

# **National Volunteer Strategy 2012-2020**

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## I. STATUS ANALYSIS

### 1. The definition of volunteerism

Volunteering is an activity carried out by somebody from their own free will, by their own decision and motivation, without any intention of gaining a financial profit for themselves, for the benefit of another person or other persons, or for the community at large.

It comes together with its own particular set of values, which distinguished it from paid work. Volunteering is a good and valuable thing in itself, which can make members of society capable of taking an active role, whether in a broader geographic sense or in more confined interest groups, and which is simultaneously beneficial to those receiving support and to the volunteers themselves who are doing the work. Volunteerism is a tool for improving equal opportunities, makes a contribution to the reduction of poverty and exclusion and to an increase in employment, and can help the unemployed find a way back to the labour market, although it is not a replacement for paid labour.

In its traditional sense, volunteering is one of the fundamental values for developing the community spirit and social solidarity, and in the form of charity work is a means for improving humanity. Volunteering is a way of expressing the "rehabilitation" of civic commitment and the assumption of responsibility by society at large for those who are affected by the provision of assistance. It follows, therefore, that doing voluntary work is a human resource which contributes, on the one hand, to the moral, social and cultural development of our society, and on the other hand, to a strengthening of the economy - as measured by gross national product.

A definition of the concept of volunteerism, however, must not omit to stress its social distinction from activities that are carried out under the titles of community service, professional practice or support instead of employment. The most important of the differences is the motivation, the internal driving force leading to an activity being carried out, since voluntary work is done from the individual's own free will, without any external compulsion and without the expectation of any financial gain or service in return.

Community service can be regarded as the starting point, and the introductory step in the direction of carrying out true voluntary work, and the role this can play should not be underestimated. This strategy is intended to draw attention to the fact that educators, mentors and social workers involved in the coordination of community service in secondary educational institutions need to be aware of the the difference between the two concepts and activities, and should also draw the attention of their environment to these differences. The concepts of community service and voluntary work, however, do have certain things in common, in that they are both generally intended to serve the public good, they both bring benefits and greater value to the people carrying them out and to their environment - as by doing these activities, everybody acquires values which can reinforce an awareness of community commitment and a sense of responsibility - and additionally they can both bring advantages in later life or when looking for employment.

The motivation behind different kinds of professional practice may also differ from volunteerism, since apprenticeship programmes are typically designed to enable individuals to gain professional experience, and so such people cannot be regarded as volunteers, in the traditional sense.

It must be emphasised that the various activities provided for under law that are carried out for the good of society as a whole cannot be regarded as or called voluntary activity. Act LXXXVIII of 2005 on volunteer activities carried out in the public interest deals specifically with this in paragraph 2, section b). It is therefore important not to confuse the activities carried out by citizens on the basis of the various legal requirements initiated by the state (such as activities carried out in order to be entitled to receive support instead of employment, or activities carried out as a form of punishment) with voluntary work that is carried out by people of their own free will.

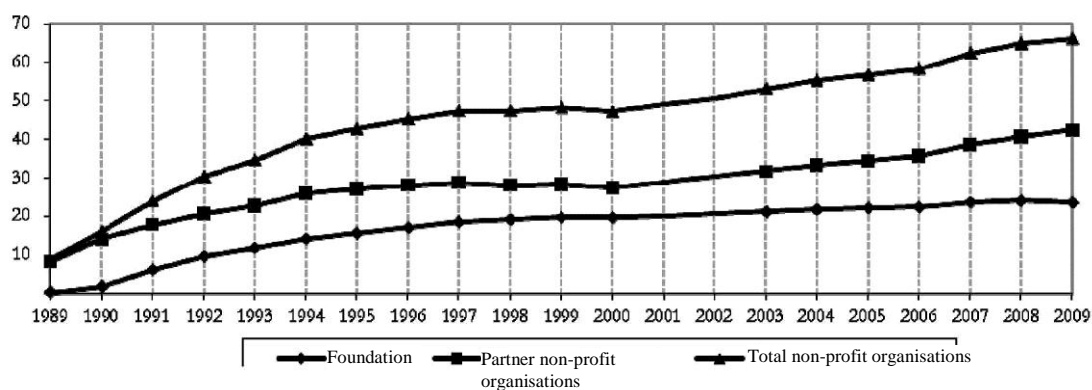
The document at hand - similarly to other documents in the professional literature - is also intended to draw attention to the difference of naming between voluntary work and voluntary activities, as it is important to clarify that volunteering should not be regarded as work in the traditional sense of the word, since work is a contract-based activity which is done in every case in return for payment. Voluntary activities are defined as actions which result in improvements or the creation of values for the community and for society.

### 2. An overview of the history of volunteering in Hungary to the present day

In comparison with the economic developments and the new forms of social organisation in Europe, the forms of voluntary assistance arrived relatively late in Hungary. Until the mid-19th century, they were almost exclusively limited to the charitable activities performed by the church. From 1867 the Hungarian state framed regulations for assisting the poor, continuing to rely greatly on the voluntary work carried out by the church, by civil organisations and by noble and generous citizens with material wealth. The systems of support - organised by the church - gradually introduced in the first decades of the 20th century played an important role in the history of the development of voluntary assistance in Hungary and in the expansion of its organised forms. In the inter-war period, the churches, civil organisations and private persons continued to fill the dominant role in carrying out work unselfishly and without payment, and in operating the system of social support. From 1945, the state began to take on an increasing number of social tasks, which pushed the

activities of private persons, civilian charity organisations and churches into the background. During the decades of the socialist period, the state had exclusive responsibility for providing social security. Before the change of the system, the concepts of volunteerism and social work were not so sharply distinct from each other as they are today. For the majority of society, the concept of volunteering was firmly linked to the free labour introduced by the old regime. The modern volunteer movement started life when the system changed, and both the number of NGOs and the number of volunteers connected to them increased in the years that followed. This was accompanied by a kind of isolation of volunteers and those making community initiatives, in consequence of which the field of volunteerism by the mid-1990s was typified by unsystematic and disorganised activities. The middle of the decade - with the non-profit sector striving for recognition - led to the passing of Act CLVI of 1997 on public interest organisations, and the so-called "1% Law" (Act CXXVI of 1996), which entitled organisations engaged in public interest activities to receive 1% of the tax paid by taxpayers.

**Figure 1: Numbers of NGOs in Hungary 1989-2009 (Source: KSH [Central Statistical Office])<sup>1</sup>**



Starting in 1998, in order to strengthen the civil sector, a separate department of the central administration (Prime Minister's Office - Department of Civil Relations) began dealing with this area, indicating the government's intention that the civil sector should play an important and emphatic role in government policy. The UN-sponsored International Year of Volunteers in 2001 proved to be another important initiative in the development of the situation in Hungary. Preparations for the International Year of Volunteers 2001 in Hungary got under way in September 2000 when the Health Ministry held a discussion forum. The forum was attended by 7 ministries and 70 civil and church organisations, who discussed their ideas on opportunities for developing volunteerism in Hungary, and on the tasks to be done during the international year. On the occasion of the International Year of Volunteers, the UN issued a resolution on the fundamental criteria and indicators of volunteering. According to the resolution, the typical features of volunteering are:

- an activity carried out by a person by internal motivation and of their own free will, therefore the principle of non-compulsion is an essential condition;
- a volunteer does not carry out work for material payment, but the refunding of costs or some form of symbolic payment
- may be permitted. The activity is not primarily motivated by money or earning a living;
- it is directed towards benefiting another person or society in general - that is, the activity serves to generate some kind of good.
- It is common knowledge that volunteering brings significant rewards to the volunteering person as well;
- the activity is carried out outside close family and friends.

The government also joined in the popularisation of volunteering at a national level by providing substantial support from 2001, as a result of which there was an increase in social recognition of volunteering. The International Year of Volunteers was formally closed at a conference held by the Ministry for Social and Family Affairs on 5th December, 2001 at the Millenáris Park in Budapest, with the patron-in-chief, President of the Republic Dr. Ferenc Mádl, in attendance. At the conference, titled "Volunteering as an important tool in the fight against social exclusion", the head of the ministry handed out awards to NGOs and private individuals whose voluntary activities have done much to help the afflicted.

