

**SUD HAV**

SUSTAINABLE DEVELOPMENT  
THROUGH HUMANITARIAN AID  
VOLUNTEER **IMPACT STUDY**

**FINAL REPORT**



**EU Aid Volunteers**  
We Care, We Act



**Vittorio Rinaldi**  
Social Environmental Ethical  
Consulting and Auditing



## CHAPTER 1

Methodological aspects of research

p. 05

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## CHAPTER 2

The first questionnaire.

Characteristics and expectations of volunteers

p. 11

---

## CHAPTER 3

The second questionnaire.

After the deployment

p. 27

---

## CHAPTER 4

The diaries.

Subjective experiences of the volunteers

p. 47

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## CHAPTER 5

Summarizing the impact.

Data from hosting organizations

p. 55

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CHAPTER 1  
Methodological aspects  
of research



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## Intro

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This study focuses on the impact assessment of SUD HAV project, Sustainable Development through Humanitarian Aid Volunteer, started on 1 December 2017 and ended on 30 November 2019. The project was funded by the European Commission under the EU AID Volunteer Program. The initiative was promoted and implemented by an international consortium of non-profit organizations composed of 3 European realities specialized in humanitarian aid and international volunteering: ADICE, lead partner (France), MONDO (Estonia) and ASPEm (Italy). With them, 10 non-European organizations have been part of the consortium: Volunteers for Social Development Association (Thailand), Orissa State Volunteers and Social Workers (India), Volunteers Initiative (Nepal), Fundación Munasim Kullakita (Bolivia), Associació Pro Derechos Humanos (Perù), KOCD Community Development (Ghana), Uganda Pioneers Association (Uganda), HRC Post Up (Ukraine), HSA (Palestine) and Wefoco (Kenya). The three European organizations promoting the project had the role of sending organization of volunteers; then they took care of the preparation, training and implementation in Europe

of all the steps and procedures necessary for the departure of volunteers to the places of destination and their monitoring at a distance during the stay. The 10 non-European organizations, also involved in the field of humanitarian aid and development cooperation, have instead played the role of hosting organizations; they have hosted, managed and supervised the volunteers during the phases of staying in their countries. The identification and selection of the volunteers, as well as the definition of the projects in which they had to be included, took place through the joint work of sending and hosting organizations through a great sequence of e-mail contacts, remote meetings and visits carried out both *ex ante* and during the development of the projects. For security reasons related to the evolution of the political situation, the intervention of volunteers at the Palestinian organization HSA was suspended in the early stages of the project and therefore it was not included in this study. All project objectives and activities are detailed in Annex 1\_ Application Form SUD HAV.

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## Research methods and tools

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The research had to address from the outset some problems from a methodological point of view, due to the organizational structure of the project and the articulated composition of the actors that promoted it. In particular, the overlapping of three elements represented a problem for the setting up of the research plan: the number of subjects involved, their geographical dispersion in different areas of the world and the sectoral heterogeneity of the activities carried out by each of them. In view of this complexity, the availability of a limited budget for the impact study made impractical to carry out any hypothesis of capillary analysis of individual projects through systematic *in situ* observations and interviews with actors on the ground. It was therefore necessary to opt for a research conducted mainly at a distance in which different instruments of investigation were combined in a mixture differentiated according to the type of interlocutors. Depending on the case, quantitative or qualitative research tools were used, which included structured questionnaires, semi-structured interviews, online interviews and textual narratives analysis. Nonetheless, due to a series of circum-

stances linked to the international mobility of the author of the research, it was possible to carry out some short moments of direct observation of the volunteers during their service in the field. This was the case in India, Perù and Bolivia.

In order to evaluate the impact of the SUD HAV project, it was decided to investigate two distinct orders of impact: on the one hand, the impact produced by the project on expatriate volunteers, on their personal and professional growth and subjective experiences; on the other hand, the impact generated by the project in terms of organizational change, dynamics and the capacity for action of the hosting organizations and communities that received them. To this end, the entire group of expatriate European volunteers within the project was surveyed meanwhile interviews were carried out with representatives of the hosting organizations concerned (in particular representatives involved in international planning and verification meetings). In carrying out the work we tried to maintain an evaluation logic of a procedural type, oriented to connect the impact analysis to the monitoring operations

carried out by the organizations in progress, exploiting the data and information collected over time, interacting with key players and sharing with them the goal of a research path aimed at a mutual learning incremental. The approach to evaluation as an opportunity for mutual learning useful to the different ac-

tors involved has also characterized the relationship between the researcher and the various figures interviewed. To this end, the research has favored evaluation methods and practices aimed at enhancing, as far as possible, the involvement and active participation of the analyzed subjects.

## 1 THE SURVEY ON VOLUNTEERS

The research on volunteers has made use of 3 specific survey tools: 1 initial questionnaire, 1 final questionnaire and 1 written memory elaborated by the volunteers at the end of the deployment. In some cases - as we have anticipated - a short field supervision was carried out by the researcher in India, Perú and Bolivia.

### THE FIRST QUESTIONNAIRE

The initial questionnaire was created and submitted to the volunteers in the initial phase of the project. It was then completed either immediately before departure or immediately after it. Its objective was to draw up a social and demographic profile of the people who were about to do experience of international volunteering in the framework of the EU AID Volunteers program. The questionnaire collected a set of basic information about gender, age, country of origin, residence, professional qualification, housing and professional situation, any previous volunteering experiences, reasons to join the EU AID Volunteers program, personal goals towards the project and expectations about their involvement, contribution and improvement of their skills. The data collected had an intrinsic importance, but they took on an important value also in view of the subsequent comparison with the findings collected at the end of the deployment through the second questionnaire.

### THE SECOND QUESTIONNAIRE

The second questionnaire was designed to verify to what extent the expectations of volunteers at the beginning, and expressed at the time of the first survey, had been met at the end of the volunteering period. The questions asked in the second questionnaire therefore tried to collect assessments and judg-

ments of the volunteer at the end or at least at an advanced stage of participation in the deployment. They then focused on topics such as the degree of personal satisfaction with the deployment experience, the achievement of the objectives set, the support received from the sending organizations and the host organization, the major obstacles faced, the correspondence between activities carried out and planned activities, as well as between skills possessed and skills expressed. The final questionnaire also asked questions about the subjective assessment of the work done, its usefulness for the local NGO and its possible impact over time on the working methods of the host organization. Finally, the questionnaire tried to detect the "most significant changes" recorded by the volunteers on the different aspects of their experience.

