

EUROPEAN VOLUNTEER CENTRE
The Voice for Volunteering in Europe



CENTRE EUROPEEN DU VOLONTARIAT
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VOLUNTEERING IN THE CZECH REPUBLIC

Facts and Figures Report

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2. INTRODUCTION

The aim of the Facts and Figures Report is to give a general overview on the situation in volunteering in the Czech Republic, of what was done and what is yet about to be achieved.

This study aims to provide actual information as well as recent statistics to provide a basic understanding on volunteering in the Czech Republic. First of all, it gives an overview of the historical, political and social framework as well as an approach to the general attitude towards volunteering in the Czech population. Secondly the study provides data on these features: infrastructure of volunteer organizations, volunteer population and the sectors in which volunteers are active. Finally, it concludes remarks on recent developments and perspectives of volunteering in the Czech Republic.

3. EVOLUTION OF VOLUNTEERING IN THE CZECH REPUBLIC

3.1 Historical and Social Context

The very beginnings of volunteering activities are the response to the poor life conditions of people moving to cities due to the urbanization in the 19th century. The voluntary activities concern orphanages, educational communities, communities for abandoned women etc.

The second pillar in the Czech history of volunteering represent activities of local authorities aiming at promotion and sustain of Czech national identity. Considered the Czech Republic was a part of the Austria-Hungarian Empire until 1918, the call for freedom represented under these conditions a very strong ideological feedback. Typical volunteering activities comprise cultural, hiking and educational communities. The general attitude towards them was without any doubts positive: the membership was a question of honor. In 1870's existed more than 3 000 of different communities, in 1890's more over 10 000.

After 1918 when an independent Czechoslovakia was founded, the anti-Austrian attitude changed into an exalted construction of the New Republic. This is the stage where YMCA (Youth Men's Christian Academy) was established and performing with the direct support of the President. There were volunteer organizations established by political parties themselves: The Communist Left and the Socialists for example had competing volunteer circles.

According to the research carried out by the Czechoslovakian Statistical Office in 1930's the infrastructure of volunteer organizations was dense, spread on all levels from the local to the national one. The facilities where volunteering was provided were by cities in 60% of all cases, 16% was in the ownership of circles and communities¹.

After the Nazi occupation during the 2nd World War the previous infrastructure was fully restored until the communist upheaval took place in 1948. The organizational possessions and belongings were confiscated and voluntary bodies were subdued within a forced unification into a so-called National Front. The state control over the volunteer organizations thus became continuous. The voluntary action was roughly devaluated by the forced participation

¹ <http://www.icm.uh.cz/str/obcanastat/dobrovolnictvi-charita>- last visited 02/07/07)

at ‘obligatory - voluntary actions’ where the final goal was the construction of the socialist state. The volunteering has been perceived from then on as top- down imposed.

After the revolution the situation has changed: a very rapid progress on the institutional field is accompanied by a slow change of public opinion.

3.2 Evolution of attitudes towards volunteering

Scepticisms towards volunteering is still prevalent in the Czech Republic among citizens largely due to the compulsory nature of “voluntary” work during the former communist regime. Indeed, the former regime actually used “volunteerism” as an integral part of its strategy to compensate for the absence of the private, commercial sector. The communist ideology on the one hand, stating that each citizen should be involved in community improvement and should do something beneficial for society. On the other, “voluntary work” aimed to “*remould the character of socially unstable groups*” (Frič, 2001) and in particular those of certain educational attainment or higher socio-economic status. The decision to volunteer therefore was not a freely chosen one and citizens often “volunteered” with feelings of distaste and distrust. Indeed, in the eyes of the common citizen, volunteering meant either working under political pressure or “*being servile to the regime*” (Frič, 2001).

After thirteen years of transition there are yet problems to be solved, although civil society has been redeveloping slowly since 1989. Scores of new foundations and organisations have emerged as individuals seek to re-establish the right of free association and participation in social, cultural and political life. This has been accompanied by a renewed sense of social responsibility. Individuals are more engaged in associative life and they are utilizing new opportunities to openly express their religious beliefs and are motivated by these to aid individuals, organisations or institutions.²

However, in 1999 many citizens considered volunteering as additional activity necessary due to the imperfection of the state mechanism functioning. According to 70% of respondents to the survey carried out that year, volunteers would not be needed if the state fulfilled its obligations concerning social care.³ 76% of those interviewed felt that volunteers’ efforts could not do very much and that state offices should solve the problems of urban and rural life. In addition, 34% of respondents said that they consider people who do volunteer work or work free of charge to be extolling themselves over the others. This opinion was discovered to be statistically important in the group of respondents supporting KSCM (Communist Party of Czech Republic and Moravia).

We can meet a more positive attitude of the Czech people to the volunteering in the area related to the political life of the society, where it is naturally related to the present mistrust in political parties. In this area volunteering is felt to be the channel for citizens to enter politics

² K. Kostálova et al . : “*Volunteering in the Czech and Slovak Republics*”,; in Voluntary Action Research, Second Series Paper No.4, Volunteering in Europe, Opportunities and Challenges, The Volunteer Centre U.K., 1993

³ The sociological research was carried out in 1999 by STEM (Centre for Empirical Research) for AGNES (Agency for the Non-Profit Sector) and NROS (Foundation for the Civil Society) on a representative population of 693 haphazardly chosen inhabitants and 359 haphazardly chosen volunteers . Results published in 2000 at <http://www.cooperatingnetherlandsfoundations.nl> (last visited 18/07/07 and http://www.nosz.cz/cze/prehled_poznatku/ (last visited 18/07/07). This survey will be henceforward referred as STEM for NROS and AGNES, 1999

and where they can - with their activities - "watch over" the professional (mistrustful) politicians. Most of the people think that volunteering enables people to be active in the democratic society (70%) and that it offers something else than could be provided by the paid professional politicians (63%)⁴.

Nevertheless, attitudes have been changing in the Czech Republic. The United Nations International Year of Volunteers' 2001 provided the catalyst for the development of the Czech Republic's first law on volunteerism,⁵ but also the floods that occurred in the country in 2002 and which affected a large part of the capital city of Prague. The role volunteers played in both immediate response and long-term restoration showed many citizens the important role of volunteerism.

The attitude towards volunteering remains unchanged compared to the situation 4 years before, as it results from the research carried out in 2004⁶: 67% of population consider there would be no need in voluntary activities if state fulfilled its roles properly. 75% of population estimate the voluntary action as not strong enough to influence the decision-making process even on a local level of public administration.

On the other hand, it results from the same survey that the opinion towards has changed. In the field of the politics, NGOs were more recognized as an instrument of fight against state bureaucracy. In the field of the civil society, role of the NGOs cannot be diminished or delegated on another body. The public trust in NGO is higher and the citizens conceive the NGOs as apolitical defenders of civic rights⁷.

Conclusion: The results led by professor Frič and Mrs. Sozanská and Mr. Tošner (both of them leading persons of National Volunteer Centre) to state that 'volunteering is understood rather as a compensation of missing state care than as a natural expression of civic maturity.'⁸ But the public opinion has been changing.