In April 2002, invited by the Danish ministry for social affairs, a ministerial delegation had the opportunity to study voluntary activities and the efforts made by the Danish government, and to gain experience in the practice of volunteer activities.

The most important outcome in the period following the International Year of Volunteers was the passing of Act LXXXVIII of 2005 on volunteer activities carried out in the public interest, which institutionalised

<sup>1</sup> Due to the different methods applied in registering data in 2001 and 2002, comparison of the data is only possible to a limited extent.

volunteerism, and had the objective of regulating and institutionalising volunteer activities in the public interest as a legal relation in the Hungarian legal system. Volunteer activities carried out in the public interest are understood to mean work carried out - without payment in return - within a sphere of activity defined by law at a given recipient organisation. Other volunteer activities may be carried out and organised outside the scope of the law, but the benefits defined in the law may only be submitted by a recipient organisation without the need to pay contributions - and tax-free by a private person - if they have registered in accordance with the law, by entering the register of organisations receiving volunteers acting in the public interest. The Act is of great importance in the development of volunteerism in Hungary, and thanks to the legislation, volunteering has become an unavoidable topic. Now, however, it has become necessary to review the Act and for the conceptual and content elements detailed in the Act which refer to recipient organisations and volunteers to be re-evaluated in accordance with the experience gained in the last six years, and to be expanded as necessary.

An essential pre-condition for increasing volunteerism in Hungary was to develop and reinforce the range of service and development organisations, accepted and supported by local society, which concentrate primarily on the development of volunteerism at a local level. Accordingly, the "TÁMOP 5.5.2/09/01 Component A" project was announced, which brought about the creation of a national volunteer centre, with responsibility for providing the professional background for the field and for coordinating county centres. In continuation of the above project, "Component B" led to the establishment of volunteer centres in each county, covering the whole country, which are responsible for implementing professional programmes in the field of volunteerism, taking local conditions and demands into consideration. The centres set up under the programme formed the infrastructural basis for volunteerism in Hungary, and function by informing society about volunteering and creating opportunities for anybody to get involved in voluntary activities. Since the county centres have been operating, there has been a tangible increase in the recognition of volunteerism in society, media interest in the field has grown, and the positive message of volunteering has been able to reach more people than ever.

However, the establishment of the volunteer centre and the county centres does not mean that support for volunteering in Hungary has come to an end. Following on from the programmes TÁMOP 5.5.2-09/1, TÁMOP 5.5.2-09/2, TÁMOP 5.5.2-09/3 and TÁMOP 5.5.2-10/4, 2011 saw the announcement of tender TÁMOP 5.5.2-11/1 and 11/2, titled "Spreading volunteerism", with the aim of increasing willingness among the adult population to take part in volunteer activities, of raising the general social attitude towards volunteering, and of thereby making volunteering more popular at the local and regional level. The tender also offers opportunities for bottom-up local initiatives to receive support, which will ensure, through the implementation of ever more good examples, increasing awareness among the adult population of the usefulness of volunteering, either as a volunteer or as a beneficiary of the services provided by the volunteer programme. The project provides for "Volunteer Points" to be set up, which will make it possible for people living in areas that are further away from the county centres to make themselves familiar with volunteer work and with the opportunities it offers. Putting all the above together, since 2009 in Hungary, more resources than ever before, close to 1.5 billion Hungarian forints of domestic and EU funding, have been made available for the development of volunteerism.

### 3. The European Year of Volunteering in Hungary

European Council Decision no. 2010/37/EC designates the year 2011 as the European Year of Voluntary Activities Promoting Active Citizenship. The year 2011 is symbolic in that the year 2001 was the International Year of Volunteers, and so on the tenth anniversary of the International Year, European institutions desired once more to raise awareness about these activities which millions of people across Europe take part in. The European Year also offered Hungary an opportunity, firstly, to gather together and present good practices in the field of volunteering, also at an international level, which can serve as an example, and secondly, by addressing as broad a cross-section of society as possible, to make people aware of voluntary activities and of the positive consequences of active citizenship.

A large number of actions and projects were promoted and executed at European level throughout 2011. Under the European Tour, volunteers travelled through Member States for a year, popularising their work at every station of the tour, and making contact with political decision-makers and with the general public. The European Tour was accompanied by the European Relay: 27 volunteer reporters followed the work of 54 voluntary organisations, and produced audio-video reports and written articles.

During their term as rotating president of the European Council, the Hungarian Government paid special attention to volunteering, because the Year represented a great opportunity for Hungary to gather together and make presentations of good practices experienced to date.

In order to help reach as wide a cross-section of society as possible, well-known Hungarian people with positive images were invited to take part: three popular personalities acted as ambassadors in carrying out public service work through 2011. Erika Miklósa, Pál Feke and Attila Vajda - the Hungarian ambassadors of the European Year of Volunteering - took part in the project personally to raise awareness of the outstanding importance of voluntary activities and to spread the messages of the European Year. They agreed to attend several events during the year, which they selected themselves. They were introduced, and their work began, at the launch event.

## Highlighted events of the year

- *Official European Launch and Volunteering Tour:* The second station in the international tour was Hungary (8th-14th January, 2011, Millenáris Theatre, Budapest). The seven-day programme was closely aligned with the official opening programme of the European Year on 8th January. The opening press event was followed by an opening conference, organised jointly with the Alliance umbrella organisation for European NGOs. The event featured thematic days presenting the diversity of volunteering in Hungary. Topics covered included youth, sport, culture, religious volunteerism and environment protection.

*TeSzedd! Volunteering for a Clean Hungary:* Organised as part of the European Year of Volunteering, the largest rubbish-collecting event ever in Hungary, held on 21st May, 2011, was intended to raise awareness of the importance of voluntary activities and environment conscious behaviour. Under this initiative, more than 160,000 volunteers took action to tidy up their environment in 1500 locations.

- *Volunteers' Week:* This programme was held at various places throughout the country between 4th-12th June, 2011, to increase recognition for volunteerism. During the week, a series of specific initiatives were employed to present ways of doing voluntary work, to encourage the population to take an active part in and to carry out their own voluntary activities.
- *Volunteer Roadshow:* From 8th July to 13th November 2011, a national roadshow toured the country, which was similar to the European Tour. The aim of the roadshow, with stages connected to local events and festivals (of culture, music, food and drink, youth or folklore), was to create opportunities in different counties for individuals and organisations to get informed and get involved.
- *Closing ceremony and press conference:* The closing event, on the international day of volunteers, included an exchange of Hungarian experiences during the year and a presentation of the best practices. The prize-giving ceremony for the schools competition to make short films about volunteering was also held here.
- *"TÁRS" Social Solidarity programme for secondary schools:* The essence of the community service programme, functioning in the form of a competition, was for students aged 15-18, with the support and direction of their teachers and non-governmental experts, to undertake, individually or in groups, 30 hours of volunteer-related social and environmental action with the aim of strengthening social solidarity, and to carry it out within the framework of extra-curricular activity.

The Hungarian Government was fully committed in its support of the European Union initiative; during the thematic year, it popularised, organised, encouraged and supported voluntary activities for the advancement of active citizenship at the European, national and local levels. Many frameworks - regulatory, strategic, administrative and educational - were set up in the last year to make volunteering more effective, more visible and more accessible.

Even at an EU level, Hungarian participation in the European Year of Volunteering was substantial: At international discussions and report-back meetings it was clear that, by comparison with other member states, **Hungary carried out an exceptionally high number of volunteer-related programmes** during the thematic year. Thanks to the broad range of people addressed, the European Year of Volunteering was able to offer something new and valuable to millions of people in Hungary.