### THE DIARY

The diary consisted of a short written request to each volunteer at the end of the deployment. Through it the volunteers could deepen the issues asked in the questionnaire. In the diary they could freely relate about the progress of their experience and the opinions they drew from it, both with regard to personal learning and with regard to the results and changes (expected and unexpected) observed in the host organization and the communities of beneficiaries as a result of their presence. In the diary the volunteer could mention activities carried out or missing, positive and negative aspects of his/her experiences, feelings felt, as well as problems or successes experienced, highlighting strengths and weaknesses of the project noted in the host communities and organizations as a result of his professional contribution. The reading of the texts has allowed us to obtain elements of qualitative knowledge useful to deepen the individual contents of the questionnaires. The comparative textual analysis of the diaries also has allowed us comparisons an aggregate level of the results obtained by the volunteers taken as a whole.

## 2 THE RESEARCH ON HOSTING ORGANIZATIONS

In order to verify the main changes produced by the project in the activities and managerial skills of the hosting organizations, as well as in the communities of beneficiaries, we have inquired the non-European partners. In this case the analysis was carried out through 2 interviews and 1 conclusive questionnaire. The interviews examined the effects caused by the presence of volunteers starting from the definition formulated by each organization of the expected results of the deployments. Every non-European partner was asked, in the first stages of the research, to fill in a template in which to explain the specific need for which the volunteer was asked to be sent, the spe-

cific objective to be assigned and the main activities planned with their expected results. After that, semi-structured interview sessions were arranged and carried out. The first interview took place online a few months before the start of the project, the second was a semi-structured interview made at the general meeting of all partners in Lille in October 2018. Finally in order to complete the study with more detailed information about the activities carried out by the volunteers and their results, we asked the hosting organizations to fill a conclusive form where they should resume the overall work of all the volunteers they have hosted. The form collected the data that we expose in the last chapter regarding all the activities carried out by all the volunteers from the beginning to the end of the project.

## 3 ACTIVITY CALENDAR

On the basis of this methodological approach, the research activities were carried out according to the following timetable:

### Volunteers

Reading of the project documents (March 2018)

Reading of mission reports (April 2018)

List collection/group 1 (June 2018)

Sending the presentation letter and the first questionnaire/group 1 (July 2018)

Group 1 laggards (August 2018)

List collection/group 2 (October 2018)

Sending the presentation letter and the first questionnaire/group 2 (October 2018)

Filling the first questionnaire/group 2 (October 2018)

Group 2 laggards (November 2018)

Sending the presentation letter and the second questionnaire/group 1 (December 2018)

List collection/group 3 (December 2018)

Sending the presentation letter and the first questionnaire/group 3 (December 2018)

Filling the second questionnaire/group 1 (January 2019)

Diary filling/group 1 (January 2019)

Control first questionnaire/groups 1, 2 and 3 (January 2019)

Sending the presentation letter and the second questionnaire/groups 2 and 3 (May-June 2019)

Filling the second questionnaire/groups 2 and 3 (June 2019)

Diary filling/groups 2 and 3 (June 2019)

Second questionnaire analysis/ groups 1, 2 and 3 (July/August 2019)

Diary analysis/groups 1, 2 and 3 (July/August 2019)

### Hosting Organizations

Elaboration of template and slides (March 2018)

Template reading (August-September 2018)

First interviews online (August-September 2018)

First interviews analysis (August-September 2018)



Second interviews at Lille (mid-October 2018)

Second interviews analysis (February-March 2019)

Upgrading online (August 2019)

Final data collection (October 2019)

Data analysis (October 2019)


Delivery first draft (September 2019)

Delivery final report (November 2019)





CHAPTER 2  
The first questionnaire.  
Characteristics  
and expectations of volunteers



The aim of the questionnaire was to draw up a socio-demographic profile of the departing volunteers. Therefore the questionnaire was submitted to the volunteers either immediately before departure or immediately after it. Not all volunteers answered all questions. However the high percentage of complet-

ed questionnaires and data collected allowed us to reconstruct a clear profile of the candidates leaving for the SUD HAV project at the beginning of their experience. Let's see the graphs of the results collected, followed by a brief commentary.

## Nationality

1	Belgian, British, Dutch, Finland, Greek, Lithuanian, Poland
2	Bulgarian, Czech, German
3	French, Romanian
4	Hungarian, Spanish
5	Estonian
12	Italian
44	TOTAL NUMBER OF DEPARTING VOLUNTEERS

## Country of residence

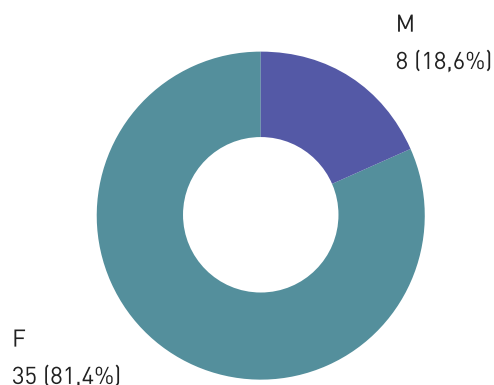
1	Bulgaria, Colombia, Czech Republic, Finland, Ghana, Lithuania, Macedonia, Nepal, Netherlands, Poland, Romania, United Kingdom, Uganda, Greece
2	Belgium, Germany
3	France, Estonia, Spain
4	Hungary
13	Italy
44	TOTAL NUMBER OF DEPARTING VOLUNTEERS

The country of residence and nationality tables show a wide range of places, which does not only include countries members of the European Union. The sample is in fact populated by figures from a wide range of countries and nationalities. Looking at the tables, however, it is not difficult to notice that compared to a reduced number of participants from each country, we find a preponderant number of people residing in Italy and Italian nationality. From the analysis,

therefore, we can deduce two elements worthy of note: the first is constituted by the truly European and international dimension of people who find ways of doing voluntary work through the EU AID Volunteer program; the second element is instead represented by the predominant percentage of young Italians who are oriented towards this type of international voluntary work experience.

