



# Volunteering in Western Balkans

## Examples of

### Albania, Bosnia and Herzegovina and Croatia

## Facts and figures report

This report is part of the series “Facts and figures on volunteering in Europe”, giving an overview of the volunteering landscape in different European countries. The country reports can be downloaded from [www.cev.be](http://www.cev.be).

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## Introduction

The aim of this study is to present the status of volunteering in three different countries: Albania, Bosnia and Herzegovina and Croatia. All three of them are situated in the South East European region (SEE), which can be defined as the region comprised of Bulgaria, Bosnia and Herzegovina, Croatia, FYR of Macedonia, Serbia and Montenegro, and even Romania and Slovenia. As Bulgaria, Romania and Slovenia opened their doors to the European Union (EU), the remaining countries became better known in the European political arena as the “Western Balkans”. Not only do these countries have a common geographical position but most also share similar historical, political and cultural backgrounds: the rules of the Habsburg Monarchy, the Turkish Empire, the Venetian republic and the turbulent events of 1990’s. They also followed the path of socialism after World War II (WWII) and, while Yugoslavia<sup>1</sup> was not part of the Eastern Bloc and decided to be very flexible and open towards the West, Albania has experienced decades of great isolation.

As already mentioned, the focus of this report will be on Albania, Bosnia and Herzegovina and Croatia. Slovenia, Bulgaria and Romania will not be included in the analysis as all three of them are already EU Member States, while the difficulty of finding data on FYR Macedonia, Montenegro and Serbia is the main reason for excluding these countries from the analysis. Furthermore, Albania, Bosnia and Herzegovina and Croatia were the three countries of SEE that suffered the most severe political and social disruption during 1990’s, delaying different aspects of their transition process including the development of civil society and volunteering as one of its main characteristics. Nowadays, each of them follows a different path towards accession to the EU<sup>2</sup> and integration into the international social and political developments of Europe. Therefore, it is interesting to see whether there are common patterns in how volunteering policy is treated and whether, regardless of common recent social and political history, the situation regarding volunteering policy in these countries varies.

This research is based on existing reports and studies of volunteering in the respective countries, as well as contributions made by local civil society organisations (CSOs) and volunteering centres.

The first chapter will focus on the attitudes towards volunteering in three different countries and the evolution of volunteering through history. It is particularly important to

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<sup>1</sup> Bosnia and Herzegovina and Croatia were part of Socialist Federal Republic of Yugoslavia between 1945 – 1992.

<sup>2</sup> Albania signed a Stabilisation and Association Agreement (SAA) in 2006, which is expected to be ratified within two years. Bosnia and Herzegovina is in the phase of negotiation process for signing a SAA, while Croatia started the negotiation process for EU membership in October 2005.

have a good overview of the specific socio-cultural and historical background of the region as a whole in order to understand and analyse the phenomena of volunteering. The second chapter will analyse the evolution of volunteering policies in the three countries, as well as the presence of volunteering in the national legislation. The third chapter will try to define the types of volunteering infrastructure in Albania, Croatia and Bosnia and Herzegovina. The fourth chapter will finally give general information on the extent of volunteering, the areas in which it is carried out, the profile and motivation of volunteers, as well as their training and reward. The fifth final chapter will bring together the main conclusions of the report and give some policy recommendations for the future.

## **1. Attitudes towards volunteering and evolution of volunteering**

### **1.1 Civil society**

After the fall of the Berlin wall, more than 15 years ago, the “wind of change” blew in many communist countries, including the Western Balkans. As one of many consequences of new political systems and, in the case of Bosnia and Herzegovina and Croatia, several years of civil war, and in Albania, of the lawlessness after the fall of Enver Hoxha’s dictatorship, the development of CSOs occurred. They did not try only to be an equal partner in the political arena, but also to fight the still over-powerful states and their interference in the young democracies. As a consequence and also as a facilitator of that process, numerous CSOs were registered and started to work, mainly dealing with humanitarian issues, technical cooperation, the promotion of human rights and democracy. And although voluntary engagement dates far back in the history of these countries (see 1.2), volunteer initiatives in the 1990’s were at the forefront in introducing volunteering, as it is known in contemporary post-modern societies.

Nowadays, CSOs in the three countries especially in Albania and Bosnia and Herzegovina are highly dependent on foreign funds, which are, however, insufficient to meet all needs of the sector especially in terms of support of administrative costs, which makes the continuation of their day-to-day work difficult. Further, the capacity to use available funding opportunities in terms of project development, co-financing requirements and reporting is low. Opportunities for EU funding are rather limited<sup>3</sup> and the application process often gives priority to international CSOs.

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<sup>3</sup> However, Croatian NGOs as of November 2007 are able to benefit from the funds of Europe for Citizens programme of the European Commission.

## *Albania*

Civil society in Albania has evolved significantly during the transition period, since the fall of the regime of Enver Hoxha, with a notable increase of CSOs across all sectors. It is difficult to find precise figures on the number of CSOs in the country as the results depend on the sources used. According to Stability Pact Anti-Corruption Initiative's (SPAI) report<sup>4</sup> in 2001 there were between 400 and 800 CSOs nationwide, approximately 200 of which were working actively in most of the civil society sectors. On the other hand, officials of the Ministry of Labour and Social Affairs claim that among 1000 registered CSOs, there are only 150 organisations with ongoing activities<sup>5</sup>, while the United Nations Volunteers (UNV) report<sup>6</sup> of 2002 lists 650 CSOs, many of them inactive. The spread of CSOs in the countryside and urban centres other than Tirana was also noted. According to the same report many CSOs were run by a small group of people who became involved in some way in the project, and did not necessarily have skills, education or experience in running a CSO. Only a few of the more experienced organisations have a functioning organisational structure, in which directors and staff are accountable to the board of directors or members. Therefore, many international organisations and institutions were working with local CSOs to enhance their organisational accountability.

## *Bosnia and Herzegovina*

As a consequence of the war in Bosnia and Herzegovina in 1995, many CSOs were established, mainly during the period of 1996-1998, focusing on supporting the population (Serbs, Croats, Bosniaks) affected by the conflict. At that time, CSOs were mostly concentrated in major cities, but in recent years the third sector has also spread into rural communities. Initially, CSOs in Bosnia and Herzegovina faced resistance in the governmental sector to recognising and accepting them as an important partner in social development. They were mostly financed by the big international organisations, which provided support for the CSOs' projects. Easy accessibility to donors' funds created a boom of CSOs, which were very often affiliated to one specific donor with very limited integrity of their own. Therefore many of the CSOs act as implementing agencies of the donor's ideas and values without the independence to develop their own policies and strategies.

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<sup>4</sup> SPAI regional conference on civil society, Empowering civil society in the fight against corruption in South East Europe, Albania Civil society assessment report, Cavtat conference 17-19 September 2001

<sup>5</sup> Toci, H. Politike prema neprofitnom/nevladinom sektoru u JIE - Albanija: Veliki koraci napred, i dalje velika zavisnost od stranih donatora (<http://ssla.oneworldsee.org/article/view/146534/1/>, 30.03.2007.)

<sup>6</sup> Dervishi, Z., *Volunteering in the Republic of Albania: Reality, Ideas, Challenges*, United Nations Volunteers, June 2002, p.3

Nowadays, donors are withdrawing their funds from Bosnia and Herzegovina and thus loosening the bonds of patronage with CSOs. Naturally, many CSOs were unable to sustain themselves without the support of their main donor and were forced to cease their activities. However, those that continue to operate are doing so in a more independent way than before. On the other hand, government funds are hardly available due to the budget restraints and lack of acknowledgement of the role that CSOs might play in society.

### *Croatia*

As in Bosnia and Herzegovina, most of the CSOs appeared during the war in the early 1990's. However, initial discussions on civil society and CSOs as part of a contemporary post-modern society started in the 1980's with the emphasis on its role and importance in Croatian society. At the same time, initiatives on environmental protection, female rights and even human rights and democracy appeared.<sup>7</sup> With war, initiatives offering humanitarian and other types of aid to war-affected areas, refugees and other victims of war emerged and most of their activities relied on volunteers. During that time, the first peace organisations based on volunteering were established (Antiwar Campaign of Croatia)<sup>8</sup>. In the second half of 1990's several volunteer centres were founded; some of them working on the local and regional level (Udruga MI-Split, Most, SMART, etc.) and some of them dealing with national and international volunteering activities (Volunteers' Centre Zagreb, Youth Peace Group Danube, etc.).

Civil society experienced an intense period of development in Croatia with the end of millennium and political turnover in 2000. The number of CSOs registered rose from 16,000 CSOs in 2000 to about 23,000<sup>9</sup> in 2004. Currently, there are more than 32,000 organisations registered in the Croatian governments' official database<sup>10</sup>. Since 2000, the Croatian government expected CSOs to take over parts of programmes and services that the State had been in charge before, mainly in the social field.

The third sector in Croatia was built mainly on foreign funding. However, since the beginning of 2000 more and more governmental bodies and public authorities allocate funds to CSOs. One of the main national actors in that field is the National Foundation for Civil Society Development, which distributes part of the income from games of chance and competitions to CSOs through numerous calls for grants and tenders. In recent years, the business sector has

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<sup>7</sup> Contribution of SMART Association for Civil Development

<sup>8</sup> Dervishi, Z, p. 96

<sup>9</sup> Bartram, H. *Bridging the volunteer and education sector in Croatia and Bosnia and Herzegovina*, European Federation for Intercultural Learning, 2004, p.42

<sup>10</sup> Registar udruuga (Register of non-governmental organisations) on 29<sup>th</sup> January 2008 numbered 34602 officially registered NGOs <http://www.uprava.hr/RegistarUdruga/>. However, this does not necessarily mean that all of them are actively carrying out the activities.

also started to offer support for development of CSO activities. Similarly to Bosnia and Herzegovina, many foreign donors that focused on humanitarian aid and emergency relief have withdrawn, while new opportunities such as the Europe for Citizens programme of the European Commission appeared.

## **1.2 Social and historical context of volunteering**

Countries of the Western Balkans share a tradition of solidarity and help, a significant value in the Slavic cultures. Volunteering has a long tradition that can be related to this concept of solidarity, although it has been practised and labelled in different ways than is understood today. Political and social turbulence at several stages of history brought instability in peoples' lives in the region and made people rely on help which they could give or receive through humanitarian work and through the work of volunteers. Nevertheless, the history of volunteering differs from one country to another reflecting the specific features of each.