## The Year of Volunteering was a success...



The general opinion of the year's events was very positive: feedback offering recognition was received both from within Hungary and internationally. The media judged the topic to be newsworthy, and reported on its positive events. NGOs involved in voluntary work found encouragement and started to "show themselves" to the general public. Surveys conducted during the year show that people in Hungary do indeed have the openness and creativity, and the willingness and ability to organise, to take active part as volunteers either in their present lives or in the future.

It is our joint responsibility to ensure that the success and momentum of the year have a long-term impact on the work carried out as part of the European Year - that is, to ensure that volunteerism becomes a lasting value and an example worth following.

#### 4. Volunteering in Hungary compared with Europe

Hungary has a long history and tradition of volunteer work. The culture of volunteering was substantial during the period between the two world wars. In the decades that followed, the compulsory, or not compulsory but expected, ideologically based unpaid work (e.g Communist Saturdays) led to a completely different judgement of the concept of volunteer work.

The former socialist countries of central and eastern Europe are good illustrations of the significant way in which volunteerism is influenced by political and social traditions. The communist inheritance laid unfavourable foundations for the development of a culture of volunteering, and its impact could be felt after the change of the system.

Carrying out voluntary work for social and humanitarian causes is one of the serious strengths of democracies, and is closely linked to local initiatives, and it is because of this that encouraging and organising voluntary work is a state activity in many western European countries.

After Hungary joined the European Union, things took a change for the better, and there was an increase in the number of people doing voluntary and charity work. With regard to the contribution volunteering makes to GDP, however, Hungary occupies a position which is close to the average for the EU, with a contribution of 1%, compared with the 3.5% contribution of Finland, Denmark and Austria.<sup>2</sup> On average, 22-23% of the population of the European Union aged over 15 are involved in volunteer activities, but at the same time it must be said that European and international research generally shows higher proportions than in studies of individual nations.<sup>3</sup> Different countries have developed to different degrees as far as volunteering is concerned, but overall the past 10 years have shown a continuous increase in numbers of volunteers. The economic crisis of 2008 had a significant impact on volunteerism in several countries, and while there are several countries where volunteer activity has increased (such as Ireland and the Netherlands), there are others (e.g. Italy, Latvia, Lithuania, Estonia) where the crisis has resulted in a decline in volunteering.

A significant difference may be observed in the distribution of volunteers among different age groups, since while in Hungary it is mainly adults (aged 30-50) who take part in voluntary work<sup>4</sup> - with young people and older people making up a smaller proportion -, in several countries in western Europe there tends to be more even distribution among age groups, which allows us to conclude that there is some kind of equilibrium and life-long participation in volunteerism.

#### Figure 2: Volunteering in the European Union, according to gender distribution<sup>5</sup>

Trend	Member states
Greater proportion of women volunteers	Bulgaria, Czech Republic, Malta, Slovakia, United Kingdom (England, Northern Ireland, Scotland)
Greater proportion of men volunteers	Austria, Belgium, Denmark, France, Germany, <b>Hungary</b> , Italy, Luxembourg, Portugal, Slovenia, Sweden
Equal participation among the genders	Cyprus, Estonia, Finland, Ireland, Lithuania, Netherlands, Poland, Romania
No information, or conflicting information	Greece, Latvia, Spain

<sup>2</sup> Press materials released by the European Commission, <http://europa.eu/volunteering/>

<sup>3</sup> GHK (2010) Volunteering in the European Union, Educational, Audiovisual & Culture Executive Agency, Final Report.

<sup>4</sup> KSH Central Statistical Office (2008): *Nonprofit szervezetek Magyarországon (Non-profit organisations in Hungary)* 2006, Budapest.

<sup>5</sup> GHK (2010), 69. p.

**Figure 3: Volunteering in the European Union according to age distribution<sup>6</sup>**

Trend	Member states
Young people and young adults (aged 15-30) are the most active in volunteering	Bulgaria, Czech Republic, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia, Spain
Adults (aged 30-50) are the most active	Belgium, Cyprus, Denmark, Estonia, Finland, <b>Hungary</b> , Portugal, Sweden
Relatively high level of volunteering among all age groups	Austria, France, Germany, Ireland, Italy, Netherlands, United Kingdom
Increasing participation among older people	Romania, Slovenia, Spain, Sweden, Belgium

In the majority of countries there are more men volunteers than women. There is a much higher proportion of men involved in work related to sport organisations and programmes, while significantly more women participate in social and health-related voluntary activities.

The national studies carried out in 20 countries concur in finding that people with higher levels of education participate more readily in voluntary work (except in Italy, where a significant proportion of volunteers either have low school qualifications, or none at all).

**Figure 4: Individual participation in voluntary activities in the member states of the European Union<sup>7</sup>**

Rate of participation	National studies*	Eurobarometer (2006)	European Values Study (1999/2000)
<b>Very high (&gt;40%)</b>	Austria, United Kingdom	Austria, Denmark, Finland, Ireland, Germany, Luxembourg, Sweden	Netherlands, Slovakia, Sweden, United Kingdom*
<b>High (30-39%)</b>	Denmark, Finland, Luxembourg	Belgium, Czech Republic, France, Italy, Slovakia, Slovenia	Belgium, Czech Republic, Denmark, France, Greece, Luxembourg
<b>Medium (20-29%)</b>	Estonia, Latvia, France	Cyprus, Estonia, Malta, Latvia, United Kingdom	Austria, France, Germany, Ireland, Italy, Latvia, Malta, Slovenia
<b>Relatively low (10-19%)</b>	Belgium, Cyprus, Malta, Czech Republic, Poland, Portugal, Slovakia, Slovenia, Spain	Bulgaria, Greece, Hungary, Lithuania, Poland, Portugal, Spain	Estonia, Hungary, Lithuania, Poland, Portugal, Romania, Spain
<b>Low (&lt;10%)</b>	Bulgaria, Italy, Greece, Lithuania	-	-

In Hungary, volunteering typically appears in society only occasionally, and the number of regular volunteers is not increasing, which means that many people are active, but relatively rarely, without any form of regularity or organisational links.<sup>8</sup> Compared with the general situation in western Europe, where the majority of volunteers do voluntary work regularly and in conjunction with some kind of organisation, then it is clear to see that one of Hungary's tasks is to reinforce this area. This can best be developed by increasing consciousness.

<sup>6</sup> GHK (2010), 71. p.

<sup>7</sup> Czike Klára – Szabóné Ivánku Zsuzsanna (2010): Online kutatás az önkéntességről a lakosság körében (*Online research into volunteerism among the populace*), Kai Consulting Kft. – Önkéntes Központi Alapítvány (*Non-profit Research Group and Volunteer Centre Foundation*).

\*GHK (2010), 65 -66. p.

\* Hungary does not feature in this comparison because there are differing data when formal volunteering is investigated alone and when formal and informal volunteering are studied together (40% of the population)

<sup>8</sup> Czike Klára – Kui Éva (2006): Önkéntesség, jótékonyág, társadalmi integráció (*Volunteerism, Charity and Social Integration*), Nonprofit Kutatócsoport és Önkéntes Központ Alapítvány (*Non-profit Research Group and Volunteer Centre Foundation*), Budapest.