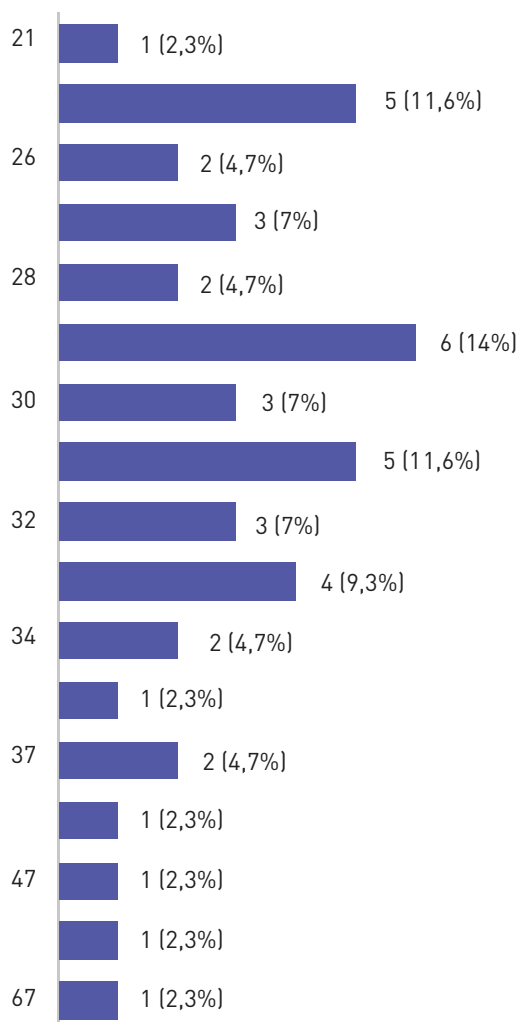
## Gender

A second identifiable trait from the examination of volunteers comes from the answers given to the question on gender. From the analysis of the answers on the gender emerges in fact without a shadow of a doubt a profile of volunteer clearly pronounced on the female side. More than 80% of the people leaving were women, compared to less than 20% of men. Strictly speaking, in our case, it would therefore be more appropriate to speak of women volunteers than of men volunteers.

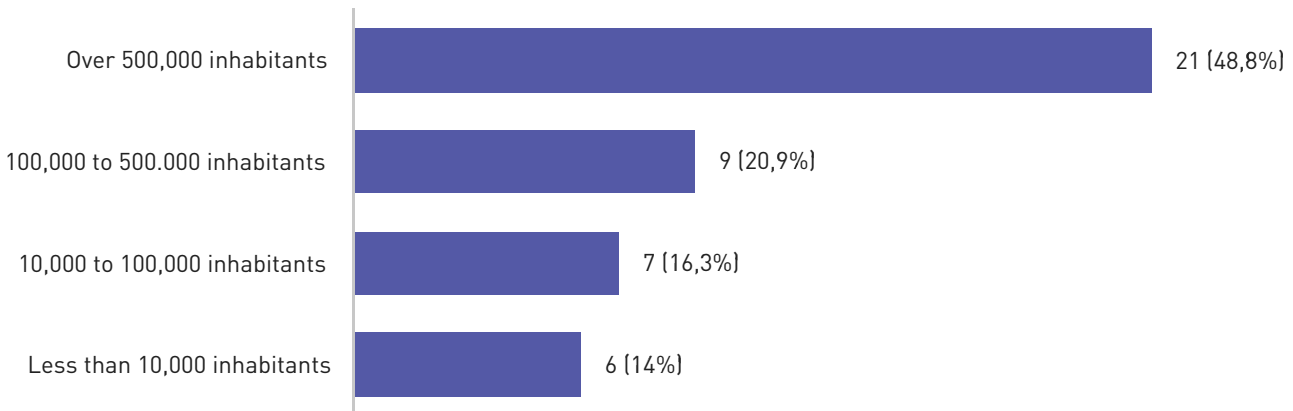


## Age

The graph relating to age shows, as a first approximation, a very wide extension of the generations of the volunteers interviewed, ranging from a minimum of 21 years to a maximum of 67 years. At a more accurate glance, however, it can soon be seen that only few case out of the total are over 40 years old, while the highest concentration of subjects is in the age group between 27 and 33 years old. So, roughly speaking, we can identify a third characteristic of our sample in its young, but not very young age. Simplifying, we could say that our typical volunteer is close to 30 years of age, plus, minus, year.



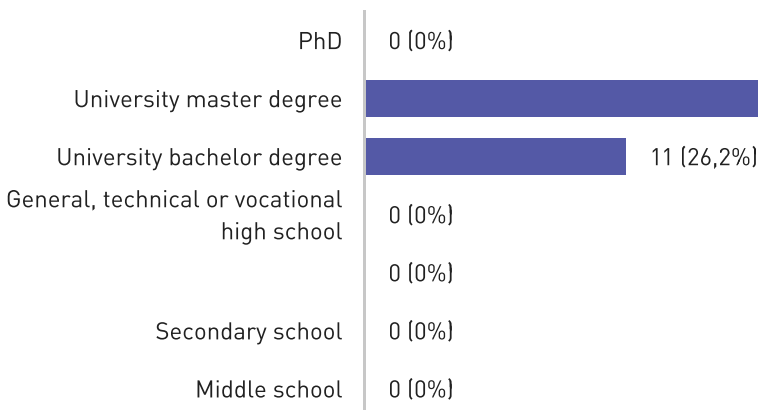
## City of residence



The analysis of the feedback obtained on the city of residence highlights the trend towards a markedly metropolitan extraction of the participants in the program. It is immediately apparent that almost half of the sample (48.8%) lives in a city populated by more than 500,000 inhabitants, and therefore in an urban

center of significant size. Confirming the positive correlation between high urbanization and participation in the program, at least in our case, the percentage of respondents decreases as the size of the housing context decreases.