### *Albania*

Until the beginning of the 20<sup>th</sup> century, volunteering in Albania was considered as a service that every adult should offer to his/her family, relatives, friends, neighbours and acquaintances, especially when they were in difficulty or in case of misfortune<sup>11</sup>. Albanian Kanuns (ancient codes of laws in Albania) had certain cultural norms, which defined the duties of the individual in the community in terms of solidarity. In this traditional sense “volunteering” was used mainly for care of orphans and for construction, agricultural or other work in the village. People engaged in such work were called “falanik workers” and their engagement was mainly based on familiar relations and friendship and not organised in any formal structure.<sup>12</sup>

After WWII, volunteering was used by the socialist government as semi-obligatory work for the reconstruction of the country and to boost its productivity. Every age group had to volunteer, young people being a major target group. Volunteering activities were promoted as schools of revolutionary education and as strengthening the youth, and were aimed at developing the “working class” – idealised as the most revolutionary force of society, protecting it from the capitalism.<sup>13</sup>

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<sup>11</sup> Dervishi, Z., *o.c.*, p.3

<sup>12</sup> *Id.* at 4

<sup>13</sup> *Ibid.*

### *Bosnia and Herzegovina*

As in other Western Balkan countries, in Bosnia and Herzegovina the tradition of volunteering is linked to strong solidarity within the community. Not only family members but also the local neighbourhood would organise and gather to help those in need especially during events that could not be managed by one person or family (weddings, funerals). This custom, called “moba”, was particularly common in rural areas<sup>14</sup>. Religious institutions traditionally encouraged volunteering too, by emphasizing solidarity among their followers.

After WWII, Bosnia and Herzegovina became the part of the socialist regime in newly formed Yugoslavia and religious institutions lost their power to the Yugoslavian State. Although it was not known nor legally recognised in its current form, volunteering existed and was well organised and controlled by the authorities through various governmental associations. They functioned under the auspices of the Socialist Union of the Working People of Yugoslavia (SSRNJ). The only foreign organisation was the Red Cross and some sporadic initiatives<sup>15</sup>. Pupils and students participated in voluntary activities, popularly named “Youth working actions”, through the obligatory school-plan and programme. They were gathered around the “Union of the Socialist Youth” as the main implementer of these activities.

In this way, volunteering was centralised, without social and democratic involvement, but the reaction and initiative of the people to such engagement were highly positive.<sup>16</sup>

### *Croatia*

In Croatia, prior to WWII, religious institutions played a role in promoting volunteering and there were many Catholic humanitarian and charity associations, but also of citizens and political party organisations.<sup>17</sup>

As in Bosnia and Herzegovina during the socialist regime, voluntary work in today's sense did not exist. However there were many organisations (naturally, under state control) that more or less relied on voluntary work (such as associations of workers, youth, scouts, etc.) Further, the working actions were crucial for the (re)construction of the main infrastructure (roads and major highways, railroads, factories, cultural institutions, sports facilities) at the end of the WWII. These activities included international volunteer exchange with other socialist countries.<sup>18</sup>

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<sup>14</sup> Milošević, I. (ed.) *Volunteerism and Public Institutions*, Association for Democratic Prosperity – ZID, Podgorica, 2005, p.81

<sup>15</sup> Id. at 83

<sup>16</sup> Ibid.

<sup>17</sup> Id. at 95

<sup>18</sup> Id. at 99

Volunteering was present in every age group of society through state administration at different levels, and many organisations controlled by the State relied on volunteering (e.g. voluntary firemen units, scouts). Although the working actions and other activities were mainly political instruments of the regime, they did promote the values of active engagement of citizens in the community, help to others and involvement in community development which are still the main values of volunteering today.

### **1.3 Social acceptance of and attitudes towards volunteering**

Despite its long tradition in the Western Balkans, the image of volunteering has been negatively influenced by the socialist period. It is difficult to claim that people have negative attitudes toward volunteering itself; rather, they associate volunteering with what it meant in the previous political regime as a forced and obligatory activity. Research has shown that people have positive attitudes, but that general apathy is caused by other social and economic problems that prevent them from getting actively involved in voluntary activities. One of these reasons is people's general bitterness and fatalism as a consequence of their socialist upbringing and the tragic history of the past decades.

#### *Albania*

As volunteering during the socialist period was aimed at reconstruction and has mainly been a synonym for physical work, volunteering in Albania is nowadays perceived as something related to a non-qualified and collective work, especially in emergency situations such as fire and floods. There is no general public acceptance of volunteering and no mass interest in engagement in volunteer activities, as many people regard volunteering as "working for nothing". The general apathy of the society is caused by economic and social issues such as high unemployment, infrastructure inconvenience, corruption, unstable political leadership, lack of investment, etc. which develops passive, indifferent and/or negative attitudes towards new initiatives.

Also, CSOs have not carried out a lot of research, studies nor campaigns on volunteering that could counterbalance its negative image, fearing that increasing the profile of volunteering can bring the opposite effect, increasing misunderstanding and associating volunteering with the communist version, dominated by political and propaganda.

#### *Bosnia and Herzegovina*

In Bosnia and Herzegovina, as well as in other Western Balkan countries, the bad memories of voluntary “working actions” in the socialist period have made the acceptance of the connection between democratic participation and volunteering difficult. However, there has been a significant effort over the last few years by various CSOs (Youth Communication Centre (YCC) Banja Luka, Osmijeh, SEEYN, etc.) to enhance active participation and to promote volunteering. This has led to a better image of volunteering, mostly among young people, and an increased number of young volunteers in the country. However, there is no data available in that regard.

### *Croatia*

As in Bosnia and Herzegovina, the previous socialist regime created obstacles to the acceptance of volunteering in Croatia. The wider public relates volunteering very much to the previously mentioned working actions, in which everyone was invited to participate and although these actions were not obligatory, most of the population would take part in them with lots of motivation and pride. However, with the political changes, the image of the work actions became negative, influencing views of volunteering as well. In addition, there is a lack of information on the issue throughout the country and sometimes a lack of professional approach to volunteering<sup>19</sup>. The economic situation and the social context are also reasons for the negative attitude towards volunteering: people prefer to look for a job rather than to volunteer. Furthermore, the lack of a clear and consistent policy towards volunteering prevents people from getting involved. Lack of official recognition and support in the everyday social environment discourages many individuals who do have general interest in volunteering.

According to a study of the Institute of Social Sciences Ivo Pilar in 2005, 54,8% - 72,4% of people agreed with positive statements about volunteering.<sup>20</sup> The research done in November of the same year by the National Foundation for Civil Society Development confirmed the tendency of people to see volunteering as a valuable social activity and volunteers as valuable community members who contribute to the development of society in general<sup>21</sup>. Several other research reports from the period 2001 – 2005 proved positive attitudes towards volunteering. The most recent research conducted by SMART shows that young people up to the age of 30 have negative general stances toward volunteering in comparison to other age groups but the

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<sup>19</sup> Contributions of SMART Association for Civil Development

<sup>20</sup> Franc, R. Šakić, V. *Izvešće o istraživanju javnog mnijenja Instituta Ivo Pilar, Stavovi Javnosti o nevladinim organizacijama*, Zagreb, 2006, p. 100

<sup>21</sup> X, *Izveštaj istraživanja o volontiranju*, studeni 2005, Zagreb (30.01.2007.  
<http://zaklada.civilnodrustvo.hr/files/volontiranje.pdf>)

overall stances are rather positive.<sup>22</sup> However, when asked about their experiences with volunteering issues in Croatia, the interviewees usually criticize bad promotion of volunteering in family and communities, abuse of volunteering and lack of government support.<sup>23</sup>

## **2. Volunteering policy and legislation**

### **2.1 Volunteering policies and recruitment of volunteers by NGOs**

It is accepted among NGOs that volunteering does not receive enough recognition from the local and the national authorities in the Western Balkans. Many organisations lack support and help from the State in implementing their actions and many people willing to volunteer do not know where and how to find a placement. The lack of any legal framework is also a problem for volunteers and the organisations that want to host volunteers, as the status of ‘volunteer’ is not always clear in the legislation. The survival of volunteering programmes very often relies on international donations, which seem to be declining over the years.

#### *Albania*

According to a survey carried out in 2002<sup>24</sup>, some 67.62% of CSOs that responded said they had a policy on the management of volunteering, while some 32.38% did not have substantial experience of organising volunteering activities. However, a ‘volunteering policy’ is generally simplified by the CSOs to an article of statute or regulation on activity in emergency situations or similar. Most of the CSOs do not have a real policy for managing volunteers i.e. an appropriate and well-defined recruitment and training policy. According to the same UNV survey<sup>25</sup>, the most suitable locations for recruiting volunteers were communities (13.51%), schools (13.67%) and social centres (6.20%). The main means of recruitment were volunteers making contact with the organisations (16.53%) and by telephone (13.35%).

#### *Bosnia and Herzegovina*

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<sup>22</sup> Forčić, G., *Volonterstvo i razvoj zajednice sudjelovanje građana u inicijativama u zajednici*, Rijeka, 2007, p.119

<sup>23</sup> Id. at 120

<sup>24</sup> Dervishi, Z., *o.c.*, p.5

<sup>25</sup> Id. at 19

Volunteering and its policies in Bosnia and Herzegovina are linked to a complicated political situation<sup>26</sup> and a division of the competences among the institutions, which makes it difficult to have a coherent national policy on volunteering. Therefore, volunteering policy is non-existent at federal level. The CSOs of Republic of Srpska has been campaigning for years to put volunteering on the agenda. In 2006 the Youth policy of Republic of Srpska was adopted and one of the priorities of that document was legal regulation of volunteering, which will be elaborated further in the following chapter. During 2007, in cooperation with Ministry of Family, Youth and Sport, CSOs responded to this priority by forming a Group for Development of the Law on Volunteering in Republic of Srpska. The Ministry of Family, Youth and Sport was appointed as the coordinating body of the Group consisting of CSO representatives, and representatives of the government bodies at the entity level (Youth Board of the Parliament of the Republic of Srpska, Ministry of Family, Youth and Sport and Ministry of Labour and Protection of War Veterans with Disabilities).

Concurrently, the Commission for the Coordination of Youth Issues at the Council of Ministers of Bosnia and Herzegovina started an initiative to develop a Law on volunteering at the federal level. It has organised several meetings of stakeholders from all around Bosnia and Herzegovina, aiming at development of a concrete strategy for 2008 to achieve legal regulation of volunteering at the federal level.

As the image of volunteering is still relatively negative, some governments are reluctant to recognise volunteering and to develop the civil society sector and the relationship between the government and the volunteer sector.

As in Albania, in Bosnia and Herzegovina, poor literature on volunteering and the unclear definition of the role and tasks of volunteers lead to a lack of volunteering policy in CSOs, which mostly involve volunteers without setting up appropriate management policies. According to a 2002 UNV survey<sup>27</sup>, up to 50% of CSOs in Bosnia and Herzegovina did not have a clear vision of their role, nor a defined management policy and marketing strategies for volunteering. CSOs seemed to have a tendency to recruit volunteers without any particular plan. The survey showed that 72.3% of participating CSOs stated that the volunteers had “*come to our organisation*” seeking a chance to volunteer. The CSOs also do not use mass communication tools or public relations to attract volunteers due to a lack of resources.

## *Croatia*

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<sup>26</sup> After war-ending Dayton-Paris Peace Agreement was signed, State of Bosnia and Herzegovina was divided into two Entities: the Bosniak/Croat Federation of Bosnia and Herzegovina and the Bosnian Serb-led Republic of Srpska with each of the entities consisting of cantons. That creates very complex governmental structure with three legislative authorities (parliaments on national, entity and canton levels).