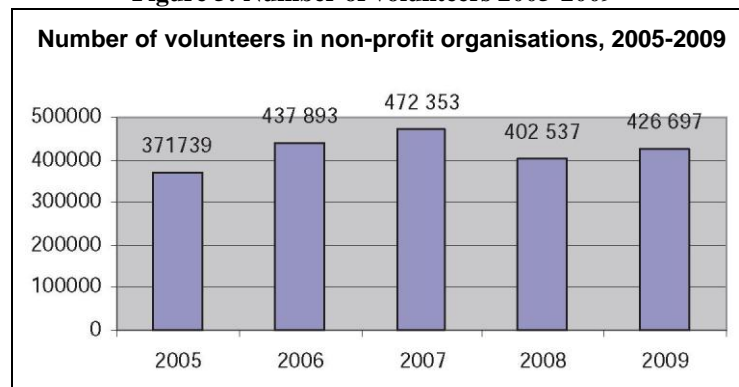
These days, one of the main tools for this could be to make conscious and well-considered efforts to incorporate the concept of volunteerism in the field of education, and in the education system. In comparison with the rest of Europe, the participation of churches also has an extremely important role to play in Hungary, which is supported by national surveys which show that there is a significantly higher proportion of volunteers who describe themselves as religious than those who do not participate in this kind of work. A similar level of church activity in the region can be observed in Poland, which, also like Hungary, has strong links between society and the church.<sup>9</sup>

## 5. Volunteerism in numbers (1993-2010)

The first important point to note in connection with the data is that, in recent years in Hungary, there has been very little comprehensive research done into the different segments of voluntary activities which are open to investigation. In the period since the change of the system, there have been three cases of research worth mentioning, which can be used as a basis for examining the status and role of volunteering in Hungary. Due to the different methodologies used, however, it is difficult to compare the available data, and there is no precise and comprehensive picture that can be drawn about the real outcome and development trends of the last 21 years. In the last few years, no large-scale research has been carried out into the results of volunteering in Hungary that can be measured in numbers, but in the future it could be useful to systematise the data collected by the county volunteer centres. The most recent data is provided by small-scale studies, including that carried out in 2010 by Kai Consulting Kft., titled "Online kutatás az önkéntességről a lakosság körében" (Online research into volunteerism among the populace").

Since 1995, the Central Statistical Office (KSH) in Hungary has compiled data on the number of volunteers connected to non-profit organisations, based on data reported by the organisations themselves, which enables volunteering to be analysed quite narrowly. This approach only includes data on volunteers who are connected with non-profit NGOs which have a registered legal status as such. According to their measurements, the number of volunteers has fluctuated since 1993 between 300,000 and 500,000 people, with a drop observed in the first three years of the new millennium, followed by an increase back up to 472,353 people in 2007, when 61% of the 62,407 non-profit organisations mobilised volunteers. In the last five years, the number of volunteers with links to registered organisations appears more or less stable.

**Figure 5: Number of volunteers 2005-2009<sup>10</sup>**



A result which is vastly different from that of the KSH (Central Statistical Office) is produced by the data from the European Value Study (EVS) of 2008, which is the latest representative and comprehensive survey of the field. Based on this research, 10.8% of the population investigated, some 901,545 people (of whom 472,624 are men and 428,921 are women) carried out voluntary work for an organisation in 2008. Based on these data and on the results of earlier EVSs, it is found that the proportion of volunteers in the population has decreased, because in 1991 16.4% of the population over the age of 18 said that they did voluntary work, while in 1999 the figure was 14.8%.

<sup>9</sup> 1993, KSH (Central Statistical Office) research on volunteer activities, and Klára Czike and Éva Kuti: "Lakossági adományozás és önkéntes munka" ("*Individual charity donations and volunteer work*"), study carried out in 2003-2006

<sup>10</sup> KSH (Central Statistical Office) 2010

It is important to compare the main results and characteristics of the three afore-mentioned comprehensive studies with the data collected by the KSH (see Figure 3.). The representative surveys carried out in 1993, and again in 2004, in addition to organised voluntary work, also examined voluntary work carried out by individuals.<sup>11</sup> The basis of the surveys in 1993 and 2004 was a broader (the broadest) interpretation of volunteering, meaning that those carrying out voluntary work among friends and family as well as outside these groups were regarded as volunteers, with voluntary work being regarded as any assistance (whether in kind or in the form of money) given to anybody outside the closest family circle.

**Figure 6: Characteristics of volunteer studies in Hungary from the 1990s<sup>12</sup>**

	<b>Central Statistical Office from 1995</b>	<b>1993. Czakó et al.</b>	<b>2004. Czike-Kuti</b>	<b>2008. EVS</b>
<i>sample of volunteer interpretation</i>	narrowest based only on reports submitted by legally registered organisations	broad people aged 18 and over doing voluntary work for private persons and for organisations - based on random questioning	broadest people aged 14 and over doing voluntary work for private persons and for organisations - based on random questioning	medium people aged 18 and over doing voluntary work for legally recognised and non-legally recognised organisations - based on a representative survey of 901,545 people, 11% of the adult population
<i>Number of volunteers</i>	472,353 people (2007), 5% of the population	1,726,778 people, 17% of the adult population	3,474,731 people, 40% of the population aged 14 and over	

As far as the field of voluntary activities is concerned, in 1993 the work carried out by volunteers was connected to church and religious activities, culture and the social sphere. In 2004, similarly (see: Figure 7.) church and religious activities appeared in first place, followed by sport and leisure, health provision, social activities, culture and environmental protection and nature conservation.

<sup>11</sup> Á. Czakó, I. Harsányi, É. Kuti and Á. Vajda (1995): Lakossági adományok és önkéntes munka (*Individual donations and voluntary work*), Budapest, Central Statistical Office ; K. Czike and É. Kuti (2005): Lakossági adományok és önkéntes tevékenységek (*Individual donations and voluntary activities*), Summary Report on the findings of the 2004 survey, Budapest, Volunteer Centre Foundation.

<sup>12</sup> Anna Mária Bartal (2009): Önkéntesek és nem-önkéntesek jellemzői a 2008. évi Európai érték vizsgálat tükrében (*Characteristics of Volunteers and Non-Volunteers as seen from the European Value Study of 2008*) In. <http://www.volunteermotivation.hu/show/62>.

Figure 7: The amount of time spent each month by secondary school students and adults on voluntary work for non-profit organisations and churches, for the areas of activity of the supported organisation, in hours<sup>13</sup>

Area of activity	Secondary school age	Adult population	Total
Culture, arts, preservation of traditions	20,807	1,413,727	1,434,534
Church and religious activities	68,750	2,880,673	2,949,423
Sport, leisure and recreation activities	65,831	2,390,233	2,456,064
Education and scientific research	11,473	848,592	860,065
Health provision and social care	29,795	1,417,195	1,446,990
Defence of civil rights and minorities	-	203,302	203,302
Public security, Civil Guard, fire-fighting, crime prevention	-	715,370	715,370
Environmental protection and animal conservation	47,900	954,453	1,002,353
Economic development and job creation	-	34,731	34,731
Municipal and regional development	-	759,121	759,121
International relations	2,312	13,939	16,251
Assisting Hungarian minorities abroad	2,312	346,217	348,529
Protecting professional, economic, employee and employer interests	-	150,676	150,676
Political activities	-	291,039	291,039
Total	249,180	12,419,268	12,668,448

The online survey carried out by Kai Consulting Kft. in 2010, however, appears to refute the above data. Compared with the research of 2004, activities tied to the church do not typically appear in the responses. The likely reason for this is that a majority of respondents are among those asked who are connected with volunteer centres, and the research is therefore not representative. Similarly to previous research, however, according to survey data, the areas where volunteer activities are especially high include health, culture, sport and education, as well as environmental protection and nature conservation.