4. VOLUNTEERING INFRASTRUCTURE

For the purpose of the report the following definitions are used⁹

- Volunteer: Volunteer is everyone who in his spare time acts in the favour of the others, without any claim of financial remuneration and who had decided for volunteering from his free will¹⁰. The act on volunteering, adopted in 2002, offers

⁴ According to survey of STEM for NROS and AGNES in , published at <http://www.cooperatingnetherlandsfoundations.nl/index.htm> last visited 18/07/07

⁵ See chapter 7 and/or "The Legal Status of Volunteers in Europe" by CEV and AVSO, 2003. Available at: http://www.cev.be/legal_status.htm

⁶The sociological survey was carried out by STEM under the name The civil society in 2004. The representative population of Czech inhabitants counted 1018 respondents, interviewed within face-to-face standardised interviews. Published at http://www.nosz.cz/cze/prehled_poznatku/ last visited 18/07/07 and http://www.neziskovky.cz/Files/Soubory/neziskovy_sektor_CR/pruzkum_stem_nros.doc last visited 18/07/07. This survey will be henceforward referred as The Civil Society, STEM for NROS, 2004

⁷ STEM for NROS: The civil society, 2004. Published at http://www.nosz.cz/cze/prehled_poznatku/ last visited 16/07/07.

⁸ According to Fryč (2001) and Sozanská and Tošner (2002) Quotation taken from http://www.nosz.cz/cze/prehled_poznatku/ last visited 03/07/07

⁹ <http://www.casp.upol.cz/dobrovolnik.php> 02/07/07

¹⁰ source: <http://www.hest.cz/kdoje.shtml> 20/07/07

a legal definition of “volunteer” as a physical person aged over 15 years if s/he is volunteering in the Czech Republic or above 18 if s/he volunteers abroad. S/he may be employed/unemployed, studying, retired etc., and the voluntary activity must be based on his/her competencies and skills. Volunteering renders to precisely defined field of work, linked mostly to social, health care services and charity. We refer about the legally recognized scope of voluntary work in detail in Chapter 7.

- **Volunteering:** The legal definition of volunteering is as follows: Volunteering¹¹ is the activity where the volunteer offers non-remunerated aid to strictly defined people in need within a strictly limited period. The decision to help voluntarily is the result of the individual free will. Precise definition of volunteering is to be found in the Chapter 7.
- **Volunteer centres:** Volunteer centres aim at developing of volunteering through the support of volunteer organizations working with volunteers.
- **Volunteer organizations:** Volunteer organizations aim at organizing and disseminating volunteer activities as such and matching professionals with volunteers. They work on all levels from the local up to the international.
- **Voluntary organizations:** Voluntary organizations are Non-profit Non-governmental bodies of which functioning depends on involvement of volunteers.
- **NGO:** The definition of the term has not been yet officially set in. The term is translated as Non-profit Organisation, or Non-profit Non-governmental Organization. This terminology that defines NGO negatively (what it is not) creates confusion in the application of the law.¹²

4.1 National and Regional Volunteer Centres

- **National Volunteer Centre**

“HESTIA”, Prague, founded in 1993, plays the role of both the national volunteer centre and methodological and educational centre in the country. The mission of HESTIA is to “*positively enhance interpersonal relationships*”. HESTIA employs 10 employees in 2007.

HESTIA’s main activities include research, training and education on volunteering; publications; consultation, supervision and association for volunteers and volunteer professionals; making national and international contacts with institutions engaged in similar activities and initiatives; publicising activities and promotion organization of regional activities, work with volunteer themselves (administration and localisation), providing the legal advice to organizations and individuals and additional services including the insurance and training for the volunteer coordinators.

Main programmes HESTIA runs include:

¹¹ In the Act on Volunteering, the legal source to the definition, the term of voluntary activity is translated into Czech as a voluntary service (dobrovolnická služba), unaware of the confusion that may arise in the international context where the voluntary service is defined as full-time refers to specific, full-time project-based voluntary activities that are carried out on a continuous basis for a limited period of time.

¹² The 2006 NGO Sustainability Index published at http://www.usaid.gov/locations/europe_eurasia/dem_gov/ngoindex/2006/ last visited 18/07/07

- “Big Brothers Big Sisters International”, known as "Pet Ps." Volunteer Programme. (Started 2001)
- Make a Connection Volunteer Programme
- Volunteers in Hospitals Programmes
- Volunteering for Senior Citizens
- Volunteering of the unemployed people
- European Volunteer Service
- ENGAGE - an international campaign, aims to increase the extent and scale of employee engagement in the development of healthy and sustainable communities
- Corporate Social Responsibility (CSR) - a new programme called with the aim to promote the corporate volunteering in the Czech Republic
- Volunteering as a way of capacity building of the NGOs providing social care services – this programme ends in December 2007
- ETELA Donatory Programme
- LLL (Life Long Learning) for Social Workers (training)
- Volunteer Management in Social Services Facilities (training)
- Training of Inspectors of Social Services Quality Evaluation

Other initiatives:

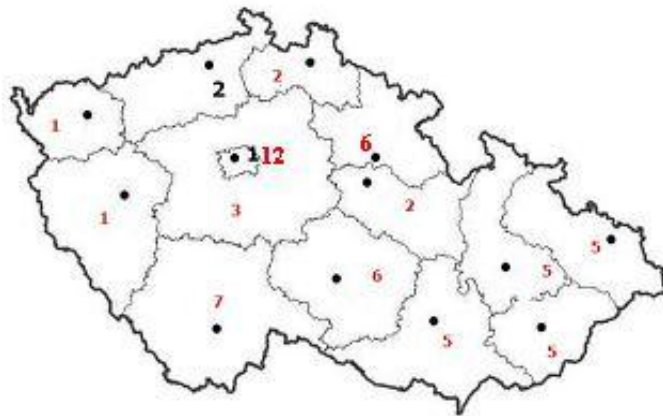
- “VOLUNTEERNET” network, founded in 1998 in cooperation with fourteen other volunteer centers of Central and Eastern Europe (CEE), the Baltic States and Eurasia. “VolunteerNet” had 29 member organizations in 2007.
- Informative website for volunteers and organizations demanding voluntary service
- **Alliance for Development in Volunteering**

Main Programmes HESTIA runs are freely used by HESTIA partner organization throughout the country, according to the needs and facilities of the region. The involvement in at least in one of Hestia Programmes following of the conditions of volunteering management are main conditions for Regional Volunteer Centres (RVC) to become members of the Alliance for Development in Volunteering.

Consequently this condition gives a good overview of what is the major scope of voluntary activities in the Czech Republic.

The following map indicates the numbers of organizations in the alliance in each region. The number indicates the number of centres that could be qualified as regional (according to the definition stated above).

Map 1: Alliance for Development of Volunteering: Distribution of Members¹³



- 1,2 = Hestia in Prague (1) and RVC in Ústí nad Labem (2), both CEV Members
- Number of member regional volunteer centres in a related region

Picture JK

4.2 Further Initiatives: Organizations and Information Network

There are other organizations that involve volunteers with their own network of volunteer centres all over the country. The largest and best known are:

The Czech Catholic Charity that runs more than 200 charitable homes throughout the country as well as aid centres and consulting rooms. It is a member of the international catholic charity, Caritas Internationalis (CI).

