digital Platforms for the Common Good:* Social Innovation for Active Citizenship and ESG. This article's main contribution is that it identifies a generic structure of a digital platform that enables volunteerism working with nonprofits and companies involved in Environmental, Social, and Governance (ESG) activities.

- *Analysis* of the attitude to volunteering and donations to NGOs in Greece, Written by the International Hellenic University.

Following is the list of stakeholders involved in volunteering:

- *E-thelontis* - is an online educational center, educating volunteers to prepare them for voluntary work.

- *Helping GR* - is a digital platform with links of NGOs and space for those in need to ask for help.

- *Mila mou (=Talk to me)* - offers online psychological support anonymously and for free for people in need of help.

- *Cities Network for Integration* - The Cities Network for Integration (CNI) inspires its members to exchange and plan coordinated activities and interventions at local and national level, aimed at promoting social integration of migrants and refugees and strengthening social cohesion.

- *UNSOC* - is also a registered non-profit organization, officially recognized by the Hellenic Republic. Our main goal is to promote Model United Nations (MUN) and to familiarize young people with international affairs, diplomacy, and international law.

- *ELSA* - is an international, independent, non-political, non-profit organization, active in the field of legal science and addressed primarily to law students, trainees and young lawyers.

- *Municipality of Lagadas* - The municipality handles tasks that can best be dealt with locally thanks to the close contact with the daily life of the citizens.

- *Municipality of Thessaloniki* - The Municipality of Thessaloniki is the second largest municipality by population in Greece after the Municipality of Athens.

- *I.NE.DI.VIM. Youth and Lifelong Learning Foundation* - Youth and Lifelong Learning Foundation's mission is toimplement lifelong learning programmes/projects, youth programmes/projects, emphasising youth innovation, mobility, transitions and career growth and manage all issues regarding student care services, catering and accommodation facilities (educational welfare).

- *AUTh Volunteering Office* - promoting life-long-learning opportunities.

- *Bodosakis Institution* - Bodossaki Foundation is a public benefit organisation founded in 1972 with the aim of continuing the contribution of its founder, Prodromos-Bodossakis Athanassiades, to the Greek society. Its vision is a society of equal opportunities and prospects for all.

- *Eleutherios Venizelos Foundtation* - Its objective is to constitute in a national level, a dynamic European research and education centre, which will be a central coordinating institution for the research and study of the work, the era and the life of the great statesman and of modern Greek history, an institution free from ideological restrictions and local limits. Its flexible administrative and financial structure provides for its independence and allows activities beyond administrative hierarchy and established universitary structures.

- *Onasis Foundation* - Established in 1975, the foundation focuses on the areas of culture, education, environment, health, and social solidarity, and the projects of the foundation are related to Greek culture and civilization.

- *John Latsis Foundation* - The Foundation plans, manages, and funds programmes that cover a broad range of fields, such as Education & Skills, Innovation & Sustainable Development and Social Action & Solidarity, in collaboration with civil society partners and key players within these areas.

- *Save your Hood Organization* – The Save Your Hood movement strengthens initiatives and gives citizens the means to act by providing a common ground where everyone can express their ideas and concerns and empower each other for healthier neighborhoods.

- *Stavros Niarchos Foundation* – The Stavros Niarchos Foundation is one of the world's leading private, international philanthropic organizations, making grants in the areas of arts and culture, education, health and sports, and social welfare.

- *Vardinogiannis Foundation* – The Vardinogiannis Foundation (Greek: Ίδρυμα Βαρδινογιάννη) is a Greek charity that was created in 1980 and is run by the Vardinogiannis family. Although its activities are numerous, the family prefers to keep a "low profile" on its charitable actions and therefore most of them remain unknown to the public.

- *Eugenidis Foundation* – In 1954 Eugene Eugenides founded through his will the Eugenides Foundation, whose sole purpose was to 'contribute to the education of young people of Greek nationality in the scientific and technical fields'.

- *ThessDictio* – is the informal Network of Voluntary Organizations andof Civil Society bodies and was created in Thessaloniki in 2011.

- *Ethelon* – is a non-profit organization created with the aim of highlighting and promoting the concept of volunteering in Greek society.

- *Interconnectivity Office UoM* – The Liaison Office (DG) has been operating since 1994, oriented to the immediate, valid and efficient service of the students and new graduates of the University of Macedonia, promoting the training of its beneficiaries in the management of their knowledge, experiences and skills, with the aim of personal and their professional development.

- *Mamagea* - is a civil non-profit organization committed to upgrading everyday life in cities by utilizing current and innovative approaches, developing social cohesion, tackling climate change, strengthening communities, and nourishing human networks and a sense of belonging.

- ΧαμόγελοτουΠαιδιού *(Smile of the Child)* - The organization provides services for all children in Greece regardless of ethnicity and/or religion, namely: preventing phenomena of violence and/or child disappearances, providing medical preventative examinations, actions of intervention for children victims of any form of violence, missing children, children with health problems, children living in poverty or threatened by poverty and therapeutic actions for children victims.

- *Hellenic Association of Environment and Culture* - The organization has been working since 1972 to protect the environment and cultural heritage of Greece.

- *TedX UoM and TedX AUTh* - focus on local, self-organized events that bring people together to share a TED-like experience which can be summarized in the motto "ideas worth spreading".

- *United Society of Balkans U.S.B.* - They focus on social integration, creating and supporting a network of active citizens, as well as improving their quality of life.

- *Rescue GR* - This NGO focuses on searching and rescuing missing people in the context of mass destruction, rural areas and water. Generally, it plans humanitarian actions in order to adhere to international standards.

- *Infinity Greece* - A civil society organization which focuses on youth, media, digital era and social entrepreneurship.

- *Calisto* - The Environmental Organization for Wildlife and Nature CALLISTO was founded in 2004 in Thessaloniki by scientists with extensive experience and specialization in environmental issues.

- Doctors of the World - GREECE, Amnesty International - GREECERed Cross - GREECE , Scouts of Greece , Greenpeace and AIESEC GREECE represent branches of the international organizations in Greece that all have their offices and programs that include volunteering and e-volunteering opportunities, as they do worldwide.
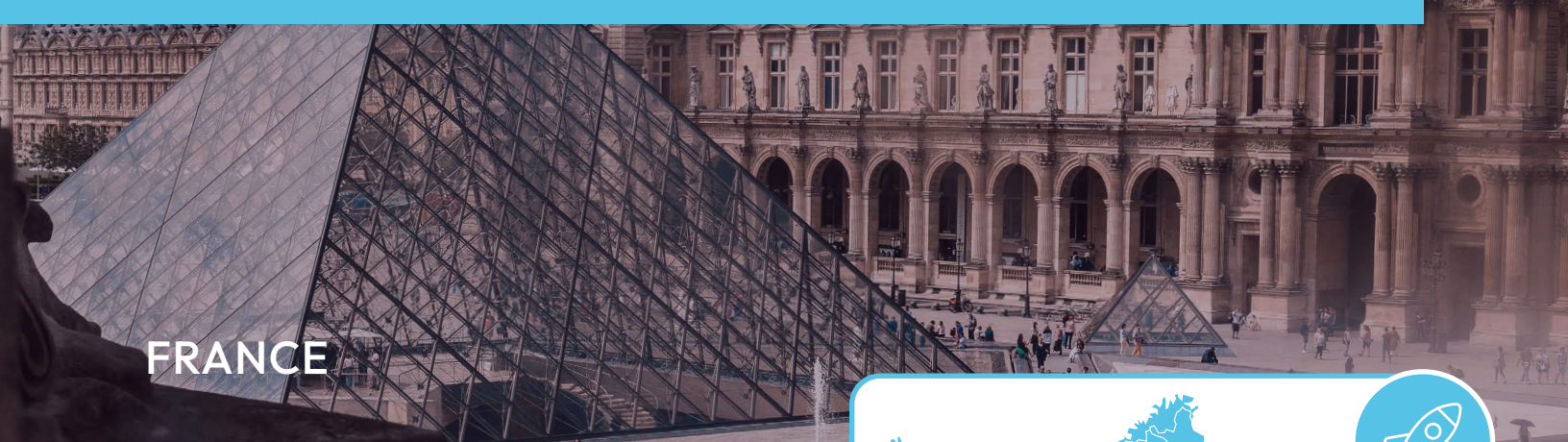
FRANCE

In France, volunteering is encouraged and supported by various policies and regulations at both national and local levels. France recognizes two forms of volunteering engagement: Bénévolat and Volontariat. "Bénévoles" are persons who have legally recognized for- profit or non-profit status, e.g. employee or student with additional rights emerging from their volunteering engagement. This volunteering engagement however does not create any distinct legal status and therefore they are free to conduct additional activities. Contrary to this, "Volontaires" are persons who have recognized legal status of volunteers and their volunteering engagement is exclusive. Both forms are regulated under numerous laws. While provisions applying to Bénévoles are depending on the regulation of their main status, Volontairiat is regulated under numerous legal provisions. Those are for example: Volunteering in Associations, Civil volunteering, International volunteering in companies, Voluntary Civil Service and others. France has 1.35 million associations which mobilise 12.5 million volunteers - *La France associative en mouvement 2021-2022, October 2022.* There are no specific data on the number of volunteers who are e-volunteers.
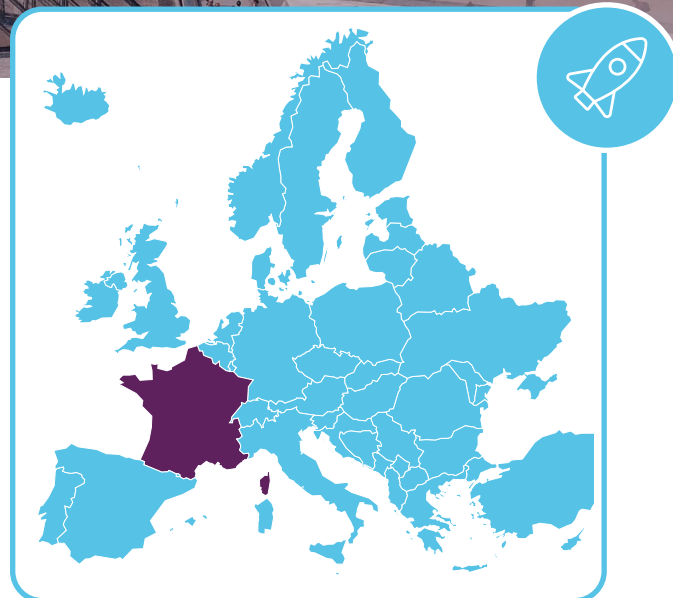
Following is the list of stakeholders involved in volunteering:

- *France Volontaire* – The French National Agency for the Development of Solidarity and Volunteering: This government agency provides information, resources, and support to organizations and individuals involved in volunteering.

- *Municipality of Roubaix* – Municipality has the youth office and manages municipal volunteering programs.

- *Youth consultative council of Roubaix* – Youth council is responsible for the youth programming in the city.

- *Mission locale Paris* – Institution responsible for professional placement of young people.

- *Marie de Paris* – Online platform from the municipality of Paris that is dedicated to the citizens engagement.

- *Université de Lille* – Education institution with various programs and opportunities for students.

- *Crij Lille* – Youth information platform.

- *Diffuz* – This platform connects associations from different fields with people who are willing to do some volunteering.

- *la Voix du Nord* – La Voix du Nord is a regional daily newspaper from the north of France. Its headquarters are in Lille.They promote and offer volunteering opportunities.

- *Radio Boomerang* – Radio Boomerang from Roubaix promotes young people's community engagement and volunteering.

- *Vendredi* – Vendredi is the CSR platform for companies wishing to mobilize their employees around major social and environmental issues. There is a pool of volunteers willing to offer their time and/or skills.

- *Damas Association* – promotes urban culture and engages young people in various socially and culturally engaged volunteer projects.

- *Sciences Po Lille* – Institut d'études politiques de Lille, officially referred to as Sciences Po Lille, is a grande école located in Lille, France. It is a part of the Conférence des Grandes Écoles. It was created as one of the French Institutes of Political Studies. It offers various volunteer programs.

- *Maison des Associations Tourcoing* – civil society network of organizations offering various educational and civic engagement programs and activities.

- *YuzuPulse* – online learning and engagement platform for social economy and education.

- *AFEJI* – organization that supports vulnerable groups in the community.

- *DRAJES* – Public body – Regional Academic Delegations for Youth, Engagement and Sports (DRAJES) that operate on the regional level in France, offering various programs.

- *Institut de L'engagement* – National volunteering institute that supports young people and matches with them with mentors for their projects. This program is intended for all young people who have engaged in volunteering or sustained volunteering, regardless of their level of diploma, academic or cultural background, regardless of their project, regardless of their background, social or geographical origins.

SLOVENIA

IVolunteering has a long tradition in Slovenia and is an important social cor-rective in society, it helps bring together organizations and people in local com-munities, and enables people to gain invaluable experience through volunteer-ing.

Following is the list of relevant stakeholders for volunteering in Slovenia:

- *Mestna občina Ljubljana* - Municipality of Ljubljana plays a role in funding the volunteer filed in the city Ljubljana and "spreads the word", has connections in Ljubljana with different organizations.

- *Urad za mladino (MOL)* - Coordinating leisure activities in the field of work with young people, promoting activities and opportunities offered by public institutions and youth non-governmental organizations, responding to the needs of young people in the city.

- *Urad za mladino (URSM)* - Youth office Slovenia represents the interests of youth sector and youth work. Their role would be to support the initiative of e-volunteering, its research and potentially finances.

- *Univerza v Ljubljani*, *Univerza v Mariboru* and *Univerza na Primorskem* are three major universities in Slovenia that offer various engagement and volunteering opportunities for students.

- *Ministerstvo za vzgojo in izobraževanje* – Ministry of education is responsible for formal primary and secondary education system in the country, while *Ministrstvo za visoko šolstvo, znanost in inovacije* – The Ministry of Higher Education, Science and Innovation focuses on the high-quality development of higher education institutions, the transfer of knowledge in practice with the aim of developing the entire society, and the establishment of a stimulating environment for research and innovation.

- *Ministrstvo za zdravje* – The Ministry of Health of the Republic of Slovenia, takes care of the development of quality and all accessible public healthcare, which is based on versatility, solidarity and justice.

- *Ministrstvo za digitalno preobrazbo* – Ministry of digital transformation.

- *Ministrstvo za javno upravo* – Ministry of Public Administration-performance of tasks in the field of system regulation of the organization and operation of the public sector, the employee and salary system in the public sector, and administrative operations.

- *MSS* – Youth Council of Slovenia, umbrella organization representing youth in the country.

- *NIJZ* – National institute for public health, they can promote and finance projects for mental health.

- *MOVIT* – National Agency of the EU ProgrammesErasmus+: Youth and European Solidarity Corps.

- *Mreža MaMa* – A network of youth centers and organizations that work with youth in Slovenia. They have the direct contact with volunteers and mentors.

- *Digital youth center DigiMC* – Digital platform formed during lockdown. Different categories (in the beginning a lot of gaming, league of legends, chess, among us etc). Voice channels, text channels, different

activities, mostly peer to peer, the goal was for young people to be in charge of the platform. Important part was to give young people some support during lockdown, so we had a 24/7 channel for counseling.

- *Digital youth center DrogArt* –Started during lockdown, it's similar to DigiMC, mostly for a bit older young people and channels for questions and topics related to drug and alcohol use.

- *Tom* telephone online chat for young people in crisis.

- *Mreža mladinskih centrov Ljubljana* – A network of youth centers in Ljubljana. They have the direct contact with volunteers, mentors, etc.

- *Slovenska Filantropija* – Slovene Philantrophy manages the Slovenian network of volunteering organisations. Its role would be to spread the information about the development of e-volunteering (project) in Slovenia and inform the interested organisations to collaborate in its development and recognition.

- *Zavod Voluntariat* – Zavod Voluntariat is an NGO that offers various opportunities for international volunteering (exchanges and learning) for youth. Its role would be to help the development of e-volunteering on international level.

- *Svetovalnica Kameleon* – Online free counseling service for anyone in mental health crisis , run by volunteers.

- *Zveza prijateljev mladine Slovenije* – Consist of own 112 community associations and municipal associations of friends of youth, covering the entire territory of Slovenia. The whole organization has more than 5.000 volunteers.

- *Slovenska univerza za tretje življenjsko obdobje* – University for the third period of life, they teach elderly how to use internet and computers.

- _Rdeči križ Slovenija (Red Cross)_ and _Karitas Slovenija_ as international the branches of the international organizations have specific volunteering programs and projects.

SERBIA

There are various platforms and initiatives organized both by the government of Republic of Serbia, international organisations, business sector and civil society organizations that promote e-volunteering and volunteering as such.

Following is the list of relevant stakeholders for volunteering in Serbia:

- *Government platform "Be a Volunteer"*.

- *Online platform* - offers both e-volunteering and live volunteering opportunities in Serbia.

- *Infostud company*, which is a main employment platform in Serbia, offers very wide spectrum of volunteering opportunities and information.

- *Volunteer Service of Serbia and Young Researchers of Serbia* have a long tradition of offering volunteering opportunities in Serbia and abroad, and they have extended these opportunities to e-volunteering, too.

- *UNICEF in Serbia has created a special volunteering platform* - Other UN agency in Serbia, have either joined in supporting the governmental platform, or some of the civil society organizations.

- *Red Cross*, as it is a case in other countries in Europe, has active volunteers and various programs in Serbia.

- *Asocijacija kancelarija za mlade* - The National Association of Youth Offices is an umbrella association of cities and municipalities in the territory of the Republic of Serbia that have established Youth Offices and are actively working on developing local youth policy. It was founded with the aim of ensuring the quality of youth policy at the local level.

- *Ministry of tourism and youth* - responsible for creating youth policies and implementation of the youth strategy in the country.

- *The Ministry of Education* - The Ministry of Education performs state administration tasks related to research, planning and development of preschool, primary, secondary and higher education and student and student standards.

- *Kreni-Promeni(NGO)* - Their mission is to mobilize and organize citizens through good strategic planning in order to solve the problems the community is facing. That battle is reflected in online petitions, protests, creative actions, media pressure and proposing legally relevant solutions to the officials who are responsible for solving the problem.

- *LiceUlice* - is the first street newspaper in Serbia. Liceulice aims to enable the economic and social reintegration of people in a situation of great exclusion, through the sale of the newspaper on the street and participation in workshops and trainings. Liceulice is written on a volunteer basis by journalists, thinkers, writers and citizens, and deals with themes that are often little discussed in the mainstream press, on social issues or positive initiatives.

- *Prijatelji dece srbije* - Association Friends of Children of Serbia is a voluntary and non-profit organization of civil society.

- *Krovna organizacija mladih Srbije(KOMS)* – The umbrella organization of young people of Serbia (KOMS) is an alliance of 111 youth associations and for young people, which represents the highest independent representative body of young people in Serbia.

- *NAPOR* – National association of youth workers was founded in 2009, as a result of an initiative of civil society organizations, which implement youth work. They recognized the need for quality assurance of youth work programs, the need to standardize, professionalize and recognize youth work by youth, institutions which work with youth, the state and society as a whole.

- *YIHR* – Youth Initiative for Human Rights (YIHR) is a regional network of non-governmental organisations founded in 2003 with programmes in Serbia, Croatia, Montenegro, Bosnia and Herzegovina and Kosovo. It gathers large numbers of volunteers and supports youth exchanges.

- *Tempus* – Organization in charge of implementing the largest educational and youth programs of the European Union, among which is Erasmus+, in Serbia.

- *VegaAssociation* – Vega O.C. is dedicated to building a quality environment for the growth and development of children and young people.

- *Građanske inicijative* – is one of the oldest associations of citizens in Serbia that encourages activism and supports citizens in association and joint action towards the creation of a just society.

- *Libero* – is a non-governmental youth organization established in 2002 in Belgrade. Libero has been working on various programs that support youth engagement and has been one of the pioneers in digital education and digital engagement of youth, in particular digital citizenship and e-volunteering in the recent years.

LESSONS LEARNT AND RECOMMENDATIONS

There is a need for better understanding and mapping of relevant stakeholders and actors involved in e-volunteering at both the international and national levels. The mapping process is a crucial first step for effective policy development and implementation. This is just a part of the comprehensive stakeholder mapping exercise and policy research that will follow, in an effort to identify the key actors in the field of e-volunteering, including governments, non-governmental organiza-tions (NGOs), online platforms, businesses, volunteers, and beneficiaries. This paper aims to provide better understanding of what the inclusive policies that address the diverse needs and perspectives of all stakeholders should be and who are the actors that need to be involved.

COMPLEMENTARY NATURE OF E-VOLUNTEERING: E-volunteering should not replace traditional onsite volunteering but should be seen as a complementary approach that expands the scope of possibilities in volunteering. The recommendation is to insure that digital volunteering policies and initiatives are designed to augment and support traditional volunteering efforts. As such, it is considered significant to encourage collaborations between traditional volunteer organizations and online platforms to create hybrid volunteering models that maximize the bene-fits of both approaches.

LEGAL FRAMEWORK FOR E-VOLUNTEERING: This mapping exercise shows once again the importance of establishing a legal environment that encourages and protects e-volunteers. Existing legal frameworks for volunteering may not adequately address the unique aspects and challenges associated with e-volunteering. It is important to develop specific legislation or regulations that address the needs and rights of e-volunteers, including issues related to privacy, data protection, liability, and recognition of their contribution. Therefore, it is important to engage policymakers, legal experts, and stakeholders in the process to ensure comprehensive and balanced regulations.