Figure 8: Types of voluntary activity (more than one answer permitted)<sup>14</sup>

Responses	Incidence	Percentage
Health provision and social care	323	17.06%
Culture, arts, preservation of traditions	295	15.58%
Sport, leisure and recreation activities	248	13.10%
Education and scientific research	224	11.83%
Environmental protection and animal conservation	206	10.88%
Church and religious activities	120	6.34%
Assisting Hungarian minorities abroad	74	3.91%
No response	65	3.43%
International relations, EU	64	3.38%
Defence of civil rights and minorities	59	3.12%
Municipal and regional development	57	3.01%
Protecting professional, economic, employee and employer interests	39	2.06%
Public security, Civil Guard, fire-fighting, crime prevention, victim protection	34	1.80%
Economic development, job creation, regional development	29	1.53%
Political activities	28	1.48%
Other	28	1.48%

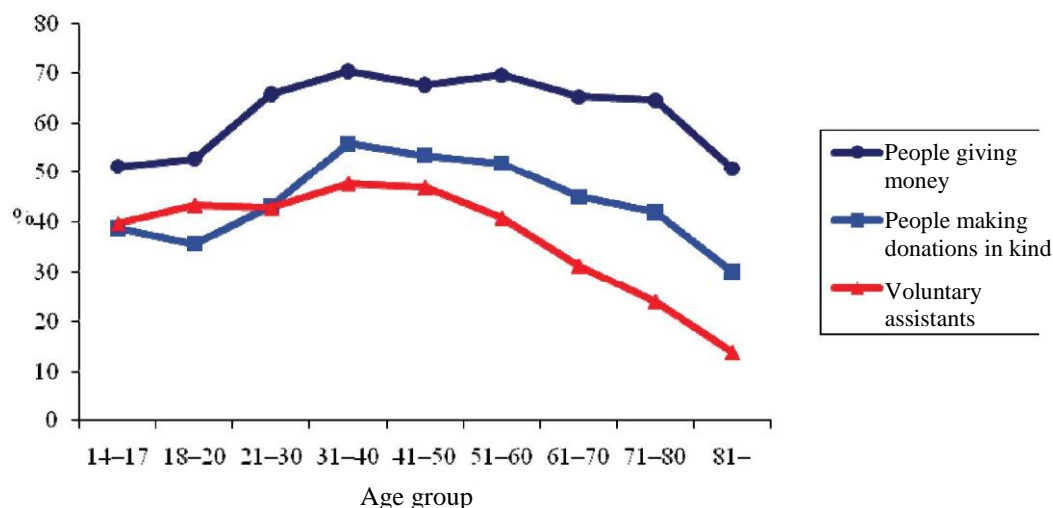
An examination of the age groups and demographic data of volunteers, as measured in the survey of 2004 by Klára Czike and Éva Kuti, produces some interesting results. The proportion of people taking part in voluntary work among teenagers is around average, while between the ages of 18 and 50 it is above average, returning to average between 51 and 60, before dropping off sharply above that age. It is worth noting that the rate of volunteering among the youth is around average, in particular when taking into consideration the fact that, at the time this strategy is drawn up, the regulations in force do not provide sufficient encouragement for this type

<sup>13</sup> Éva Kuti - Klára Czike (2005): Lakossági adományok és önkéntes tevékenységek - Gyorsjelentés a 2004-es felmérés eredményeiről (*Individual donations and voluntary activities - Summary report on the findings of the survey of 2004*), Budapest.

<sup>14</sup> Czike Klára- Szabóné Ivánku Zsuzsanna (2010): Online kutatás az önkéntességről a lakosság körében (*Online research into volunteerism among the populace*), Kai Consulting Kft.

of activity (with the exception of a few initiatives started by secondary schools). The low rate of volunteerism among the elderly is striking, and may presumably be explained by the lack of incentives, or by the effects of the social attitude attached to old age. However, as this is about opportunities for connecting with society outside the world of work, this would enable the strengthening of the network of connections among older people who still consider themselves active and who still look for ways for playing a role in society.

**Figure 9: Rates of charity donors and voluntary assistants broken down according to age group**<sup>15</sup>



**Figure 10: Typical Hungarian volunteer social-statistical indicators based on the surveys of voluntary work carried out in 1993 and 2004**<sup>16</sup>

Social-statistical indicators	1993	2004
No	mainly men	mainly men
Age group	21-50	31-50
Marital status	Married	married or unmarried
Number of children	mainly 2-3	mainly 1-3
Highest level of education	Tertiary	Secondary, tertiary
Profession	manager or other white-collar	other white-collar
Settlement	community, capital	community, capital
Religious	every third volunteer	every third volunteer

In the above, the differences described in the demographic indicators are, naturally, not independent of the social status of the respondents, since age group, place of residence and family relationships are frequently accompanied by significant positional differences.

<sup>15</sup> Klára Czike - Éva Kuti (2005): Lakossági adományok és önkéntes tevékenységek - Gyorsjelentés a 2004-es felmérés eredményeiről (*Individual donations and voluntary activities - Summary report on the findings of the survey of 2004*), Budapest.

<sup>16</sup> Based on Czakó, Harsányi, Kuti and Vajda 1995; and Czike and Kuti, 2005, Anna Mária Bartal, Önkéntesek és nem önkéntesek jellemzői a 2008. évi Európai érték vizsgálat tükrében (*Characteristics of Volunteers and Non-Volunteers as seen from the European Value Study of 2008*)

**Figure 11: Rates of charity donors and voluntary assistants according to level of education and social status**<sup>17</sup>

Level of education, social status	Money	In kind donors	Volunteer assistants
	proportion of people aged 14 and over as a %		
<i>Highest level of education</i>			
Less than primary school	44.4	30.5	24.0
Primary school	56.0	36.5	31.3
Vocational school	63.2	45.2	39.5
Secondary school	75.2	56.8	46.2
College or university	<b>81.4</b>	<b>64.6</b>	<b>53.9</b>
<i>Type of employment (pensioners and the unemployed are listed according to last workplace)</i>			
Independent entrepreneur	78.2	57.9	49.1
Graduate white-collar employment	<b>81.6</b>	<b>65.6</b>	<b>57.0</b>
Not-graduated white-collar employment	78.1	60.9	45.0
Blue-collar employment	59.8	41.1	33.2
Never employed	53.5	37.8	42.8
<i>Present economic activity</i>			
Actively employed	<b>74.6</b>	<b>54.2</b>	<b>47.4</b>
Unemployed	48.2	39.4	35.6
Retired	62.1	43.5	30.2
On maternity or childcare leave	62.1	49.1	37.3
Student	56.1	39.5	44.5
Supported as a family member	65.8	45.4	44.8
Supported otherwise	43.4	41.6	30.8
Total	65.2	47.3	39.6

The level of education is an exceptionally important determinant of volunteer activity. This conclusion is confirmed by the data in Figure 7. The rate of charity donors and voluntary assistants increases in direct proportion with the level of education, and is markedly high among college and university graduates. Accordingly, an examination conducted along the lines of *type of employment* also reveals a much greater tendency to make sacrifices among graduate white-collar professionals.

<sup>17</sup> Éva Kuti - Klára Czike (2005): Lakossági adományok és önkéntes tevékenységek - Gyorsjelentés a 2004-es felmérés eredményeiről (*Individual donations and voluntary activities - Summary report on the findings of the survey of 2004*), Budapest.