People in Need, humanitarian organization working on both national and international level, focusing its mission on social integration and defence on human rights. The promotion ensured by the Czech Television.

Adra, a Czech agency of the international ADRA organization (Adventist Development and Relief Agency), founded in 2002, concentrates its action in 7 volunteer centres throughout the country round the voluntary help in natural catastrophes (floods in 2002), running asylum houses and diverse social programmes.

The Major Information Network is provided by the server www.neziskovsky.cz, offering all information about NGO sector. More specialised and volunteer targeted are information at www.dobrovolnik.cz (run by Hestia).

4.3 Income of National Volunteer Centres and NGOs

In the non-governmental sector as a whole, organizations are funded via public budgets where most funding comes from, after that from companies, foundations and from individual donors.

The Czech Act on volunteering ensures the possibility of a financial support to accredited NGOs. The Czech Ministry of Interior is entitled to cover expenses of accredited NGOs connected with volunteer management, pension insurances payments for volunteers, travel and office expenses up to 70% of the whole amount in the form of advance payments on condition that the duration of the voluntary work exceeds 20 hours per week.

¹³ Source: www.hest.cz, last visited 17/07/07

For smaller social NGOs, a “Global Grant” was set aside and is administered by NROS (Civil Society Development Foundation). Foundations represent a stable financial source for other NGOs. Nevertheless, foundation assets are generally small. The largest amounts of distributed finances come from resources obtained by foundations from the government’s Foundation Investment Fund (NIF). The foundations obtain their resources from the same donors as the rest of the NGOs.¹⁴

Diversification of financial resources in NGO budgets exists in terms of the number of sources. NGOs normally have three to four separate sources of funding. The problem lies in the disproportionate amounts provided by these separate sources. In general, one or at most two sources provide over 80% of all income for an NGO. NGOs are usually financially secure for several months, or at most, up to one year into the future.¹⁵

A passive stance of NGOs in fundraising consists in absolute relying upon government regional and local subsidies (36% of surveyed NGOs constructed their fundraising portfolio on public subsidies only in 2003), the same proportion of one tenth depends on foundations or business support as it is referred in a survey carried out in 2003¹⁶ In 2005 Non-profit sector benefited from 122,3 mill Euro from the National General Budget and 50 million Euro from the regional budgets. The volume of public budget spent on Non-profit sector shows a slightly increasing tendency with a growing influence of regional level.¹⁷

5. GENERAL DATA ON VOLUNTEERING

5.1 Statistical Data: Number of Volunteers in the Czech Republic

According to the surveys carried out in 2000 and 2004 the number of volunteers with NGOs in the period of 2000 to 2004 increased from 16% to 32% in the Czech Republic, where 16% volunteered for 1 NGO, 10% of population works for 2 or more NGOs and 6% for 3 or more NGOs.¹⁸

Volunteers worked 6,5 hours a month (average score) within their voluntary work¹⁹. Volunteers cluster in most populous organizations with a long historical tradition that was kept alive under the communist regime. (Sokol- Sport Organization, Scouts, YMCA)

5.2 Statistical Data: Historical Comparison

¹⁴ http://www.usaid.gov/locations/europe_eurasia/dem_gov/ngoindex/2006/czech.pdf (EN) last visited 20/07/07

¹⁵ http://www.usaid.gov/locations/europe_eurasia/dem_gov/ngoindex/2006/czech.pdf (EN) last visited 20/07/07

¹⁶ The Research called The actual situation of fundraising in NGOs made by Market vision for SPIRALIS in 2003. The population of 455 NGO leaders and managers surveyed by the form of the questionnaire to be self-fulfilled. This research will be henceforward referred as Fundraising od NGOs, Market vision for SPIRALIS in 2003. Published at http://www.neziskovky.cz/Files/Soubory/neziskovy_sektor_CR/vyzkum_FR_Spiralis.pdf last visited 09/07/07

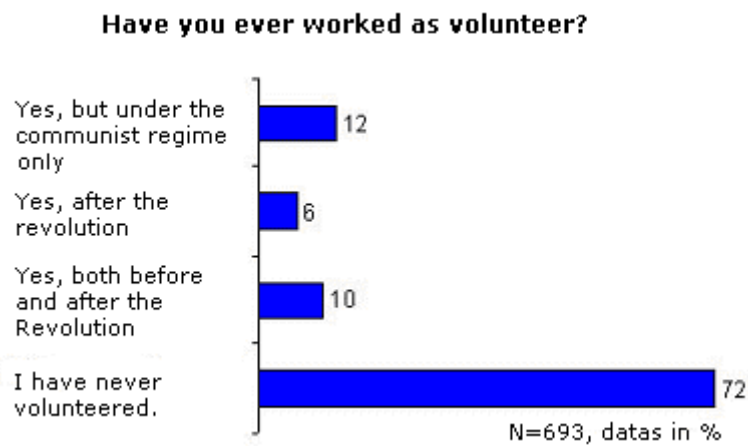
¹⁷ Compared Public subsidies from 2004 and 2005. http://www.e-cvns.cz/soubory/200705_ZP_Rozbor_NNO_2005_Grantis.pdf last seen 09/07/07. Counted with the actual exchange rate of 28,7 Czech Crowns/1 Euro

¹⁸ Question: ‘ Have you volunteered in last 12 months, it means worked without any requirement of financial reimbursement for any of below stated NGOs?’ in Survey STEM: Civil Society, for NROS 2004, compared with STEM for NROS and AGNES, 1999, http://www.nosz.cz/cze/prehled_poznatku/ last visited 03/07/07. The questioned implies the number of volunteers does not involve those volunteers who have voluntary practice at NGOs out of the list stated in the questionnaire. Thus the number of Czech volunteers as assumed as higher. (Remark made by JK).

¹⁹ Civil society, STEM for NROS 2004, http://www.nosz.cz/cze/prehled_poznatku/ last visited 03/07/07

Historical comparison of statistical data is difficult due to confusion and different understanding of terminology before and after the revolutionary year 1989. It can still be assumed, according to the survey in 1999, that about 22% people were volunteering before 1989²⁰. The year 1989 represents then a starting point of decline: only 16% of respondents effect volunteering after 1989 with a poor percentage of 6% of new coming volunteers This indicates following chart. The same survey counts that in 1999 8% of the total Czech population were volunteers.²¹ Out of a total population of over 10,200.000, this means that approximately 816,000 people volunteered.²²

Chart 1:²³



In 2003, two surveys produced in the same year give similar data: According to the CVVM Agency by the Sociological Department of the Czech Academy of Science, 33% of the interviewed stated to have helped to an NGO or to a Charity²⁴. From this number nearly 30% of surveyed are ready to help by sacrificing their time and labor, 83.4% of surveyed prefers financial support. The other survey claims that 27% of citizens volunteered both on regular or ad hoc basis for a voluntary organization, 9% for a private company, the number of volunteers practice their voluntary work is 53%²⁵.