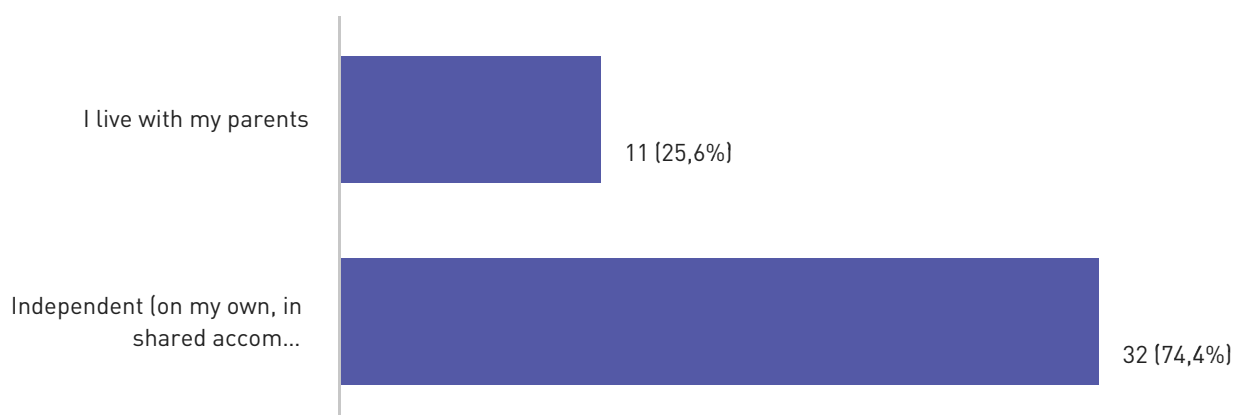
## Qualification



The questionnaire also provides a clearly defined picture of the outgoing volunteers with regard to their level of education. More than two thirds of them (78.6%) have got a university master's degree, while the rest (26.2%) have got a university bachelor's de-

gree. We are therefore in the presence of a segment of people who unequivocally ranks at the high range of the societies of origin in terms of the level of education, and this regardless of its extraction in terms of gender, age, origin, nationality or residence.

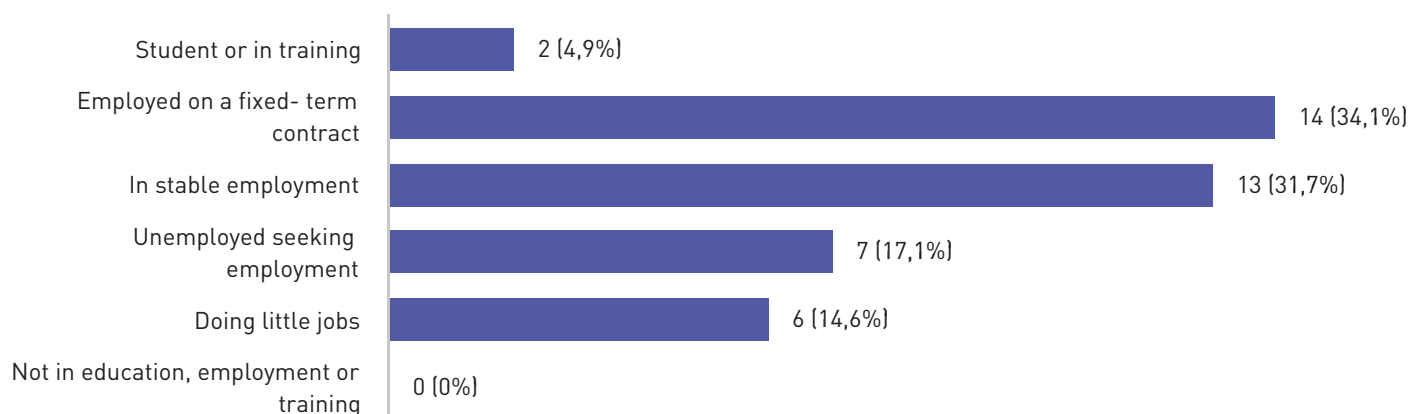
## Housing situation



The question about the housing situation was aimed at finding out how many of the volunteers who were leaving were living independently of the family unit. From the answers obtained it is clear that almost  $\frac{3}{4}$  of the volunteers at the time of departure lived on their own, i.e. independently of the family, and only  $\frac{1}{4}$  of them resided with parents or relatives. This figure

is significant to the extent that it suggests that for the majority of those about to leave the experience of volunteering promoted by the European Union was not the first opportunity for independent living, as the protagonists were mostly already autonomous and detached from the family group.

## Job situation



One of the main objectives underlying the question on the labour situation was to control to what extent the choice of humanitarian volunteering was a way out for the applicant of a situation of unemployment or job insecurity. In reality, the results obtained do not support this hypothesis, since a significant proportion of the sample interviewed stated that they were in employment either permanently (31.7%) or in the form of a fixed-term contract (34.1%), while 31.7% stated that they were in conditions of confirmed unemployment or precariousness in employment. The inter-

pretation of these data can obviously vary depending on how the percentage of those in possession of a fixed-term employment contract is interpreted, since the fixed-term contract is potentially indicative of a situation of imminent stability as well as of chronic instability, depending on the case of national legislation and of company and personal contingencies. However, by virtue of the answers given to the following questions regarding the motivation, it seems more likely that the work difficulty was not the decisive motive for the choice to apply for the program.

## Volunteering previous experiences

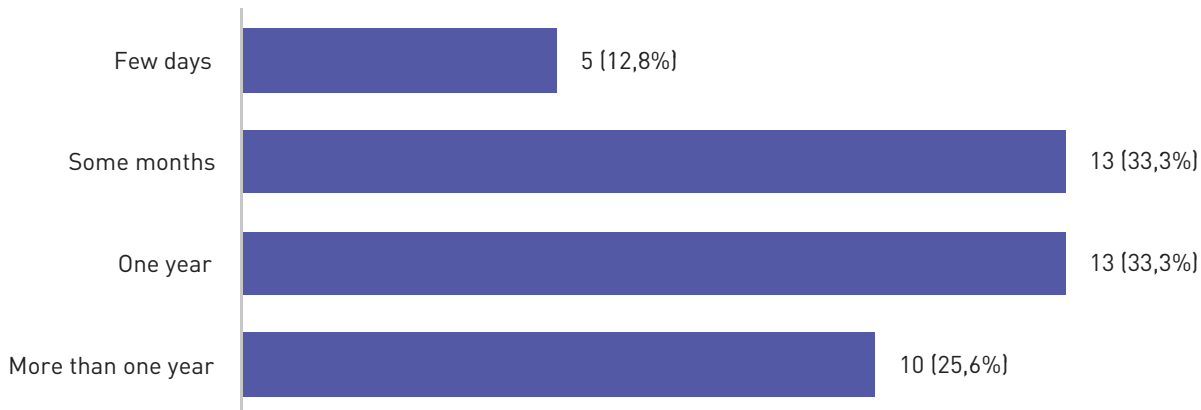
Did you have previous experiences of volunteering or community service in the past ?