STAKEHOLDERS SUPPORT AND INFRASTRUCTURE: Effective functioning of e-volunteering requires the participation and support of all relevant stakeholders, including national governments. Stakeholders should invest in appropriate infrastructure and provide support schemes for volunteering at the local and national levels. Dedicated departments or agencies responsible for promoting and supporting e-volunteering initiatives should be established. These entities can provide guidance, resources, and funding to enhance the development and implementation of digital volunteering projects. Collaboration with NGOs, online platforms, and other stakeholders is crucial in this regard.

POLICY CLARITY AND GOAL SETTING: Policymakers need to set clear policies and goals for e-volunteering, outlining the specific volunteer activities they wish to regulate. Clarity in policy formulation will help ensure the effective implementation and evaluation of e-volunteering initiatives. Policymakers should engage in comprehensive consultations with relevant stakeholders to define the scope, objectives, and guidelines for e-volunteering policies. This collaborative approach will lead to policies that reflect the needs and aspirations of all involved parties.

In summary, there should be a collective focus on creating a supportive legal framework, promoting stakeholders support and infrastructure, including governments, and setting clear policies and goals to foster the growth and effectiveness of e-volunteering. By addressing these aspects, European countries can create an enabling environment for e-volunteering, leveraging emerging technologies to enhance volunteer engagement and community impact, and also involving business partners in a more comprehensive and active way.

→ PART 2

POLICY REVIEW

INTRODUCTION

Volunteering is an important expression of active citizenship; it builds social capital, contributes to social cohesion and solidarity, provides valuable economic benefits to society and enables individuals to realize their potential. Volunteering "refers to all types of voluntary activities which are undertaken of a person's own free will, choice and motivation, and is without concern for financial gain". [1]

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[1] COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS Communication on EU Policies and Volunteering: Recognising and Promoting Cross-border Voluntary Activities in the EU /* COM/2011/0568 final */

In view of the current crisis in Europe, post-pandemic and the war in Ukraine, it is important to recognize the key role volunteering plays for individuals as a facilitator for inclusion, empowerment, skills building and networking, and to recognize the new form of volunteering; e-volunteering. Volunteering, as such, needs to be clearly distinguished from paid employment and should by no means replace it. However, regulation that restricts or prevents volunteering by being too descriptive or showing a lack of understanding of local volunteering traditions and new forms of volunteering should be avoided.

There is a common misperception that volunteering, as an act of will, is easy to do, by anyone, at any time. How often do we stop to think about the legal implications of volunteering, and how these may vary in different parts of Europe, but moreover, vary for different people? And how much did it change in the past couple of years, especially in the digital era and post-pandemic society?

The level of volunteering depends on many other factors, such as the economic and political situation, the image and level of development of the civil sector, the established traditions of volunteering, the labor market. The experience of countries across Europe shows that the legal framework becomes an important factor when different regulations or the lack of legal protection create obstacles and barriers to volunteering. Therefore, it is not only important to achieve public recognition of volunteering, but also to create a legal environment that encourages it. The effective functioning of volunteering requires the participation and support of the state, through the creation of appropriate infrastructure at the local and national level, as well as

state-funded schemes to support volunteering. While the economic and social contribution of volunteering to the society is indisputable and deserves protection, there is no unified way of ensuring that volunteers'rights and duties are regulated and protected. The lack of regulation does not have to necessarily constitute a problem; however the complete absence of legal provisions might impede the performance of volunteering activities. Problems usually originate in the absence of distinct legal status of volunteers that would distinguish them from employees, set requirements on their activity and provide them with rights and benefits. It becomes even more complicated when talking about e-volunteering.

The need to rethink the existing legislation is based on the fact that the number of e-volunteers is already increasing in many countries, and, accordingly, the need for adequate protection of these people, similar to those employed, is growing. Unfavorable regulations can pose serious obstacles to volunteering, as many na-tional laws hinder or do not support volunteering. It all becomes even more complicated when we talk about e-volunteering. In regulating e-volunteering, policy-makers must set clear policies and goals that they want to achieve and, in accordance with them, determine the type of volunteer activities they wish to regulate.

WHAT ARE THE CURRENT POLICIES AND REGULATIONS WORLDWIDE AND AMONG THE REGIONAL PARTNERS CONCERNING E-VOLUNTEERING?

On the worldwide level United Nations (UN) was the one to introduce online volunteering and currently provides various opportunities. UN Online Volunteers share their time and expertise on a voluntary basis and do not receive any financial compensation. Contributing to sustainable human development, developing knowledge and skills, expanding networks and working in a multicultural environment are some of the many benefits of online volunteering. UN defines the difference between online and traditional volunteering as "UN Online Volunteers contribute their services part-time, in task-specific assignments with limited and clearly defined scope. On-site UN Volunteers work full-time in a designated location and perform a range of tasks associated with their position."

EUROPE:

As already mentioned, governments around the world are becoming increasingly aware of the importance of the legal framework for promoting and encouraging volunteering. Legislative reforms have been introduced in many European countries in order to create a favorable environment for the development of volunteering. E-volunteering is still far from this. Regulatory is only part of the broader social and institutional context that determines the spread of volunteering in a certain country.

Different national traditions are reflected in the way public policies on volunteering have developed. Volunteering is an established, though not always prominent field of policy in many countries. Spain and Belgium have, for example, laws that define volunteering; on the other hand some countries intentionally have no special legal framework for volunteering, such as Sweden and Finland, were volunteering

goes either as part of the labor law provisions or as a part of the civil sector solely. However, in certain European countries responsibility for volunteering lies not just at the national level but at sub-national level as well, in Germany, Belgium and Spain, where all autonomous regions have their own laws on volunteering. [2]

PAVE's recommendations[3] addressed to EU authorities, more than a decade ago, regarding a legal framework for volunteers included the social protection of volunteers. It has been agreed that in order for volunteering to have the highest impact, all volunteers should benefit from insurance (health, accident, liability etc.) when delivering their voluntary service.[4] This recommendation encouraged member states to take action towards ensuring social protection of volunteers. And even back in 2011, there were a few countries which led by example in this sense. One such country was Germany, where different categories of volunteers are insured through the statutory health, pension, nursing and unemployment scheme. Poland had a similar policy back then too, where depending on the number of days a volunteer serves, it is either the beneficiary or the state who need to provide health/ liability insurance for the volunteer. And in Belgium, the Flemish Community even established an insurance model with a set of standards any insurance company should follow for volunteer insurance.

[2] Sittermann, B. (2011). Volunteering in the European Union. Creating a supportive environment and attracting volunteers. European Conference (Berlin, 11 and 12 November 2010). Conference report. _Available from._

[3] CEV, _Policy Agenda for Volunteering in Europe_ (PAVE), 2011

[4] _Blueprint for European volunteering_ 2030. CEV. (n.d.).

Other countries have gone so far as to ensure that no volunteers will lose their statutory unemployment benefits while volunteering, Romania has a specific legislation on unemployment, declaring volunteering is not an express cause for losing state benefits, and the UK also protects the volunteers' rights to state benefits, provided the only remuneration a volunteer receives is in the shape of reimbursement for volunteering expenses. Another important recommendation in PAVE regarded taxation.[5] The general recommendation is that reimbursement for volunteering related expenses should be exempt from taxation; this was the case already in 2011 for countries such as Belgium, Germany, Poland, the UK, in small variations according to local conditions. A similar recommendation was suggested for VAT and tax on donations, which is likewise adopted in various countries across Europe. However, in order to protect the citizens as well as the state, legislation should be thoroughly formulated so as to not allow for organizations to avoid paying taxes by making donations to charities or volunteering involving organizations which only benefit their employees or family members.

The Digital Decade[6] is the European Commission forward-looking strategic vision for the development of the digital economy and the transformation of European businesses by 2030. The plan, presented by the European Commission on 9 March 2021, aims to support a prosperous digital future for all. The Digital Decade vision and avenues for the future are also part of Europe's Digital Compass, a framework to monitor the progress towards the 2030 targets and milestones, whilst supporting a robust governance structure, monitoring system and multi-country projects involving stakeholders and investors from the EU, Member States and industry and private sector.
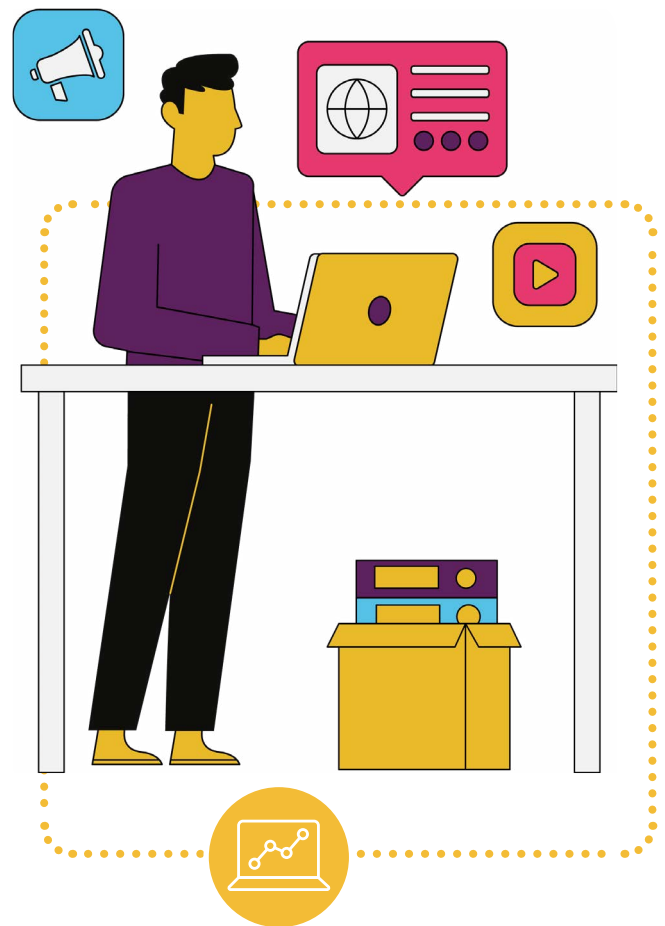
[5] ibid.

[6] *The Digital Decade*

To achieve the targets outlined within the Digital Decade strategic communication, actions are structured around 4 cardinal points: digital skills, digital transformation of businesses, secure and sustainable digital infrastructures and digitalization of public services.

On 26 January 2022, the Commission proposed an inter-institutional solemn declaration on digital rights and principles for the digital decade. The digital rights and principles outlined in the declaration will complement existing rights, such as those rooted in the Charter of Fundamental Rights of the EU, and data protection and privacy legislation. They will provide a reference framework for citizens on their digital rights, as well as guidance for EU Member States and for companies when dealing with new technologies. They are intended to help everyone in the EU get the most out of the digital transformation.

On January 26th, 2022 the Commission proposed an inter-institutional solemn declaration on digital rights and principles for the digital decade. The digital rights and principles outlined in the declaration will complement existing rights, such as those rooted in the Charter of Fundamental Rights of the EU, and data protection and privacy legislation. They will provide a reference framework for citizens on their digital rights, as well as guidance for EU Member States and for companies when dealing with new technologies. They are intended to help everyone in the EU get the most out of the digital transformation. The proposed rights and principles are:

- Putting people and their rights at the centre of the digital transformation;

- Supporting solidarity and inclusion;

- Ensuring freedom of choice online;

- Fostering participation in the digital public space;

- Increasing safety, security and empowerment of individuals;

- Promoting the sustainability of the digital future.

This paper covers only the partner countries that are part of the project consortium, though data provides quite a clear picture of the general trends in Europe when it comes to e-volunteering policies and current status.

SPAIN

Spain doesn't have a specific law dealing with e-volunteering but there is a certain legal framework which recognizes volunteering both on national and regional levels. A relevant study on volunteering and digital technologies in Spain can be found *here*.
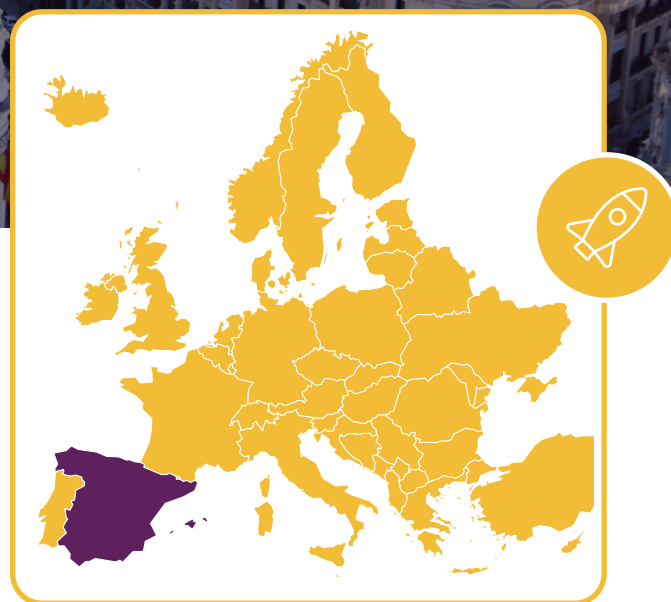
Ministry of Social Rights and 2030 Agenda responsible for the government and promotion of volunteering on a state scale. Several platforms have been designed in order to supply information and to serve as guidance for volunteering associations as well as for volunteers themselves.There is a National Law on volunteering - BOA that can be found *here*. It doesn't specifically mention e-volunteering, but there are various regional and civil society organizations that practice e-volunteering.

According to the Law 45/2015 of Volunteering (Ley 45/2015, del 14 de octubre de 2015) the concept of volunteering is defined as the ensemble of general interest activities developed by people as long as they meet the requirements of solidarity, willingness, free-of-charge and involvement with the volunteering entity and with a volunteering programme. The Law 45/2015 also classifies voluntary work according to different action areas: social, international cooperation, environmental, cultural, sport, educational, socio-sanitary, communitarian, civil protection and emergency volunteering.

The Ministry of Social Rights and 2030 Agenda promotes specific projects of youth volunteering. Moreover, the Youth Institute (Instituto de la Juventud) offers specific programmes and information for youth volunteers nationwide.

The main volunteer program of the INJUVE is the International Volunteer Fields (Campos de Voluntariado Internacional) an ongoing program since 2012 that offers the opportunity of participating in volunteer projects in different countries, aimed at young Spanish citizens between 18 and 30 years.

Other programs of the Ministry of Culture and Sports include FormARTE, with the objective of promoting the training of specialists in artistic matters, cultural management, archives, conservation and restoration, museology and librarianship, and CULTUREX, focused in practical formation on cultural management for the Spanish youth in cultural institutions abroad.

The Ministry for Ecological Transition and Demographic Challenge (Ministerio para la Transición Ecológica y el Reto Demográfico) has developed its own volunteering projects. The Volunteer Program in National Parks (Programa de Voluntariado en Parques Naturales) is one of them with the objective of providing funding for the NGOs responsible for the volunteering activities. Also the Volunteer Program in Rivers (Programa de Voluntariado en Ríos) whose purpose is to increase the social participation in the conservation and improvement of the ecologic situation of the rivers in the watersheds managed by the Ministry for Ecological Transition and Demographic Challenge.

In a regional autonomic level, 8 of the 17 autonomous regions in Spain use their own official volunteering platforms.

Presidency and regional ministries of the Genelitat Valenciana - LLEI 4/2001, de 19 de juny, del Voluntariat. [2001/6054] - Law on volunteering established by the Valencian Community (autonomous community of Spain). It is applicable to non-profit organizations that have volunteers, in all aspects of their activity that refer to the development of volunteering activities.

DECRET 40/2009, de 13 de març, del Consell, pel qual s'aprova el reglament que desplega la Llei 4/2001, de 19 de juny, de la Generalitat, del Voluntariat. [2009/3135] – Decree to address aspects that require an extension or clarification that the previous Law does not cover. The regulation is presented with two purposes: to comply with the mandate reflected in the Law and regulatory provision, and on the other hand, it aims to clarify and develop some aspects that the Law only raises.

The volunteer work at a political level, in the XII Legislature (2016–5th march 2019) of the Spanish Congress of Deputies, entailed the development of four Propositions Not of Law aimed to promote volunteering and to further develop the Law 45/2015 on volunteering. The parliamentary groups involved in the mentioned initiatives were: The Mixed Parliamentary Group through the deputies of the Union of the Navarrese People (Unión del Pueblo Navarro), the Socialist Parliamentary Group (PSOE) and the Popular Party (PP) Parliamentary Group.

The last Proposition Not of Law (Proposición no de Ley por la que se insta al Gobierno a desarrollar la Ley 45/2015, de 14 de octubre, de Voluntariado. (161/003159), from the PP Parliamentary Group in the Congress focuses in the growing importance of the volunteering movement, the sixth of Europe in participation. New forms of volunteering and further engagement in ICT is mentioned as possible amendments.

The real possibility for including e-volunteering into the debate will be realized if it enters the official debate in the parliament and gets included into the current debate on the law amendments. The last debate on the amendments of this law was in 2021.

It is clear that Spain sees and recognizes the value of volunteering, and that the most natural and organic approach when it comes to e-volunteering recognition is through the regional structures, since they are already responsible for the volunteering as such, and have a great autonomy in that regard.

GREECE

Law 4873/2021 was the first attempt of the Hellenic legislative system to regulate the voluntary sphere in the country. It contains the basic regulatory points regarding civil society organizations. With the ultimate goal of transparency and accountability, it establishes a series of rules and obligations. The purpose of the law is the regulation of issues such as:

a. The registration and funding of voluntary organisations that have been established and operate in Greece as unions or civil non-profit partnerships with a charitable purpose, with the ultimate goal of ensuring their integrity, transparency, good management and accountability.

b. The voluntary employment within or outside Greece provided, without financial or other material consideration.

The law of the Ministry of Internal Affairs introduces the terms civil society organizations (CSOs) and public benefit organizations. Its regulations concern all unions and Civil Non-Profit Partnerships. It is actually the first step of Greece to safeguard and systematize the work of NGOs, thus offering the offspring for the next step, which is the digitalization of volunteering.

In March 2021, the Ministry of Health, through its General Secretariat for Public Health (GSPH), published the National Action Plan for Public Health 2021-2025, putting as a priority the interconnection of the Greek voluntary sector with the health system. According to the Action Plan, one of the main targets of the GSPH is the coordination, support and supervision of voluntary and Civil Society organisations active in the field of Public Health. Among the horizontal extroversion actions of the Plan, is the promotion of public-private sector cooperation, not just through the afore-mentioned interconnection of the Voluntary Sector with the health system, but also through the systematisation of Corporate Social Responsibility actions.

There is also *Article 4 from the National Network For Athletic Volunteering* that covers volunteering in sports.

According to article 66 of the Law 4662/2020 that defines the legal status of the Civil Protection Volunteers and their ethical awards, Civil Protection Volunteers are awarded the moral reward of praise and honorable mention for outstanding deeds or efforts, which significantly exceed the measure of a well-meaning voluntary offer. Ethical remuneration is awarded by decision of the Secretary General of Civil Protection, following a proposal by the relevant Regional Coordinator of Civil Protection.

There is no unique policy considering the skills recognition of volunteers, however there are several Greek public agencies that recognize the skills of volunteers by offering rewards for their volunteering services. Greece still has a long way to go with regards to e-volunteering, but if the civil and business sector make a stronger push in calling for better recognition of volunteering as such, it may create a stronger impetus for the change in general national policies with regards to volunteering.

FRANCE

In France, since July 2022, a Secretary of State in charge of the social and fair economy and volunteering has been appointed to the Prime Minister. The Secretary of State and the Office of Associative Life, within the Directorate of Youth, Non formal Education and Volunteering, work in close collaboration to follow various orientations.
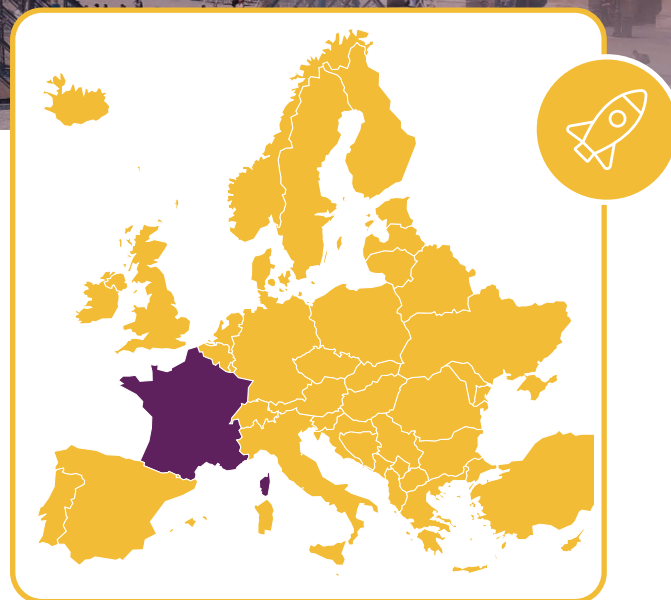
The High Council for Volunteering is a consultative body that must be consulted on draft laws and decrees relating to the financing and organisation of voluntary organisations. This council can "formulate objectives and recommendations" on the voluntary sector and in particular on volunteering. It is chaired by the Prime Minister and composed of 25 members (personalities from the voluntary sector) appointed for a period of five years by order of the Prime Minister, on the proposal of the Minister for Voluntary Organisations. Finally, this council is responsible for drawing up assessments of the voluntary sector, highlighting the development and challenges facing associations and the voluntary sector.

Here are some of the main policies related to volunteering in France, without any specific mention of the e-volunteering as such:

- *The French Volunteer Service:* This is a national program that allows young people aged 16 to 25 to volunteer for up to 12 months in a variety of fields, including social work, education, and environmental conservation. Volunteers receive a small allowance and are covered by social security during their service.

- **The French National Volunteer Week:** This annual event, held in May, celebrates the contribution of volunteers to French society and encourages more people to get involved in volunteering.