²⁰ Survey of STEM for AGNES and NROS in 1999, http://www.nosz.cz/cze/prehled_poznatku/ last visited 03/07/07

²¹ According to the Survey of STEM for AGNES (Agency for the Non-Profit Sector) and NROS (Foundation for the Civil Society) survey in 1999. Result published <http://www.cooperatingnetherlandsfoundations.nl>

²² See: <http://popin.natur.cuni.cz/html2/index.php?item=3.1> Figures for 1999/2000

²³ STEM for AGNES and NROS 1999.. Taken from http://www.nosz.cz/cze/prehled_poznatku/ Last visited 11/07/07, translated JK

²⁴ Survey called Why do we help? Produced by CVVM Prague (Centre for the Survey of Public Opinion) by The Institute of Sociology of the Czech Academy of Science in 2003, The total of 1062 respondents, quota selected representative population of Czech inhabitants, method of a structured interview with a questionnaire . Report published at http://www.cvvm.cas.cz/upl/zpravy/100267s_pd30919.pdf last visited 03/07/07. The survey will be henceforward referred as Why do we help? CVVM Prague in 2003

²⁵ The total of randomly selected representative sample of 2498 respondents. Survey produced by GfK Prague for CESES UK (Centre for Social and Economic Strategies by the Charles University in Prague) in 2003. Results published at http://www.nosz.cz/cze/prehled_poznatku/ last visited 18/07/07. The survey will be henceforward reported as GfK for CESES UK in 2003. Here the scores to the question "Tell me please if you have worked in last 12months as volunteer, it means to practice voluntary non-remunerated work for a) Voluntary organization, b) Local Administrative Body c) Governmental Administrative Body d) Private company?"

Remark: It is to be tested whether the difference between 27% volunteers for NGOs (2003) and 32 % volunteers for NGOs in 2004 is statistically significant.

5.3 Sector Areas that Volunteers Are Involved in

Chart 2²⁶

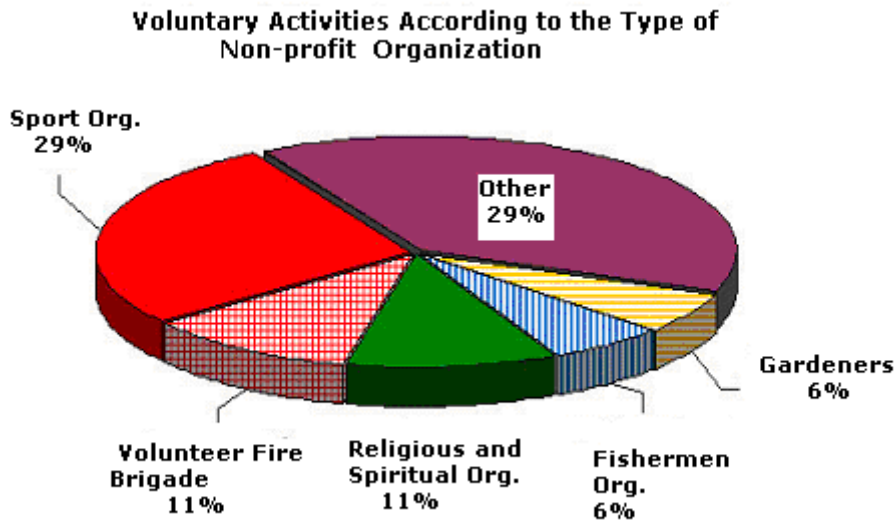
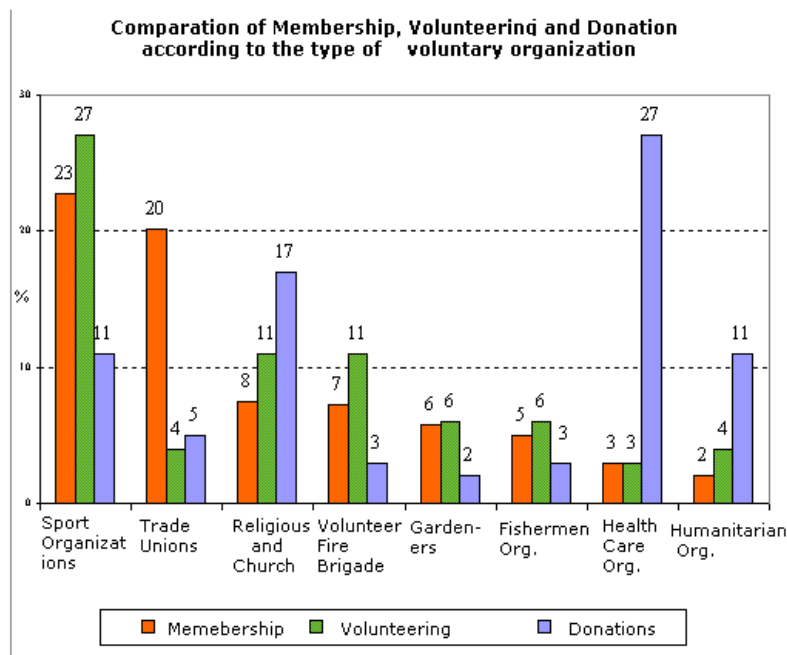


Chart 3²⁷



²⁶STEM: Civil Society 2004, 1018 respondents, http://www.nosz.cz/cze/prehled_poznatku/ last visited 10/07/07, translated JK. Responses to an open question. Gardeners means Circles of Gardeners within smaller cities and reflect how the public opinion about the scope of voluntary work is structured in the Czech Republic.

²⁷STEM, Civil Society 2004, 1018 Respondents, Source: http://www.nosz.cz/cze/prehled_poznatku/ 03/07/07

The survey form 2004 gives the result that the membership and volunteering are the most frequently matched with sport organizations, the biggest receivers of private donations are organizations operating in the Health Care Sector.

5.4 Volunteer Profiles: A typical volunteer and a motivation for volunteering

There is no official statistical evidence concerning a typical volunteer²⁸.

- Case Study 1: Hestia National Volunteer Centre in Prague²⁹:

105 persons contacted Hestia in 2006 with the aim to perform voluntary work.

Age: 61% of the applicants were in the age interval 18-27 years. 29% were volunteers with the age falling out of this interval but still being younger than 35 years. 6% were from the interval of 36 to 50 years. 3.8% of applied volunteers are older than 51 years.

Sex: From 105 volunteers 89 were women and 16 were men.

Education and economic activity: Variable of education (most frequently achieved) of the volunteers is distributed almost equally: 26% with high school degree, 23% with university diploma and 19% skilled. 33% are employees, 36.1% are students. 5 of 105 applicants were unemployed.

Preferred scope of voluntary work: The preferred scope of work is with children up to the age of 15. In other fields of work (Youth, Adult, Elderly) the preferences are distributed equally.

- Case Study 2: Regional Volunteer Centre (RVC) in Ústí nad Labem³⁰:

Most volunteers recruit from the group of students. This age group is not overcharged with family and professional problems and is naturally more sensitive towards the needs of society and maintenance of justice. Then, there are two less traditional sorts of volunteers:

1. Mothers from empty-nest families³¹
2. Working leaders and managers

Generally speaking they are more women than men in volunteer services, more young people than middle aged group and middle class more than people from poorer economical environment.

- **Why People Help to NGOs: Motivations**

The following table shows the motivations to help an NGO in the form of either financial support or donations or scarification of their time and labour or in an other way.

Table 1:

Why did you help to a Non-Profit Organization? ³²	Yes	No
--	-----	----

²⁸ One of recent statistics was provided by SPES Roma. For more information please see the bibliography.