In the light of the answers to these questions, the hypothesis that the EU AID Volunteers program represents the first opportunity for young applicants to approach voluntary activities is also refuted. An overwhelming majority of respondents, over 90%, stated that they had previously had other experiences before

the one offered by the EU AID Volunteers program, although of different duration depending on the subjects. About one third of the cases were voluntary activities lasting a few months, another third one year and 25.6% were commitments that lasted more than one year.

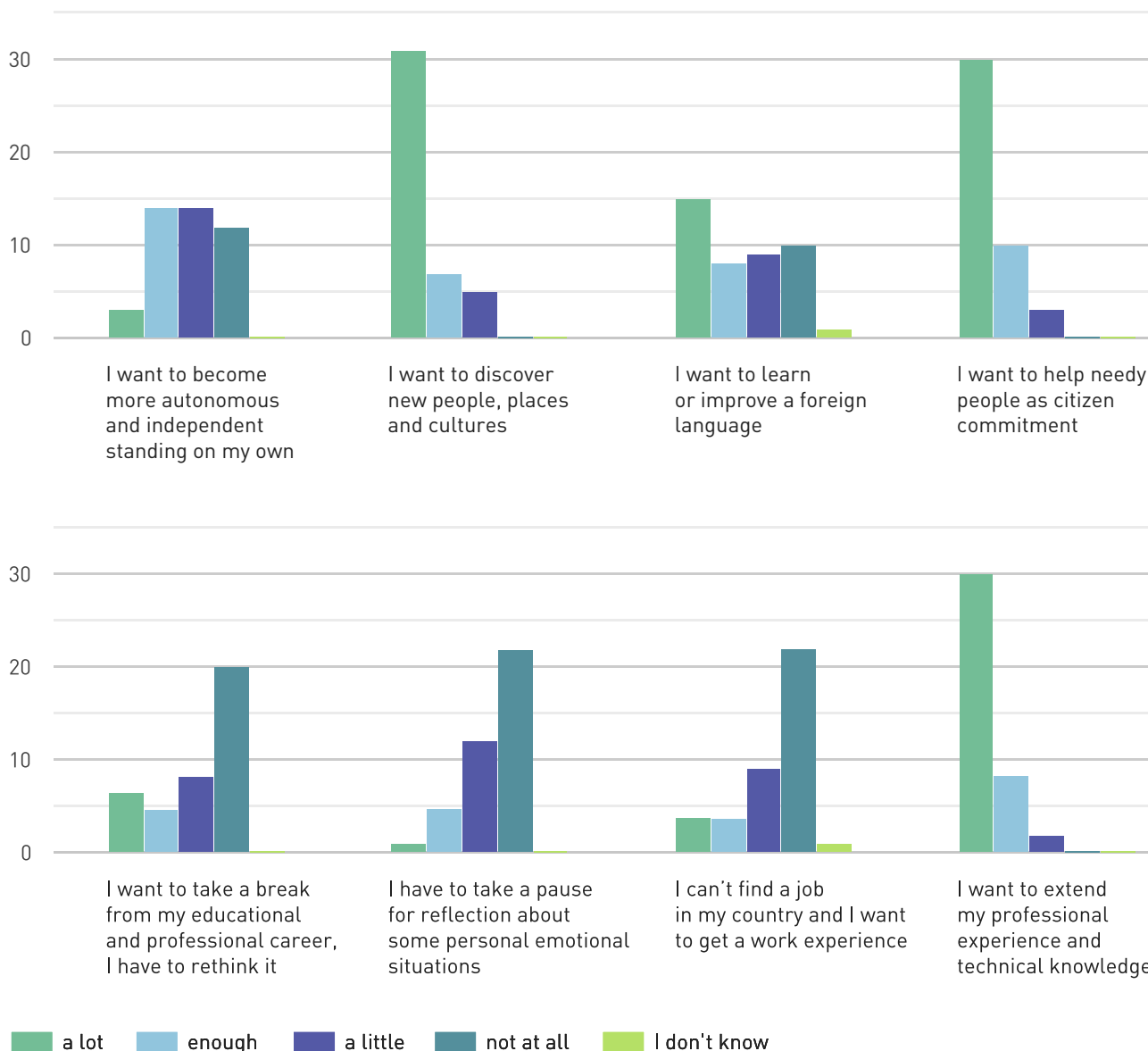
How long did the previous experiences of volunteering last ?





## Motivations

What makes you participate in the EU AID volunteers project?



The analysis of the answers on the motivation is one of the most interesting chapters of the initial questionnaire. The question "What makes you participate in the EU AID Volunteers program?" provides some very instructive insights and also confirms what was previously found. If we add up the answers marked with the lot and enough ratings and contrast them with the answers to little and not at all, we can see that the most recurrent and highly popular motivations were three: "I want to discover new people, places and cultures (31 a lot +7 enough)", "I want to help needy people as citizen commitment" (30 a lot + 10 enough) and "I want to extend my professional experience and technical knowledge (32 a lot +9 enough).