## II. SWOT ANALYSIS

<b>Strengths</b>	<b>Weaknesses</b>
<p>Voluntary activities have already been supported through tenders under the TÁMOP program.</p> <p>A special measure of the New Széchenyi Plan supports the development of volunteer infrastructures in Hungary in the financial period 2007-2013.</p> <p>Volunteer Centres set up at national level help to spread volunteerism.</p> <p>Act LXXXVIII of 2005 regulates volunteer activities carried out in the public interest.</p> <p>There is a high proportion of volunteers in activities that are carried out in the church and social areas.</p> <p>The government sphere places a great emphasis on civil ideas related to volunteering, and is increasing levels of cooperation, contributing as a good example for reinforcing relations between the two spheres.</p> <p>The National Volunteer Strategy lays down footings and guidelines to help other branches in the background.</p> <p>The strategy conforms with European ideals, and incorporates and builds upon guiding documents of the European Union.</p> <p>Ever more people understand and correctly interpret the concept of volunteering.</p> <p>The attitude of the government is welcoming and cooperating.</p> <p>The population is showing a general and increasing interest in volunteering.</p> <p>Senior citizens have significant resources available, and growing numbers of them are discovering the chances afforded by voluntary activities and joining in different programmes.</p> <p>The work of the county Volunteer Centres provides a constant flow of information and professional support for volunteering.</p> <p>The media is reporting more intensively on news and events related to the field of volunteerism.</p> <p>Volunteering appears as the subject of support in domestic and EU funding, in many instances featuring as a horizontal subject and/or an advantage.</p>	<p>Volunteering is most typical among highly educated, financially well-off sectors of society with a broad range of social connections.</p> <p>For many people, volunteerism means no more than free labour.</p> <p>There is no regular research conducted into the development of volunteering in Hungary.</p> <p>Society receives little information about the benefits and importance of volunteering, and about ways of getting involved.</p> <p>Relatively few companies include the organisation of voluntary programmes among their corporate social responsibility (CSR) policies. Participation is almost exclusively limited to large corporations who are based in Budapest.</p> <p>There is no comprehensive system of support for the long-term maintenance of the work done by professional organisations that support volunteer programmes (volunteer centres and volunteer points).</p> <p>The overwhelming majority of recipient organisations are still not sufficiently prepared to receive and sustain volunteers.</p> <p>Local governments do not exploit the social value and hidden opportunities of volunteering, and in parallel with this they offer next to no support for organisers and helpers of volunteer programmes.</p> <p>The institutional sphere is not open or welcoming enough to the idea of cooperating with volunteers, so volunteers cannot be given a role in carrying out many public tasks, or their work is not effectively organised.</p> <p>There is no regular, periodical data collected from representative samples.</p> <p>There are not enough programmes which involve senior citizens.</p> <p>Only a relatively low proportion of the unemployed take part in voluntary activities during the period when they are looking for work. There is no systematic volunteer integration programme for the long-term unemployed or for disadvantaged groups.</p> <p>Disabled access to volunteer programmes is often missing.</p> <p>Few organisations demonstrate strategic thinking when it comes to volunteer programmes.</p> <p>No protocol has been drawn up for involving volunteers in dealing with disasters, so in many instances those willing to help are only able to participate spontaneously in preventing damage or in cleaning-up, and in some cases are even unable to reach the scene of the disaster.</p> <p>In many cases, the clients and the employees of recipient organisations in social and health institutions are suspicious of volunteers.</p>

<p>An increasing number of Hungarian companies are devoting attention to the development of corporate social responsibility, including executing corporate volunteer programmes.</p> <p>The "ÖTLET" Programme has been established, which offers opportunities for long-term voluntary work to young job-seekers as well as those aged over forty-five.</p> <p>Volunteers are now being used in social, cultural, educational and health institutions run by the state.</p> <p>In some places, financing has been put in place for carrying out training and research to broaden awareness of volunteering, and some university and secondary school courses have also been started.</p> <p>There are numerous national, county and local awards in recognition of voluntary activities.</p> <p>The organisations themselves take the recognition of voluntary work seriously, and this has led to a visible increase in the prestige of voluntary activities.</p> <p>Voluntary experience included in a person's CV is regarded as advantageous.</p> <p>An increasing number of organisations operate under the scope of the Act on voluntary activities carried out in the public interest, transforming their volunteer programmes to conform with the Act's requirements.</p> <p>Clients are increasingly willing to accept it as "normal" that volunteers are present in institutes.</p>	
<p><b>Opportunities</b></p> <p>Broadening awareness about volunteering by financing training and research and by starting university courses.</p> <p>In future many social institutes can expand their range of services by involving volunteers.</p> <p>Volunteering can contribute to the reintegration of the unemployed into the labour market. Innovative corporate volunteer programmes and business-civil partnerships are set up.</p> <p>Through support for cross-border volunteer activities, volunteering can contribute to preserving and nurturing the identity, culture and language of Hungarian minorities abroad.</p> <p>Organising "Civil servant volunteer days" for workers in the public sector.</p>	<p><b>Threats</b></p> <p>After the end of the European Year of Volunteering it was not clear how to continue communication towards society about volunteerism.</p> <p>Community service in public education may be regarded as "compulsory volunteering", which would be significantly detrimental to the image of voluntary activities.</p> <p>The message of the social importance of volunteering does not reach state-maintained institutions, and this opportunity is regarded as free labour, unprofessionalism and competition with employees. Volunteer status will not be differentiated from the status of a public worker (as a supported workplace and not as a tool for serving production with added value).</p> <p>Recipient organisations may intend in some cases to replace paid staff with volunteers.</p> <p>Without proper preparation teachers will not be able to popularise the true values of voluntary activities among the people they teach.</p>

<p>Involving citizens of low social status in volunteering with the help of opportunities advertised through the system of social provision.</p>	<p>When financing stops for the "ÖTLET" programme there will no longer be a national opportunity for providing voluntary activities for young people who are starting their careers.</p>
<p>Encouraging the use of volunteers in state-maintained social, cultural and educational establishments.</p>	<p>Without the proper financial support, the domestic volunteer infrastructure may fall apart, and recipient organisations and institutions will not be able to operate volunteer programmes in the long term.</p>
	<p>Involvement of the business sector in implementing volunteer programmes may not reach the expected level.</p>
	<p>Without representative research, there will be no information available about the status of volunteering in Hungary, and it will therefore not be possible to define the direction of development or the desired objectives.</p>

### III. GENERAL AIMS OF THE NATIONAL VOLUNTEER STRATEGY

The aim of the strategy is to draw the attention of Hungarian citizens to the importance, and the opportunities, of social responsibility, in particular volunteering, in Europe and Hungary. It bears the positive message that carrying out voluntary activities is beneficial to every player involved - the individual, the team and society in general - and that it would therefore be desirable to increase the number of volunteer activities.

It is particularly important for volunteer activities to be present in every part of social and economic life, so this strategy is intended to provide firm foundations and guidelines to other branches in the background (such as social and charity activities, the protection of interests, preventive healthcare, sport, environmental protection and nature conservation). The strategy covers those aspects of volunteering which reinforce social cohesion and activate citizens, in particular the role of volunteerism in improving corporate conduct and in the education system, the necessity of conducting a review of the legislation, improvements to support programmes and the recognition of volunteer activities.

The strategy needs to align its frameworks, objectives and instruments with the objective processes of "internationalisation", because the gradual incorporation of domestic volunteer activities into international volunteer activities would bring them a new quality, and would serve to raise the prestige of volunteerism at home and internationally and to enrich the education and experiences of Hungarian youth.

The present strategy builds upon strategic works, research and reports which have already been produced in connection with volunteering, and on the experiences gained through supported programmes. It takes into consideration the cornerstones laid out in the EU Council Conclusions on volunteering, and the principles set forth in the European Commission's communiqué. Additionally, it is intended to connect to the strategies already drawn up in other branches (National Strategy for the Elderly, National Youth Strategy, Public Education Development Strategy), following the view that strategies must include points of connection with other fields of expertise, creating a chain of individual task components.

Using this body of experience and knowledge, it sets out recommendations for the next 9 years.

#### 1. The development of a volunteer culture and changing attitudes

The general objective of changing attitudes is for Hungary, by the end of the period defined by the strategy, i.e. by 2020, to catch up with those EU member states where individuals are involved in the culture of volunteerism from an early age, whereby the culture of lifelong volunteerism can be reinforced.

Catching up is not only necessary because Hungary is behind the practice of western Europe. There is a very real danger that individuals who have ended up on the edges of the welfare society will find it even more difficult to regain their place in society, and furthermore that we will be unable to find answers to problems manifesting themselves in local communities and the social environment, which will influence both the estimation and the performance of the country. Studies and research dealing with volunteerism stress - and experience reaffirms - that volunteering is part of the process of development in society, and that placing it in the centre is of especial value by virtue of the benefits shown up by the research.



There is a necessity to develop a volunteer culture which conveys to every age group the importance of social responsibility, of active citizenship and of acquiring competences, and which offers them opportunities to take part.

The aim is to achieve a tangible reduction, proved by research, in negative opinions about volunteering by the year 2020, and in order to have a measurable positive change it is necessary for more information to be publicly available about the usefulness of volunteering and for opportunities to be available for citizens to participate in voluntary activities.

## 2. Support for the involvement of special target groups

Based on research into volunteerism in Hungary, it can be seen that there is disproportionate distribution among the age groups of people who carry out voluntary activities. As declared by the European Year of Volunteering, every social group can participate in voluntary work, and it is not dependent on age group or social status, therefore it is necessary for volunteer programmes to be set up which involve all social groups and encompass several generations.