²⁹ Following information issued from the 2006 Hestia Annual report. The information kindly supplied by Mr. Jan B. Mwesigwa, Hestia Prague.

³⁰ According to Msr. Černá, Director of the RVC.

³¹ Women in their 40s represent a certain proportion for example in RVC in Usti nad Labem. Mrs. Cerna, the director, acknowledges them as less fluid than the group of students.

³² Total of 356 respondents from the surveyed population of 1062 respondents . Why do people help? CVVM Prague 2003, .Published at: http://www.cvvm.cas.cz/upl/zpravy/100267s_pd30919.pdf last visited 03/07/07

It makes me pleasure to help	90.7	5.6
I feel a moral duty to help	95.2	3.7
Family and Friends do the same	85.3	7.1
Someone helps me later	61.0	24.0
I pay back to the others the help I had been given earlier	44.2	52.7
I wanted to learn something	29.4	57.9
Religious Stance	31.1	66.9
Political Stance	12.7	85.9

Scores in %, The rest in row to complete 100% represents the answer I don't know

- **Why People Volunteer: General Motivations:**

According to the survey produced by STEM for NROS and AGNES in 1999, the reasons why people volunteer include:

- Conventional motivation: 41% of volunteers follow the generally expected norms and rules of behaviour or the example of the relatives or closest friends. This opinion prevailed within the group of the believers and the elderly over the age of 60 years.
- Reciprocal motivation: 37% of volunteers find in their voluntary work the room for their personnel and professional development. The reciprocal motivation prevails within the group of young people.
- Not-fully developed motivation: 23% of volunteers justify their voluntary involvement with the trust to the organization, disseminating of a good idea through volunteering or conviction about meaningfulness of volunteering. This opinion was significant within the age group of 40 to 60 years old and the university graduates.³³

However, reciprocal motivations were the second most common motivation.³⁴

Besides this there is psychological motivation related to each specific group of volunteers.

- **Why People Volunteer: Motivations in Particular**

Case Study 1: Hestia National Volunteer Centre in Prague:

Following data emerged from Hestia Volunteer Recruitment procedure. Within the procedure the applicants for volunteering were answering to the question why they had decided for volunteering.³⁵

Table 2:

Value	Number
I want to achieve to help to those in need	82
I want to improve my faculties	54
I want to achieve my own activity satisfaction	54

³³ According the Survey of STEM for AGNES (Agency for the Non-Profit Sector) and NROS (Foundation for the Civil Society) in 1999. Survey results published at <http://www.agnes.cz/index.php?cmd=page&id=56> last visited 20/07/07

³⁴ According the Survey of STEM for AGNES (Agency for the Non-Profit Sector) and NROS (Foundation for the Civil Society) in 1999. Survey results published on <http://www.cooperatingnetherlandsfoundations.nl>. Last visited 18/07/07

³⁵ Following information issued from the 2006 Hestia Annual report. The information kindly supplied by Mr. Jan B. Mwesigwa, Hestia Prague.

Value	Number
I want to meet people	52
I want to have something to do	16
I want to pay back my feeling of gratitude to the other people	12
Other reasons	7

5.5 Volunteer Management: The Recruitment and Placement – Training – Recognition

- **The Recruitment and Placement**

The recruitment and placement of volunteers is usually provided by volunteer organizations themselves.

Hestia's recruitment strategy consists in providing the list of offers for volunteering to the volunteers themselves. The offers are submitted by organisations in need of volunteers. The volunteers are offered 7 contacts on average to organisations that meet their personal preferences. The choice of organization is purely individual. The personal info and individual requirements of volunteers are saved in the database of volunteers that Hestia runs for its own purpose. Parallely Hestia is running a special website to ensure the matching of demand and supply for volunteer service at www.dobrovolnik.cz.

In 2006 105 new applicants for volunteering contacted Hestia via its web page. 90% submitted their personal information via electronic questionnaire placed at the web page, 10% of applicants opted a personal meeting. Volunteers are

Other informational portals are "Econnect" (Easy connection) It has provided information for NGOs and a virtual job fair, aiming to increase the use of modern communication technologies by civil society organisations that involve volunteers in their activities.³⁶

- **The Training of Volunteers**

There is no official national statistics about forms and effects of traineeships.

Two organizations constantly aim at providing volunteer trainings, in other cases the training is provided by regional centres.

Case Study 1: HESTIA National Volunteer Centre organises training sessions for organisations and for individual volunteers. Providing the training is one necessary conditions that RVCs need to follow to keep the membership in the Alliance for Development of Volunteering.

Case Study 2: AGNES (Agency for the Non-Profit Sector) that aims to support the development of NGOs in the Czech Republic also offers training, although on wider issues associated with NGO management. Between 1998 and 2000, it organised five educational year-long courses.

³⁶ <http://nno.ecn.cz/index.stm?apc=nJ1x1--&s=N> last visited 20/07/07

Other Activities: ADRA volunteering centre published in 2007 a handbook about how to train volunteers operating in social services.³⁷

*'To train the volunteer is not expensive. We speak about 1000 Czech Crowns for a person [about 30 Euros, J.K].'*³⁸

- **Rewarding Volunteers**

Acknowledgement of Czech volunteers takes place on the organizational and regional level. On the national level the most prestigious prize is "Křesadlo" (flint stone) created by HESTIA National Volunteer Centre in 2001 to acknowledge selected volunteers (the average number of 10) as "Ordinary People Who Do Extraordinary Things".

The 1999 survey suggests that interviewees were less satisfied with the recognition they received for their volunteering. Only 45% felt that they got any wider social recognition or prestige through volunteering, which suggests that volunteers do want recognition and that secondly, that there is a shortfall.³⁹

5.6 Business Community Engagement and Corporate Social Responsibility

The Corporate Social Responsibility (CSR) Agenda still remains a newcomer to the Czech business and NGO area. The activities range from ad hoc ones to the programmed activities including monitoring, external consultancies or guiding (Hestia, Agnes) and research.

Hestia plays the role of the national coordinator in the ENGAGE Initiative. This international campaign is focused on increasing the number of company employees engaged in development of communities. The activities comprise mentoring, consultancies, short- or long-term company volunteering activities in NGOs.

Company volunteering is a new project Hestia has been running since July 2006. The educational project is focused on NGOs operating in the field of social services. It aims at dissemination activities and lecturing concerning employee volunteering. The NGOs representatives are offered the assistant service when matching and getting into contact with business and trade companies.

The Donors Forum is another institution in the Czech Republic providing the service of employee volunteering in NGOs.⁴⁰

Successful development of the CSR depends on both partners: companies that lack the information or understand the CSR concept as a tool of company PR; and NGOs that are not ready yet to cooperate with companies, especially when preparing volunteer programmes for employee volunteers and their coordination of work.

A research from 2007 called Corporate Social responsibility as an Instrument of Competitiveness for Small and Middle-Sized Businesses in Prague⁴¹ reveals that CSR represents for the main message of the CSR the support of development of the environment where the business takes place and consequently the image-evaluation as an instrument of

³⁷ http://www.hest.cz/ruzne/Adra_skoleni_dobrovolniku.pdf last visited 09/07/07

³⁸ Quoted from <http://www.hest.cz/media.shtml?x=768989> (last visited 03/07/07)

³⁹ Survey of STEM for NROS and AGNES in 1999.