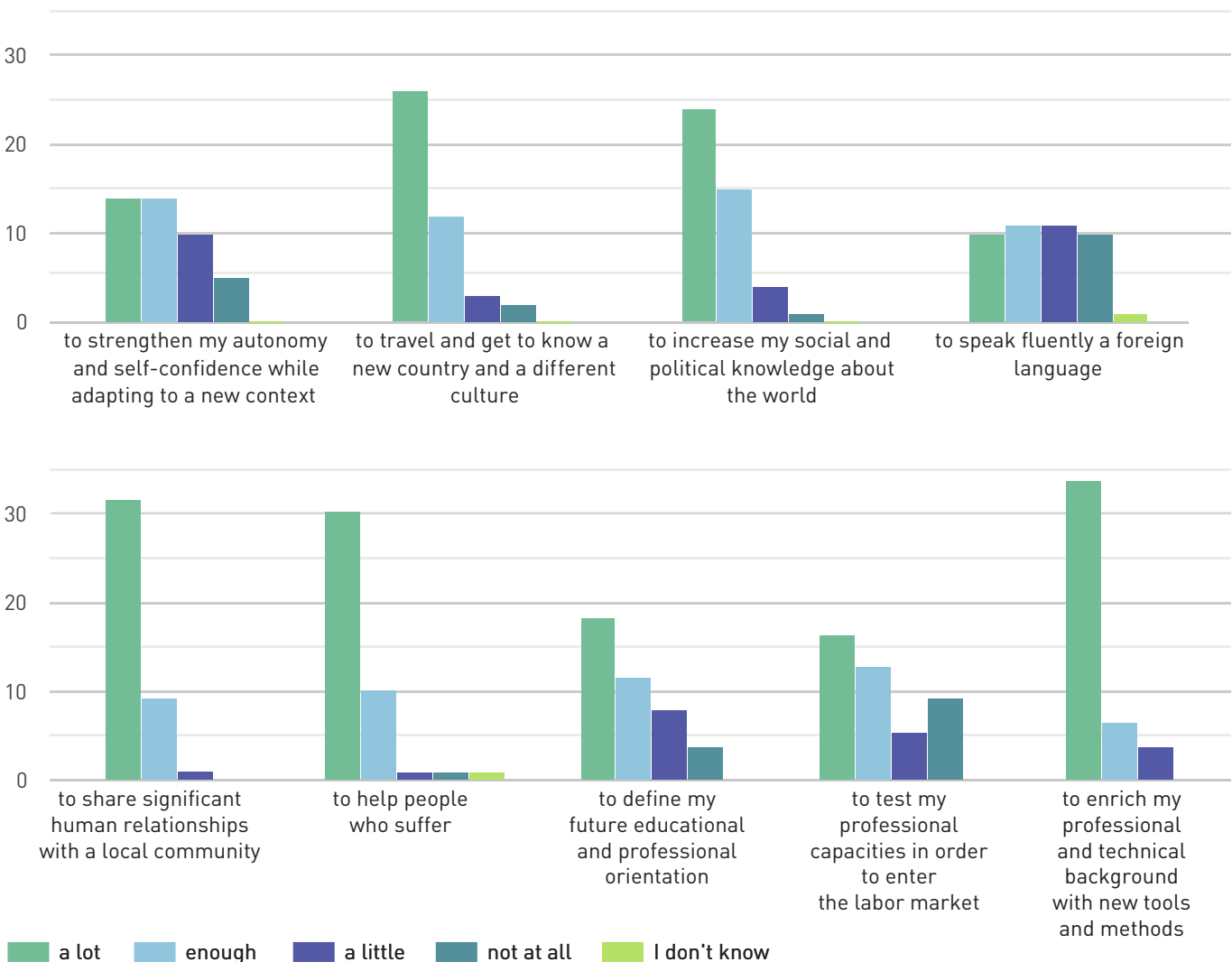
The three answers show three decisive factors in pushing people to this type of experience: the desire to discover the world, its people and its cultural diversity in order to broaden their mental horizons; secondly, the desire to offer time and energy free of charge in remote areas of the planet as an expression of human solidarity and civic duty; and finally, the desire to enrich the knowledge and experience on the technical and professional level. On the other hand, the reduced adherence to the options "I can't find a job in my country and I want to get a work experience" ( 10 a little + 24 not at all) and "I want to take a break from my

educational and professional career, I have to rethink it" (9 a little + 22 not at all) corroborate the thesis that the problem of work does not represent the decisive reason for the choice of volunteering under the EU AID Volunteers Program. Finally, the answers to the question "I want to become more autonomous and independent standing on my own" confirm what was

hypothesized above with respect to the fact that in the majority of cases our volunteers were not in the first instance subjects looking for opportunities to become autonomous from the family, being mostly already independent from the family unit.

## Personal objectives

The main objectives of my EU AID Volunteer project before departure are:



At the time of leaving, the volunteers had different objectives and different expectations. However, some of them were more popular than others and were in line with the three main motivational factors that emerged from the previous question. The search for the discovery of the world and its cultural diversity was supported by the options "To travel and get to know a new country and a different culture" (26 a lot

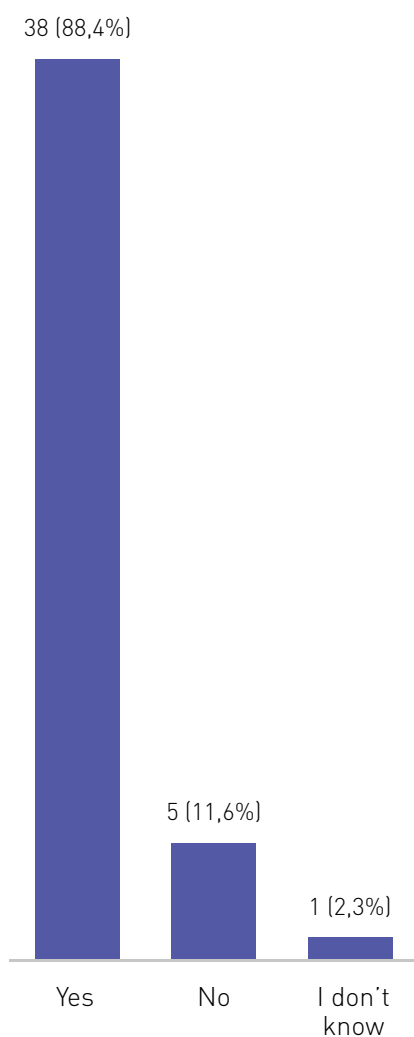
+12 enough) and "To increase my social and political knowledge about the world" (24 a lot +15 enough). At the same time, the willingness to offer help to other people in a supportive and disinterested manner was confirmed by the options "To share significant human relationships with a local community" (33 a lot +9 enough) and "To help people who suffer" (30 a lot +10 enough). Thirdly, the willingness to enrich one's wealth

of knowledge and technical-professional expertise was confirmed by the percentages of subscriptions under the heading "To enrich my professional and

technical background with new tools and methods" (34 a lot +6 enough).