Citizens who carry out voluntary activities can be separated into three basic age groups: young people, adults and the older generation. For special groups (such as mothers of young children who are returning to the labour market) - whose involvement is particularly important - it is essential for special programmes to be included in voluntary activities which are compatible with their age group and status.

With regard to the declining number of births experienced since the 1980s, in the last few years of the action plan of this strategy it can be expected for Hungarian society to be comprised of even more elderly people. It is necessary, therefore, to have the objective of developing a range of voluntary activities which are suitable for this changing age group. Increased emphasis must be placed on involving retired people who have poor health and who live in isolation, and who would therefore benefit from more frequent contact with other people.

In order to achieve this objective, long-term voluntary programmes need to be implemented which offer every age group the opportunity to participate in voluntary activities which are suited to their abilities, and where they receive the proper degree of preparation.

## 3. Encouraging the integration of disadvantaged groups, and developing volunteerism to reinforce social cohesion

In harmony with the objective of increasing the rate of employment, special emphasis must be placed on involving the unemployed, those with a lower level of education, and members of minority groups in volunteer activities in Hungary.

Volunteer activity can foster the formation of new acquaintances and friendships, contribute to the development of broader relationship capital, reduce the chance of building up prejudices, encourage the development of self awareness, provide opportunities for acquiring new challenges, practical knowledge and new workplaces, and represent a long-term connection with the world of work.

Research confirms that volunteer activities help to integrate or reintegrate into the labour market individuals who have drifted to the edges of society. Through the experience that can be gained during volunteer activity, the world of work can open up even to those who were previously unable to find a place of work with the help of traditional cohesion programmes.

Nevertheless, we must not overestimate the significance of volunteer activity when it comes to employment in the labour market.

Simultaneously with voluntary activities, training aimed at developing skills must also be provided to the long-term unemployed.

Disadvantaged people and the long-term unemployed can learn how to cooperate and acquire a willingness to work together when carrying out volunteer activities, which gives them an increased chance of returning to and achieving greater success in the labour market.

Society benefits the most when every citizen who is capable of working is actively present in the labour market, because this is the a guarantee of individuals' financial independence, which is a pre-condition of social welfare, and furthermore, high levels of employment help to prevent poverty among individuals and communities. Research has shown that when there is an improvement in financial status,

there is an accompanying increase in willingness to take part in volunteer activity, which means that wealthier citizens are more inclined to offer their help than those who are rather in need of help.

By doing voluntary work, an individual can enrich their human relations, and the work they do strengthens their participation in society, contributes to a reinforcement of social cohesion, and teaches people to be more open and accepting of others.

The objective is for the strategy to provide tender resources in order to create opportunities for disadvantaged groups to regain their place as active members of Hungarian society by carrying out voluntary activities.

#### IV. HORIZONTAL OBJECTIVES OF THE NATIONAL VOLUNTEER STRATEGY, FOR EACH PRIORITY

##### 1. Developing a system to foster and encourage volunteerism

Growing generations must be given the opportunity to participate in society at as young an age as possible. It is important to reinforce and spread the initiatives that have already begun in the education sector to as many institutions as possible, in order to reduce to an absolute minimum the number of students who leave the education system without having gained any experience in taking part in voluntary activities.

The strategy welcomes the measure that is to be introduced into the public education system, whereby a precondition of receiving the school graduation will be 50 hours of community service, but with regard to chapter I and to the present objective, the strategy wishes to draw attention to the differences in content that are encompassed by voluntary activity.

The strategy also welcomes the intention that the system of credits in higher education should offer opportunities for recognition of voluntary activities.

These initiatives are especially important, as the development of social sensitivity among the youth can have an effect on the rest of their lives and can help them to develop their own system of values.

With these educational initiatives, there is a chance that by 2020 a generation will grow up with experience of volunteering and an awareness of its values, and which will be willing later in life to become involved in programmes of this nature. In order to achieve this, the objective is for the educators and mentors who will teach the younger generations about volunteerism to have the proper preparation and background knowledge to maximise the effectiveness of their work and to achieve genuine successes. It is particularly important to have continuous development in the knowledge base for creating opportunities to find out about good practices, which will help people interested in volunteering to understand the benefits of taking part in voluntary activities, and will help mentors to make themselves familiar with effective methods of generating interest towards volunteerism. To this aim, the most important step is for educators to attend further training to gain knowledge about volunteer activities, and successful ways of organising them.

##### 2. Improving the level of preparedness among volunteers

As far as young people and those sections of society which have fallen behind are concerned, it is particularly important to reinforce preparedness and development, because in general it is the lack of capabilities and information which results in negative associations with volunteering. At the same time, it would be necessary to increase awareness among organisations which receive volunteers about how and when it is worthwhile for them to use volunteers, and about ways in which they can keep volunteers, so that people do not merely join the organisation on an ad hoc basis, but can develop close ties towards the organisation.

When announcing tenders to improve the level of preparedness, efforts must be made to achieve a situation whereby volunteers are given proper training and preparation for their voluntary activities, and which can help them subsequently to have greater success in finding their place in the labour market.

##### 3. Connecting recipient organisations and institutions

Integrating volunteers into state institutions is an especially important objective. This is not only because volunteerism can provide a solution to numerous problems that exist in these institutions (such as a shortage of nurses in hospitals - not by allocating professional nursing tasks, but rather through other support and soul-caring activities), but also because in such institutions it is possible to bring about the change of attitude which has already been defined as an objective in other areas of the government's work (such as ways of integrating horizontal policies in the state sector).

The current institutional system of social and healthcare is not flexible enough, and not suitably equipped with the appropriate competences, to receive, direct and coordinate volunteers.

Measures must be taken to ensure that employees and managers of institutions, and these recipient organisations, have possibilities to connect to volunteer programmes. Since integrating volunteers into social institutions means that local institutions will be able to satisfy a wider range of the social needs of their local populations, it is of especial importance that, in the future, as many social institutions as possible are able to expand their range of services by involving volunteers. Nevertheless, recipient organisations must have it made clear to them that volunteer work is no replacement for paid human resources, and cannot substitute for their fulfilment of compulsory duties. When planning the system of coordinating volunteers it is essential for a coordinated system to be developed which extends to the local level. This can provide the guarantee for filtering out parallel local government provisions, which may in certain instances be wasteful, or insufficiently in tune with needs, and for ensuring that needs are met to the fullest extent.

It is important for the national church and non-governmental organisations, which have been developing the culture of volunteering for decades, to participate as recipient organisations even in the dissemination of volunteerism.

However, in order to enable new institutions to play a part in voluntary activities as recipient organisations, they need to be informed about the methods and experiences which have been demonstrated to work as good practices among recipient organisations which are already functioning successfully.

It is our objective to expand the range of activities that can be carried out by volunteers (in education, sport, environmental protection and nature conservation, and minority rights protection, as well as in healthcare and social areas), to have coordinators working within the organisations, and to ensure that organisations integrate volunteer management as a working methodology.

All this may, naturally, only be achieved after thorough preparation and the announcement of tenders, through assigning extra funding and extra human resources to implementing these tasks.

#### 4. Creating the regulatory environment to support volunteerism

In order to regulate volunteerism effectively, it is necessary to bear in mind the often conflicting and competing interests of the broader general public, the organisers of voluntary activities, the state budget, domestic and international communities, and the volunteers themselves.

The objective is to create a regulatory environment which offers, in compliance with European norms, comprehensive medium-term regulation for volunteers and for organisations receiving volunteers.

As part of this it is particularly important to begin the work of codification in this decade, to facilitate the presence of volunteerism as an emphatic component of other legislation.

The Act on volunteer activities carried out in the public interest, which has been in force since 2005, needs to be reviewed in line with the spirit of the age, and by listening to the opinion of volunteer recipient organisation, the Act needs to be amended in accordance with the experiences of the last 6 years.