<sup>27</sup> Kacapor, A.S., *Volunteering in Bosnia and Herzegovina*, United Nations Volunteers BiH, Sarajevo, 2002, p.13

In Croatia, there was no research regarding governmental nor grass-root policies towards volunteering as until recently<sup>28</sup> a lack of legal framework and infrastructure did not require, and sometimes even prevented, CSOs from developing their policies. The main premises of organised volunteering in Croatia can be identified in volunteer centres that are trying to match offers and needs in the volunteering “market”. Lack of organisational capacity, funding restraints and the slow pace of change still prevents a professional approach to volunteering policy, with no clear recruitment policy, evaluation nor follow-up.<sup>29</sup>

## 2.2 Legislations on volunteering

In 2005, the Youth Communication Centre (YCC) from Banja Luka in Bosnia and Herzegovina conducted extensive comparative research<sup>30</sup> on the legal framework of volunteering in the region of SEE. In this chapter, mainly these findings will be used to describe the legal status of volunteering in Albania and Bosnia and Herzegovina.

Generally, this research showed that the countries with no legal framework for volunteering use various other laws that identify volunteering with an “*unpaid vocational training period or unpaid obligatory internship*”<sup>31</sup>.

### *Albania*

According to YCC’s research, in Albania there is no legal act that regulates volunteering as a legal category of employed people<sup>32</sup>.

The Law on the State of Emergency defines “*the status of the volunteer*” (article 24) as “*an Albanian citizen older than 18, with completed education and training, acting in the case of a state of emergency, or a person who voluntarily wishes to help in emergency situations. Volunteers can be foreign citizens as well*”<sup>33</sup>. Further, volunteers, who participate in rescue missions, according to this Law, have the right to “*keep their job and the right to financial compensation and, if they work for a private company, also the right to the disability pension in the case of an accident*”<sup>34</sup>. There are regulations in this Law that control the obligations of the State organs and institutions towards volunteers in the case of a state of emergency, such as organising and training of people who take part in rescue missions voluntarily.

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<sup>28</sup> Croatia got its first Law on volunteering in May, 2007 (see page 12)

<sup>29</sup> Contribution of SMART

<sup>30</sup> Jevđić, J. (ed.), *Albert Einstein Project: SEE Volunteers in SEE*, Youth Communication Centre Banja Luka, Banja Luka, 2005, p. 75

<sup>31</sup> Id. at 75

<sup>32</sup> Id. at 91

<sup>33</sup> Ibid.

<sup>34</sup> Ibid.

The Law on non-profit organisations gives a legal definition of volunteering, as “*activities, which support and stimulate an individual and society by spiritual and humanitarian values, protect people’s lives or health, offer public and social services, help in case of emergency, protect the environment by stimulating the education and the culture on its protection, support and stimulate cultural and traditional values, science and education, physical and spiritual education, offer help in developing good customs and democratic values and all other activities of interest to the public*”<sup>35</sup>. The new proposal on the Law on the Non-profit Sector was presented in December 2006; according to which all CSOs in Albania will have to report their annual activities to the National register body, which will further communicate their findings to the Ministry of Economics. All CSOs will have to provide detailed information about their personnel and volunteers, including their signatures. That proposal was received as controversial within the CSOs as it would provide the government with the strong centralised power to control the work of the CSOs.

#### *Bosnia and Herzegovina*

In Bosnia and Herzegovina on the state level, a volunteer is a person, who works with an employer in order to complete a training period, to be able to later pass professional exams. This is a particular type of volunteering, which is defined in article 55 of the Law on Labour in the institutions of Bosnia and Herzegovina. In the Republic of Srpska, a volunteer does not necessarily need an employment contract, whereas in the Federation of Bosnia and Herzegovina, it is compulsory to have a volunteering contract<sup>36</sup>.

#### *Croatia*

In May 2007, the Croatian Parliament adopted a Law on volunteering, the first of its kind in the country and the region. The Ministry of the Family, Veterans' Affairs and Intergenerational Solidarity has set up a Working Group to consult a wide range of stakeholders, including their own representatives, representatives of Government Office for Cooperation with NGOs, National Foundation for Civil Society Development and CSOs (Smart, Gong, Most, Volunteers’ Centre Zagreb and Trainers Forum).<sup>37</sup>

This Law refers only to organised volunteering which is executed according to the regulations in the law itself. It does not refer to the voluntary initiatives of individuals or groups nor to unpaid training or internship. The latter is regulated in article 37 of the Law on Labour stating

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<sup>35</sup> Id. at 92

<sup>36</sup> Id. at 77

<sup>37</sup> Horvat, M., *Zakonsko uređenje volonterstva u Hrvatskoj*, Ministarstvo obitelj, branitelja i međugeneracijske solidarnosti and European Centre for Not-for-Profit Law, Budapest, 2007, p.6

the following: “if the state examination or working experience determined by law or some other regulation is a condition for performing jobs of a certain profession, an employer can take a person who has concluded his/her education for such an occupation for training work without the conclusion of an employment contract (voluntary work)”<sup>38</sup>. Before the Law on Volunteering was passed, this article was one of the main legal provisions used for regulating volunteering activities.

The new law defines relations between the volunteer, the organiser of volunteering and beneficiary of volunteering in order to secure an adequate social environment for the development of volunteering and to prevent any possible abuse.<sup>39</sup> It also regulates volunteering terminology, principles of volunteering, conditions, volunteering contracts, codes of ethics and volunteer certificates. In addition, it foresees government funds to be provided for the work of the National Committee for Development of Volunteering, as well for the National Volunteer Prize.

Volunteering is defined “as investment of personal time, effort, knowledge and skills out of free will, with which services and activities are executed for the well-being of another person or wider public, and are executed by persons in a way anticipated by Law, without conditions providing for financial reward or seeking any other material benefit for the volunteering accomplished”<sup>40</sup>.

There are seven basic principles of volunteering described in the Law:

1. Prohibition of discrimination of volunteers and beneficiaries of volunteering,
2. Protection of beneficiaries of volunteering,
3. Prohibition of the abuse of volunteers,
4. Protection of under-age volunteers and persons with reduced or limited capacity to exercise rights,
5. Volunteering without charge,
6. Free will and solidarity of volunteering,
7. Transnationality of volunteering.

The law decides who can and cannot be a volunteer. A person has to be aged 15 or older to become a volunteer. Children, according to the Law on Volunteering, cannot be volunteers, but they can be involved in “education for volunteering” if their legal guardian agrees. In addition under-age volunteers cannot volunteer outside Croatia without an escort and the agreement of their legal guardian.<sup>41</sup>

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<sup>38</sup> X, *Zakon o radu*, Narodne Novine br. 2004/137, § 37

<sup>39</sup> Horvat, M., p.7

<sup>40</sup> X, *Zakon o volonterstvu*, Narodne Novine br. 2007/58, § 3

<sup>41</sup> Horvat, M., *o.c.*, p. 11

Regarding volunteering agreements, the law anticipates agreement only for organised volunteering. Therefore, non-formal citizens' initiatives and persons that volunteer temporarily and sporadically are not bound to have a volunteering agreement. An agreement always has to be between the volunteering organiser and a volunteer, and has to be agreed before the volunteering begins. It can be in oral rather than written form, unless the volunteering includes some health risks, transnational volunteering, long term volunteering, volunteering with public institutions, volunteering with children, disabled people, persons with development problems, elderly, ill people and persons with reduced or limited capacity to exercise rights, or when volunteer asks for it.

The Law foresees the National Committee for Development of Volunteering as an advisory body to the government, which is established and deals with issues of the promotion and development of volunteering and work on creating a code of ethics on volunteering.

### **3. Volunteering infrastructure**

As already described, the approach to the volunteering issues in the Western Balkans is not always very systematic and there is not always a volunteering policy. On the other hand volunteering infrastructure is quite a broad term and there is little consensus on its elements within the volunteering sector itself. In this paper 'volunteering infrastructure' is understood to mean governmental and non-governmental bodies supporting volunteering, a legal framework (see previous chapter), various tools (databases of volunteers, volunteer placements, volunteering experts, etc.) and networks of people, data and information related to volunteering.

In each of the three respective countries, it is sometimes quite difficult to define what different types of volunteering infrastructures exist. It is important to note that there are many local cultural centres, which aim to provide information in a particular region and to provide volunteering opportunities. There are also many youth organisations, as young people seem to be more involved in promotion of volunteering among their communities, although the research results in some of the countries (see Chapter 4) show the opposite. However, very few of them have clear structure with regulations and policies.

#### *Albania*

Unfortunately, despite extensive desk research and inquiries made to various stakeholders, no information could be found on current government initiatives or organised CSO or

government structures related to volunteering, although that is not to say that they do not exist.

### *Bosnia and Herzegovina*

It seems that all the initiatives related to the development of the slowly emerging volunteering infrastructure come from various CSOs all around Bosnia and Herzegovina. In the last three years under the Law on Volunteering initiatives, many discussions on volunteering infrastructure were organised among various stakeholders such as government institutions, CSOs, donors and international organisations. One outcome, within the framework of the “Development of Volunteering II phase” project, was the first national conference on volunteering. The conclusion of the conference discussions identified the following reasons for the lack of a volunteering infrastructure in the country:

- There is no strong initiative from the CSO sector to inform government institutions about their own initiatives and developments,
- Citizens are not very informed about volunteering and the CSO sector. They also have many prejudices about volunteering which prevents engagement,
- Competitiveness and lack of cooperation among CSOs,
- Lack of logistic and financial resources to support volunteering organisations and their day-to-day work,
- Local government does not have adequate financial resources to support the organisations in their local communities,
- Lack of adequate procedures and criteria for allocating grants from local authorities to CSOs.<sup>42</sup>

YCC was the first organisation in Bosnia and Herzegovina to establish a Local Voluntary Service (LVS) in 2005, providing a structured environment for the development of volunteering in Banja Luka town. Based on good results, YCC Banja Luka expanded the project to the other communities during 2006 and 2007 by establishing LVS centres in six other towns in Bosnia and Herzegovina: Bihać, Mrkonjić Grad, Bugojno, Trebinje, Mostar and Doboj.

### *Croatia*

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<sup>42</sup> Jevđić, J., *Razvoj volonterizma u BiH – II faza*, Omladinski Komunikacijski Centar, Banja Luka, p.21

In Croatia there is no national centre for the promotion and development of volunteering but there are several regional volunteering centres. The main purpose of those centres is promoting and developing volunteering activity on local, regional and national level; educating volunteers and connecting them with each other; educating non-profits, including public institutions, local and regional authorities, on volunteering management; and acting as a bridge between organisations in need of volunteers and individuals willing to volunteer. Centres also work with the wider public to change their attitudes towards volunteering by running information campaigns, educative workshops and providing support and know-how to the government authorities responsible for volunteering policy. There are four volunteering centres in Split, Rijeka, Zagreb and Osijek. The centres in Split, Osijek and Rijeka have a similar focus, while the Volunteer Centre Zagreb is mainly oriented towards the promotion and organisation of international volunteering with a new local volunteering programme started in 2007. Together they form a non-formal national network of volunteering centres as a platform for exchange of good practice and development of cooperation filling the gap in such initiatives that exists at national level.