- **Tax incentives:** French tax law allows for tax deductions for donations to non-profit organizations and for certain expenses related to volunteering activities.

- _The Volunteering Act of 2014_ (Loi du 31 juillet 2014 relative à l'ESS) - This law defines volunteering in France as "any activity carried out voluntarily and without remuneration for the benefit of others or the community, through an organization of the social and solidarity economy or a public authority." The law sets out the rights and obligations of volunteers and organizations that engage them, including provisions on the conditions and duration of volunteering, the protection of volunteers' rights, and the liability of organizations.

- _The Labor Code_ (Code du travail) - This code outlines the general legal framework for work in France, including provisions on voluntary work. According to the code, volunteers are not considered employees and are therefore not entitled to the same rights and benefits as paid workers. However, the code sets out certain conditions that must be met in order for volunteering to be considered legal, such as the absence of a subordination relationship between the volunteer and the organization.

- _The Civil Code_ (Code civil) - This code governs the legal relationship between volunteers and the organizations they work for. According to the code, volunteers are considered to be providing a "liberal service" and are therefore not entitled to payment or other compensation. However, the code also sets out the obligations of organizations to ensure the safety and well-being of volunteers, and to provide them with appropriate support and training.

- *The Law of Association of 1901* (Loi du 1er juillet 1901 relative au contrat d'association) - This law provides the legal framework for associations, including nonprofit organizations that engage volunteers. Under the law, associations must be registered and have a defined purpose, and must meet certain legal and financial requirements. The law also sets out the rights and obligations of members of associations, including volunteers.

- *The Law of the Social and Solidarity Economy of 2014* (Loi n°2014-856 du 31 juillet 2014 relative à l'économie sociale et solidaire) - This law recognizes the social and economic importance of volunteering and sets out measures to promote and support it. The law includes provisions on the financing of social and solidarity economy organizations, the recognition of their contribution to the public interest, and the promotion of social entrepreneurship and innovation. The law also encourages the development of partnerships between social and solidarity economy organizations, public authorities, and other stakeholders in civil society.

The only possible mention and intro to the recognition of e-volunteering in France is through The Civic Engagement Account (CEC) that was established by the Law of 8 August 2016, known as the "Labour Law" (Loi travail). This is a measure that aims to recognise and promote volunteer engagement for association managers or people realizing a civic service, etc. It gives those who are eligible access to additional training, which is credited to their professional training accounts. Volunteers who want to take advantage of this measure should declare their activities on the remote service for declaring volunteer activities: *"the civic engagement account"*

France has a very long and strong tradition in recognition of volunteer work and volunteering policies and there are already lots of smaller, local level initiatives from both civil and business sector to make this additional push towards recognition of e-volunteering.

SLOVENIA

Recognizing the importance of volunteering, the Government of the Republic of Slovenia adopted a Strategy for the Development of Non-Governmental Organizations and Volunteering in 2018, setting the strategic objective of high-quality organised and sustainable volunteering that is to be widely recognized as a value and contributing significantly to social well-being. Slovenia also has the Law on volunteering - "Zakon o prostovoljstvu (2011, dopolnjeno 2015)" where e-volunteering is not mentioned. It defines who the volunteers are and what their rights are. The law allows or enables the reimbursement of potential costs for e-volunteering, but it depends on the individual organization (the maximum possible annual cost is also limited).

According to the data provided in the 2018 Joint Volunteering Report, Slovenian volunteers operating within the framework of voluntary organizations and public institutions carry out almost ten million hours of voluntary work per year. The estimated value of the voluntary work contribution to social well-being is over EUR 98 million. However, taking into account the voluntary work carried out on a spontaneous (non-organised) basis, this figure is even higher. Voluntary organisations and organisations with volunteer programmes are registered in the Register of volunteer organisations. In July 2019, 1,961 organisations were entered in the register.

There is also a Strategy for the development of NGOs and volunteering - "Strategija razvoja nevladnih organizacij in prostovoljstva do leta 2023". The document defines and determines the measures that will contribute to the fact that non-governmental and voluntary organizations, will contribute to the realization of the principles of plurality and democracy in society, as one of the key building blocks of civil society.

Moreover, some other strategic public documents refer to volunteering (but not particularly to e-volunteering):

The National Social Protection Programme 2013-2020 (Resolucija o nacionalnem programu socialnega varstva za obdobje 2013-2020) emphasises that the Government supports the development of voluntary work. By setting up a uniform system of social protection and by stimulating the development of voluntary work, charity, self-help and donorship, the state is to provide better direct financial support and encourage the development of non-governmental organizations as well as the private sector.

The National Sports Programme in the Republic of Slovenia 2014-2023 (Resolucija o Nacionalnem programu športa v Republiki Sloveniji za obdobje 2014–2023) particularly addresses the support for the training of voluntary workers. Voluntary work is also stated as one of the means of financing the sports.

According to the Resolution on the National Programme in the Field of Narcotic Drugs 2014 – 2020 (Resolucija o Nacionalnem programu na področju prepovedanih drog 2014–2020), voluntary work done by NGOs should become a common preventive measure in this area in the local community and civil society.

Besides these above mentioned legal instruments, various aspects of volunteer-ism, but not e-volunteering, are also regulated in other laws. In general, there are about 25 legal regulations that pertain to volunteers and volunteering. These include: Law on Social Security, Law on Organisations for People with Disabilities, Law on Humanitarian Organisations, The Law on the Red Cross in Slovenia, Law on Protection Against Natural Disasters, Law on Fire Brigades, Act on the Supply of Blood, Law on Labour Relations, Law on the Protection of Cultural Heritage, Act on Foreigners, The Law on Health Care and Health Insurance, etc.

Organizations are obliged to issue a certificate of completed volunteer work. The value of an hour of volunteer work is defined. There are national awards for volun-teers. As it appears, Slovenia has already made all the important initial steps in the long process of recognition of volunteer work and there is a good basis for the rec-ognition of e-volunteering as an important new form of volunteering.
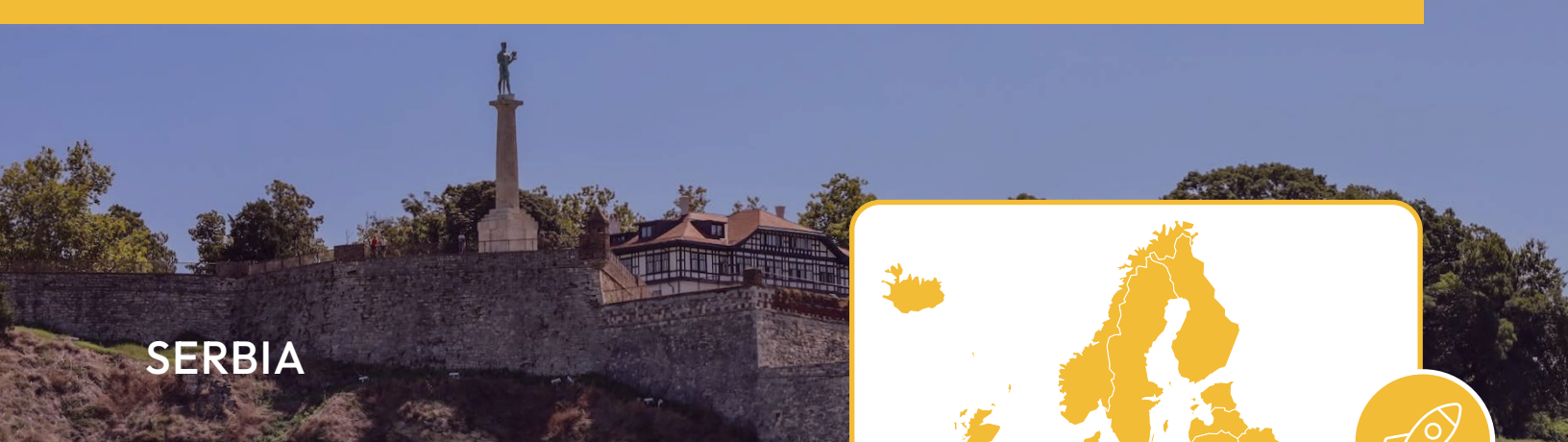
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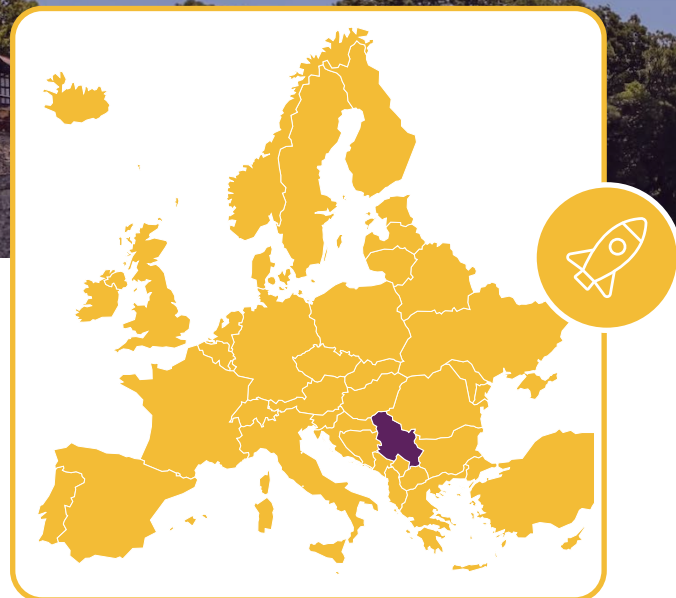
The Ministry of Labour, Employment, Veteran and Social Affairs is responsible for the overall regulation, promotion and support of volunteering regardless of age, while the Ministry of Tourism and Youth is involved in defining policies and measures on youth volunteering. Other actors participate in different levels of policy-making from counseling, preparing drafts and conducting studies, to implementing volunteering programs and promoting volunteering at state level.

Volunteer policies in Serbia are primarily regulated by the Law on Volunteer Work, which was adopted in 2018. This law provides a legal framework for the engagement of volunteers in Serbia and sets out their rights and obligations. Among the basic definitions, the Law also determines general principles of volunteering, e.g. solidarity and support for volunteering engagement, protection of volunteers, principle of altruism etc. The Law distinguishes between long-term and short term engagement, providing that long-term is engagement for more than 10hours per week continuously during the period of three months. Consequently, there are different rules applying to them, e.g. long-term volunteers have to conclude a written contract but they are entitled to the health insurance. Interesting fact is that engagement in the Red Cross activities is excluded from the scope of regulation of this Law.

According to the law, a volunteer is defined as a person who performs unpaid work for the benefit of others or the community, without being obliged by law, contract or family obligation to do so. The law sets out a number of principles that should be observed in volunteer work, including the principles of equality, non-discrimination, freedom of choice, and respect for the dignity of volunteers.

The National Youth Strategy 2015-2025 (Nacionalna strategija za mlade 2015-2025) defines volunteering: "Volunteering is a non-profit activity by which individuals, independently or within a group or organisation, contribute to the welfare of their communities."

In December 2021, a public debate on the Draft of the new Law on Volunteering has started. The rationale for this Draft Law states that there is a need to synchronise the Law on Volunteering with the objectives of the National Youth Strategy. The same document states that the low involvement of citizens in volunteering activities is partly due to shortcomings in regulations and public policies in the field, which the new Law will strive to improve. Some of them are administrative difficulties to organize volunteering, vaguely defined legal categories of volunteering (short-term, long-term and ad hoc), insufficient monitoring in the field of volunteer work, difficulties to mobilize volunteers in emergency situations due to the ban on volunteering in conditions that are dangerous or life-threatening, vaguely defined conditions for engaging vulnerable groups (persons with disabilities, the elderly, children under 15) in volunteer work, insufficient recognition of innovative ways of volunteering (e.g. online volunteering, expert volunteering) and inadequate social acknowledgement of volunteer work. The next steps in the process of establishing the new Law are expected in the forthcoming period, but this is the first mention of online volunteering as such.

The National Youth Strategy 2015–2025 predicts some changes in the sector of youth volunteering policy and the Law on Volunteering, by claiming that its practical implementation has not shown the desired effects on the promotion and stimulation of volunteering culture. The Strategy states that it is essential to include other laws, in addition to the Law on Volunteering, such as the Law on Associations, the Law on Higher Education, the Law on the Fundamentals of Education System, but also some sectoral laws (culture, social policy, youth, etc.) in order to establish an effective legal framework for volunteering in Serbia.

Thanks to the inclusion of the youth worker profession in the *Classification Register* and the activism of numerous civil society and youth organizations, debates regarding key mechanisms for the recognition of skills gained through informal channels are taking place. This may be a good space for e-volunteering to be recognized as part of the new skills set for the digital age.

Important steps for Serbia in regards to e-volunteering are in pushing forward the new law on volunteering and stressing the importance of recognition of new innovative ways of volunteering. There is still a long road to go, but basic prerequisites are there.
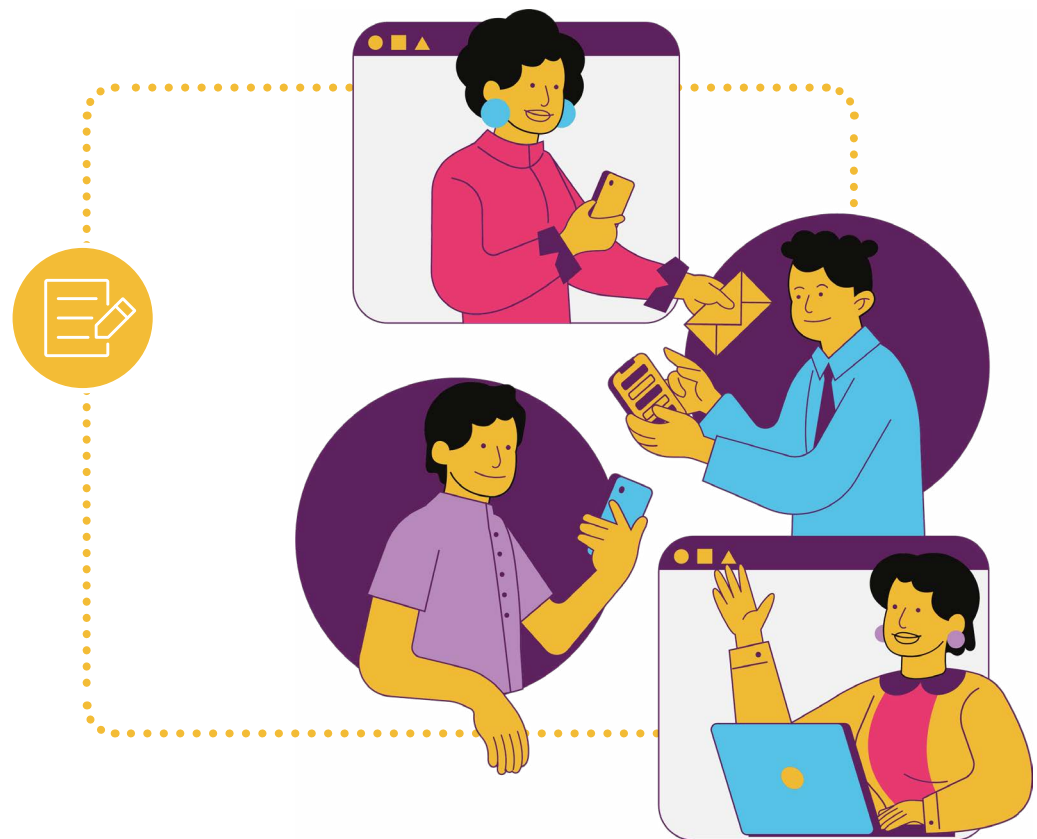
LESSONS LEARNT AND RECOMMENDATIONS

This paper shows that despite the existence of various legal mechanisms which support volunteering in the partner countries and on European level, there is still no, or very limited recognition of e-volunteering as a valid new form of volunteering. The need for further recognition of volunteer work, with the special focus on e-volunteering should be set as a priority in the volunteer and youth policies around Europe, in an effort to also bridge the gaps between countries that have made significant progress in this direction (such as France, Spain, Slovenia) and others that appear to yet have a long way to go (such as Greece and Serbia). Specific policies and regulations may vary depending on individual countries and their unique circumstances. Policymakers and stakeholders should engage in thorough research and consultation with relevant experts and organizations to design comprehensive and effective frameworks for e-volunteering.

GLOBAL STANDARDS FOR ONLINE VOLUNTEERING: Encourage international organizations like the United Nations, EU, CoE to establish global standards for online volunteering. These standards should define the roles and responsibilities of online volunteers, as well as guidelines for the eligibility of organizations to engage in online volunteering activities. The European Commission should encourage the establishment of an efficient, well-organized infrastructure for e-volunteering at the level of the EU and Member States as well as the candidate countries.

NATIONAL LEGISLATION AND FRAMEWORKS: Governments should develop and implement legislation and frameworks specifically addressing e-volunteering. These regulations should provide legal recognition and protection for e-volunteers, distinguishing them from paid employees and ensuring they have appropriate rights and benefits.

SOCIAL PROTECTION FOR E-VOLUNTEERS: It is vital to ensure that e-volunteers receive appropriate social protection, including insurance coverage for health, accidents, and liability while engaging in volunteering activities.

This could be achieved through collaboration with insurance companies or by integrating e-volunteers into existing social protection systems.

PUBLIC RECOGNITION AND SUPPORT: Governments should publicly recognize the value of online volunteering and promote its importance for social cohesion, inclusion, and skills building. Encouragement of public and private organizations to support e-volunteering initiatives through funding and resources is equally important.

HARMONIZATION WITH LOCAL TRADITIONS: While introducing regulations, policymakers should be mindful of local volunteering traditions and adapt the legal framework to fit within the cultural context of each country. Overly prescriptive regulations that may hinder or conflict with traditional forms of volunteering should be avoided.

PARTNERSHIPS WITH CIVIL SOCIETY ORGANIZATIONS: Collaboration with civil society organizations (CSOs) to enhance e-volunteering opportunities should be fostered. Governments can work with established CSOs to create online platforms that match volunteers with relevant projects and ensure their activities align with national priorities.

TRANSPARENCY AND ACCESSIBILITY: Information about e-volunteering opportunities and regulations should be easily accessible to potential volunteers. User-friendly online platforms which facilitate volunteer registration and provide clear guidance on legal rights and responsibilities should be created.

CAPACITY BUILDING AND TRAINING: Training programs for e-volunteers to enhance their skills and ensure they are adequately prepared for their roles should be offered. This could include digital literacy training, project-specific workshops, and guidelines on ethical considerations for online volunteering. Non-formal and informal education programs supporting youth, adults, teachers and older people in life skills development, volunteering, peer support, healthy aging, digital literacy and intergenerational cooperation, with the focus on digital era should be developed.

INTERNATIONAL COOPERATION: International cooperation and knowledge exchange among countries regarding best practices in e-volunteering regulation and support should be fostered. Successful models implemented by other countries to improve the effectiveness of national policies should be the basis for further improvement.

REGULAR REVIEW AND ADAPTATION: Policies and regulations should be regularly reviewed and adapted to keep up with technological advancements and changes in the volunteering landscape. Flexibility is essential to accommodate new forms of e-volunteering that may emerge over time.

E-VOLUNTEERING – RESEARCH ANALYSIS

BACKGROUND

This research paper is part of the pan-European consortium project *"E-volunteering – building online volunteering eco-system"* with the aim to better understand current practices and gain insights into the current landscape of e-volunteering. This includes understanding how e-volunteering is implemented, the types of activities volunteers are engaged in, the platforms and tools being used, and the impact it is having on various organizations and communities. Through research, we can identify the opportunities and challenges associated with e-volunteering. This can help organizations and policymakers better understand the strengths and weaknesses of e-volunteering initiatives and make informed decisions about their implementation and support. It provides evidence to support the development of policies, guidelines, and standards for e-volunteering and help advocate for the recognition and legitimacy of e-volunteering within the broader context of volunteering and community engagement.

The research allows a critical assessment of the effectiveness of e-volunteering initiatives, by analyzing outcomes and impacts, it also allows organizations to make data-driven decisions to enhance the quality of e-volunteer programs, and it can lead to innovative approaches and solutions in e-volunteering. By understanding the needs and preferences of volunteers and organizations, researchers can suggest new ways to engage volunteers and improve the overall experience.

Through the data that this research presents, organizations can determine how to allocate resources effectively for e-volunteering initiatives. This includes allocating funds, personnel, and technology to support the successful implementation of e-volunteer programs.

This research contributes to the broader body of knowledge about volunteering and community engagement. It helps develop theories and models that explain the motivations, behaviors, and impacts of e-volunteers, which can guide future research and practice, and can lead to the development of training programs, resources, and best practices for e-volunteering. This helps build the capacity of organizations and volunteers to engage in meaningful and impactful online volunteering activities.

E-volunteering can provide opportunities for individuals who may face barriers to traditional volunteering, such as physical disabilities or geographical constraints. Research can highlight ways to ensure that e-volunteering is inclusive and accessible to a diverse range of participants. E-volunteering is a dynamic and a new field, and research contributes to its ongoing improvement. By regularly assessing and studying e-volunteering practices, organizations can adapt and evolve their approaches to ensure they remain relevant and effective. Talking about volunteering means entering into a reality at a global level oriented towards the achievement of a more just and equitable social context for all human beings (Cívico-Ariza, 2020).

In summary, research about e-volunteering is essential for informed decision-making, policy development, program improvement, and the overall advancement of volunteering practices in the digital age. It helps organizations harness the potential of technology to enhance their impact and engage volunteers in meaningful ways.

MATERIALS AND METHODS

Combining both qualitative research through focus groups and quantitative research through questionnaires can provide a more comprehensive and nuanced understanding of a research topic. That is the reason that the Consortium decided to use both methods. Each method has its own strengths and limitations, and when combined, they can offer a more well-rounded perspective and deeper insights (Nassar-McMillan and Borders, 2002).