⁴⁰ www.donorsforum.cz

⁴¹ Market Vision for ICN (Information Centre for Non-profit Organization), II/2007.

http://www.neziskovky.cz/Files/Soubory/ICN/CSR_vyzkum_zprava.pdf last visited 09/07/07. The survey will be henceforward referred as CSR as an instrument of Competitiveness, Market Vision for ICN in 2007

public relations and not as a part of company strategy. The term of the CSR is difficult to grasp: it includes the law and taxes correctness, perfect personal relations and eco-friendly politics, far from being seen as a way how to raise the competitiveness of a company. The employee volunteering is not the issue. The reciprocity, visibility of the projects and respect to the company philosophy were most required, where the ethical dimension was prevailing at companies with foreign capital targeted on long-term objectives.

According to the 3 years older research, the future of CSR depends on clarification of the idea of CSR itself, dissemination of good practice examples, medialisation of CRS and creations of a transparent and effective cross-sector partnership.⁴²

Still, the number of companies performing employee volunteering is gradually increasing.⁴³

6. ECONOMIC VALUE OF VOLUNTEERING

On the official level of governmental policies it must be stated that, “*as a general matter, volunteer activities are not evaluated in the Czech Republic*”.⁴⁴ The Czech Statistical Office does not reflect economic activities outside the framework of the market.

According to the researches made by Klára Musilová and Tomáš Novák these methods of economical evaluation of volunteer work can possibly be used in the Czech Republic.

- Medium Value in the Wages Table adjusted by the Ministry of Work and Social Affairs (Used by the Ministries for volunteers in accredited programmes)
- 1.5 Multiple of Minimum Salary
- Value of Labor paid for a similar work on the labor market⁴⁵
- VIVA Index (Good Example from the Great Britain) as a complex solution that reflects factors: qualification, responsibility, and previous experience and a demand factor. The fraction compares the value of time spent in voluntary work (counted as costs of missed opportunities or as stated above) to the economic investment to the voluntary work.⁴⁶

According to the latest academic research (2006-2007) the general value of volunteer work is estimated to fall into the range of 2.5€ – 3.33€ per hour.⁴⁷

7. LEGAL STATUS OF VOLUNTEERS

7.1 Government Policies Towards Volunteering in Czech Republic

Government interest in volunteerism has moved greatly forward in recent years.

⁴²Business Leaders Forum: CSR it works better: Report about the CSR and Results from a Research in the Czech Republic, 2004 : http://www.neziskovsky.cz/Files/Soubory/neziskovy_sektor_CR/vyzkum_CSR_BLF_2004.pdf last visited 09/07/07

⁴³ http://www.vodafone.cz/gen_consumer/about/press/news.htm?id=391&year=2007 last visited 31/07/07

⁴⁴ From the answers of the Czech State to the European Commission “Questionnaire on Voluntary Activities”, 2003. The Report available at [http://ec.europa.eu/youth/whitepaper/post-launch/sec\(2004\)628_en.pdf](http://ec.europa.eu/youth/whitepaper/post-launch/sec(2004)628_en.pdf)

⁴⁵ Taken from http://nb.vse.cz/~novakt/cena_dobrovol.htm last visited 04/07/07

⁴⁶ Klára Musilová: What is the price of a volunteer? Published in 2005 at

<http://neziskovsky.cz/cz/fakta/neziskovy-sektor-v-cr/aktuality/2023.html> last visited 18/07/07

⁴⁷ http://nb.vse.cz/~novakt/publ/06.05.20_cena_dobrovol_prace.doc last visited 04/07/07. With the Exchange Rate of 30 Czech Crowns/Euro, without considering the inflation.

- **Legacy**

The Act on Volunteering (198/2002) was adopted in 2002 with the effective date 01/01/2003, providing a very professional treatment over volunteering NGOs. The act is reported in detail in this chapter.

- **Bodies**

Governmental Council for Non-State, Non-Profit Organizations is a governmental body⁴⁸ established in 1992 that is charged with communication with EU, regions and foundations, database of NGOs and advisory role in legislative processes.

Ministry of the Interior, Crime Prevention Department, within which a Department on Volunteer Service was established in 2002. This department arranges the accreditation of sending NGOs, i.e. those NGOs benefiting from the official legal status of voluntary organization, financial support to these organizations; the running of the public list of accredited “sending” organizations, their monitoring, financial inspection and evaluation etc.

- **Programmes**

‘Volunteering of Unemployed People’ programme where the Ministry of Labour and Social Affairs has provided assistance since 2000. The unemployed are allowed to perform volunteer activities without losing entitlements to any social welfare payments they may receive, and thereby help themselves, as well as the organization for which they volunteer. In its register about 20⁴⁹ accredited NGOs maintaining “Volunteering of Unemployed People” in various activities (charitable work, spare-time activities for children and youth, assistance to disabled people predominantly in residential institutions, assistance to senior citizens, immigrants etc.).

The “European Voluntary Service Programme” (EVS) of the European Commission, created new opportunities for young people between the ages of 18 and 25 to participate in, and become familiar with voluntary activities.

Volunteering at the fire brigade consist of a system of voluntary fire brigades in nearly each small district town and professionally managed Directorate General of the National Fire Brigade. Voluntary fire brigades are subject to the Volunteer Act.

7.2 Volunteerism and the Law

7.2.1 Act No. 198 on Volunteer Services – “Volunteer Services Act”⁵⁰ Basic Principles Underlying “The Volunteer Services Act”

⁴⁸ <http://vlada.cz/cs/rvk/rnno/uvod.html> last seen 09/07/07

⁴⁹ Number from 2003

⁵⁰ Zákon o dobrovolnické službě. As noticed the Czech - English translation would be The Act on Voluntary Service if there was not the risk of confusion with the Term of voluntary service that implies in the international context the full time volunteering. This is not the case of the Czech volunteering as defined in the law. The act is available at <http://neziskovky.cz/cz/fakta/legislativa/zakony-pro-nno/zakon/92.html> last visited 18/07/07

The Czech Law on Volunteerism of 2002 (*Zákon o dobrovolnické službě*) was not conceived as a framework law for volunteerism: the law only defines forms of voluntary activity and specifies the conditions under which the Czech State will support them. Other forms of voluntary activity may still take place outside the scope of application of this law⁵¹.

The application of the Czech Law on Volunteerism falls under the responsibility of the Ministry of the Interior, Crime Prevention Department, within which a department on Volunteer Service was established in 2002. This department arranges the accreditation of “sending” NGOs, financial support to these organizations; the running of the public list of accredited “sending” organizations, their monitoring, financial inspection and evaluation etc.

In the Czech Republic, a system of accreditation has been developed for twelve volunteer programmes. The activity defined as voluntary must fall under at least one of these fields:

- Assistance to persons suffering from domestic violence
- Assistance in the care of children, youth, families in their leisure time
- Assistance to elderly people
- Assistance to disabled persons
- Assistance to people addicted to drugs
- Assistance to ethnic minorities
- Assistance to immigrants
- Assistance to poor people
- Assistance during natural, ecological and humanitarian disasters
- Organizing collections for charitable purposes⁵²

In 2007 27 voluntary organizations were accredited, in 2006 40 sending organizations. The accreditation is valid for next 3 years.⁵³

Accreditation of organisations to one or more of these programmes provides for financial support from the Czech Ministry of the Interior.