At government level there are three different stakeholders in volunteering. Firstly, there is a National Foundation for Civil Society Development, which supports volunteering by providing funding opportunities<sup>43</sup> and cooperates with volunteer centres in organising annual volunteering conferences. The National Foundation also played a role in the process of creating the law on volunteering, providing input and lobbying within the Ministries and other government bodies.

Another body is Government Office for Cooperation with NGOs, which was founded in 1998 with the aim of performing expert work in the domain of the Croatian Government with regards to creating conditions for cooperation and partnership with the non-governmental and non-profit sectors. In practice, it coordinates the work of ministries, central state offices, Croatian Government offices and state administrative organisations, as well as administrative bodies at local level, in connection with monitoring and improving cooperation with the non-governmental and non-profit sectors. The Office cooperates closely with the Council for Civil Society Development. Although the Office does not operate directly within the field of volunteering, it does play an important role in NGO issues, indirectly influencing the development of volunteering, and since 2007 has had a representative on the National Board for Development of Volunteering.

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<sup>43</sup> However, according to the contribution of SMART majority of the regional Volunteer centres finance their activities through projects financed by international organizations and only at the small scale through national Ministries, local authorities and National Foundation for Civil Society Development.

The third body is the Ministry of the Family, Veterans' Affairs and Intergenerational Solidarity, which is the leading institution at government level on the National Board for the Development of Volunteering, and which coordinates volunteering issues at national level.

During 2001, the National Board for the Development of Volunteering was formed as a working body of the Council for Civil Society Development at the Government Office for Cooperation with NGOs. The Board consisted of the representatives of various stakeholders (NGOs, business, government), and its work concentrates on three main areas: promotion of volunteering, support and development of a legal framework and support for the development of volunteering.

With the Law on volunteering and in accordance to the operational plan of National strategy for creation of enabling environment for civil society development, the Government of Croatia formed a new Board in November 2007. The new body operates within the Ministry of the Family, Veterans' Affairs and Intergenerational Solidarity and consists of 19 representatives of different stakeholders continuing the same activities as the previous one. In addition, they involved with the National Volunteer Prize and creating of code of ethics for volunteering, which will be drafted and be presented for public comment<sup>44</sup> by the beginning of 2008.

Another important policy paper for the development of volunteering is the National strategy for creating an enabling environment for civil society development, adopted in 2006. Part of the strategy is dedicated to development of volunteering and philanthropy. The following aims are included within the action plan to be completed by 2011:

- To adopt the Law on Volunteering where volunteering opportunities and volunteering relations would be determined (achieved);
- To support volunteering centres in Croatia and the volunteering infrastructure;
- To develop a system of values for public wellbeing through the education system and to introduce the values of volunteering to children and youth;
- To develop opportunities to finance programmes which promote volunteering in strengthening social capital;
- To ensure the model of institutional recognition of volunteering as a precondition for the long term development of a volunteering culture and fostering employability and access to services;
- To develop methods for gathering data on volunteering;

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<sup>44</sup> Contribution of Gordana Forčić, president of the National board for development of volunteering, Croatia

- To include the economic value of volunteering in the GDP accounts;
- To encourage and develop volunteering in public institutions;
- To support knowledge on volunteering through research and education.

#### **4. General data on volunteering**

Finding adequate data on volunteering, especially in Albania and Bosnia and Herzegovina, proved to be rather difficult. There seem to be very few quantitative research studies conducted so far, often of relatively poor quality and/or with rather incomplete results. Therefore, interpretations based on those results can be unreliable. On the other hand, while extensive research had been conducted in Croatia, the main problems lie in the lack of continuity and the inconsistent methodology at the national level. This may be explained by a failure of the academic community in Croatia to recognise the values of the civil society and volunteering as a phenomenon worthy of research. Thus, the CSOs take the lead in research although they lack adequate financial resources, knowledge and capacity.<sup>45</sup>

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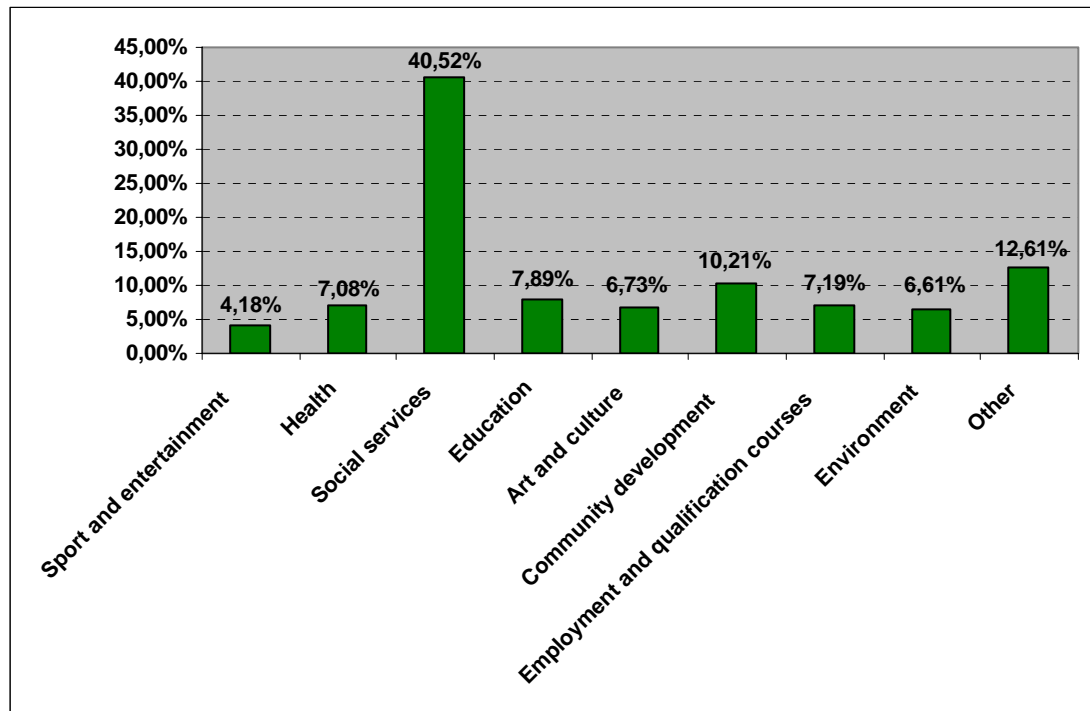
<sup>45</sup> Contributions of SMART Association for Civil Development

#### 4.1 Sectors and activities

##### *Albania*

According to the 2002 UNV survey, the main areas where volunteers were involved were social services, community development, and education (Chart 1.).

**Chart 1. Areas of volunteer engagement in Albania in 2002**



Source: UNV, 2002  
N= 210

Although the main area is the social field, 59.33% of volunteers were engaged in office-positions carrying out administrative work and not in the helping professions, as might be expected considering the many social and economic problems Albanians face. This is the opposite of social traditions and trends during the communist period, when most of the volunteering activities were physical, while the current trend is to engage in volunteering with less measurable results.

Further, only a very small number of volunteers was engaged in fundraising activities (5.59%) although there are many people offering financial aid and many who need it, which creates a paradox. The reason why few people engage in fundraising activities is that in Albania people who manage funds are often seen as corrupt and profiteers which can generate a lot of gossip in their communities or even state initiated investigations. Thus, many people feel that

avoiding links to NGO funding is the best way to avoid prejudice and gossip or even more serious legal proceedings.

Finally, it is also important to note that sports and religious communities generally have a poor record in mobilizing volunteer support.

### *Bosnia and Herzegovina*

In Bosnia and Herzegovina most volunteering takes place in the third sector. 55% of NGOs in Bosnia and Herzegovina engage volunteers in their activities.<sup>46</sup> This sector takes on a vast majority of social services and community development activities, mainly because the local governments do not have sufficient funds to provide these kinds of services. Volunteers are mainly involved in organisations dealing with community development, culture and arts, health and social services and advocacy activities. According to the 2002 UNV survey (Chart 2.), 80.1% of all participating NGOs indicated their involvement in education.<sup>47</sup>

Bosnia and Herzegovina has a wide network of education and social service institutions, but the education sector is said to be quite inefficient; it is a standardised system with an extremely decentralised policy and institutional framework. As a consequence, many NGOs have focused their activities in the educational field. According to the survey, most of the programmes carried out by participating NGOs are in the field of education (80.1%), which shows a high presence of NGOs in schools or its close links with the education institutions. Also, 46.60% of volunteers are recruited through school voices, i.e. magazines aimed at pupils.

Contrary to the case in Albania, where most volunteers do administrative work, in Bosnia and Herzegovina volunteers undertake various tasks, from personal care to administrative tasks, fundraising, information and advice. The most recent research on youth volunteering was conducted by SEEYN and proMENTE in 2006. It was part of a wider research study on voluntary service in Bosnia and Herzegovina and the aim of the first part of the study was “to assess levels of voluntarism, pro-social values/behaviour and employability amongst youth in B&H as a more or less typical country in South-East Europe”<sup>48</sup>.

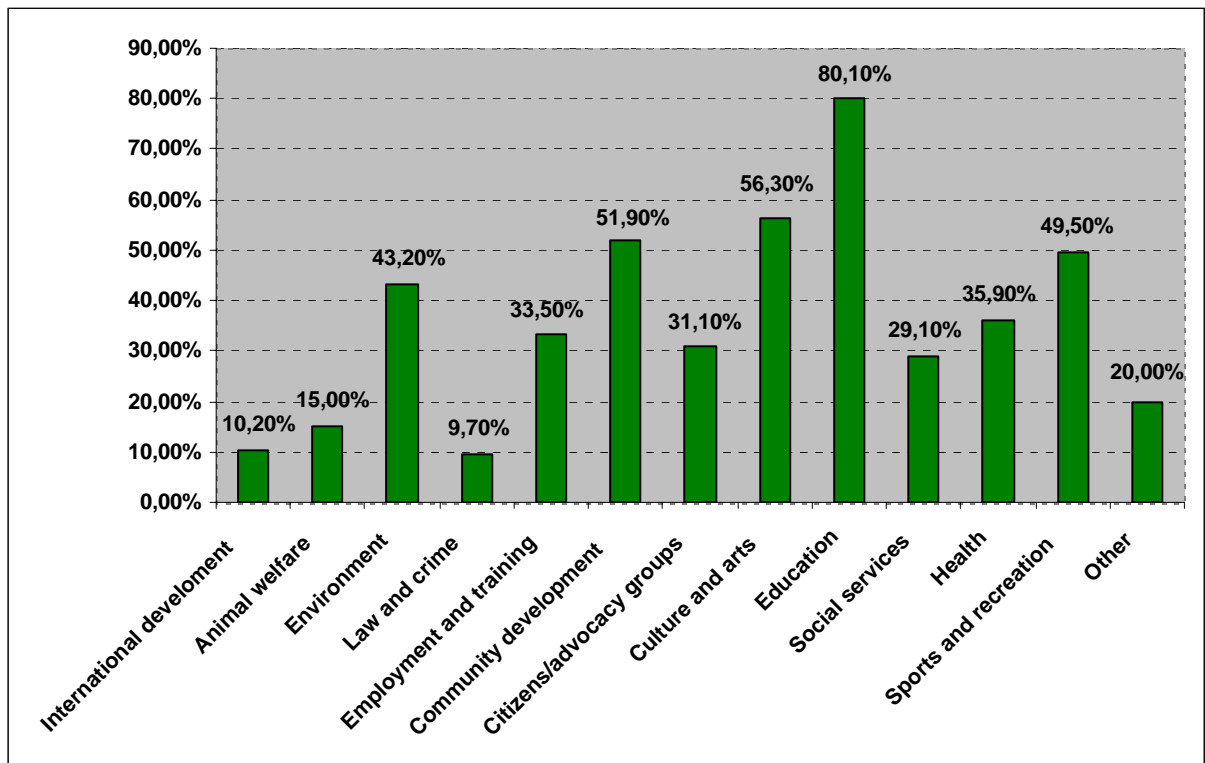
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<sup>46</sup> X, *Pregled na NVO sektor u BiH*, International Council of Voluntary Agencies, Sarajevo, 2002, p.23