RICHNESS AND DEPTH: Qualitative research, such as focus groups, allows in-depth exploration of participants' attitudes, beliefs, and experiences. It provides a deeper understanding of the underlying motivations and contextual factors that influence behavior.

BREADTH AND GENERALIZABILITY: Quantitative research, like questionnaires, enables researchers to collect data from a larger sample, which can lead to more generalizable findings. It allows for the identification of patterns, trends, and relationships that may not be evident through qualitative methods alone.

TRIANGULATION: Combining qualitative and quantitative data provides a way to cross-validate findings. When the results from both methods converge or complement each other, it enhances the credibility and validity of the research outcomes.

COMPREHENSIVE ANALYSIS: Qualitative research can help generate hypotheses and insights that can be further tested through quantitative research. Conversely, quantitative data can help quantify the prevalence or significance of themes identified qualitatively.

EXPLORATION AND CONFIRMATION: Qualitative research can be exploratory, helping to identify variables and factors that can then be quantitatively measured and confirmed. This iterative process strengthens the research findings.

CONTEXTUAL UNDERSTANDING: Qualitative research offers context and depth to quantitative findings, helping researchers understand why certain patterns or relationships exist.

IDENTIFYING GAPS: Qualitative research can reveal gaps or areas of interest that can then be explored further through targeted quantitative research, ensuring that important aspects are not overlooked.

HOLISTIC INSIGHTS: Using both methods allows researchers to address a wider range of research questions and provide a more holistic view of the research topic.

TAILORED INTERVENTIONS: Insights from qualitative research can inform the design of more effective and targeted interventions or programs that are then validated or refined through quantitative assessment.

ENHANCED CREDIBILITY: The combination of qualitative and quantitative data can enhance the credibility and rigor of the research, as it demonstrates a comprehensive approach to understanding the research question.

In essence, the integration of qualitative and quantitative research methods capitalizes on the strengths of each approach, leading to more robust and reliable findings that have practical applications and implications for various stakeholders (Adams and Cox, 2008).   When the comparison is made, it is easier to generate depth and richness in the analysis, if done separately, it would no longer be a mixed method and it would be two separate analyses. Questionnaires can be an invaluable tool when usability data is needed from large numbers of disparate users. They can be both cost-effective and easier to analyze than other methods. Questionnaires

that deal with opinions or attitudes will require a lot more time and effort in design and construction. Focus groups can provide a flexible and participatory method that contextualizes the users' perceptions and experiences. Thus the mixed approach of these two can give the best overview on the topic in question (Gundumogula, 2020).

This research combined the qualitative data procured from 6 focus groups delivered in different partner countries involved in the project, namely Belgium, France, Spain, Slovenia, Greece and Serbia, and the quantitative data collected from a sample of 201 subjects.

FOCUS GROUPS

The purpose of the focus groups was to gather qualitative data and insights from participants who have experience with e-volunteering, as well as practitioners and organizations involved in volunteering programs. The information collected through focus group discussions will contribute to a better understanding of current practices, perceptions, beliefs, attitudes, and policies related to e-volunteering. These data will be used to inform the development and advocacy of an e-volunteering ecosystem.

The focus group is a qualitative data collection method which involves open-ended discussions among a small group of demographically similar participants. The focus group aims to delve into participants' perceptions, opinions, beliefs, and attitudes towards e-volunteering. Specific topics that were discussed during the focus group included existing volunteering tools and practices, policies and standards in e-volunteering, and the potential impact of e-volunteering on policy development. A list of sample questions was provided, categorized as engagement questions, exploration questions, and exit questions. These questions were meant to stimulate discussion and gather insights on various aspects of e-volunteering.

A Questionnaire with 36 items has been produced for this research. The Questionnaire was focused on understanding the current state, challenges, and practices of organizations involved in e-volunteering, particularly youth organizations. Its aim was to gather information about the capacities, policies, needs, and practices of these organizations. Key sections and themes in the Questionnaire:

DEMOGRAPHIC INFORMATION: Questions 1-6 gather information about the organization's age, level of activity, membership size, and volunteer involvement, particularly focusing on e-volunteers. These questions help establish a context for the organization's operations.

CAPACITIES OF ORGANIZATION: Questions 7-14 explore the organization's familiarity with e-volunteering, self-assessment of e-volunteering capacities, familiarity with e-volunteering tools, and willingness to receive training. It also delves into the necessary skills for managing e-volunteers and the organization's training practices.

CAPACITY OF VOLUNTEERS: Questions 15-16 focus on the skills required for e-volunteers, the availability of e-volunteer training, and the reasons behind not offering such training.

PRACTICES: Questions 17-27 delve into the organization's establishment of e-volunteering practices, types of e-volunteering models applied, challenges in including e-volunteers, and the organization's plans for engaging more e-volunteers. It also seeks to understand the organization's role and evaluation of e-volunteering compared to in-person volunteering.

KNOWLEDGE ABOUT POLICIES: Questions 28-32 assess the organization's familiarity with volunteering policies at various levels, including national and European levels, as well as the need for policy change to accommodate e-volunteering.

STANDARDS AND RECOGNITION: Questions 33-35 explore the organization's perspective on the importance of standardization for e-volunteering, the criteria for considering volunteering as e-volunteering, and the use of recognition mechanisms for e-volunteers.

COSTS AND EXPENSES: Question 36 inquires about the budgetary aspects of e-volunteering activities and the main expenses associated with them.

The Questionnaire mostly included questions using the Likert-type scale with scores that vary between 1-5, or multiple choice questions for certain items. The Questionnaire was administered to the organizations using the Google Forms application (online) for flexibility and convenience, both for completion and for the recording of the responses. Depending on the stipulated objectives, quantitative and qualitative analyses were developed.

SUBJECTS AND PROCEDURE

For the mixed research sequences (with quantitative and qualitative methods, in this case questionnaire and focus groups), the quantitative would serve to set up the focus group and choose the participants or structure the way to look at the qualitative discourses to deepen in some areas. With the quantitative we get a general view of the e-volunteering ecosystem and with the qualitative we go deeper into some logics that catch one's attention, either by majority or minority.

During June and July 2023, selected subjects participated in the focus groups in six countries: Belgium, France, Spain, Slovenia, Serbia and Greece. Groups met once in a meeting of 60-90 minutes with guided discussion that produced uniform reports. During that period of time, the questionnaires were distributed and in total 201 respondents filled out the questionnaires.

Major findings and conclusions from both methods have been analyzed and summarized to complement the desk research on the topic of e-volunteering in Europe and provide a clear picture and better understanding.

FINDINGS

FOCUS GROUPS

Consolidated summary from the focus groups can be split in several areas:

Forms of E-Volunteering: Organizations engage in various forms of e-volunteering, including managing social media, content creation, administrative tasks, online events, podcasts, translations, and online training/workshops. Some organizations emphasize face-to-face actions with the use of digital tools for task organization and communication.

Added Value of E-Volunteering: Introducing e-volunteering brings added value, particularly in terms of quality of work, functionality, outreach, efficiency, and external profile. Digital tools enhance self-management, active participation, transparency, and coordination among volunteers.

E-VolunteeringGuides: Most organizations do not have specific e-volunteering guides, but some provide tutorials and manuals on using digital platforms. Training is typically provided to new volunteers, with experienced volunteers guiding them through organization dynamics.

E-volunteering forms: E-volunteering in the surveyed organizations primarily involves promotional activities on social media. Some organizations shifted their work online during the pandemic without formal protocols. They include:
- Handling social media accounts.
- Content creation and promotion of events, campaigns, etc.

- Administrative tasks.
- Conducting trainings, workshops, and events.
- Creating blog posts and social media content.
- Producing podcasts.
- Providing translation services.

These activities showcase the various ways e-volunteers contribute to their respective organizations through online platforms and digital channels.

Feasibility andChallenges: E-volunteering is feasible and enhances efficiency and functionality, but certain tasks that involve face-to-face interactions are not suitable for online volunteering. Challenges include tracking volunteers' work, mentorship, standardized online work practices, and resource allocation. Some of the challenges include competition with paid markets, screening candidates remotely, online conduct, bullying, safety for working with minors, purpose clarification, access levels, and more.

Reimbursement and Benefits: Volunteers are generally not reimbursed for expenses, and benefits include skill recognition, defined position, personal costs coverage, and recognition of working practices. In some of the cases volunteers are reimbursed for Wi-Fi, mobile phones, travel expenses, and per diem-s. Compensation is provided, and a distinction is made between skilled volunteers and those seeking learning opportunities.

Volunteering Protocols: Organizations have protocols for volunteer management, including assigning roles, responsibilities, and tasks. These are updated regularly to accommodate changing needs. Some have comprehensive protocols, including contracts, plans, mentorship, reporting, and valorization. Very few have tailored protocols for e-volunteers.

Policies and Standards: Organizations have limited awareness of existing European and national policies and standards for volunteering. There's a need for updated and comprehensive regulations. Elements that could be standardized include tools, contracts, reporting, mentoring support, valorization, and recognition by third parties. Existing legal frameworks need to consider e-volunteering and technological advances. Gray areas include visa requirements, insurance, tax, and liability concerns. Standardization suggestions include processes, titles, certificates, motivation, compensation, time limits, and procedures for protection.

E-Volunteering Certification: Certification badges for e-volunteering are seen as helpful to recognize and motivate volunteers. Organizations are interested in involving such certification to attract more volunteers. Organizations express interest in integrating e-volunteering certification, believing it would attract more volunteers by enhancing CVs and standardizing training.

Online Voluntary Work Impact: Online voluntary work is effective for activities like social media management, content creation, training, workshops, and project management. Its impact is comparable to in-person work.

Tools and Platforms: Tools like Slack, Trello, Zoom, Google Drive, Luma, Asana and Orfheo are used for communication, task management, file sharing, and event organization. Ideal tools would offer task organization, communication, mentorship support, monitoring, and reporting capabilities.

Questions and Future Considerations: The organizations had various questions about policies, standards, certification, and the development of e-volunteering. They expressed interest in learning more and potentially incorporating certification for e-volunteering and adequate reimbursement.

Demographic Information: Questions 1-6 gather information about the organization's age, level of activity, membership size, and volunteer involvement, particularly focusing on e-volunteers. These questions help establish a context for the organization's operations.

Common Age Ranges: "5 to 10 years" and "10 to 20 years" appear frequently, suggesting that a significant portion of the surveyed organizations fall within these ranges.

Emerging Organizations: The presence of responses like "less than a year" and "less than 5 years" indicates that there are several relatively new or emerging organizations.

Stability: Organizations with "more than 20 years" of existence are likely more established and potentially more stable.

Court of 1. How long does your organization exist?

- less than a year — 4.5%
- 10 to 20 years — 19.5%
- less than 5 years — 24.0%
- 5 to 10 years — 30.5%
- more than 20 years — 21.5%
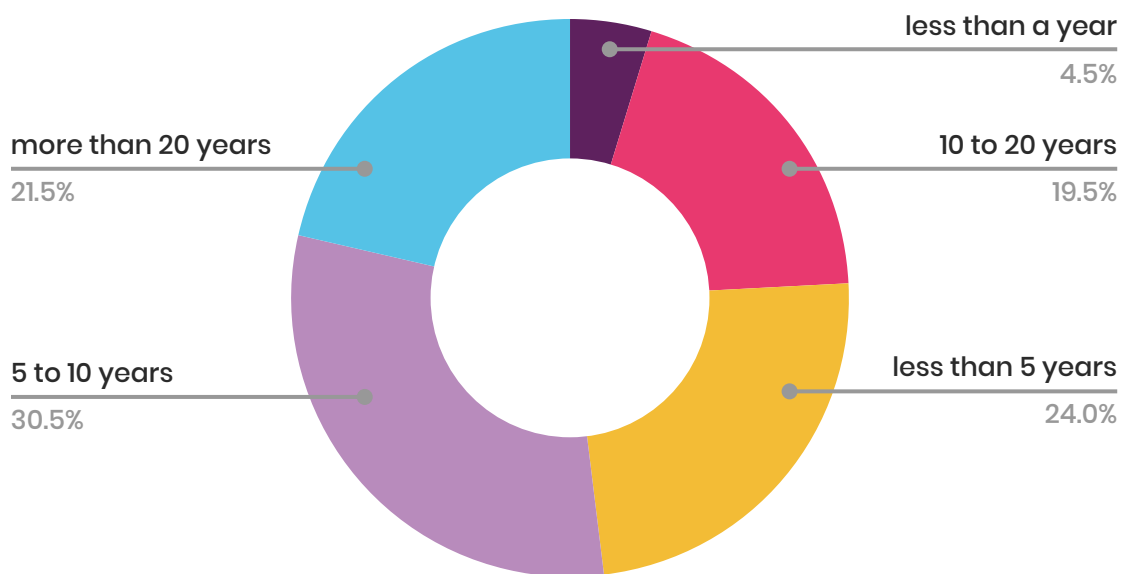
On the question about the geographical scope of their activities, respondents often chose multiple options, such as "Local level, National level," "Local level, National level, European level," and "Local level, National level, European level, International level." These combinations highlight a diverse range of engagement levels. Overall, this question provides insight into the scope of activity for the surveyed organizations, showcasing their engagement at the national, local, international, and European levels. The combinations of selected options indicate the diverse nature of these organizations' reach and impact.

Variability: The responses vary widely, with some organizations focusing primarily on one level (e.g., "Local level" - over 40% of respondents) and others operating across multiple levels (e.g., "Local level, National level, European level, International level"). It's interesting to note that there aren't many instances of just "European level" or "Local level, European level" without the inclusion of "National level."

### Court of 2. My organization is active at (multiple answers):
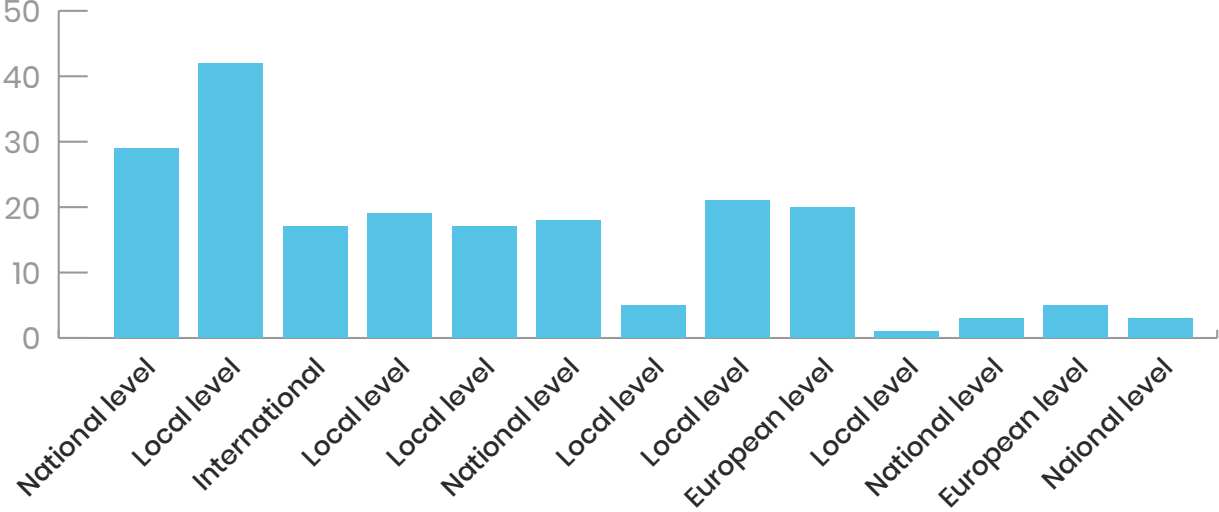
Regarding the membership in the organization, distribution was quite equal and can provide insight into the work of both very small organizations and those with the huge membership.

Court of 3. How many members does your orgabization have:

- **10-20** — 22.5%
- **5-10** — 15.0%
- **1-5** — 22.0%
- **20-50** — 19.0%
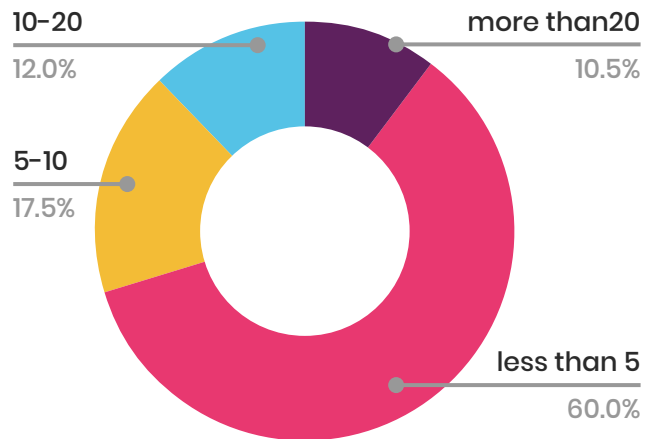- **more than 50** — 21.5%

More than 50% of respondents have 10 or more volunteers involved in their work, which provides a very valuable sample for further discussion on e-volunteering percentage among those who are already engaged. 60% of the respondents stated that less than 5 volunteers of those engaged in their activities are e-volunteers (Charts 4 and 5).

Court of 4. How many volunteers are invloved in the work of your orgabization

- **5-10** — 19.0%
- **less than 5** — 19.0%
- **more than 20** — 31.0%
- **10-20** — 28.0%
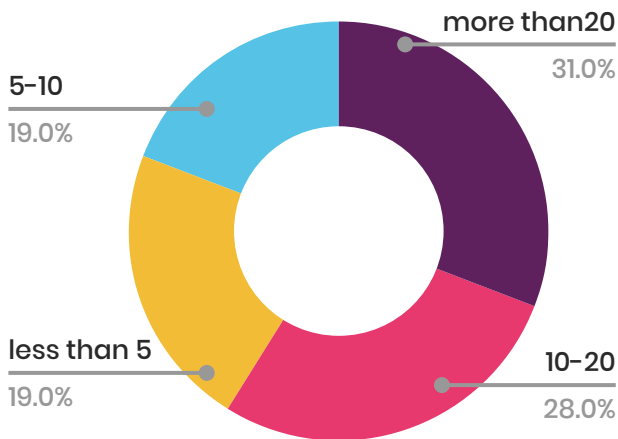
Court of 5. How many of those are e-volunteers?

- **10-20** — 12.0%
- **5-10** — 17.5%
- **more than 20** — 10.5%
- **less than 5** — 60.0%

81% of all e-volunteers are coming either from the local communities where organizations operate or the national level, while only 19% of all e-volunteers are coming from the international level.
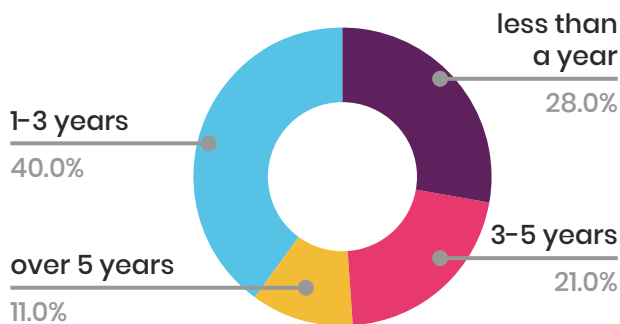
Court of 6. Your e-volunteers mostly come from:
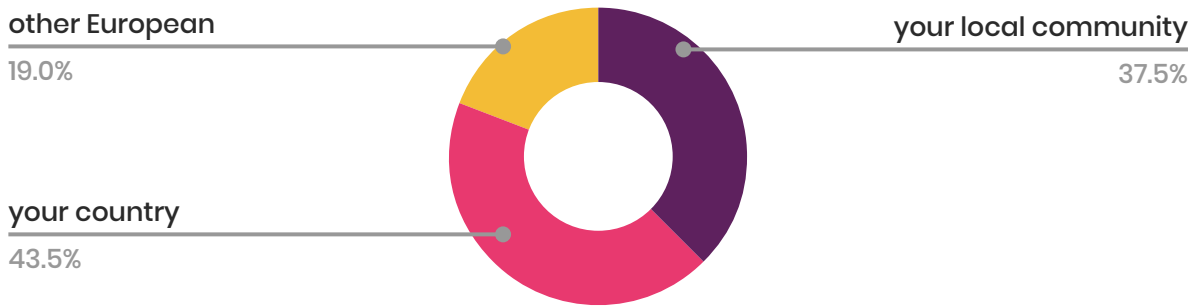
other European
19.0%

your country
43.5%

your local community
37.5%

Capacities of Organization: Questions 7-14 explore the organization's familiarity with e-volunteering, self-assessment of e-volunteering capacities, familiarity with e-volunteering tools, and willingness to receive training. It also delves into the necessary skills for managing e-volunteers and the organization's training practices.

Very few organizations have longer than 5 years of experience with e-volunteering, while the majority has between 1-3 years of experience. Chart 8 shows the level of familiarity with the concept of e-volunteering as such, and over 50% of respondents are only slightly or moderately familiar with e-volunteering, while 14% are not familiar at all.