## Expected activities

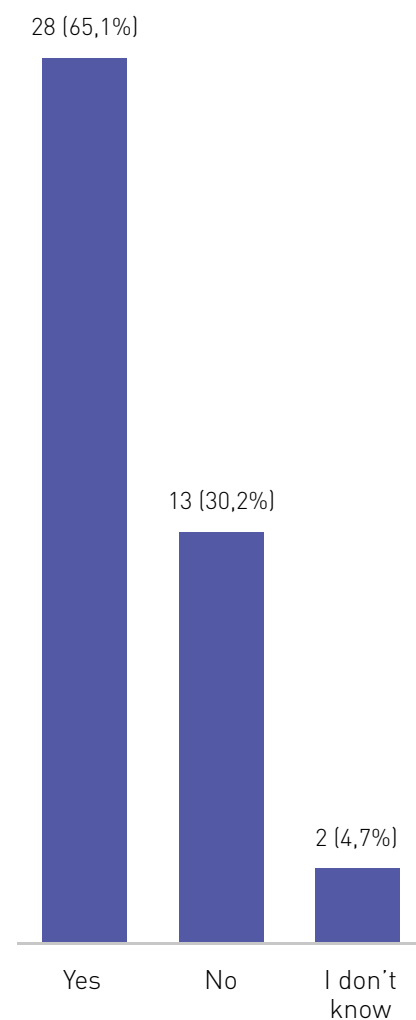
Have the activities of your voluntary project been communicated to you before departure?



Have been the activities of your voluntary project clearly defined before departure?



Have been the activities of your voluntary project formalized in a document before departure?



To verify the conditions in which the volunteers were preparing to start their volunteering process, 3 questions were asked about the activities they were planning to carry out. The answers to these questions are important in view of the comparison with the

findings collected after the end of the deployment. The answer to the first question showed that in most cases (88.4%) the volunteers had timely information from their sending organization about the activities planned for their deployment. In most cases (65.1%)

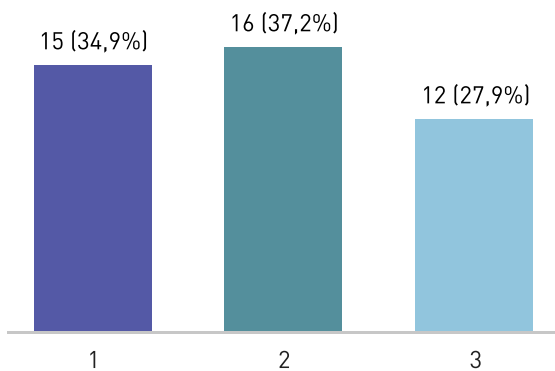
this information was reported and formalized in an official written document shared by the parties. However, the second question showed at the same time that in half of the cases the activities were not specified and detailed with precision or encoded in the form of job descriptions, being postponed their definition to the contingent situations and needs of the hosting organizations at the time when their inclusion would take place. Thus, for about half of the

sample, there was a certain margin of uncertainty with regard to the tasks to be carried out once they had arrived on the ground. This margin of uncertainty could also be seen from the lists of expected activity described in the open questions: while in some cases they were specified, in others they indicated the sector, technical or professional field of reference, but not the specific tasks.

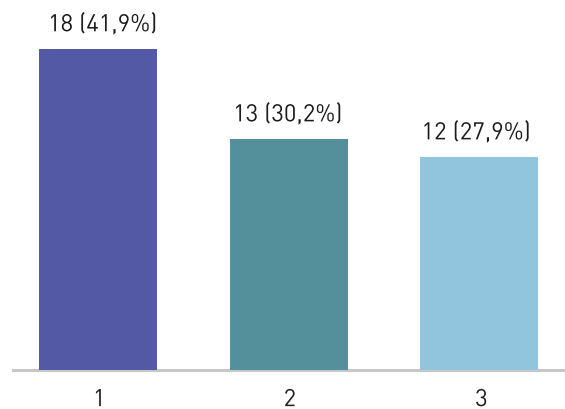
## Contribution you expect to give

What do you expect it will be your most important contribution to the project?  
1 (maximum contribution) to 3 (minimum contribution)

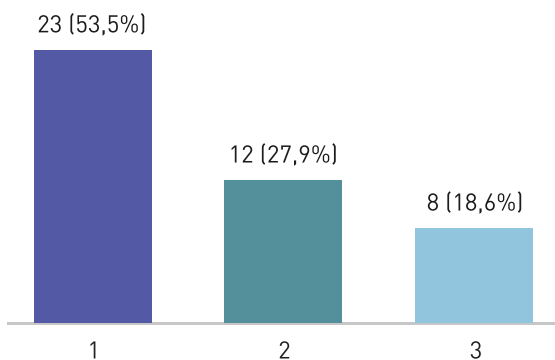
Specific technical skills in a specific professional field (health, agriculture, etc.)



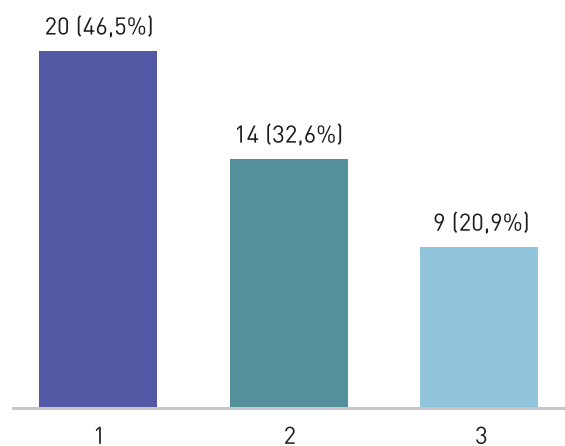
Management of cooperation projects (planning, writing, monitoring, reporting)



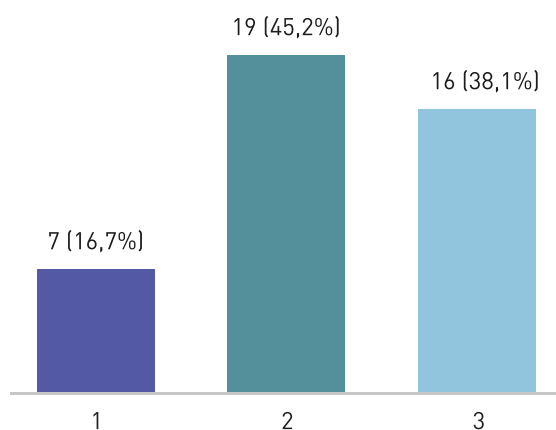
Human relationships with people and communities