<sup>47</sup> Kacapor, A.S. *o.c.*, p.17

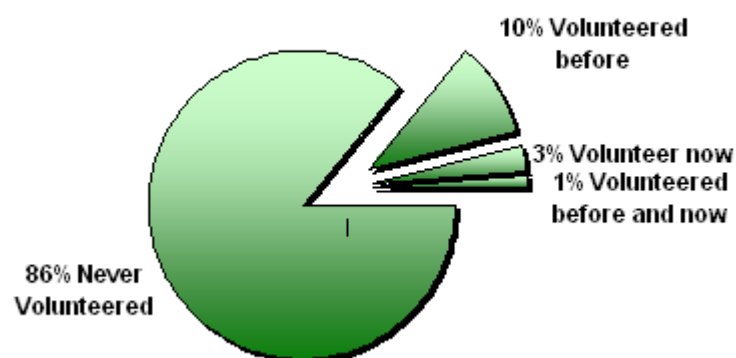
<sup>48</sup> Powell, S. et. al., *We can. We volunteer*, South East European Youth Network, Sarajevo, 2007, p.17

**Chart 2. Volunteering by sectors in Bosnia and Herzegovina, 2002**



Adopted: UNV, 2002  
N=300

**Chart 3. Youth volunteering in Bosnia and Herzegovina in 2006**

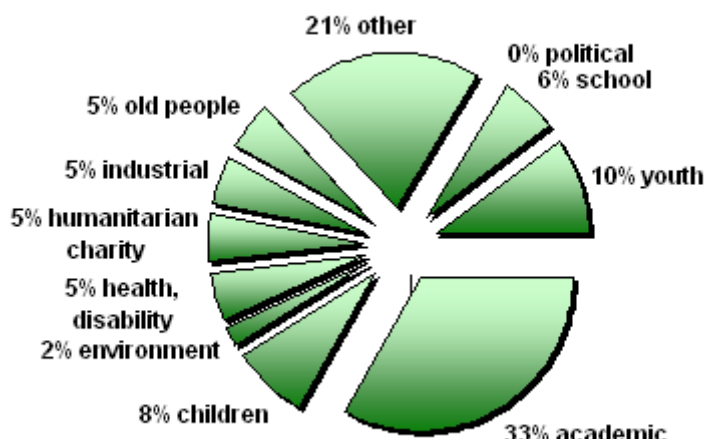


Adopted: SEEYN, 2007  
N=975

In the sample of 975 young people age 24-30 strikingly 86% of young people never volunteered and only 4% of the sample volunteered in the time of the survey (Chart 3.).

According to the same research most young people volunteer in the academic sector (33%) and the next most popular field of volunteering (10%) is in youth NGOs (Chart 4).

**Chart 4. Youth volunteering in Bosnia and Herzegovina by sectors in 2006**



Adopted: SEEYN, 2007  
N=975

### *Croatia*

Volunteering remains mainly within the interest range of civil society organisations who initiate most of the research. Consequently, SMART had conducted research on volunteering in Primorsko-Goranska County in 2001 and again in 2006. Except for a small study by the National Foundation for Civil Society Development no research on volunteering has yet been conducted at the national level. In addition, there is no official data on the number of volunteers in Croatia. Volunteer centres, as with any other civil society organisation, engage volunteers according to their needs and capacities.

According to the research of Academy for Education Development (AED) in 2005<sup>49</sup> (Chart 5), citizens who had volunteered at least once in the last 12 months, had often organised some actions or activities (39.3%), or had given some practical help (31.8%), advice or information (27.1%), had led some group or participated in some form of decision making (20.6%). According to the SMART research from 2001 and 2006, most of the interviewees volunteered in the activities of NGOs (45,4% in 2006 and 43% in 2001). These results confirmed that

<sup>49</sup> Franc, R., et al., *Udruge u očima javnosti: Istraživanje javnog mnjenja s osvrtima*, Academy for Education Development (AED), 2005, p. 98

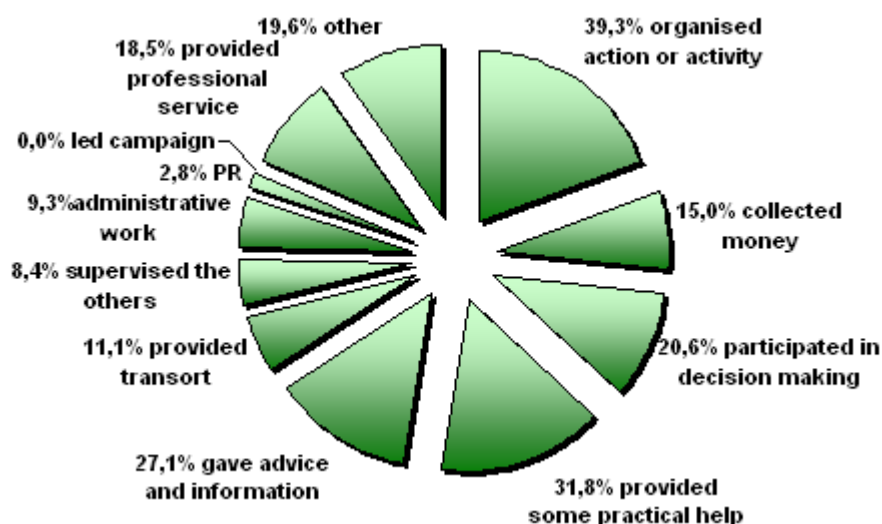
most volunteering in Croatia is organized by NGOs and that the activities of NGOs strongly promote volunteering.<sup>50</sup>

Other activities that most interviewees (32,3% to 17%) engaged in were preparing events, volunteering for the local community, school or kindergarten and helping the church. There is no statistically significant difference between the results in two studies except in relation to volunteering in church (16% in 2006 and 23% in 2001).<sup>51</sup> Research conducted in 2006 in Croatia's four main urban centres shows that men mostly volunteer for their local community and political parties, while women mostly volunteer for kindergartens and church. Young people mostly participate in the activities of CSOs and older people help in the church and the community.<sup>52</sup>

Regarding general participation in volunteering, the results of the National Foundation's research on volunteering<sup>53</sup> show that more than a half of those interviewed do not even think about volunteering, one quarter do think about it but do not take any action while 5% want to volunteer. Only 5% of the sample does actually volunteer.

Interestingly, the researches conducted by SMART in 2001 and 2006 show completely different results. The research from 2006 shows that 45.8% of interviewees did volunteer during 2005 in comparison to 43.7% in 2001 in Primorsko-Goranska county. It is difficult to

**Chart 5: Volunteering by sectors in 2005 in Croatia**



Adopted: AED, 2005  
N= 1000

<sup>50</sup> Forčić, G. o.c., p. 122

<sup>51</sup> Id. at 90

<sup>52</sup> Ledić, J., *Zašto (ne) volontiramo? – stavovi javnosti o volonterstvu*, AED, Zagreb, 2007, p. 61.

<sup>53</sup> X, *Izveštaj istraživanja o volontiranju*, Nacionalna zaklada za razvoj civilnog društva, 2005, Zagreb (30.01.2007. <http://zaklada.civilnodrustvo.hr/files/volontiranje.pdf>)

understand why there is such a big difference in the results at national and regional level, although the some explanation can be found in inconsistent definitions and understanding of volunteering among both researchers and interviewees.

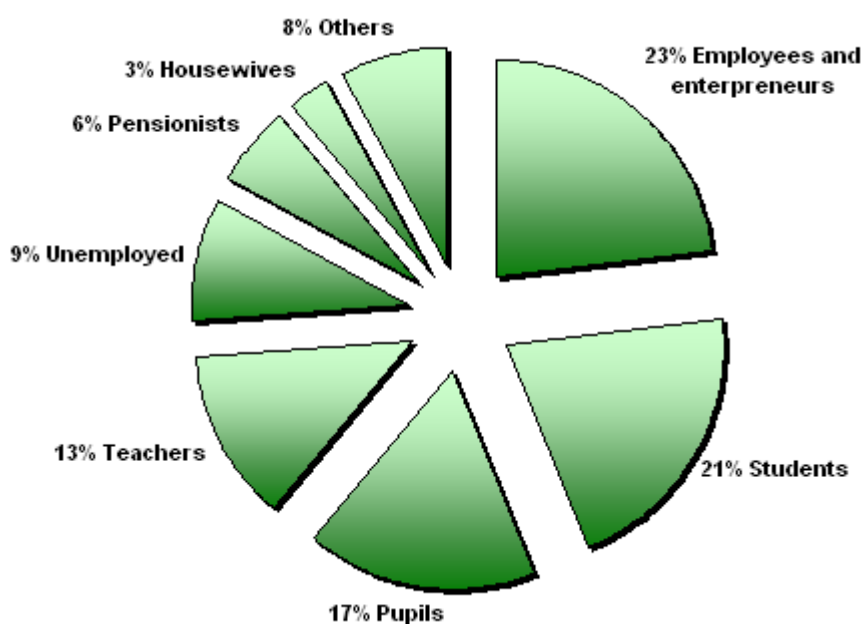
## 4.2 Volunteer profiles

### *Albania*

The UNV survey shows that people in Albania are more disposed to volunteer the higher their level of education. Volunteering there is characteristic for people who have graduated from high schools and universities who wish to demonstrate their capabilities and gain some professional experience through volunteering. They make up more than 80% of all volunteers. Mainly volunteers in Albania are employees or entrepreneurs, students, pupils and teachers (Chart 6.).

Teachers are engaged in various volunteering activities, which are mainly focused on the socialisation of pupils. Professionals are engaged mainly in the fields related to their professional skills, while students very often try to do any kind of volunteering hoping to improve their employability after finishing their studies.