Court of 7. For how long have you/your organization been involved in e-volunteering?

less than a year
28.0%

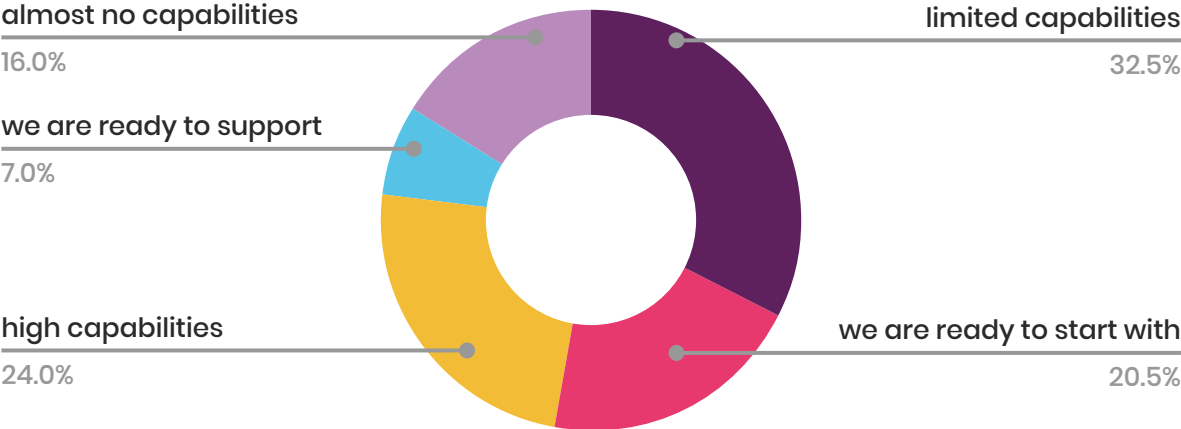1-3 years
40.0%

over 5 years
11.0%

3-5 years
21.0%

Court of 8. How familiar are you with e-volunteering in general?

Not familiar at all
14.0%

very familiar
13.0%

Somewhat familiar
23.0%

moderately familiar
17.5%

Slightly familiar
32.5%
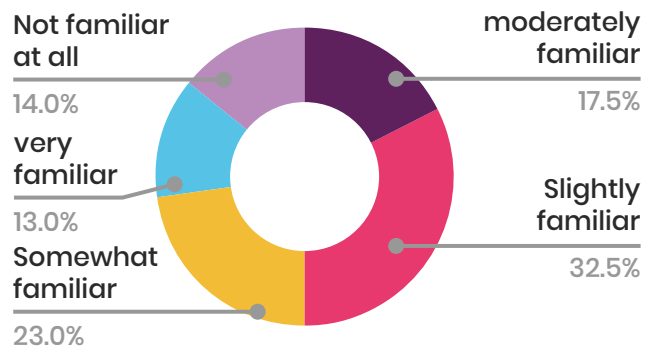
When it comes to assessing own capacities for e-volunteering, only less than a quarter of the responding organizations see themselves as having high capacities for e-volunteering, while the majority of the respondents feels that they don't have capacities or have just limited capacities.

Court of 9. How does your organization self-assess its own e-volunteering capacities?

almost no capabilities
16.0%

we are ready to support
7.0%

high capabilities
24.0%

limited capabilities
32.5%

we are ready to start with
20.5%

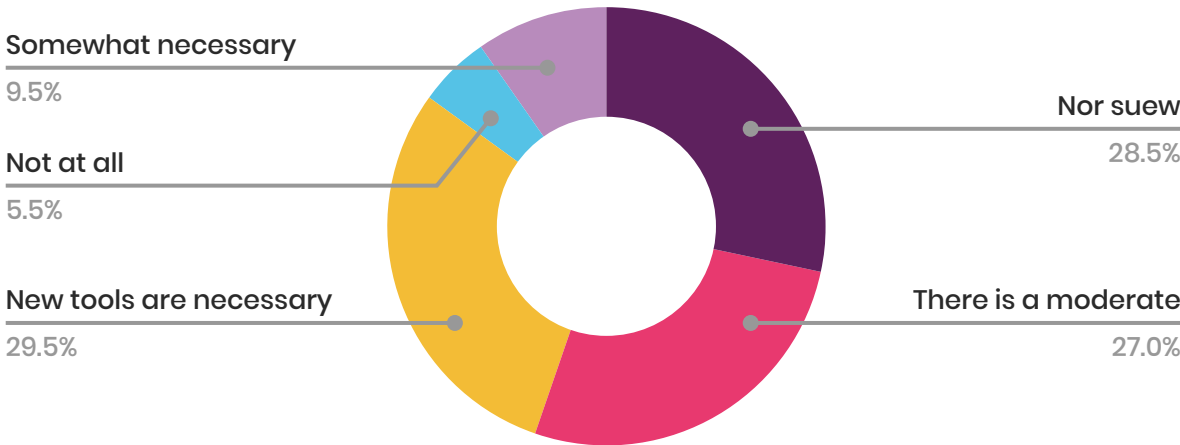In regards to the familiarity with e-volunteering tools, a high majority of the respondents is not at all familiar or only slightly familiar with the existing tools.

Court of 10. How familiar are you with e-volunteering tools? (e.g. UN Volunteers, TutorNet, Amnesty Transcoders, etc.)

Bar chart categories: Not at all familiar, Slightly familiar, Somewhat familiar, Very familiar, Moderatory familiar
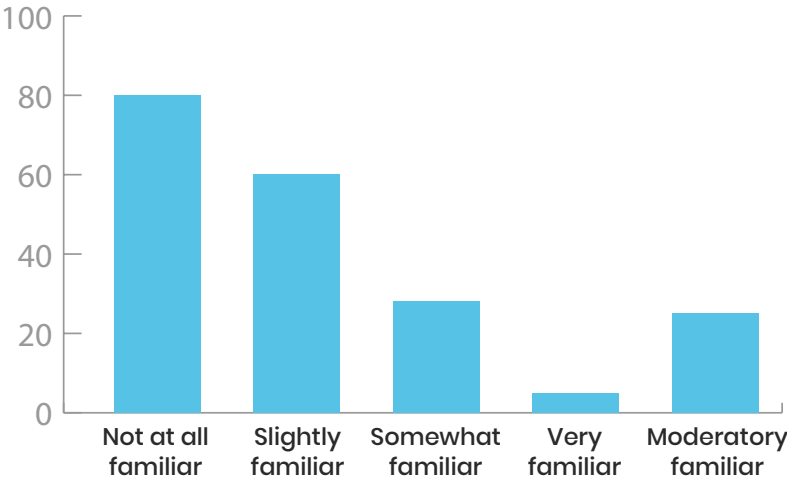
One third of the respondents see the need for the new tools, and the rest of the organizations are not really sure and clearly not familiar enough to provide a concrete answer to the question. Chart 12 shows that half of the respondents are very interested in receiving training and additional information about e-volunteering tools and becoming more familiar.

Court of 11. In your opinion, is it necessary to create new tools and platforms for e-volunteering in Youth Organisations?

Somewhat necessary
9.5%

Nor suew
28.5%

Not at all
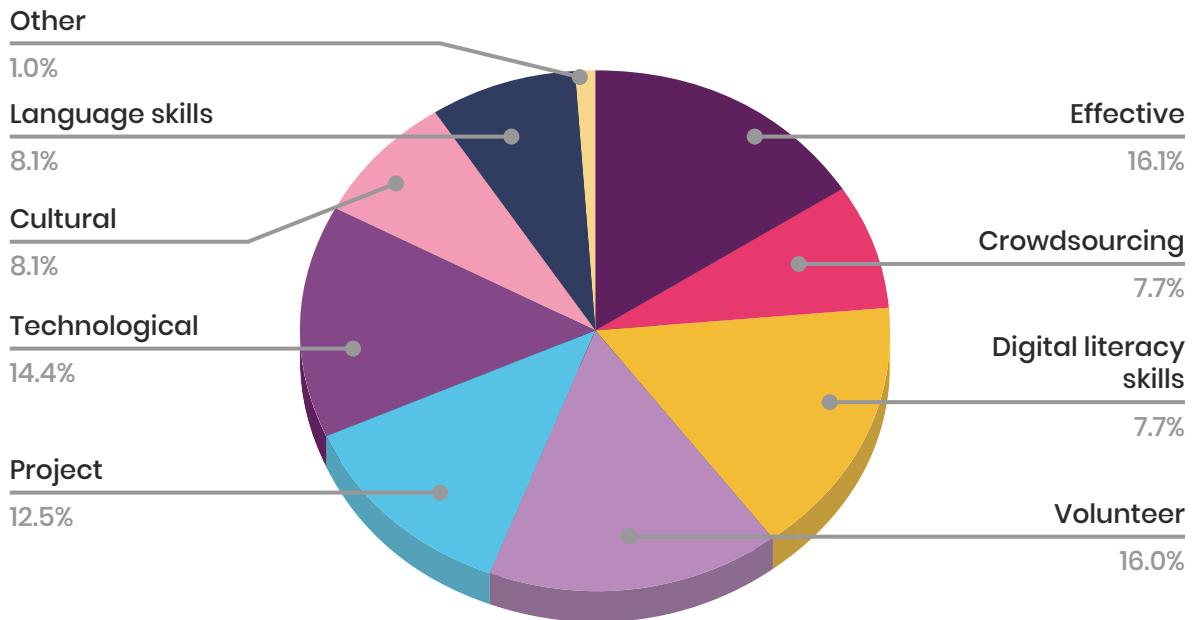5.5%

New tools are necessary
29.5%

There is a moderate
27.0%

Court of 12. To what extent would you be open to receiving training or additional information about e-volunteering tools?

We are not interested in
9.5%

We are not interested in
0.5%

We are somewhat
26.5%

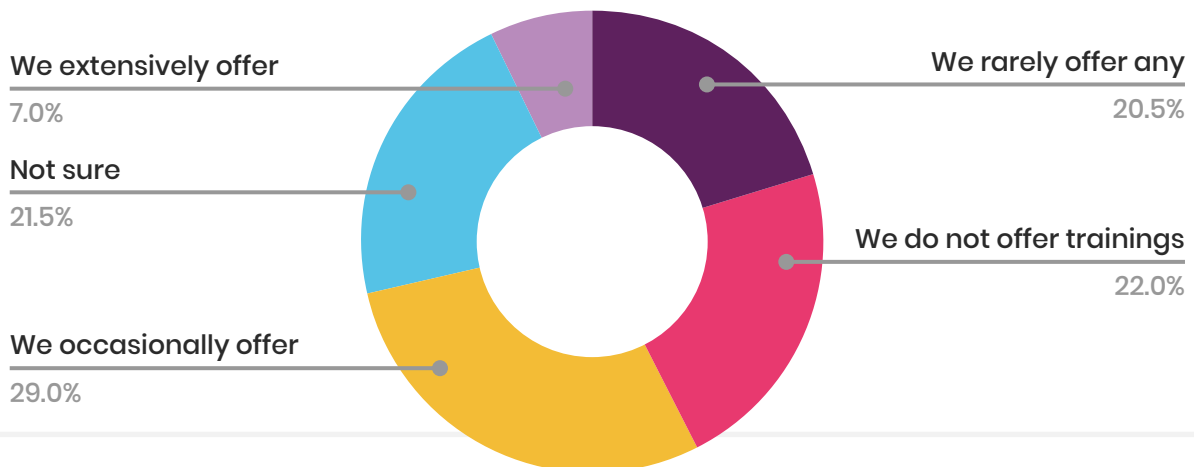We are very interested
50.0%

Not sure
13.5%
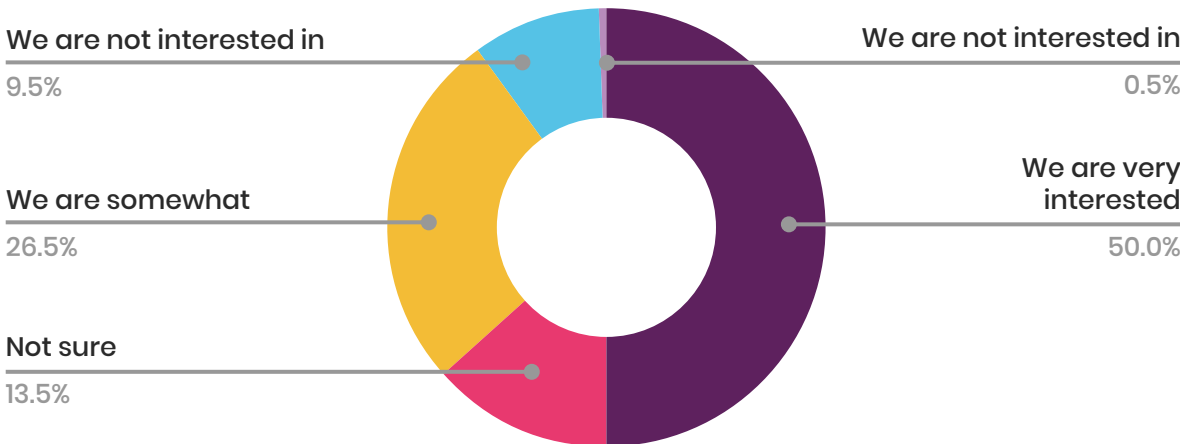
Responding on which types of skills for e-volunteering are necessary for the organizations in order to manage e-volunteering, some skills, such as effective communication skills, digital literacy skills and volunteer management skills are very high on the list of needed competences, as well as the general technological competences.

Other
1.0%

Language skills
8.1%

Cultural
8.1%

Technological
14.4%

Project
12.5%

Effective
16.1%

Crowdsourcing
7.7%

Digital literacy skills
7.7%

Volunteer
16.0%

Approximately one third of the respondents offers little -if any- training on managing e-volunteers, while the majority of the organizations doesn't offer any, or rarely some trainings.

Court of 14. To what do you offer trainings and seminars for your staff in the topic of managing e-volunteers?

We extensively offer
7.0%

Not sure
21.5%

We occasionally offer
29.0%

We rarely offer any
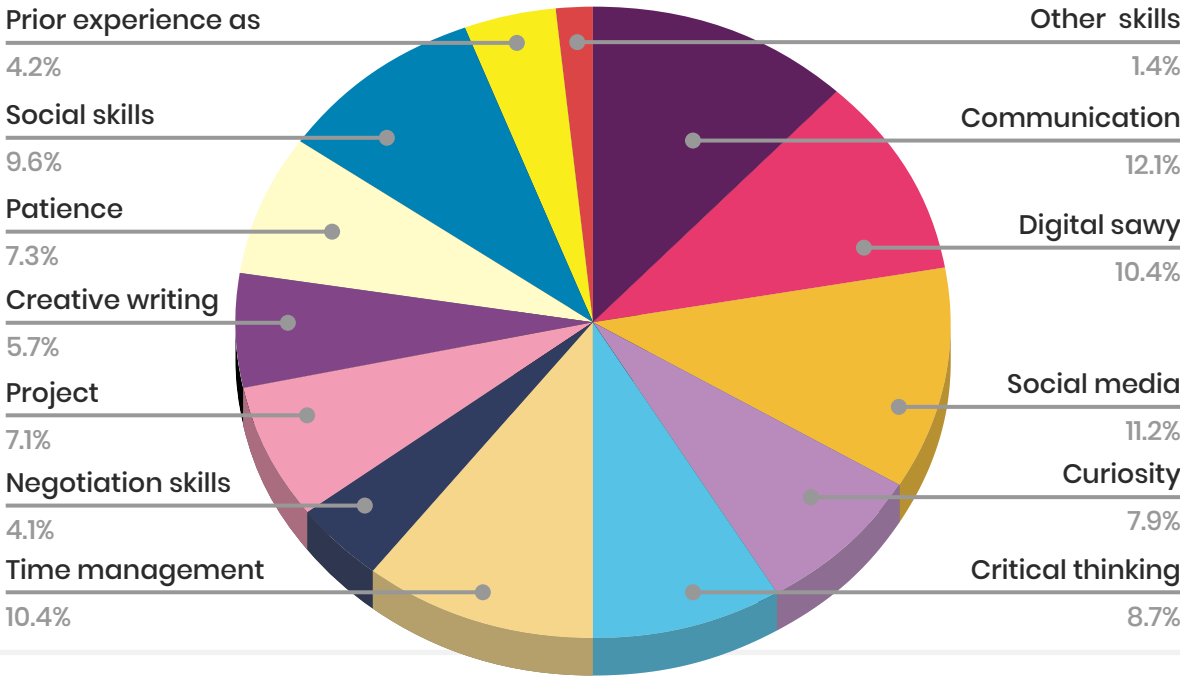20.5%

We do not offer trainings
22.0%

Capacity of Volunteers: Questions 15-16 focus on the skills required for e-volunteers, the availability of e-volunteer training, and the reasons behind not offering such training. Nearly 60% of respondents don't offer any training for their e-volunteers, as presented on Chart 16.

Court of 16. Do you offer any training for your e-volunteers?

Other
5.3%

No
59.9%

Yes
34.8%
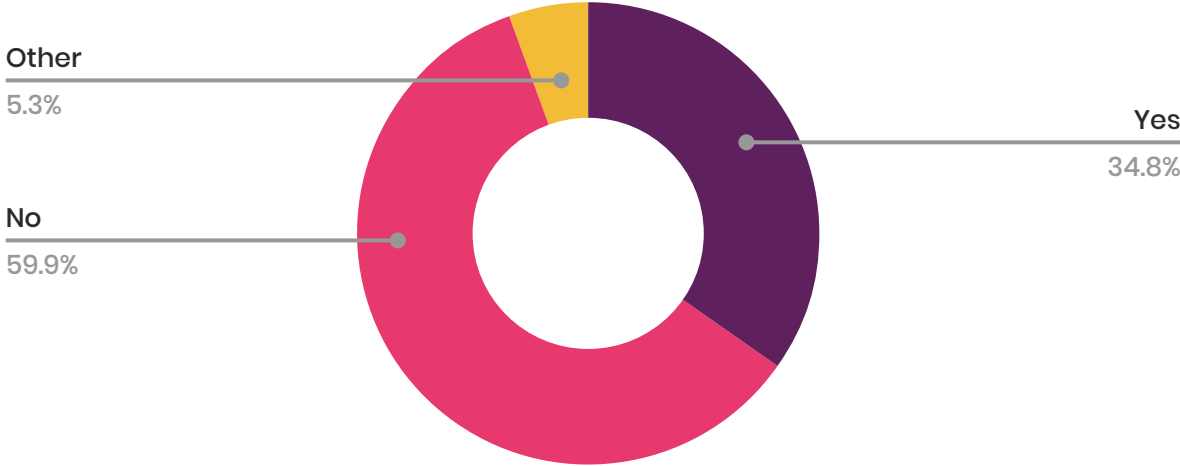
The skills that the responders think are necessary for a person to become an e-volunteer can be seen in the following chart. The majority of the organizations considers communication skills, social media skills and digital savvy to be crucial skills set for e-volunteering.

Prior experience as
4.2%

Social skills
9.6%

Patience
7.3%

Creative writing
5.7%

Project
7.1%

Negotiation skills
4.1%

Time management
10.4%

Other skills
1.4%

Communication
12.1%

Digital sawy
10.4%

Social media
11.2%

Curiosity
7.9%

Critical thinking
8.7%

Organisations that offer training for e-volunteers, mainly offer communication skills trainings, monitoring and reporting skills, and new software skills.