The fundamental element is to promote the development of a wide range of voluntary activities and the social protection of volunteers performing these activities. This means that under the law, responsibilities regarding the engagement of volunteers must be met by the non-profit organization.

The law foresees the existence of a distinct system and it is only volunteers that volunteer within the framework of this system who will receive direct support and protection of the government. This system is based on three pillars:

7.2.2 Legal Definition of a “Volunteer”⁵⁴

⁵¹ Following the identification of the content only 1% of volunteers engaged in any field of non-benefited activities can profit from the Law. According to Mrs. Černá, RVC Usti nad Labem. Remark dated 09/07/07

⁵² From the answers of the Czech State to the *European Commission “Questionnaire on Voluntary Activities”*, 2003

⁵³ The list of accredited sending organizations for each year since 2004 is available at <http://www.mvcr.cz/prevence/dobrovol/akreditace/index.html> last visited 18/07/07

⁵⁴ The interpretation of the law was stimulated by Hestia which consulted the Interpretation directly with the Ministry. The interpretation is henceforward to be recognized as generally valid.

The Czech Act on Volunteering defines a “volunteer” as a physical person aged over 15 years if s/he is volunteering in the Czech Republic or above 18 if s/he volunteers abroad. S/he may be employed/unemployed, studying, retired etc., and the voluntary activity must be based on his/her competencies and skills. These are the areas of activity where a volunteer renders:

- “Assistance to unemployed, socially weak or medically handicapped people, seniors, members of national minorities, immigrants, persons who have finished serving their imprisonment sentence, drug addicts, victims of domestic violence as well as assistance to children, youth and families” (Article 2 (1) a))
- “Assistance during natural, environmental or humanitarian disasters, during the protection and improvement of the environment, cultural heritage protection, preparation of cultural charity events or collecting money for people as per letter a)” (Article 2 (1) b))
- “Assistance in the implementation of development programmes and assistance under the framework of operations, projects and programmes of international organizations and institutions, including international non-government organizations. (Article 2 (1) c))

7.2.3 Legal Definition of “Sending Organization“

The definition of “delegating organization” is crucial because the sending organization is the principal partner of the Czech State. Only those sending organizations that are officially accredited by the state will benefit from the application of this law and the accompanying financial assistance. Accreditation is granted for a period of three years, which is renewable upon the submission of a fresh application. The “accreditation committee” consists of representatives of the Ministries of Foreign Affairs, Education-Youth-Sport, Interior, Work and Social Affairs, Environment, Health, Culture, Finances and Government Council for NGOs.

The “delegating organization” is defined strictly by the Czech State as a non-profit organization that selects, registers, insures and trains volunteers, as well as signs a contract with them for the performance of volunteer activities with an appropriate “receiving organization”. This agreement shall reflect the specific terms of execution of the volunteers’ tasks, in particular conditions regarding accommodation and food, insurance and health-care, evaluation of the volunteers’ activities, etc. This organization must be registered in the Czech Republic. The law also specifies the circumstances under which the accreditation can be withdrawn and what happens to volunteers in such cases (the volunteer is transferred to another accredited delegating organization).

7.2.4 Legal Definition of “Hosting Organization“

The “Hosting Organization” is a legal entity that will benefit from the volunteer activity, that is able to sign a contract with the “Delegating Organization”, and is able to fulfill all the requirements as stated in the contract. It may not necessarily be an NGO, but a hospital, school, municipality, the state etc. The law stipulates the obligation of all three parties to enter into a mutual contractual relationship.

7.2.5 The Volunteer Contract

A framework for the volunteer agreement is published under the Czech Law on Volunteerism, which also outlines the main features of the voluntary activity. The volunteers’ tasks must

then correspond by law to these characteristics. The agreement must be in writing for all cases of international voluntary activity and in cases of long-term voluntary activity carried out within the Czech Republic. It may be in oral or written form in the case of short-term voluntary activity carried out in the Czech Republic. (A period exceeding three months is long-term voluntary service according to the law)

A. Short-term Voluntary Service

Whether in written form or orally, short-term volunteer agreements must specify:

- The place, content and length of the voluntary activity;
- The tools required to perform the activity.

Where applicable, volunteers must submit a fresh police report (not older than three months) indicating that s/he is not in ex officio registration, as well as information about his/her state of health.

B. Long-term Voluntary Service

Long-term written agreements, which are signed between the volunteer and the sending organization, must include:

- The name and address of the volunteer and the sending organization;
- The contents of the pre-departure training, which must include information on possible risks to the health or life of the volunteer;
- The place, content and estimated length of the voluntary activity;
- Any food and accommodation provided to the volunteer, as well as his/her obligation to return any monies paid, or other benefits in-kind should s/he leaves for unjustified reasons;
- Other specific financial information, for example who covers travel, insurance, pocket money, working tools, etc;
- Hours of work and any entitlement to holiday;
- The social security conditions under which the volunteer is covered.
- Those who volunteer on a full-time basis (defined as minimum 20 hours per week) and who fall within the scope of the application of this law are entitled to state health-care insurance and social welfare protection, for example the state is able to cover compulsory pension contributions.

7.2.6 Reimbursement of Expenses .

According to the Volunteer Act, the state reimburses part of the expenses on travel, accommodation, food, training, technical and administrative assistance for organizing voluntary activities, advertising for new volunteers and insurance for accredited organizations.

This financial support may amount to up to 70% of these costs. The Grant Committee decides on these cases. It consists of representatives of the Ministries of Foreign Affairs, Education-Youth-Sport, Interior, Work and Social Affairs, Environment, Health, Culture, Finances and Government Council for NGOs.

Besides this reimbursement the law guarantees that all incomes or expenses within the voluntary activities are free from taxation.

7.2.7 Recognition, Facilitation .

The government offers no official support concerning any facilitation like handing out a volunteer ID, a certificate for the voluntary work or any other credits, so the Delegating and Receiving Organizations are fully responsible for that.

7.2.8 Welfare Protection of Volunteers

The state reimburses accredited sending organizations the expenses connected to health care, injury and third-party liability insurance against damages of property or health, which can occur during the voluntary activity to volunteers themselves or be caused unintentionally by volunteers to other persons or to the property of other persons on condition that the duration of the voluntary work is longer than 3 months and exceeds 20 hours per week.

The period of voluntary work undertaken is considered as an activity equal to employment for the purposes of participation in the unemployment support scheme and the length of time the person volunteers is taken into account for the purposes of state pension.

7.2.9 Volunteering Abroad

Volunteers who decide to go abroad have according to the Act on Volunteering the same rights and duties as volunteers serving in the Czech Republic.

7.3 Foreign Volunteers in the Czech Republic

7.3.1 Volunteers and Work Permits and work contracts

The Ministry of Interior has registered in last 3 years since 2005 5 accredited NGOs sending volunteers abroad. Only 1 of these accredited sending NGOs is planning to also accept a small number of volunteers from abroad⁵⁵. These volunteers, predominantly young students will be treated under the provisions of Volunteer Act. They will mostly have contracts for long-term or short-term voluntary service signed with the accredited organization and will not need a work contract as such.