**Chart 6: Professions and professional status of volunteers in Albania**

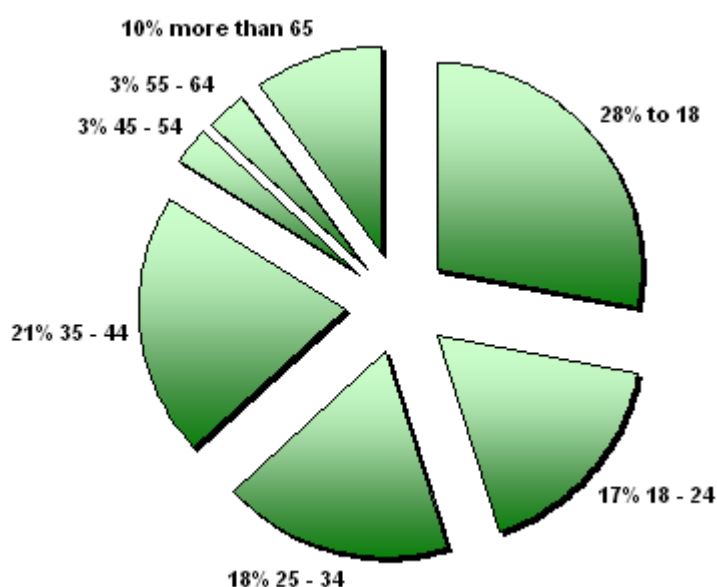


Adopted: UNV, 2002  
N=210

On the other hand unemployed people do not take a great part in volunteering as many of them do not believe that it can open the path to employment, nor do NGOs take any specific initiatives to try to engage people out of work in re-qualification activities, professional and personal development and stress reduction.

Concerning the age of volunteers (Chart 7), in 2002 the main group of volunteers were between 18 and 24 (28.89%)<sup>54</sup>, which corresponds to the previously mentioned tendency of students to engage in volunteering in order to insure their future employment, especially in the capital Tirana.

**Chart 7: Volunteers in Albania in 2002 according to the age group**



Adopted: UNV, 2002  
N=210

### *Bosnia and Herzegovina*

In Bosnia and Herzegovina, people volunteer regardless of their ethnic or gender background. According to the UNV in 2002, 51% of the volunteers were men, and 49% were women<sup>55</sup>; in Bosnia and Herzegovina, among young people, men participate more actively in community activities. The SEEYN research from 2007 shows that, among young people age 16-30, more men volunteer than women - although in absolute terms these numbers are still below 15%.<sup>56</sup> Interestingly, the UNV survey (Chart 8) shows that young people up to the age of 34

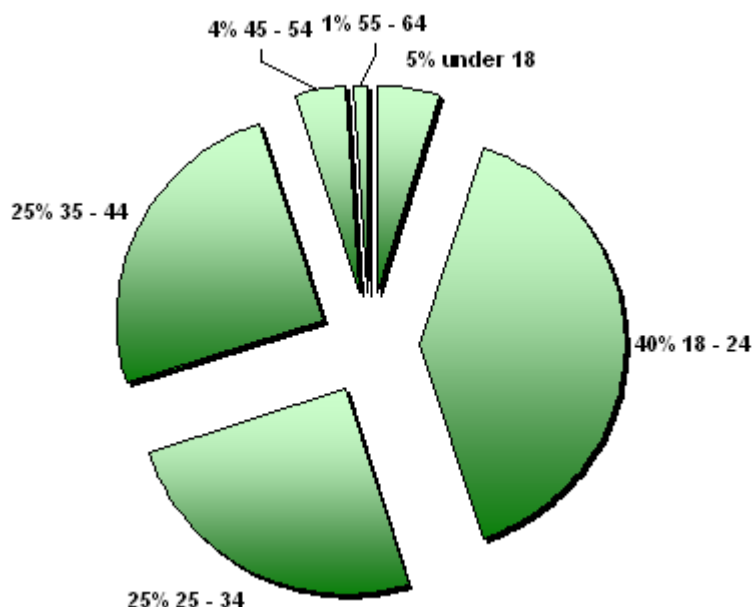
<sup>54</sup> Dervishi, Z., *o.c.*, p. 15

<sup>55</sup> Kacapor, A.S., *o.c.*, p. 21

<sup>56</sup> Powell, S. et. al., *o.c.*, p.21

represent a 70% share of all people volunteering in Bosnia and Herzegovina. That leads to the conclusion that actually very few people volunteer in Bosnia and Herzegovina, although there is no data to confirm this.

**Chart 8: Volunteers in Bosnia and Herzegovina according to the age group**



Adopted: UNV, 2002  
N= 300

Concerning demographic areas, only 36% of volunteers come from rural areas; but as already mentioned, there has been a real increase of the proportion of volunteers in rural communities over the last few years. Same SEEYN research indicates that in the sample there were no volunteers working abroad while only 1% volunteered outside their own town<sup>57</sup>.

Further, almost no young people who have any paid work volunteer. Young people who volunteer tend not to be in paid work. However, more people who have at least some work have volunteered in the past than those who have no work at all.<sup>58</sup>

It appears that the level of education is an important factor in taking a decision to volunteer. More than 80% of the volunteers active in respondent NGOs, according to this survey, have at least intermediate certificate<sup>59</sup>.

The main category of people volunteering is students, which represent 31.50% of all volunteers. But the survey also shows that many people with university degree do not want to volunteer because they prefer to look for professional employment opportunities. The second

<sup>57</sup> Ibid.

<sup>58</sup> Id. at 23

<sup>59</sup> Kacapor, A.S., *o.c.*, p. 21

category of people interested in volunteering is unemployed people, who represent 23.10% of all volunteers.<sup>60</sup>

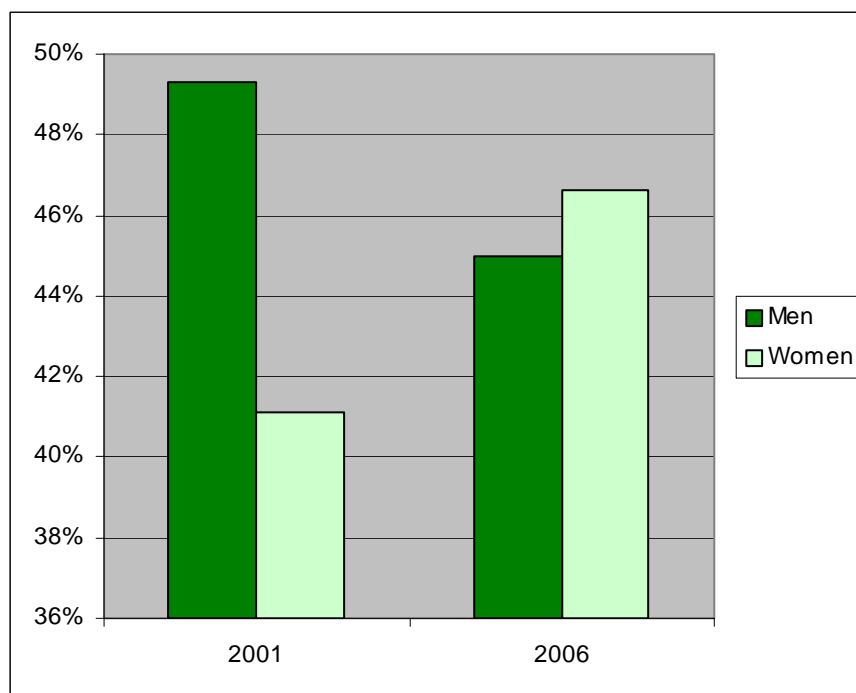
Less than 2% of volunteers are professional people, such as lawyers, medical doctors, etc. Most of the professionals engaged in voluntary work in the community are teachers, who make 10.80% of the total number of volunteers. The survey shows that there is an unused potential for volunteering among retired people and housewives. Both of those categories represent less than 5% of volunteers. There is a low community engagement of elderly and middle-aged people; only 4.70% of people older than 45 engage in volunteering.<sup>61</sup>

### *Croatia*

It is important to notice that senior citizens take a greater part in volunteering than young people. The biggest number of people volunteering in Croatia are those aged between 31 and 60 years old.

According to SMART's research from 2001 and 2006 (Chart 9), there is no significant difference between the genders in participation in volunteering. In the 2001 research, 49.3% men and 41.1% women volunteered. In 2006 45% men and 46.6% of women engaged in the volunteering.<sup>62</sup>

**Chart 9: Volunteering in Primorsko – Goranska County in 2001 and 2006 by gender**



Adopted: SMART, 2007 N (2001)= 1550, N (2006)= 500

<sup>60</sup> Ibid.

<sup>61</sup> Id. at 22

<sup>62</sup> Forčić, G. o.c., p. 89

Regarding the age of people who actually do volunteer in all age groups more than 40% of interviewees did volunteer. Also, there are very small differences between the age groups although those under the age of 30 tend to volunteer less than those above that age. People over 61 appear to volunteer the most, 53.2% in 2006 and around 55% in 2001.<sup>63</sup>

There is no general data available regarding education level, employment and financial status, but specific differences can be seen between different categories for each variable. Regarding educational level, highly educated interviewees volunteered more often for their own local community than people with low or average levels of education, while those with lower levels of education volunteered for school/kindergarten more than the averagely educated. High school pupils and the employed were more likely to volunteer in schools/kindergartens than students and retired people.<sup>64</sup>

Regarding financial status, in 2006, interviewees of average financial status were more likely to participate in the activities of NGOs than those below or above the average. There were significant differences between the 2001 and 2006 results regarding people of average financial status. Results of the analysis show that in 2001 they volunteered more in church, while in 2006 they volunteered more in NGOs.<sup>65</sup>

### **4.3 Volunteers' motivations**

#### *Albania*

A lot of volunteers in Albania see volunteering as an *“investment, which offers them a chance to get a better job”*<sup>66</sup>. This opinion is particularly widespread among students, who consider their engagement to be necessary to ensure a better professional future, volunteering being a first step into a professional life. Also, volunteering plays an important role for socialisation of young people, and this is why students and pupils volunteer so much.

An important influence for individuals choosing to volunteer (Chart 10) is members of the work collective (nearly 18%) and especially the social circle (almost 29%). That is to say, people, and above all youth, are often more encouraged to participate in social activities in Albania by social circles (friends for instance) than by their family. Secondly, a great motivator is the need for emergency action (almost 21%), which very much corresponds, to the traditional values of solidarity and altruism existing in Albanian society.<sup>67</sup>

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<sup>63</sup> Ibid.