Monitoring and
20.4%

Basic psycho-
13.1%

New software/apps
16.8%

Negotiation skills
12.0%

Language skills
12.0%

Communication
25.7%
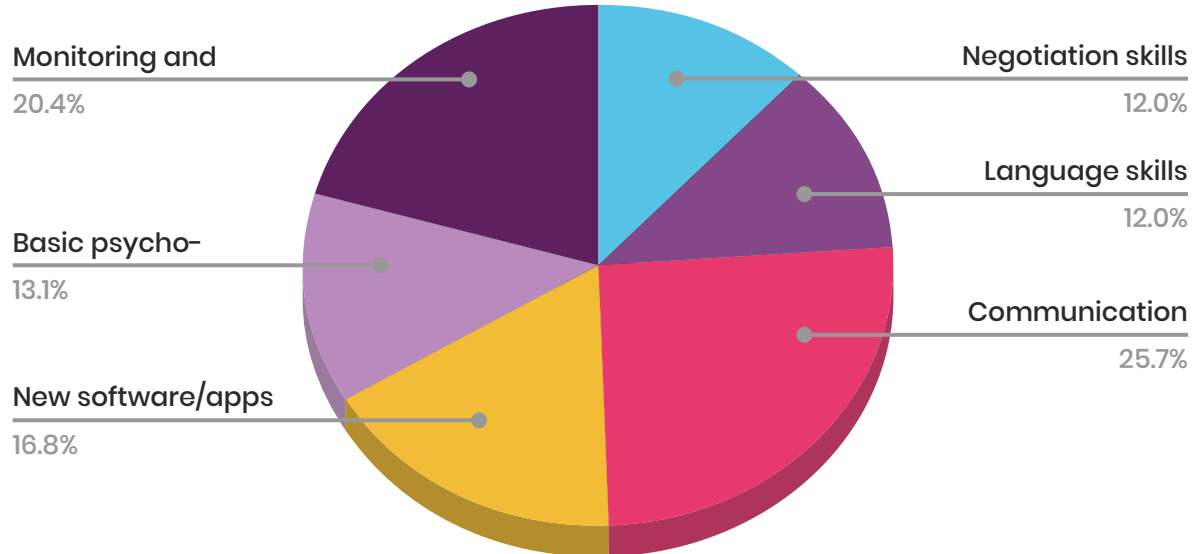
Over 50% of respondents stated that the main reasons for not having trainings are lack of budget and lack of staff, but also lack of interest and time for trainings.
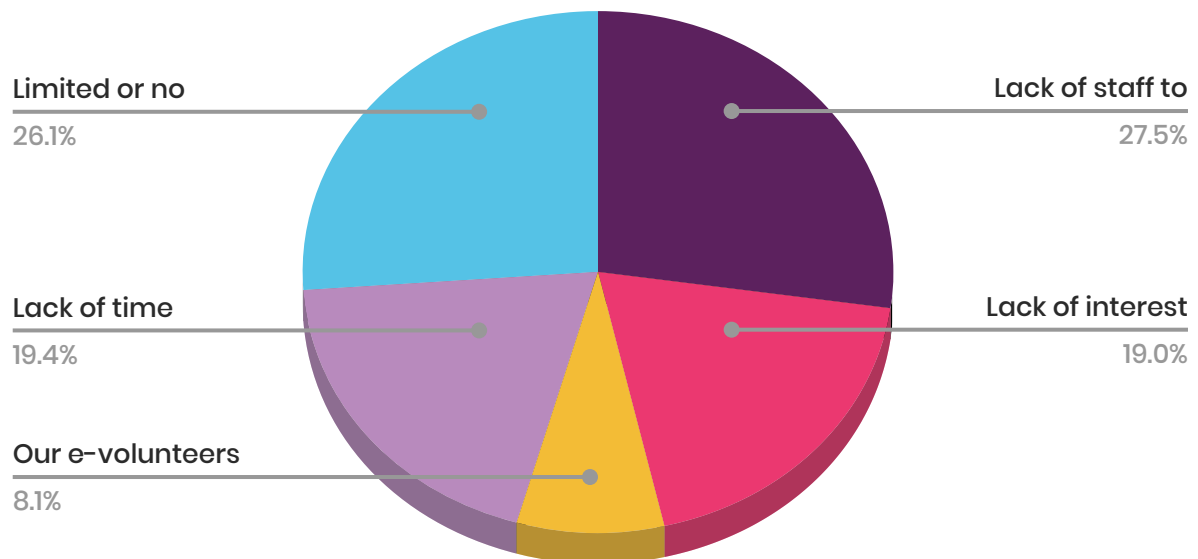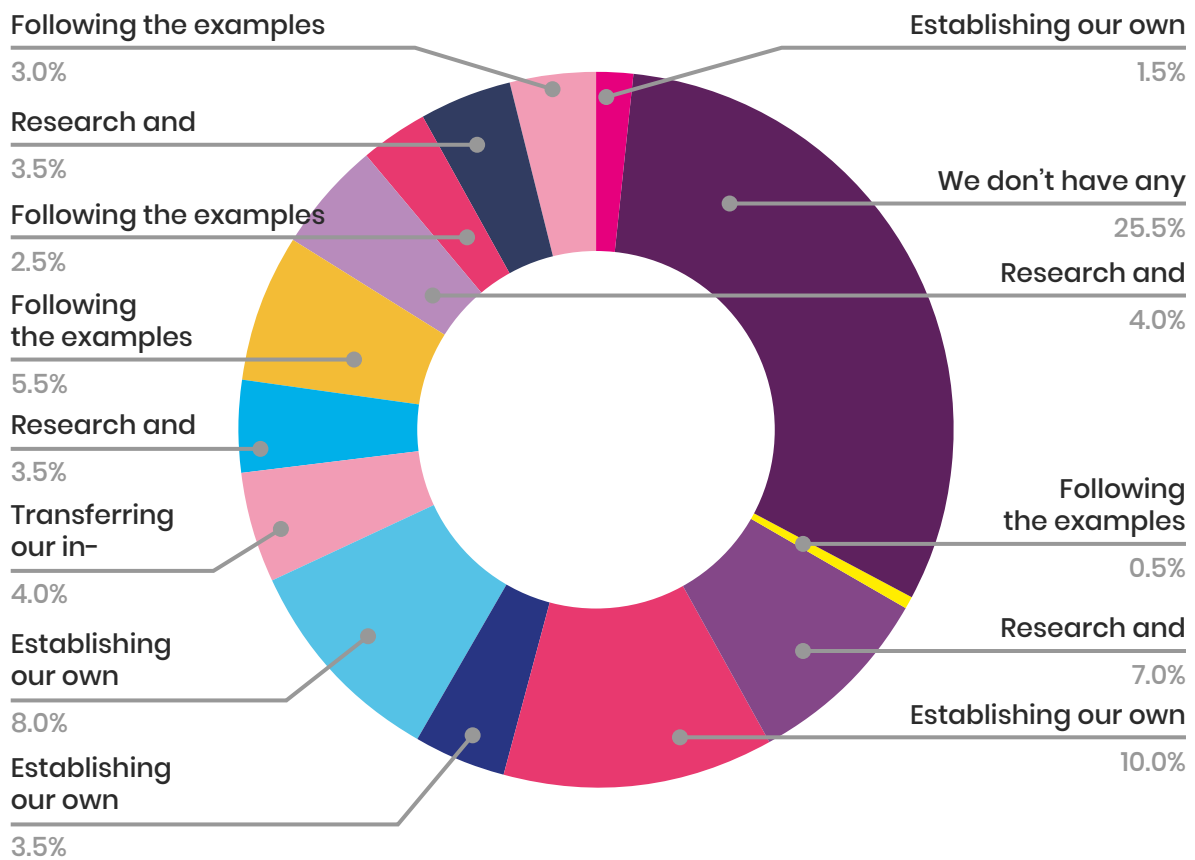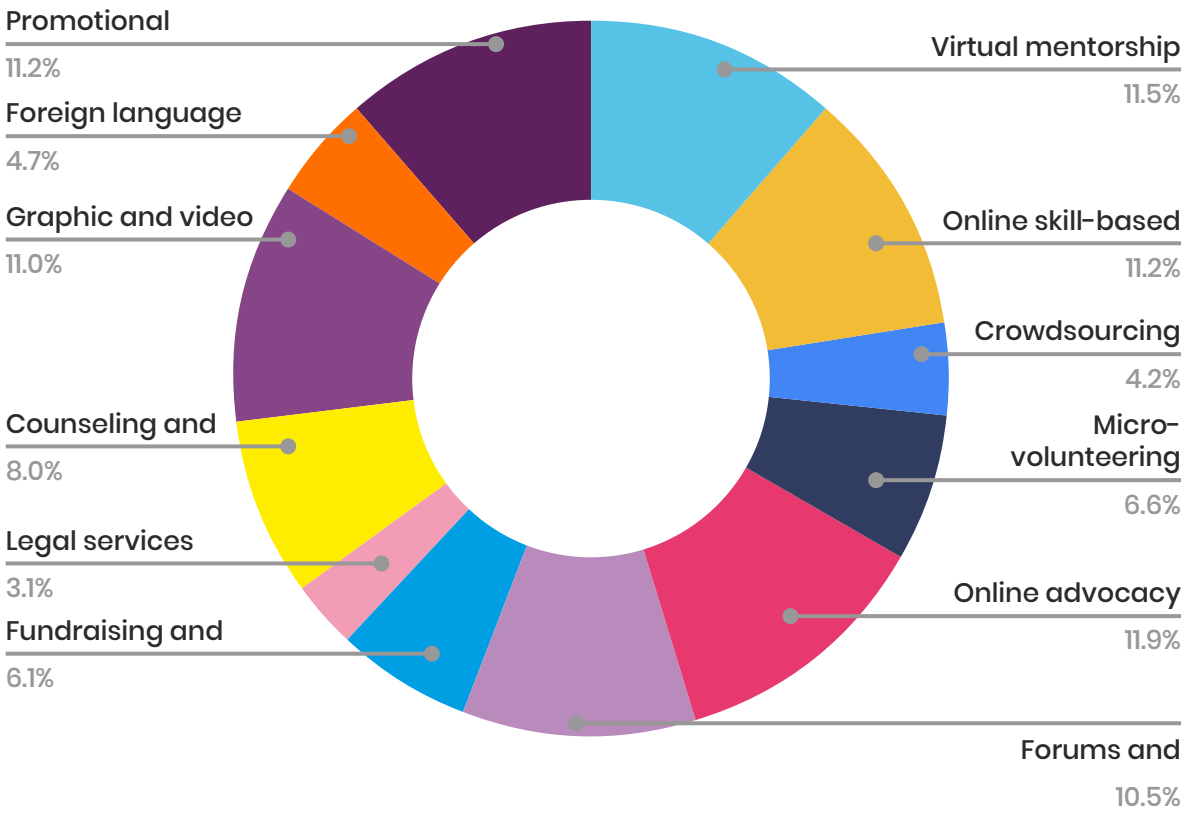

Limited or no
26.1%

Lack of time
19.4%

Our e-volunteers
8.1%

Lack of staff to
27.5%

Lack of interest
19.0%

Practices: Questions 17-27 delve into the organization's establishment of e-volunteering practices, types of e-volunteering models applied, challenges in including e-volunteers, and the organization's plans for engaging more e-volunteers. It also seeks to understand the organization's role and evaluation of e-volunteering compared to in-person volunteering. Over a quarter of the respondents didn't use any models or practices in order to establish e-volunteering in their organizations, or still haven't done anything in that regard, while those who have , have built either their own models or have followed examples or have done some research on the existing models and practices.

Court of 17. Which models and/or practices did you use to establish the e-volunteering practicies in your organization?

Following the examples
3.0%

Research and
3.5%

Following the examples
2.5%

Following the examples
5.5%

Research and
3.5%

Transferring our in-
4.0%

Establishing our own
8.0%

Establishing our own
3.5%

Establishing our own
1.5%

We don't have any
25.5%

Research and
4.0%

Following the examples
0.5%

Research and
7.0%

Establishing our own
10.0%

Regarding the existing models of e-volunteering that they use in their organization, responses are quite diverse - from online advocacy, virtual mentorship, graphic and video documentation, fora and social media administration and promotional activities among the most frequent activities.

Promotional
11.2%

Foreign language
4.7%

Graphic and video
11.0%

Counseling and
8.0%

Legal services
3.1%

Fundraising and
6.1%

Virtual mentorship
11.5%

Online skill-based
11.2%

Crowdsourcing
4.2%

Micro-volunteering
6.6%

Online advocacy
11.9%

Forums and
10.5%

Respondents recognized some of the greatest challenges in including e-volunteers in their work: unclear or undefined e-volunteer roles and responsibilities, communication difficulties, lack of resources to support e-volunteering programs, no programs that support specifically e-volunteering, technical issues with e-volunteering platforms and several other challenges.

- Technical difficaulties with e-volunteering platforms and tools
- Lack of suitable e-volunteering opportunities
- Lack of resources to support e-volunteering programs
- No programs that specially support e-volunteering
- Difficulties in managing remote e-volunteers
- Unclear or undefined e-volunteer roles and responsibilities
- Limited understanding of e-volunteering among staff
- Communication difficulties with e-volunteers
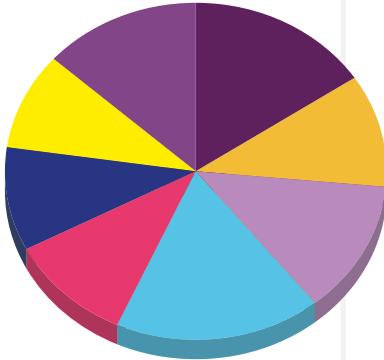
Regarding the specific processes of engaging and managing e-volunteers that the organizations have, over 50% organizations do have screening processes, and/or training and monitoring and evaluation processes for e-volunteers, as well as some other particular systems for engagement and management of e-volunteers.

- We have a screening process for e-volunteering
- We have a training program for e-volunteers
- We have a monitoring and evaluation process for e-volunteers
- We have a system for recognizing and rewarding e-volunteers
- We have clear guidelines for e-volunteers' roles and responsibilities
- Other
- We have a specific e-volunteering program in place
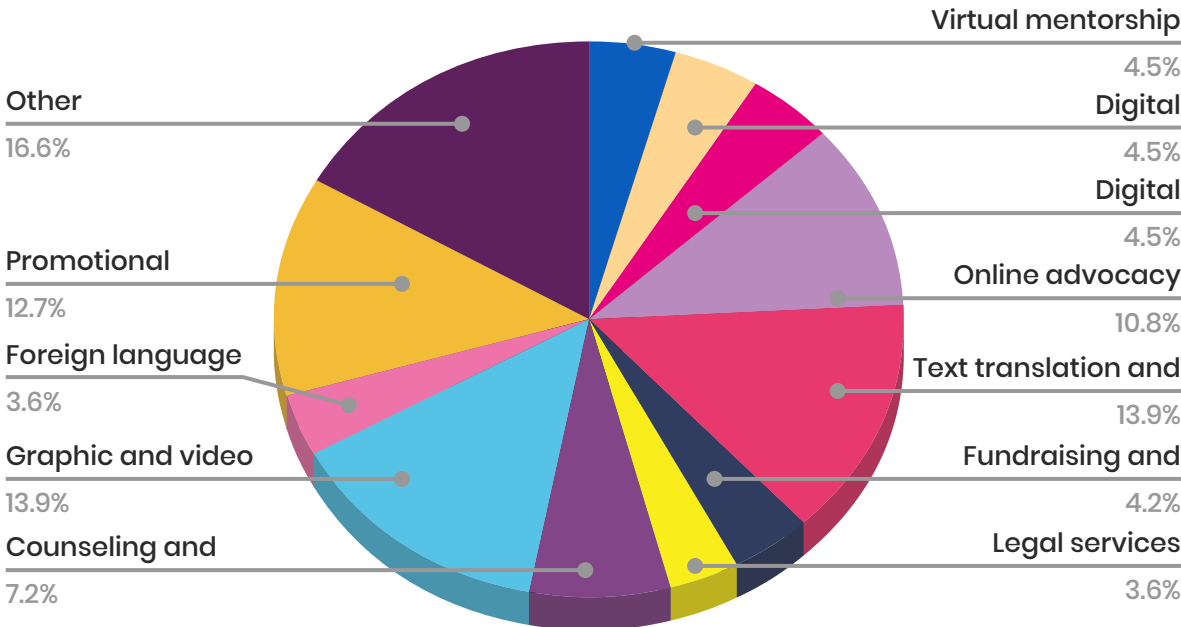- We have a designed e-volunteering coordinator or manager
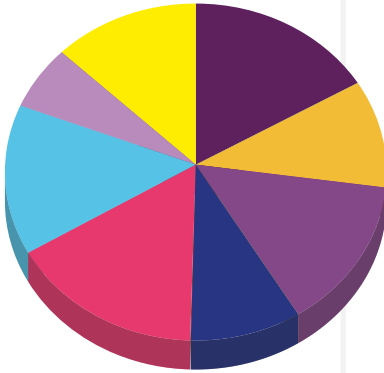
Only a small number of respondents has regular calls for e-volunteers, while the majority hasn't done that yet, but they are planning to.

Court of 21. Have you ever published an open call for e-volunteers?

NO, we are not
19.0%

YES, we do it regularly
9.0%

YES, a few times so far
26.0%
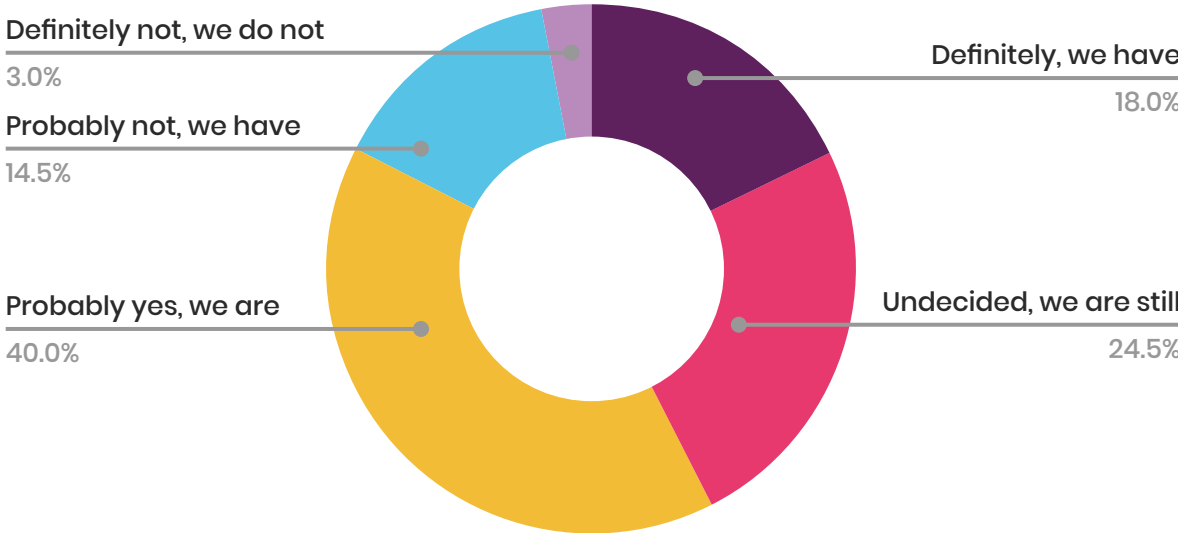
NO, but we are planning
46.0%

Answering whether the organization's work is completely managed by e-volunteers, and which elements of the organizations' activities is managed by e-volunteers, respondents mostly stated that activities such as promotional activities, like viral marketing, online advocacy, text translation and graphic and video documentation, as well as some other tailored activities are solely managed by e-volunteers.

Virtual mentorship
4.5%

Digital
4.5%

Digital
4.5%

Online advocacy
10.8%

Text translation and
13.9%

Fundraising and
4.2%

Legal services
3.6%

Other
16.6%

Promotional
12.7%

Foreign language
3.6%

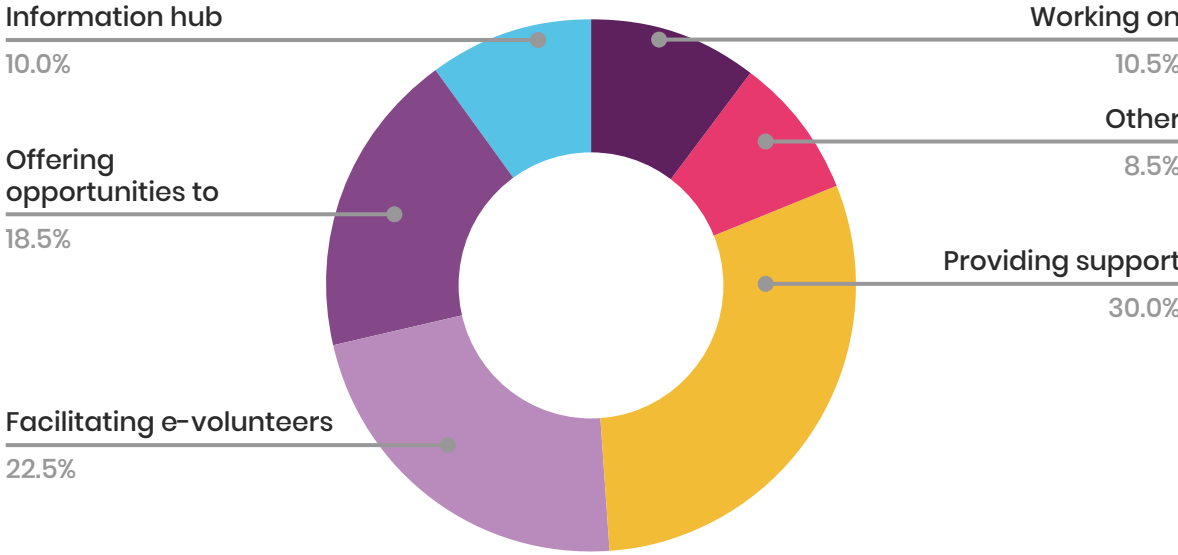Graphic and video
13.9%

Counseling and
7.2%

More than half of the organizations plan to involve e-volunteers in the future, while a quarter of the respondents is still undecided about that.

Court of 23. Are you planning to engage more e-volunteers in the upcoming period?

Definitely not, we do not
3.0%

Probably not, we have
14.5%

Probably yes, we are
40.0%

Definitely, we have
18.0%

Undecided, we are still
24.5%

Court of 24. How do you see your role in the context of e-volunteering?

Information hub
10.0%

Offering opportunities to
18.5%

Facilitating e-volunteers
22.5%

Working on
10.5%

Other
8.5%

Providing support
30.0%

Respondents mostly see their various roles in e-volunteering as facilitating e-volunteers, providing support, offering opportunities to the broader public or being info hubs.

Court of 26. How do you evaluate e-volunteering compared to in-person volunteering?
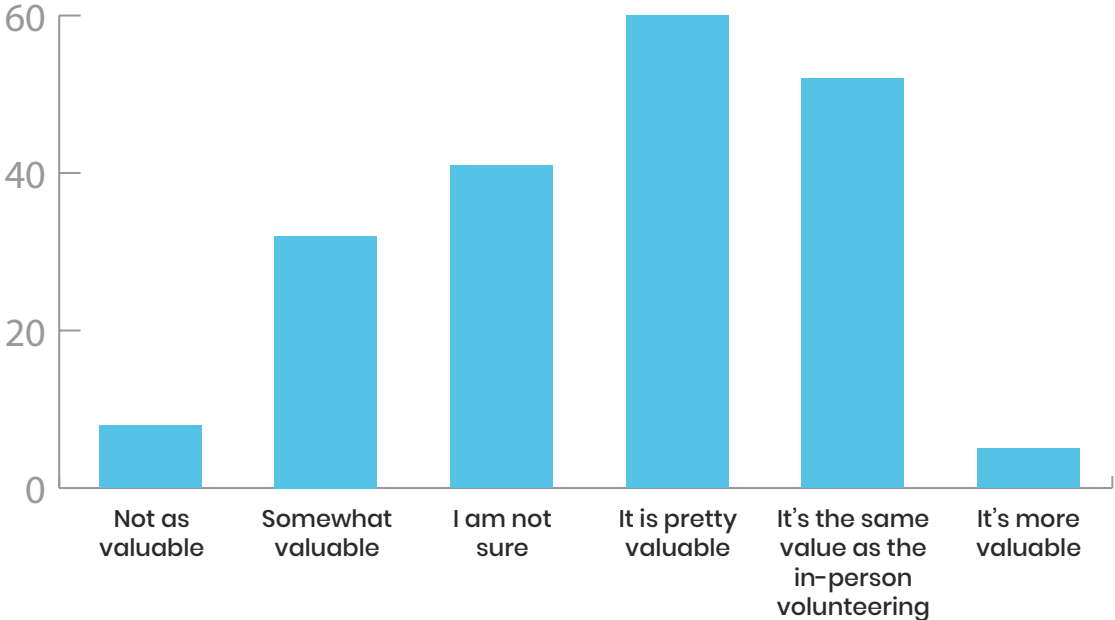

The majority of respondents, over 80%, sees that combined volunteering, both in-person and online, has the best impact and maximum results.