#### 5. Developing the support infrastructure

One of the objectives of the European Year of Volunteering is to develop the support infrastructure as one of the instruments for supporting civil participation in the EU, combined with the removal of existing obstacles to participation in voluntary activity. In order to achieve genuine and measurable success, it is necessary to bring minds together and to change the opinion of a broad cross-section of society. The objective is to ensure the flow of relevant volunteering-related knowledge to as broad a sphere of society as possible by using domestic institutional infrastructure components. Domestic and international good practices need to be examined, and in justified cases their adaptation needs to be encouraged. It may be particularly important to develop a core of support for recipient organisations (businesses, local governments, state and council institutions and NGOs) to foster conscious organisational conduct which is open to volunteer activities.

In order to encourage the spread of the volunteer spirit to a wider range of people, it will be necessary to incorporate new procedures into existing state administration processes, under which employees, making use of individual measures and domestic or other resources, can carry out preliminary impact analyses, formulate recommendations and perform evaluations, taking into account the principles of volunteerism, and the opportunities it offers.

The volunteer network and county volunteer centres set up as a result of initiatives undertaken during the European Year of Volunteering need to be maintained and developed, and programmes conducted earlier which proved useful, even from the point of view of employment policy, need to be restarted, which, on the basis of previous experience, can contribute to an improvement in the numbers of young people starting their careers in the work place, and to the return of the long-term unemployed to the labour market (see: the "ÖTLET" programme). It is also worth considering the introduction of a system of support and rewards - as has been successfully implemented in Germany - which recognises the work of individuals who carry out voluntary activities regularly over a sustained period.

## 6. Supporting cooperation among the sectors

One of the objectives of the European Year of Volunteering in 2011 was to reinforce cooperation between civil society and other sectors. To this end, it is necessary to strengthen the involvement of civil, public administration, church and business sectors in managing volunteering and in coordinating the delegation of the people who are performing voluntary work, and it is also necessary to set up agreements which will form the basis of this cooperation in the long term, so that the benefits of working together will contribute to a strengthening of common values.

Fostering corporate volunteerism is an important goal, since companies, through corporate volunteerism, can provide time and know-how for individual employees or the entire staff to become engaged in social affairs. It is becoming increasingly popular for companies, as part of their CSR policy, to make their staff available for non-profit aims and/or to non-profit organisations.

It is also necessary to share the methodology skills and knowledge that derive from such instances of cooperation, to facilitate an expansion of this kind of good practice cooperation among the organisations by 2020.

The strategy is intended to encourage the publication of these good practices, and also the adaptation of foreign practices, by making funds available until the end of the cycle.

## 7. Compiling data and conducting research (ensuring it is up to date)

For member states, one necessary measure, which was also defined among the objectives of the European Year of Volunteering, is to carry out regular comprehensive research into the field of volunteering, and to release the results to the public.

If there is a lack of measurable data about the results of the different initiatives, this will cause a shortage of information about volunteerism in Hungary. Without the right data it will be impossible to have a clear view of the status of volunteering in Hungary, so research must be carried out which can give, at regular intervals, a precise picture of the changes taking place in different segments of the field of volunteering. Such information will indicate the areas which are in need of further development, and can also provide important data for other strategies which target developments in society.

Research conducted in Hungary must, in future, pay more attention to the application of data measurements and other indicators which allow comparisons to be made with the data in other Member States, as current research results are not suitable for this purpose.

The strategy supports research methods which (in compliance with the research methods of the Central Statistical Office) aim at using the concept of volunteering in its narrower sense and which carry out measurements on this basis. In the narrower sense of volunteering, only volunteers attached to registered civil/NGO/ church organisations are taken as the basis of the surveys, and this is the research method that will be offered support. The intention is to serve the purposes of comparability, trend monitoring and public comprehension.

One of the aims of the strategy is to have comprehensive, representative research carried out into volunteerism at five year intervals, in order to achieve a better founded basis for looking at the age distribution of volunteering in Hungary, the nature of the activities carried out, the time spent on them, and the ratio between ad-hoc volunteers and those who are linked with more organised volunteering.

## 8. Raising the prestige of volunteerism

Our vision is one of a Hungary where volunteering is regarded as a valuable and appreciated activity. Where everyone believes that they are capable of doing something for the general good, that it is worthwhile doing, and that by doing so Hungary will become a more liveable and lovable country. Increasing the number of volunteers and strengthening volunteerism as a social activity will contribute to reinforcing the unifying power of society and improving the role of civil society.

It is vital to change the negative social prejudice that views voluntary activities as a form of free labour with no positive outcome. The change in opinion is helped by the European Year of Volunteering, 2011, which had the aim of directing society's attention to the benefits of volunteering, and to supporting volunteering by encouraging the involvement of as broad a cross-section of society as possible. During 2011, the outstanding role played by volunteerism in the creation of a more democratic, more caring and more responsible society came into firm focus<sup>18</sup>.

In order to change people's opinions, it is an important objective to develop partnerships between different sectors and to have a continuation of the popularisation of and support for volunteerism in the media, even after the year is over. For the Government, it is necessary to take measures to recognise the role and importance of volunteerism, and to award, on an annual basis, those organisations, companies and individuals who

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<sup>18</sup> GHK (2010)

have performed outstandingly and set a good example in the given year. This will help to achieve the goal of placing the focus of the government and the media firmly on volunteering every year.

## V. MEASURING RESULTS

Throughout the entire duration of the Strategy it is particularly important to monitor the effects of the governmental and civil programmes and methods of intervention on the target areas. The task of studying good practices is the responsibility of the ministry (ministries) involved in this field. An annual conference is to be held, involving representatives of different ministries, other members of the government and delegates from the civil, church and corporate spheres, to debate the positive and negative experiences unveiled during the operation of the relevant programmes during the past year.

It is important, therefore, for the exchange of experiences, while remaining focussed on good practices, to also deal with programmes or programme components which, for whatever reason, are not working.

An assessment must be carried out of the relevant indicators that can be applied when monitoring the target programmes. Throughout the implementation of the National Volunteer Strategy, it will be necessary to compile and make use of the data collected by the Central Statistical Office and/or independent research bodies.

Monitoring of the tasks defined in the strategy can be carried out on the basis of the criteria established when the target programmes are planned. When the programmes are planned, the indicators and characteristics to be used for monitoring must be determined, and on the basis of these, the outcome indicators can be defined. In addition to the results, it will also be important to investigate and carry out an analysis of the reasons for any deficiencies, and this demands that the necessary corrective measures are followed through.

<b>Outcome indicators for 2020</b> (data from surveys in 2013 will be used as the base values)	<b>Monitoring tool</b>
At least 25% of the adult population takes part in prepared volunteer programmes at least once	according to the registers maintained by organisations
By the end of the period covered by the strategy, an up-to-date database of the volunteer recipient organisations and institutions must be created and continuously maintained	central registration of organisations
30% of programmes or initiatives which mobilise at least 50 volunteers are realised as a result of cooperation between two or more sectors	Representative survey
30% of the adult population understands the concept and significance of volunteerism, and is able to precisely define/recognise volunteer activities and their value	Representative survey
Good practices which are compiled on the field of volunteering (including corporate programmes) are published at least every three years	according to the registers maintained by organisations
20% more formerly long-term unemployed people are returned to the labour market through volunteer activities	according to the registers maintained by organisations
At least half of the 200 largest domestic companies take part in volunteer activities	Questionnaire
The rate of participation in volunteer activities by young people aged 18-26 increases 25% by 2020	Representative survey
The proportion of senior-aged volunteers in volunteer programmes increases by 50%	According to a representative survey and organisation registers
Act LXXXVIII of 2005 on volunteer activities carried out in the public interest is amended in compliance with the horizontal objectives	Executed / Partly executed
The Award for Volunteerism has been set up by the Government, and it is awarded annually	Not executed Executed / Partly executed / Not executed
Financing is guaranteed for the operation of county centres participating in the expansion of volunteering	Guaranteed / Partly guaranteed / Not guaranteed