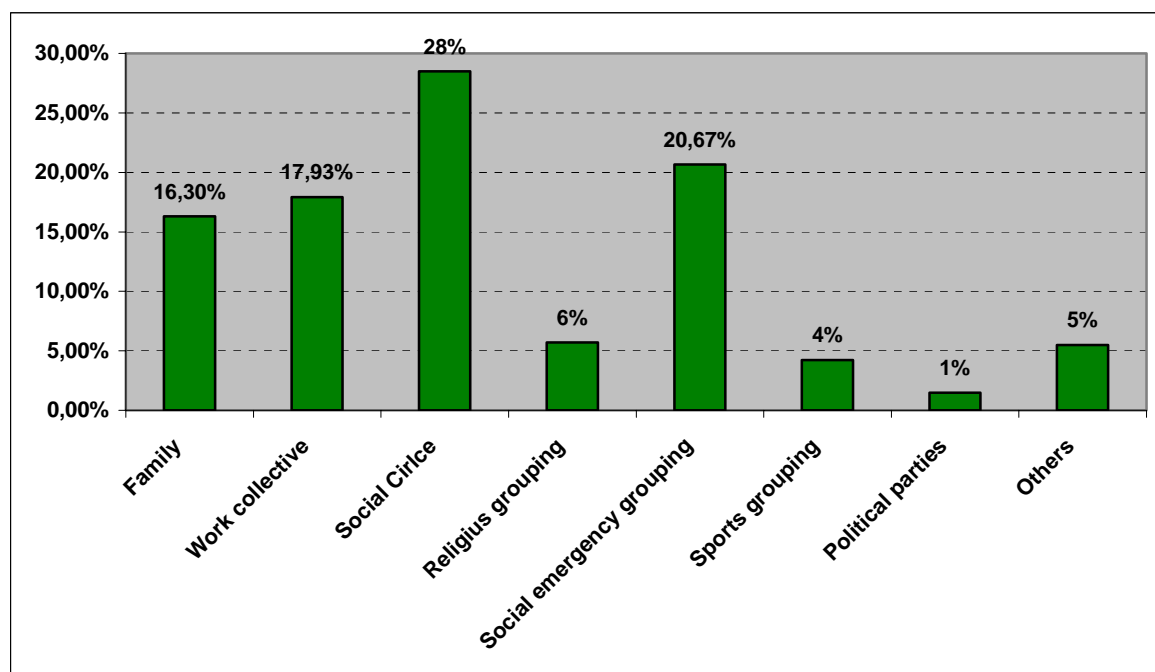
<sup>64</sup> Id. at 92

<sup>65</sup> Id. at 93

<sup>66</sup> Dervishi, Z., *o.c.*, p. 12

<sup>67</sup> Id. at 17

**Chart 10: Social grouping as a motivation for volunteering in Albania in 2002**



Adopted: UNV, 2002  
N=210

### *Bosnia and Herzegovina*

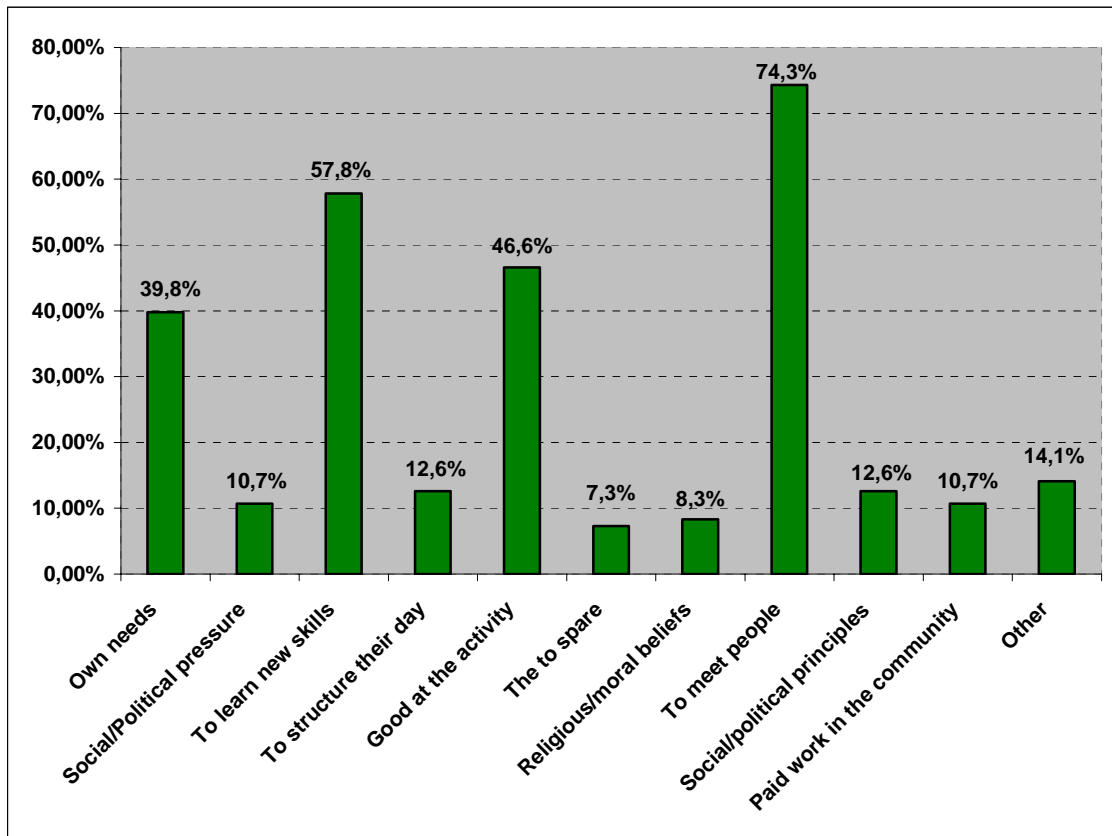
The UNV survey shows (Chart 11) that people in Bosnia and Herzegovina volunteer to apply their knowledge and to gain new skills. Further, as many of the volunteers are young people and considering the lack of alternative leisure activities given the socio-economic environment, volunteering is one of the best (and cheapest) options to have fun and socialise with others. Therefore, 74.30% of interviewees identified meeting people as one of the main motivations for engaging in volunteering activity.<sup>68</sup>

Friendship, social events and families are recognised as the most important social groupings supportive of volunteering<sup>69</sup>.

<sup>68</sup> Kacapor, A.S. *o.c.*, p. 26

<sup>69</sup> *Id.* at 27

**Chart 11: Motivation of volunteering in Bosnia and Herzegovina in 2002**



Adopted: UNV, 2002  
N=300

### *Croatia*

According to a survey carried out in 2000<sup>70</sup>, the majority of people believe that better organisation of volunteering would be the most important factor to motivate people. Personal satisfaction achieved by volunteering has also been rated high. Some people also mentioned the need to resolve their personal problems: they would be motivated if volunteering were to provide certain possibilities for them (more free time, stable economic conditions, better health).

Research carried out by SMART in 2001 and 2006 observed some additional motivating elements that better organisation of volunteering brings, such as providing information about volunteer placements, coverage of the expenses and concrete results of volunteering. Interestingly 37. 6% of interviewees in 2006 had no motivation for volunteering and 28% in 2001.<sup>71</sup>

<sup>70</sup> Ledić, J., *Volunteering in Croatia: searching for a Younger Generation's Motivation*, in "Presentation of the Third Sector Studies CEE", 2000 (20.11.2007. <http://www.thirdsectorcee.info.hu/ICArticles/publication.pdf>)

<sup>71</sup> Forčić, G., o.c., p. 102

Research from 2006 in four cities in Croatia showed that there is a great challenge ahead for the volunteering sector in Croatia, as a high proportion of interviewees had no motivation for volunteering (Zagreb - 60,6%, Split - 59,8%, Rijeka - 34,4%, Osijek - 33,8%). Those who were motivated to volunteer mostly gave reasons related to better organisation of volunteering, personal satisfaction, altruism and personal problems that can be solved through volunteering.<sup>72</sup>

#### **4.4 Training and rewarding volunteers**

##### *Albania*

According to the UNV research, unemployed and very poor people are engaged in volunteering activities in spite of their circumstances, but the number of NGOs that offer a reward to them, is small (only 4.62%). The remuneration in general does not correspond to the work carried out by volunteers.<sup>73</sup>

About two thirds of NGOs guarantee volunteers the basic necessities to carry out their voluntary activities: 18.49% of them provide transport, nearly 6.3% shelter, about 9.4% food, nearly 2.36% working clothes, about 6.52% insurance and 18.28% provide reimbursement and food subsistence. The provision of these services is usual poor value, especially considering food, clothes and lodging which brings bitter memories of volunteering under the former regime. The level of NGOs securing working certificates for their volunteers is considerable (15.97%).<sup>74</sup>

##### *Bosnia and Herzegovina*

In Bosnia and Herzegovina, most organisations provide volunteers with travel allowances, food expenses, reimbursements of any kind and pocket money. Chart 12 shows the results of the UNV research, where one third of the volunteers gained no reward for their volunteering engagement. The most common reimbursements are the provision of travel expenses and food, and around 23% of volunteers would be reimbursed for their expenses.<sup>75</sup>

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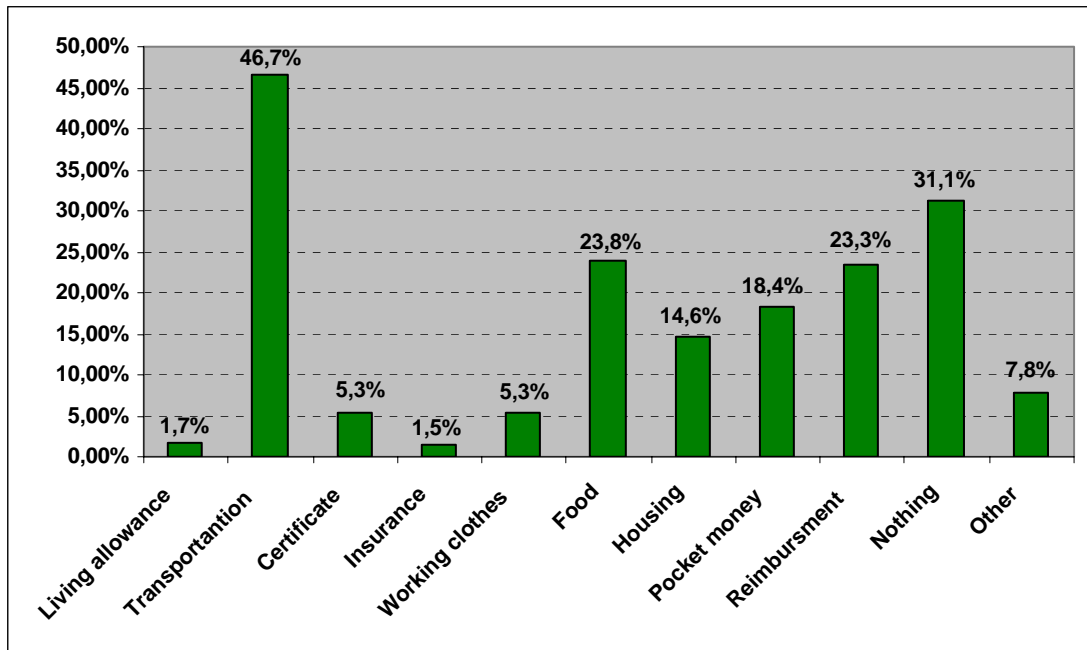
<sup>72</sup> Ledić, J., 2007, p. 77

<sup>73</sup> Dervishi, Z., o.c., p. 8

<sup>74</sup> Ibid.

<sup>75</sup> Kacapor, A.S., o.c., p. 22

**Chart 12: Rewarding volunteers in Bosnia and Herzegovina in 2002**



Adopted: UNV, 2002  
N=300

Regarding training, there is no concrete evidence of training activities for volunteer managers, organisations and institutions that host volunteers. However, knowing that many NGOs are involved in the European Voluntary Service programme, which requires training and evaluation of volunteers, it seems likely that there is training for that specific group of volunteers. Still, no other information on the training and preparation of non-EVS volunteers is available.