Court of 25. For maximum results do you think that volunteering should be:

Online
7.5%

In person
11.5%

Combined
81.0%
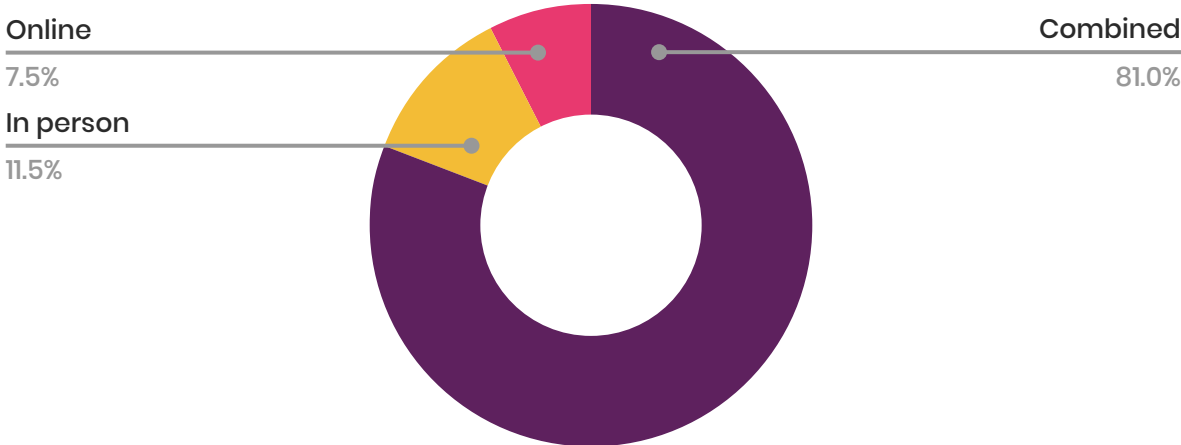
Regarding the value of e-volunteering compared to in-person volunteering, more than half of the respondents consider it of high value or the same value as in-person volunteering.

Court of 26A. Do you feel that volunteers would be more likely to participate in your work if they could do it online?
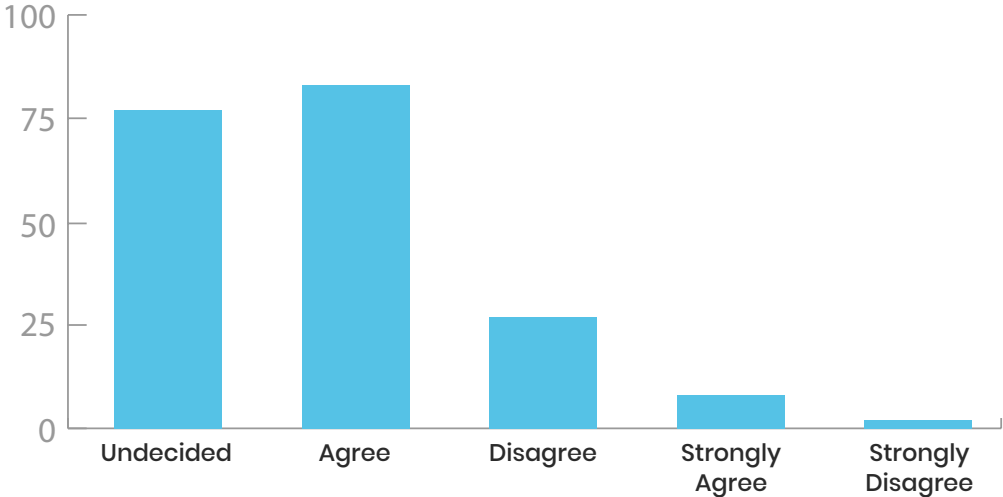
High majority of the organizations thinks that the volunteers would more likely be engaged in their work if they could do it online.

Court of 27. How much time spent in e-volunteering is considered optimal

8 hours per week
9.5%

4hours per week
53.5%

More than 8 hours per
1.5%

2 hours per week
27.0%

1 hour per day
8.5%
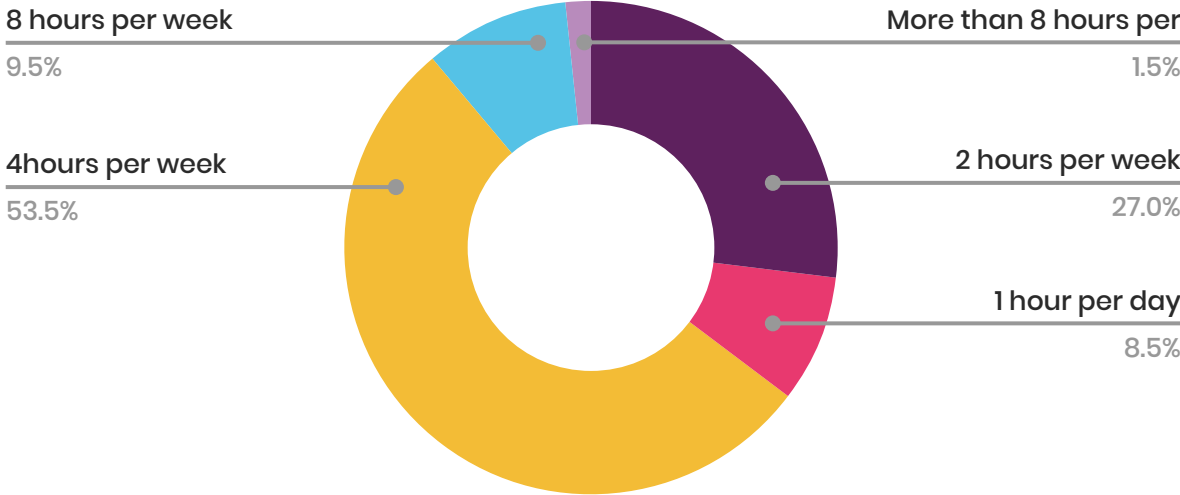
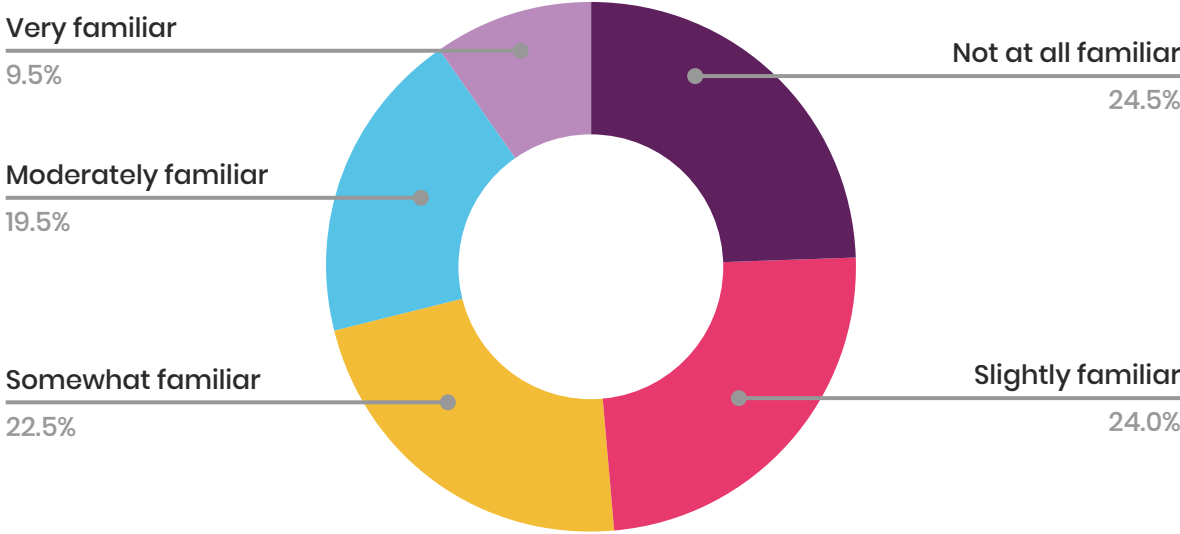Half of the respondents considered four hours per week optimal time for e-volunteering activities, while only a small percentage of respondents considered longer hours optimal for e-volunteering.

Court of 28. Are you familiar with volunteering policies in your country?

Very familiar
9.5%

Not at all familiar
24.5%

Moderately familiar
19.5%

Somewhat familiar
22.5%

Slightly familiar
24.0%

Court of 29. Are there any e-volunteering policies in your country?
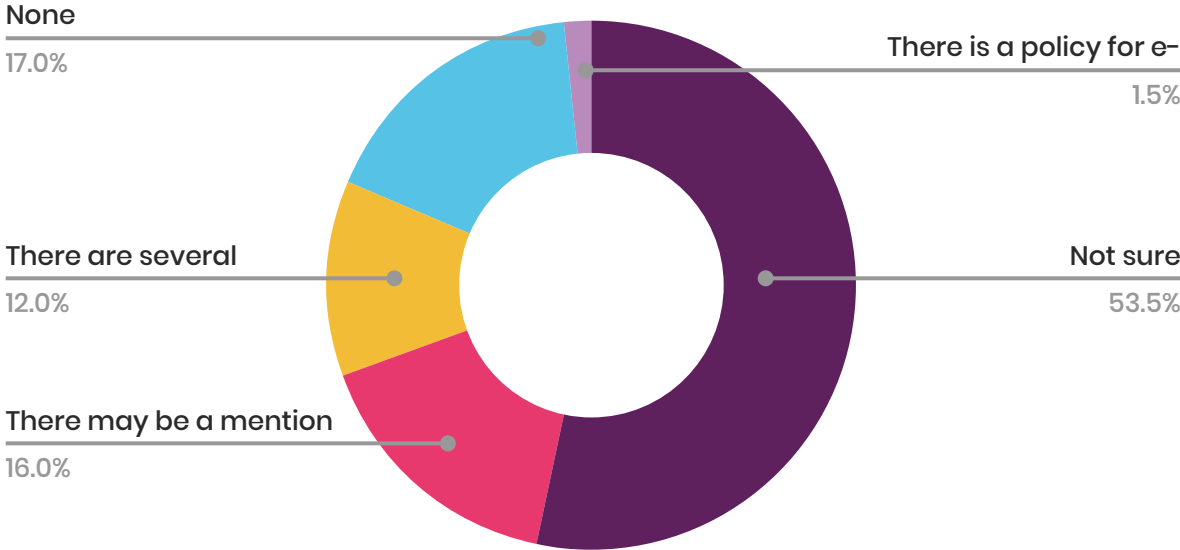
None
17.0%

There is a policy for e-
1.5%

There are several
12.0%

Not sure
53.5%

There may be a mention
16.0%

Knowledge about Policies: Questions 28-32 assess the organization's familiarity with volunteering policies at various levels, including national and European levels, as well as the need for policy change to accommodate e-volunteering. Nearly a quarter of respondents is not at all familiar with volunteering policies in their own countries, while over 50% is not sure at all whether there are any e-volunteering policies in their countries.

The percentage of those who are not sure at all whether e-volunteering is mentioned at all in the volunteering policies in their own countries is also above 50%

Court of 30. To what excent are you familiar with volunteering policies at the European level?

Moderately familar
8.5%

Very familar
3.5%

Not at all familiar
28.0%

Slightly familar
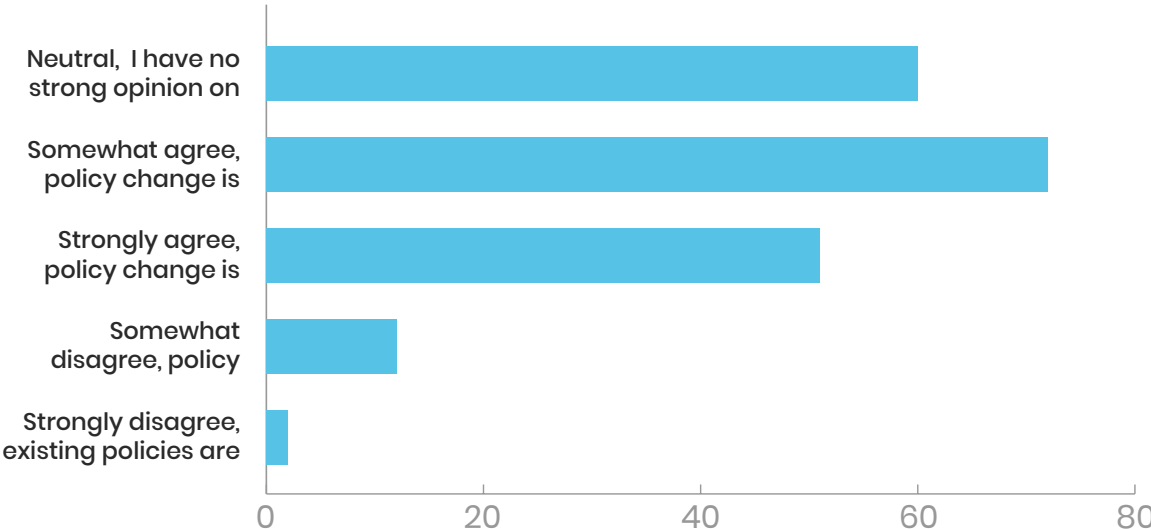36.5%

Somewhat familiar
23.5%
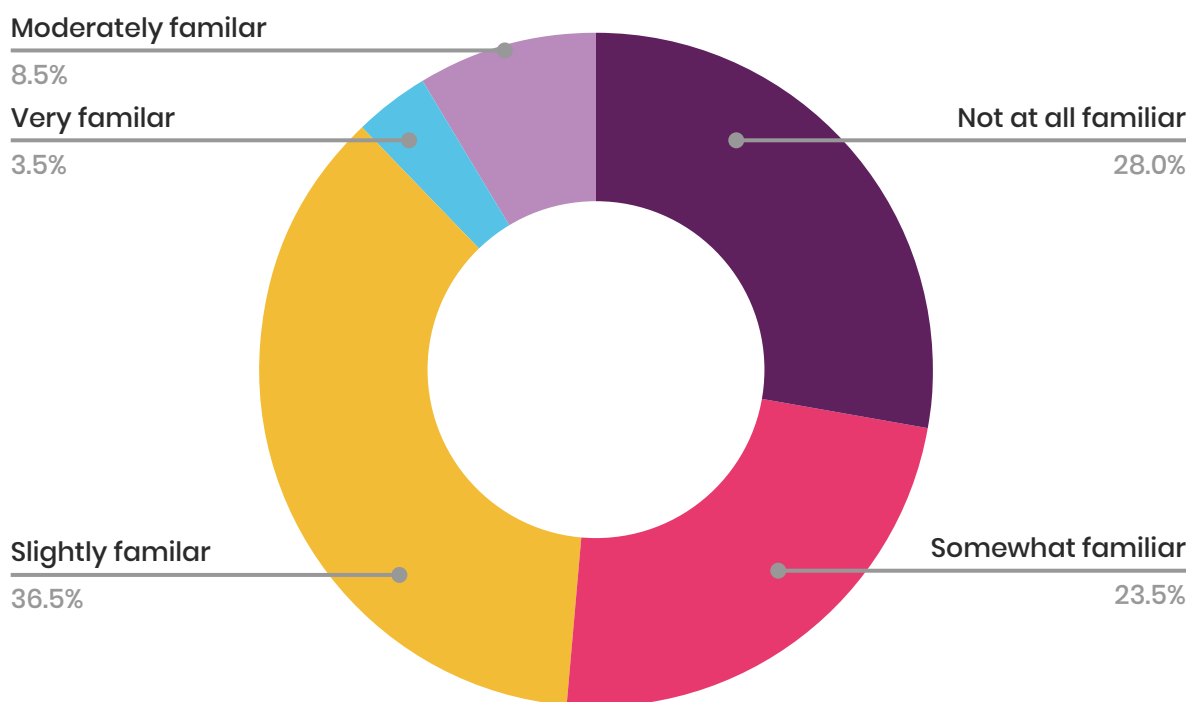
Regarding volunteering policies on the European level, only a small per-centage of the respondents is familiar with the existing policies, while the majority is again, either not at all familiar or only slightly familiar.

Court of 31. To what extent is the e-volunteering concept mentioned in the national volunteering poicies of your country?

E-volunteering is
8.0%

E-volunteering is barely
17.5%

E-volunteering is not
19.5%

E-volunteering is
1.0%

Not sure
54.0%
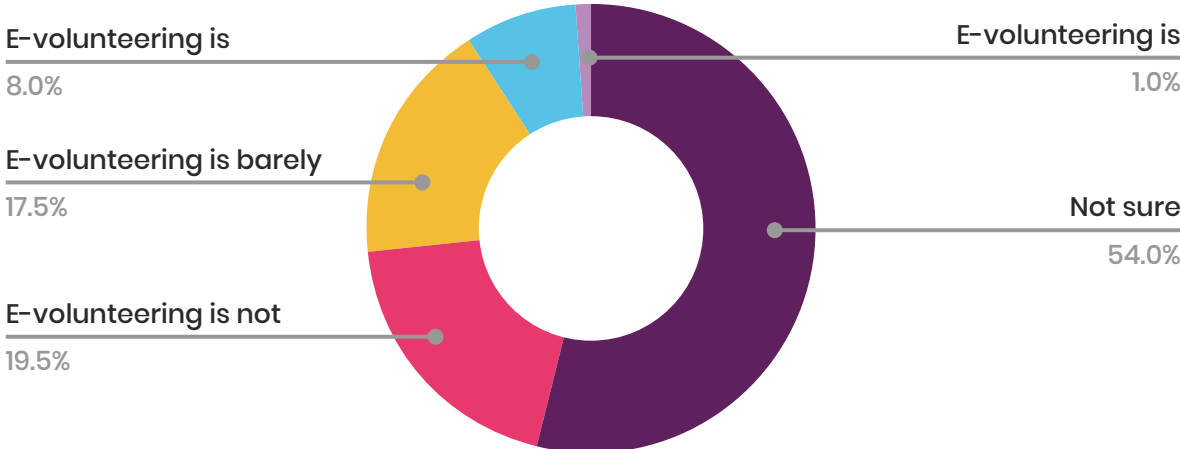
The question to which a high majority of respondents agrees on, is that the policy changes that accommodate the new forms of volunteering, such as e-volunteering are needed.

Court of 32. Do you feel that there is a need for policy change to ac-commodate new forms of volunteering, such as e-volunteering

Neutral, I have no strong opinion on
Somewhat agree, policy change is
Strongly agree, policy change is
Somewhat disagree, policy
Strongly disagree, existing policies are

0   20   40   60   80

Standards and Recognition: Questions 33-35 explore the organization's perspective on the importance of standardization for e-volunteering, the criteria for considering volunteering as e-volunteering, and the use of recognition mechanisms for e-volunteers. The majority of the respondents thinks that the standardization of e-volunteering is of high importance. Only a small percentage of the respondents doesn't think it is important.