7.3.2 Residence Permits

Volunteers coming from abroad and staying longer than three months in the Czech Republic need residence permits.

7.3.3 Visas

Volunteers, which are subjects of EU member countries are not obliged to ask for visas. Short-term volunteers from other than EU member states planning to stay in the Czech Republic for less than 90 days have no visa requirements. When their stay in the Czech Republic is for more than 90 days, they are obliged to request visas. But Immigration Authorities are aware of the Volunteer Act and on the condition of presenting them a valid contract with an accredited organization one can expect the visa to be granted quickly.

⁵⁵ The list of accredited organizations is available on the web sites of Ministry of Interior: <http://www.mvcr.cz/prevence/dobrovol/index.html> at this moment in the Czech language only.

7.4 Inter-relationship between the Law on Volunteerism of 2002 and other laws in the Czech Republic

The appendix of the Czech Law on Volunteerism lists all the laws that are affected by its content:

- The Labor Code: the length of time spent volunteering full- time (over 20 hours per week) will be considered as a period of employment for the purposes of receiving state welfare payments;
- Social Welfare: the pension insurance code – the length of time spent volunteering over 20 hours per week will be taken into account for the purposes of receiving compulsory pension contributions;
- Public Health-Care Code: health-care of volunteers is paid in large part by the State;
- Exemption from income tax and tax on donations.

Note however, that for those volunteers and volunteer- involving organizations that fall outside the scope of application of the Czech Law on Volunteerism, the provisions in the above- mentioned laws on employment, taxation etc. remain applicable.

8. PROSPECTS AND FINAL CONCLUSIONS

8.1 Prospects

- **Youth Volunteering**

The youth volunteering has always been emphasised in the Czech Republic.

AGNES⁵⁶ has developed a programme promoting volunteering activities and philanthropy at secondary education level, entitled ‘The Civic Society at School’. It aims to inform young people about the non-governmental sector and to empower them to actively influence the environment in which they live.

Hestia coordinates the European Voluntary Service Programme. In the framework of this programme young volunteers are sent to European NGOs situated abroad.

- **NGO Management**

A constant offer of professional requalification courses and further education in NGO (Non-government Organization), Management (covering the topics such as Running NGO, Risk Management, HR (Human Resources), PR (Public Relations), Fundraising) provide an increasing number of educational bodies, both private and public ones: AGNES (Agency for the Non profit sector), Hestia, University of Public Administration and International Relations in Prague, University of Economics in Prague and others

- **Networking**

⁵⁶ Agency for the Non-profit Sector, civic association (is referred below)

The Council of RVCs (Regional Volunteer Centers) called NUTS North-west is in the pipeline in 2007, with the objective to ensure monitoring of individual centers' needs and coordinating activities in North-West Bohemia Region.⁵⁷

- **Legacy**

2007: The amendment of the Act on Volunteering (Read Chapter 7) is being prepared. When these F&F prepared the amendment was at the stage of questionnaire research.

April 2007: The Ministry of Social Work accepted volunteers in Social Services: According to the new interpretation of the Code on Volunteering volunteers are no more obliged to possess special training and education (compulsory for regular employees) when performing their voluntary service in social services. The law enables to ascribe to the volunteers a status different from that one of employees. Effect of this ascription is that the volunteer is and remains the subject to the Act on Volunteering (198/2002 Sb.)⁵⁸

8.2 Final conclusions

Volunteerism (as a freely chosen, unpaid activity which benefits others as well as the self) is a relatively recent phenomenon in the Czech Republic because of the distinct nature of the former communist government.⁵⁹ Due to this fact it is understandable that compared to the European countries there is still a relative scarcity in studies of volunteering in Czech Republic than in many other countries of Europe. This means that there are less reliable statistics that we can cite to characterise or demonstrate the extent and nature of voluntary activities in the country. Research is also difficult due to the decentralised process by which voluntary organisations are registered which the Czech Republic. Information concerning volunteers has not been systematically collected, even by voluntary organisations.⁶⁰

The Czech Act on Volunteering is an important step forwards in providing a supportive environment for the development of volunteerism in the Czech Republic. It ensures financial support and social protection to those volunteers and organizations, which fall within the scope of its application. The law does not recognize those who volunteer for non-accredited organizations in the Czech Republic, and these volunteers are therefore subject to general rules on employment, taxation etc. Moreover some may argue that the Czech Act on Volunteering aims to over-regulate the volunteer environment in the Czech Republic, which takes away from the very spontaneous, needs driven nature of voluntary action.

⁵⁷ Updating thanks to Mrs. Černá from RVC in Ústí nad Labem

⁵⁸ http://www.hest.cz/dobrovolnici_MPSV.shtml last visited 17/07/07
<http://neziskovky.cz/cz/icn/stop/aktuality/3196.html>

⁵⁹ From:

http://www.216.239.37.104/translate_c?hl=en&u=http://www.inexsda.cz/en/index.php%3Feng_id%3D3

⁶⁰ Kostálova K., R. Stein, D. Daniel, P. Demes : “*Volunteering in the Czech and Slovak Republics*”, in Voluntary Action Research, Second Series Paper No.4, Volunteering in Europe, Opportunities and Challenges, The Volunteer Centre U.K., 1993

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Volunteernet: <http://www.volunteernet.ecn.cz/index.shtml>
Information website : www.dobrovolnik.cz (CZ,EN)

AGNES Agency for the not for profit sector

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NROS Foundation for the Development of the Civil Society

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ICN: INFORMATION CENTRE OF NON-PROFIT ORGANIZATIONS

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<http://www.icm.uh.cz/str/obcanastat/dobrovolnictvi-charita-> (CZ)

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Motivation of Volunteers

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<http://www.cooperatingnetherlandsfoundations.nl> (EN)

Economic Value of Volunteering:

http://nb.vse.cz/~novakt/cena_dobrovol.htm (CZ)

<http://neziskovsky.cz/cz/fakta/neziskovy-sektor-v-cr/aktuality/2023.html> (CZ)

Corporate Social Responsibility :

<http://www.hest.cz/csr/main.php?lang=cz&id=2> (CZ,EN)

http://www.neziskovsky.cz/Files/Soubory/neziskovy_sektor_CR/vyzkum_CSR_BLF_2004.pdf (CZ)

www.neziskovsky.cz/Files/Soubory/ICN/CSR_vyzkum_zprava.pdf (CZ)

www.donorsforum.cz (CZ, EN)

Information websites :

www.dobrovolnici.cz (CZ)

www.hest.cz (CZ, EN)

www.hest.cz/csr (CZ,EN)

www.volunteer.cz (CZ)

www.neziskovsky.cz (CZ, EN)

www.dobrovolnik.cz (CZ, EN)

<http://nno.ecn.cz/index.stm?apc=nJ1x1--&s=N> (CZ, EN)

<http://www.osnoviny.cz> (CZ)



12. ANNEXES

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12.2 List of abbreviations

NGO - Non-governmental Organization

PR – Public Relations

RVC – Regional Volunteer Centre

CEV – European Volunteer Centre

LLL – Life Long Learning

CSR – Corporate Social Responsibility