### *Croatia*

In Croatia, there is no data on rewarding and remunerating volunteers from the organisations involving volunteers in their activities. However, the situation on the training of volunteers and organisations and institutions dealing with them is promising. All volunteer centres in Croatia are actively organising education activities on volunteering for all citizens. SMART, Udruga MI and Volunteer Centre Osijek, regularly organise education courses and workshops on volunteer management for CSOs, public institutions and local and regional authorities. SMART itself had organised more than 40 training days in last 5 years. In 2007, a training curriculum for volunteer managers was developed, followed by education courses in 13 health and social care institutions in Primorsko-Goranska County. Volunteer Centre Osijek organises the education activities for the institutions in Osječko-Baranjska County, while Volunteers' Centre Zagreb organises workshops for social care institutions in the City of Zagreb County. In addition, the main credit for the development of literature and research on

volunteering in Croatia goes to these volunteer centres, as they have published numerous useful resources on volunteering.

At the national level, on the occasion of International Year of Volunteers in 2001, a National Prize for volunteer activity of the year was given. The new Law on Volunteering foresees an annual National volunteer award and allocates government funds for its implementation.

## **5. Concluding remarks**

This study shows that the non-profit sector is in a transition period in the three countries. Most NGOs depend on the donations of international foundations and although government support has been increasing, it is not yet close to the needs of the sector. Furthermore, this still encourages NGOs to respond more to donor requests than to the local needs they supposedly represent. Moreover, the resistance of newly formed governments to acknowledge the work of NGOs was, and still is strong and NGOs still struggle to be accepted as important partners in civil dialogue and societal development.

Besides the weak and unsupportive environment for non-profit organisations, another interesting feature is that volunteering itself has a negative image amongst the public due to the communist period, which has led to difficulty in accepting volunteering as means of democratic participation. This explains the slow development of the volunteer sector in the region and the poor availability of information and data. However, the region is in a period of transition in terms of socio-economic development and the image of volunteering, as well as the development of volunteering activities, are constantly improving. Interestingly, taking into consideration the countries' paths towards the European integration, we can see that Croatia is progressing in its volunteering policy as in its progress towards EU accession, while Bosnia and Herzegovina's and Albania's paths towards European cooperation and volunteering policy are still much slower and vaguer.

On the basis of this report, a number of observations concerning volunteering in these three countries could be made:

- ⇒ There is no consistent definition of volunteering in the countries, which creates lots of confusion in understanding the nature of volunteering and volunteers. Consequently, volunteering development efforts are much slower and their concrete outputs are much more difficult to see.
- ⇒ There is a great lack of national research and study projects which, if conducted, might better enable the definition of issues that volunteering faces, as well as to better map existing volunteer organisations and their activities;

- ⇒ There is an observable lack of cooperation within the volunteering sector. There are many volunteer involving organisations and initiatives. However it seems that they act separately with little coordination and strategy at the national level, which diminishes their credibility in the eyes of donors and the government sector, especially local municipalities;
- ⇒ Although many European countries do not have a specific legal framework for volunteering but still manage to integrate it as a valuable element into society, the lack of volunteering law in the region seems to be crucial in raising the profile of volunteering. Current laws are sometimes misleading and equate volunteering with internship and professional training. On the other hand, they make some types of volunteering impossible e.g. there is no category within immigration policies, which would allow international volunteers to receive visas to legally participate in volunteering activities. Public state institutions such as museums, kindergartens and schools sometimes have no legal basis to engage volunteers in their activities. In addition, having a legal framework would certainly raise awareness and provide guidelines for volunteer engagement;
- ⇒ No clear management policy of volunteers by NGOs makes it very difficult to achieve best practice in volunteering or to ensure the effectiveness of specific actions and campaigns. That presumably makes evaluation and improvement impossible resulting in a vicious circle of inadequate volunteering management;
- ⇒ There seem to be not many volunteering voices raised. Probably, lack of funding opportunities limits NGOs' public actions and their continuity.

Finally, although the aim of this report was not to make a comparative analysis among the countries, volunteering in the three Western Balkan countries seems to have some common features but also a number of differences. In order to assess the similarities, it would be helpful to conduct research across the three countries' borders. Without this, it is difficult to say what can be expected in the future and how fast developments would occur

## 6. Contacts

*Albania*

### ***ASD - Albanian Society in Development***

Youth contact point in Albania

[www.asdalbania.org](http://www.asdalbania.org)

### ***IRSH - Young Intellectuals, Hope***

Youth contact point in Albania

[irsh\\_centre@yahoo.com](mailto:irsh_centre@yahoo.com)

### ***AYC, Albanian Youth Council***

[www.albanianyouth.org](http://www.albanianyouth.org)

AYC is one of the biggest youth organisations in Albania, working since 1994 with young people and youth organisations in Albania. AYC functions as an umbrella organisation for approximately 85 youth NGOs from all over Albania.

### ***Mjaft! Movement***

[www.mjaft.org](http://www.mjaft.org)

Mjaft!'s aim is to strengthen the sense of community; promote responsible governance through encouraging citizen participation in decision-making by influencing and monitoring policies at both the local and national level; promoting volunteerism and improving cooperation within communities. Currently, Mjaft! engages more than 1,000 volunteers and has branches in 18 cities country-wide that both serve as local government 'watchdogs' and employ civic lobbying to advocate for changes on the local level.

### ***Albanian Red Cross***

[www.kksh.org.al](http://www.kksh.org.al)

*Bosnia and Herzegovina*

### ***Youth Communication Centre (YCC), Banja Luka (Republic of Srpska)***

[www.okcbl.org](http://www.okcbl.org)

Youth Contact Point in BIH.

The main aim of the centre's voluntary programme is to promote voluntarism in the community and to empower youth to play a more active role in the societal development through various activities.

***Youth Cultural Centre Abrasevic***

[www.okcabrasevic.org](http://www.okcabrasevic.org)

Youth Contact Point in Bosnia and Herzegovina.

***U.G. Youth Centre Jajce***

[www.ocjajce.com](http://www.ocjajce.com)

Youth Contact Point in Bosnia and Herzegovina.

The main activities of the organisation related to volunteering are the promotion of the European Commission's Youth in Action and European Voluntary Service programmes, the promotion of volunteering among youth of Jajce, organising local volunteering activities and cooperating with other organisations in volunteering initiatives at the national and international level.

***International Council of Voluntary Agencies Bosnia and Herzegovina (ICVA), Sarajevo***

[www.icva-bh.org](http://www.icva-bh.org)

ICVA's aim is to strengthen the non-governmental sector in Bosnia and Herzegovina through providing support to NGOs in information-sharing and production of information sources; developing policies on issues relevant to the NGO sector in the country; advocacy towards governments, international organisations, UN and other stakeholders.

***Centar Mladih Livno (Youth Centre Livno)***

[www.kampovi.ba](http://www.kampovi.ba), [www.cmlivno.org](http://www.cmlivno.org)

Through its actions, YCL gives opportunities to young people to actively participate in developing the social life of the community through: the protection and preservation of the environment, culture and sport, informal education and the promotion of voluntarism.

***Youth Information Agency BIH (OIA)***

[www.oiabih.info](http://www.oiabih.info)

OIA is a non-governmental organisation operating on a national level in Bosnia and Herzegovina as an independent institute in the field of youth policy development with the aim of improving the position of youth and increasing their participation in society.

***OSMIJEH (SMILE) - Association for Psychosocial Help and Development of Voluntary Work***

[www.osmijeh.ba](http://www.osmijeh.ba)

The working philosophy of OSMIJEH is self-help and empowerment through voluntary work. This is considered to be the best means of social reconstruction and promoting the recovery of the society from the war situation and post-war adversities.

*Croatia*

***ZUM - Organisation for promotion of employment and professional improvement of youth***

[www.zum.hr](http://www.zum.hr)

Youth Contact Point in Croatia.

***Youth Centre for Non-formal Education***

A Youth Contact Point in Croatia which focuses its volunteering activities on the European Commission's Youth in Action programme, providing information on youth volunteering and possible long term exchange placements. It is one of the main actors in that field in the Eastern Slavonia region.

***VolunteerNet***

<http://volunteernet.ecn.cz/croatia.shtml>

The mission of VolunteerNet is to strengthen volunteerism in CEE, the Baltic States and Eurasia by providing services to volunteer centres that mobilize resources to address local community needs.

***Volunteers Centre Zagreb (VCZ), Zagreb***

[www.vcz.hr](http://www.vcz.hr)

Youth Contact Point in Croatia.

Volunteers Centre Zagreb (VCZ) is a non-governmental, non-profit organisation founded in 1998. VCZ aims to promote voluntarism and its values by providing opportunities for every citizen to volunteer.

***ZaMirNet***

[www.zamirnet.hr](http://www.zamirnet.hr)

ZaMirNET is a citizen association (non-profit organisation) dedicated to civil society development, promoting the culture of peace and the idea of sustainable development in Croatia and in the region.

***Association MI, Split (Volunteer Centre Split)***

[www.udruga-mi.hr](http://www.udruga-mi.hr)

MI promotes and develops volunteer work at local, regional and national levels; educates NGOs and volunteers; connects, supports and monitors their activities; works to raise public awareness and change attitudes towards volunteering.

***James Joyce Volunteer Centre, Pula***

[www.wugi.org](http://www.wugi.org)

The James Joyce Volunteer Centre – Pula organises activities and provides accommodation and entertainment for domestic and international volunteers in Pula. The central activity of the Volunteer Centre is to create an information database detailing the need for volunteer workers in the local community. The next aspect of the project is informing, recruiting and educating volunteers to ensure the quality of the volunteer services offered, and implementing the volunteer work in the community. The third element of the project concerns delivering continuous and sustainable volunteer activities for those in need. Ongoing supervision of volunteers and evaluation of the project is an important part of this process.

Although the accent lies on recruiting and educating young people for volunteer work in the community, The Volunteer Centre will direct its informative and educative activities towards other age groups as well.

***Association for Civil Society Development SMART***

[www.smart.hr](http://www.smart.hr)

SMART – The association for civil society development is a non-profit, non-governmental training organisation, founded to strengthen and support the development of non-profit sector in Croatia.

The Volunteer Centre of Primorsko- goranska County operates inside SMART.

***Youth Peace Group Danube (YPGD)***

[www.ypgd.org](http://www.ypgd.org)

The goal of the organisation is to promote the work of youth and the emancipation of individualism and personal liberties. Their volunteering programmes focus on short term volunteering work camp exchanges, promotion of volunteering and activism within the community, exchange of volunteers at the national and international level and youth mobility.

***Volunteer Centre Osijek***

[www.osvolonteri.com](http://www.osvolonteri.com)

This regional volunteer centre with around 90 volunteers is dedicated to volunteer development, volunteer support and organisations in need of volunteers in Slavonia and Baranja region.

***National Foundation for Civil Society Development***

<http://zaklada.civilnodrustvo.hr>

For more information on foundation, see chapter 3.

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