Court of 33. To what extent do you believe that standardization of e-volunteering would be important?
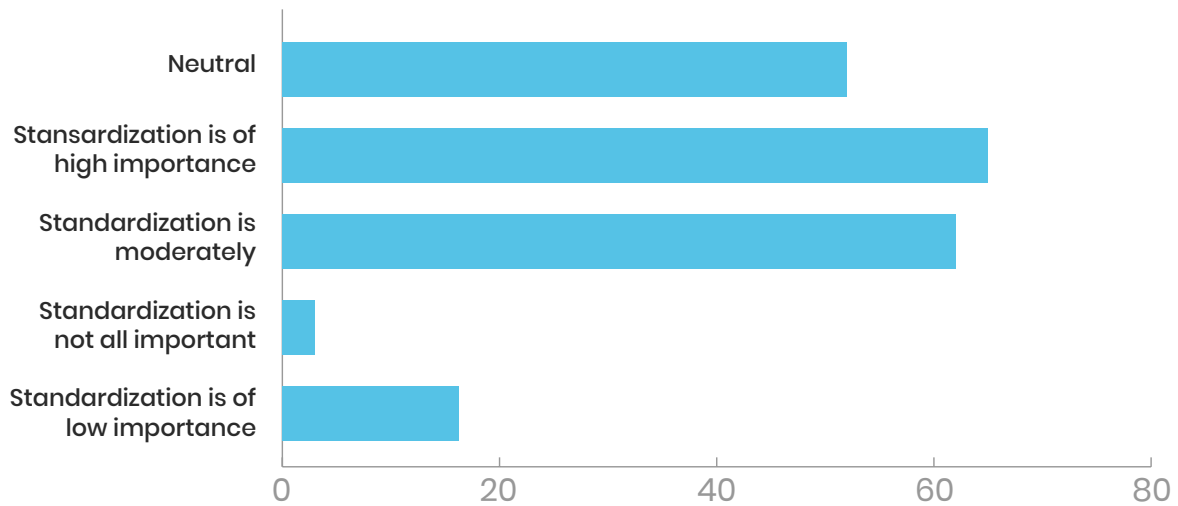
Regarding the standards that should be met for volunteering to be considered as e-volunteering, digital presence and having digital skills are the highest ranked standard, but respondents also see that having a specific goal and recognition of e-volunteering are very important as well as being a part of an organization.
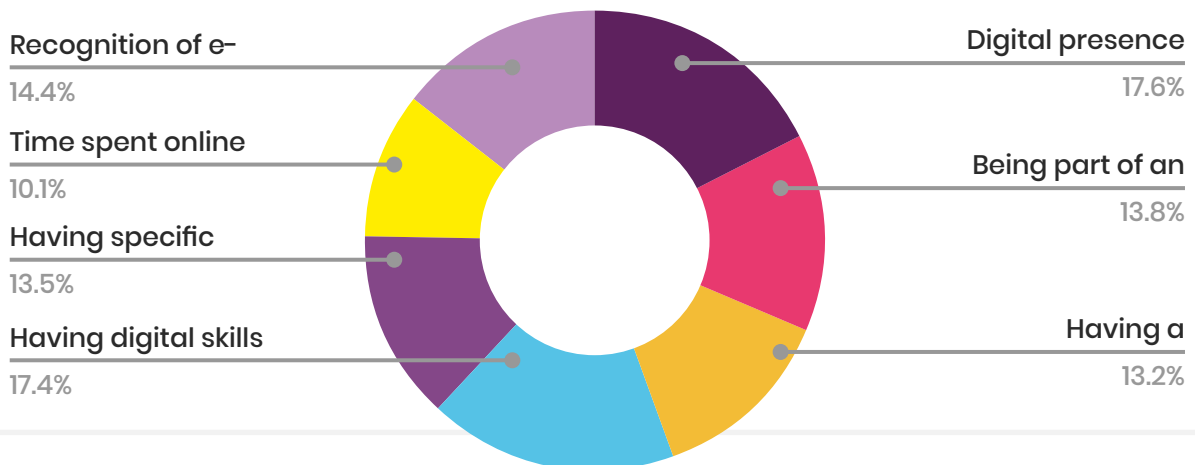
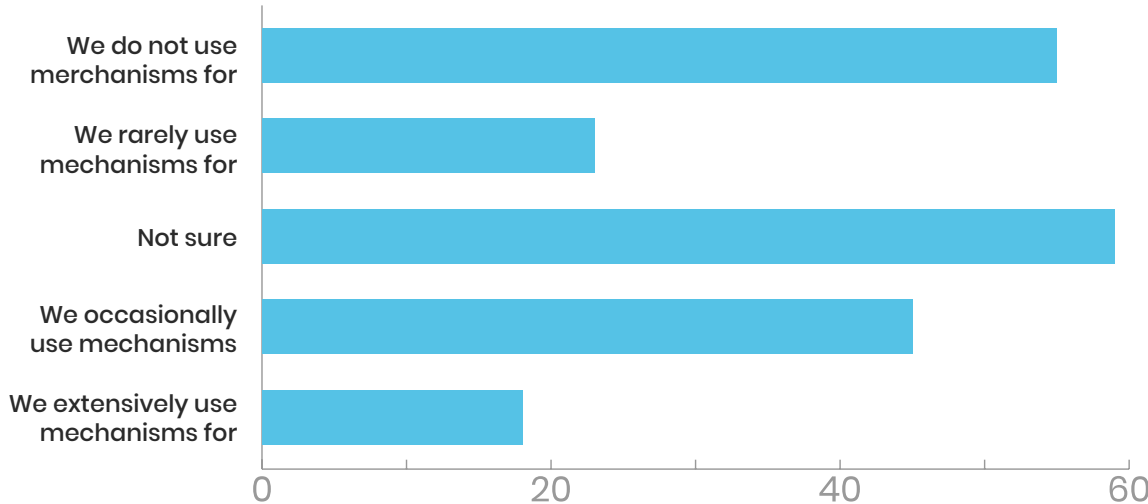Very few respondents use any mechanisms for recognition of e-volunteering. The majority of the organizations doesn't use them at all, or very rarely.

Court of 35. To what extent do you use mechanisms for recognition with e-volunteers? (e.g. YouthPass, etc.)

Costs and Expenses: Question 36 inquires about the budgetary aspects of e-volunteering activities and the main expenses associated with them. Half of the organizations don't have a budget for e-volunteering activities. Those that do, mainly have low costs or medium costs that are covered by the specific projects that are focused on the topic of e-volunteering and digital engagement.

Court of 36. Do you have costs for your e-volunteering activities?

High cost
2.5%

Medium
23.5%

Low cost
23.0%

No budget
50.5%
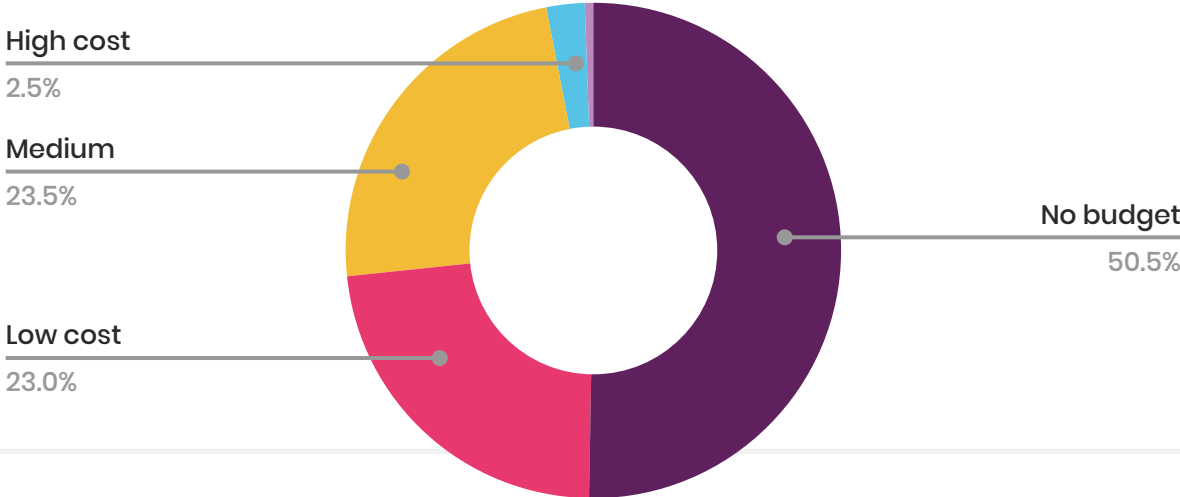
DISCUSSION

The findings from the focus group discussions and questionnaire responses provide valuable insights into the landscape of e-volunteering within various organizations. This discussion will delve into the implications of these findings and their significance for the practice of e-volunteering, the challenges faced by organizations, the potential benefits, and the areas that warrant further exploration.

FORMS AND ADDED VALUE OF E-VOLUNTEERING

The research highlights a wide range of e-volunteering forms, including social media management, content creation, administrative tasks, online events, translations, and training. Organizations use digital tools not only for remote tasks but also for coordinating in-person actions. The added value of e-volunteering is evident in terms of improved work quality, functionality, outreach, efficiency, and external profile. Digital tools enhance self-management, participation, transparency, and volunteer coordination.

FEASIBILITY AND CHALLENGES

The feasibility of e-volunteering is recognized, particularly for tasks that don't require face-to-face interactions. However, challenges persist in areas such as tracking volunteers' work, mentorship, standardized practices, and resource allocation. Notably, concerns about competition with paid markets, online conduct, safety, and clarity of purpose emerge as challenges. Addressing these challenges is essential to ensure the effectiveness and sustainability of e-volunteering initiatives.

REIMBURSEMENT AND BENEFITS

Volunteers are generally not reimbursed, but they receive benefits such as skill recognition, defined roles, and personal costs coverage. The distinction between skilled volunteers and those seeking learning opportunities highlights the diverse motivations and expectations of e-volunteers. Reimbursement practices, such as compensating for Wi-Fi and travel expenses, demonstrate an understanding of the practical needs of volunteers.

POLICIES, STANDARDS, AND CERTIFICATION

The research indicates a limited awareness of existing policies and standards for volunteering, particularly in the context of e-volunteering. There's a clear need for updated and comprehensive regulations that consider technological advances and the evolving nature of volunteering. The desire for e-volunteering certification reflects organizations' recognition of the potential benefits in terms of volunteer motivation, skill recognition, and standardized training.

IMPACT AND FUTURE CONSIDERATIONS

Online voluntary work is seen as effective, with its impact comparable to in-person volunteering. Tools like Slack, Trello, and Zoom play a crucial role in communication and task management. Organizations express curiosity about policies, standards, and the development of e-volunteering, indicating a willingness to adapt and embrace new approaches.

IMPLICATIONS FOR PRACTICE AND FUTURE RESEARCH

The findings suggest that e-volunteering offers substantial benefits and potential for organizations, particularly in the context of evolving digital landscapes. However, challenges related to managing e-volunteers, standardization, and policy awareness must be addressed. To maximize the impact of e-volunteering, organizations could benefit from creating

comprehensive e-volunteering guides, implementing tailored protocols, and exploring certification options. Policies and legal frameworks should evolve to accommodate e-volunteering and ensure clarity for volunteers, organizations, and stakeholders.

Future research could delve deeper into specific challenges, exploring strategies to address them effectively. Additionally, understanding the long-term impact of e-volunteering on volunteers' skill development, career pathways, and organizational sustainability would provide valuable insights. Comparative studies between e-volunteering and in-person volunteering could shed light on the different dimensions of volunteer engagement.

In conclusion, the findings underscore the transformative potential of e-volunteering, emphasizing its value, challenges, and the need for updated policies and practices. As organizations continue to navigate the digital landscape, adapting to new forms of volunteering can lead to enhanced engagement, efficient operations, and increased positive outcomes for both volunteers and organizations.

LIMITATIONS OF THE RESEARCH

While the mixed-method approach combines quantitative data from question-naires with qualitative insights from focus groups, the representativeness of the sample might be limited. The focus group participants and questionnaire respon-dents may not fully represent the diversity and complexity of the entire e-volun-teering ecosystem in Europe. This could impact the generalizability of your findings to a broader population of e-volunteers and organizations.

Though the whole research was done Europe-wide, focus groups were conducted in six specific countries, which might not capture the full range of e-volunteering practices and experiences across all European countries and might not fully reflect the nuances and variations in other European regions. Since the research spans multiple countries, differences in language, culture, and context could influence participants' responses and the interpretation of findings. It might be challenging to account for these variations comprehensively, especially when summarizing and comparing data across different regions.

The participants in both focus groups and questionnaires are self-selected, which introduces the possibility of re-sponse bias. Individuals who voluntarily participate might have different mo-tivations, experiences, and perspec-tives compared to those who choose not to participate. This bias could affect the accuracy and completeness of the data you collected.

While the mixed-method research al-lows for both depth and breadth in un-derstanding a phenomenon, it also in-volves a trade-off. The quantitative survey provides a broader perspective, but it might lack the depth of insights that qualitative methods like focus gro-ups offer. Conversely, focus groups
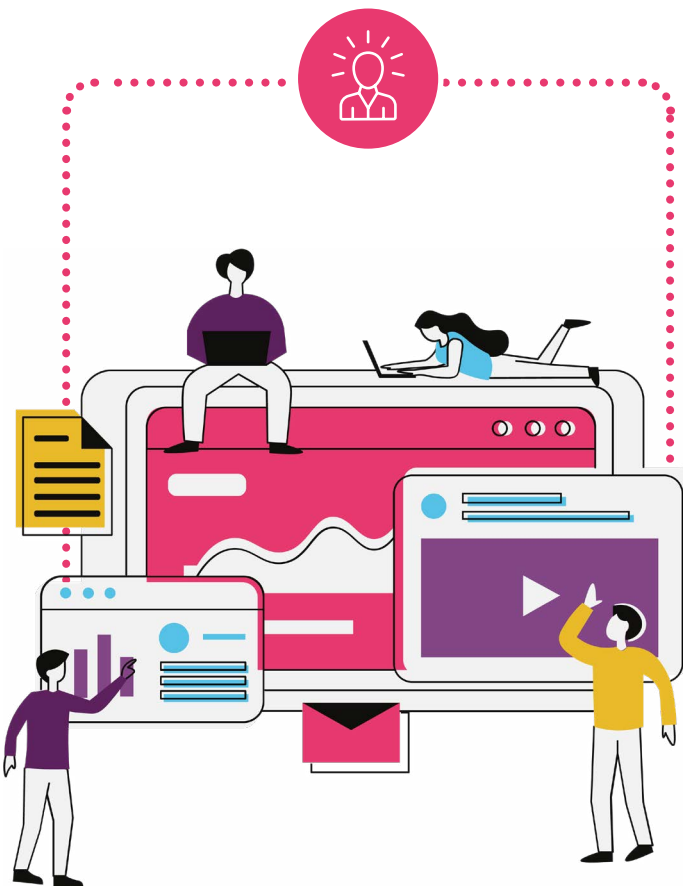
provide richer insights but with a smaller sample size, potentially limiting the generalizability of specific findings. The qualitative analysis of focus group discussions involves interpretation by researchers. Different analysts might interpret the same data differently, leading to subjectivity in the findings. Ensuring inter-rater reliability and employing a robust analysis framework can help mitigate this limitation.

Conducting both focus groups and questionnaires can be resource-intensive and time-consuming. The quality of data collected heavily relies on the thoroughness of the research design, the recruitment of participants, and the analysis process. Limited resources or time constraints might impact the depth and comprehensiveness of the research.

In the quantitative survey, the response rate was 201 out of the total potential participants. Nonresponse bias could be present if the characteristics of respondents differ significantly from non-respondents, affecting the generalizability of the quantitative findings.

While both methods provide valuable insights, there might be limitations in capturing real-time interactions and experiences due to the controlled environment of focus groups and the structured format of questionnaires. Certain aspects of e-volunteering might not be fully captured through these methods. Integrating and comparing quantitative and qualitative data can be challenging. Ensuring that the two data sets complement each other appropriately and contribute to a coherent overall analysis requires careful consideration and expertise in mixed-method research.

To address these limitations, it's important to acknowledge them within this research report and discuss how they might impact the validity, reliability, and generalizability of the findings. Additionally, recommendations for future research that addresses these limitations can add depth to the understanding of e-volunteering in Europe.

CONCLUSIONS

In the context of the pan-European consortium project "E-volunteering – building online volunteering ecosystem," this research aimed to illuminate the landscape of e-volunteering, examining its implementation, activities, tools, impact, challenges, and opportunities. The integration of quantitative and qualitative methods facilitated a comprehensive understanding of the e-volunteering ecosystem, contributing to the project's overarching goals.

Through a mixed-method approach combining questionnaires and focus groups, this research unveiled valuable insights that enhance our comprehension of the evolving e-volunteering landscape. The findings shed light on the multifaceted nature of e-volunteering within the context of diverse organizations across Europe.

The major findings underscore the diverse forms of e-volunteering encompassing social media management, content creation, administrative tasks, training, and more. These digital endeavors provide added value, enhancing work quality, outreach, efficiency, and coordination among volunteers. The research also revealed the challenges organizations face, including managing remote volunteers, competition with paid markets, and the need for standardized practices and comprehensive policies.

The research highlights the significance of e-volunteering guides and tailored protocols to effectively manage and support e-volunteers. The potential for certification and recognition mechanisms resonates as a strategy to motivate volunteers, enhance skill recognition, and standardize training. The study also accentuates the feasibility and impact of online voluntary work, effectively comparable to in-person efforts.

However, the research is not without limitations. The sampled countries and participants may not fully represent the diverse e-volunteering landscape across Europe. Interpretation subjectivity in qualitative analysis and response biases in the survey should be acknowledged.

In the broader context of the consortium project, this research contributes vital evidence for policymakers, organizations, and stakeholders. It bolsters the development of informed policies, guidelines, and standards for e-volunteering. The findings advocate for the recognition of e-volunteering as a legitimate and impactful form of community engagement. By understanding the strengths, weaknesses, opportunities, and challenges associated with e-volunteering, organizations and policymakers can make well-informed decisions that foster effective e-volunteering practices and support its sustainable growth.

In conclusion, this research serves as a significant stepping stone towards building a comprehensive online volunteering ecosystem across Europe. The combined quantitative and qualitative approach empowers the project's objectives by providing nuanced insights into the complex landscape of e-volunteering and the importance of the standardization of e-volunteering policies and practices. As digital landscapes evolve, this research stands as a foundational resource to guide the development of effective strategies, policies, and initiatives that harness the potential of e-volunteering for the betterment of organizations, communities, and society at large.

FINAL RECOMMENDATIONS

E-Volunteering Recognition and Support: There is a pressing need to recognize and support e-volunteering as a valid and impactful form of volunteering. E-volunteering should be seen as complementary to traditional onsite volunteering, expanding the possibilities for volunteer engagement.

Legal Framework: Establishing a robust legal framework for e-volunteering is crucial. Existing volunteering regulations may not adequately address the unique aspects and challenges of e-volunteering. Specific legislation or regulations are necessary to protect e-volunteers, address privacy and data protection, clarify liability, and recognize their contributions.

Stakeholder Mapping: Better understanding and mapping of relevant stakeholders involved in e-volunteering, both at the international and national levels, is essential for effective policy development and implementation. This mapping process helps identify key actors, including governments, NGOs, online platforms, businesses, volunteers, and beneficiaries.

Stakeholder Support and Infrastructure: Ensuring the effective functioning of e-volunteering requires the active participation and support of all stakeholders. Governments and relevant entities should invest in infrastructure and provide support schemes for e-volunteering at local and national levels. Dedicated departments or agencies should be established to promote and support e-volunteering initiatives.

Policy Clarity and Goal Setting: Policymakers need to set clear policies and goals for e-volunteering, specifying the volunteer activities they intend to regulate. Clarity in policy formulation ensures effective implementation and evaluation of e-volunteering initiatives. Collaboration with stakeholders in policy development is essential to align policies with the diverse needs and perspectives of all parties involved.

Global Standards: International organizations should establish global standards for online volunteering, defining roles and responsibilities for online volunteers and guidelines for eligible organizations. This encourages consistency and quality in e-volunteering efforts.

Social Protection: E-volunteers should receive appropriate social protection, including insurance coverage for health, accidents, and liability while volunteering online. Collaboration with insurance companies or integration into existing social protection systems can achieve this.

Public Recognition: Governments should publicly recognize the value of e-volunteering for social cohesion, inclusion, and skills development. Encouraging public and private organizations to fund and support e-volunteering initiatives is essential.

Harmonization with Local Traditions: Policymakers should consider local volunteering traditions and adapt legal frameworks to fit within each country's cultural context. Avoiding overly prescriptive regulations that hinder traditional forms of volunteering is crucial.

Capacity Building and Training: Training programs should be offered to e-volunteers to enhance their skills and preparedness. This includes digital literacy training, project-specific workshops, and guidelines on ethical considerations for online volunteering.

International Cooperation: Foster international cooperation and knowledge exchange among countries regarding best practices in e-volunteering regulation and support. Learning from successful models implemented elsewhere improves the effectiveness of national policies.

Regular Review and Adaptation: Policies and regulations should undergo regular reviews and adjustments to keep pace with technological advancements and changes in the volunteering landscape.

In summary, recognizing, supporting, and promoting e-volunteering requires a multi-faceted approach involving legal frameworks, stakeholders' engagement, infrastructure development, and clear policy formulation. By addressing these aspects, countries in Europe and beyond can create an enabling environment for e-volunteering, harnessing its potential to benefit organizations, communities, and society as a whole.
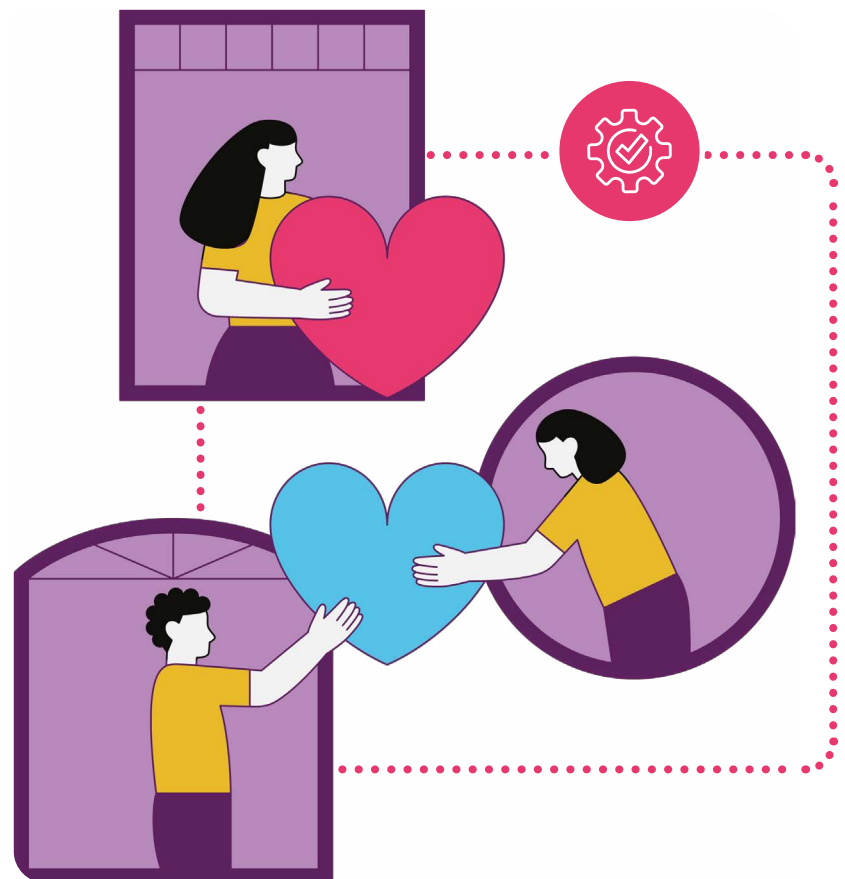
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