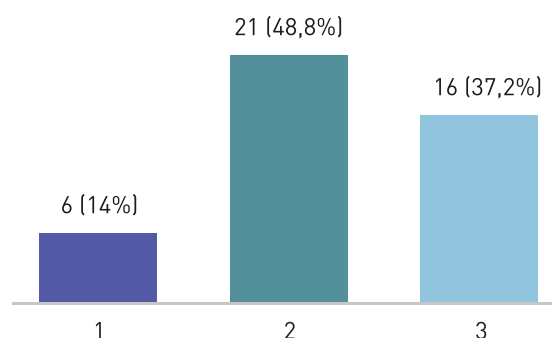
Association capacity building and organization development



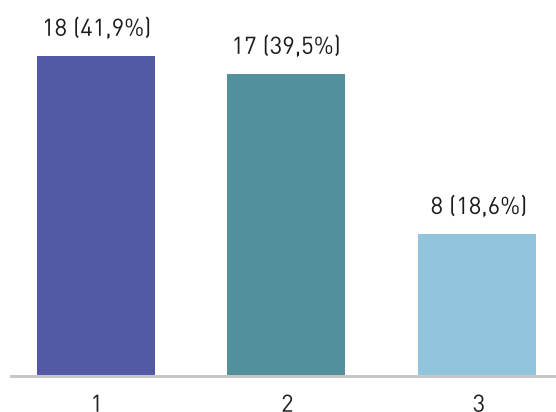
## Informatics and web connectivity



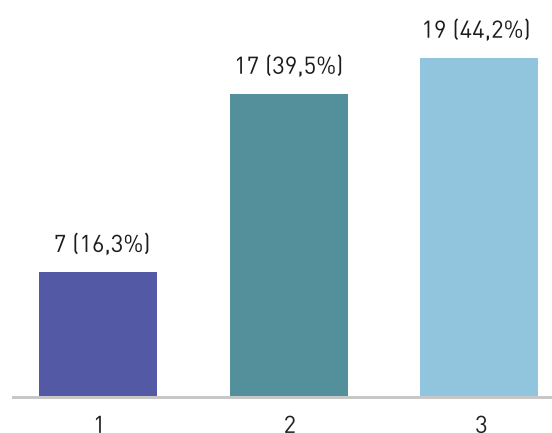
## Administrative and financial control and reporting



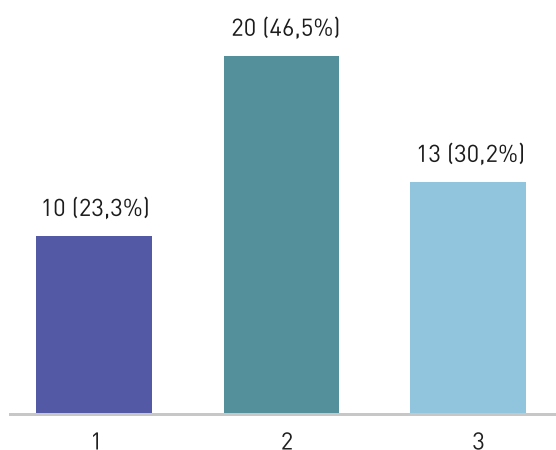
## Training and teaching



## Entertainment, animation, sport and music



## Video making, communication and visual arts



For the purposes of the impact assessment, it was not secondary to know what were the most significant contributions that volunteers felt they could bring to local organizations through the projects for which they were intended. We then asked them to place in a hierarchical order from 1 (maximum expectation) to 3 (minimum expectation) the different types of contributions they could offer. Also in this case the collection of the data was important for the subsequent comparison with the findings collected at the end of their experience. If we limit ourselves to observing the results of column 1, which collects the maximum expected contributions followed by decreasing rankings, we notice four areas in which volunteers believed they could bring greater added value: "Human relationships with people and communities" (first preference 53.5%), "Association and organization development" (first preference 46.5%), "Management of cooperation projects" (first prefer-

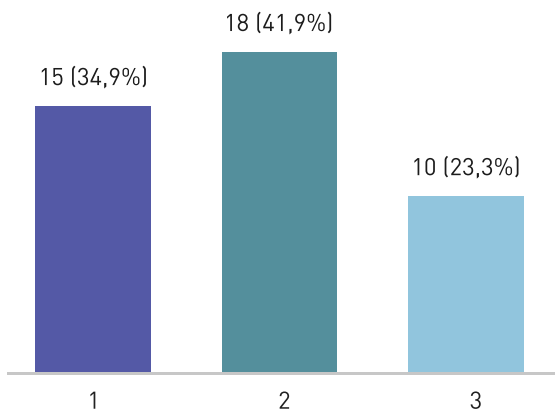
ence 41.9%) and “Training and teaching” (first preference 41.9%). The areas in which volunteers felt they could contribute most to the beneficiaries were therefore areas that had to do with the direct relationship with the communities, with the organizational and associative strengthening of local counterparts, with the improvement in the preparation and manage-

ment of cooperation projects and with teaching and training. If we want to complete the picture also considering the values represented in column 2, we find at a lower level two other areas: “Informatics and web connectivity” (second preference 45.2%) and “Administrative and financial control and reporting” (second preference 48.8%).

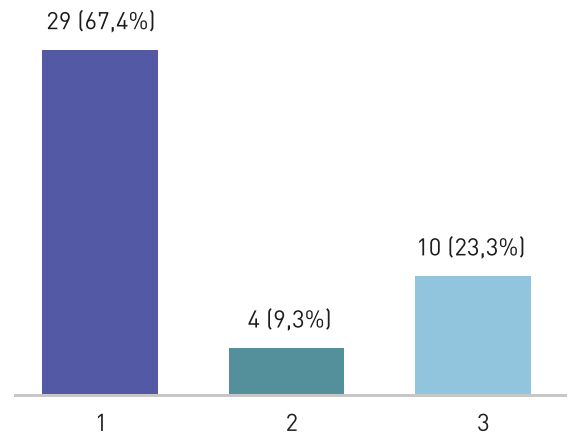
## Skills expected to get

Do you expect the EU voluntary project will improve your skills especially in:  
1 (maximum contribution) to 3 (minimum contribution)

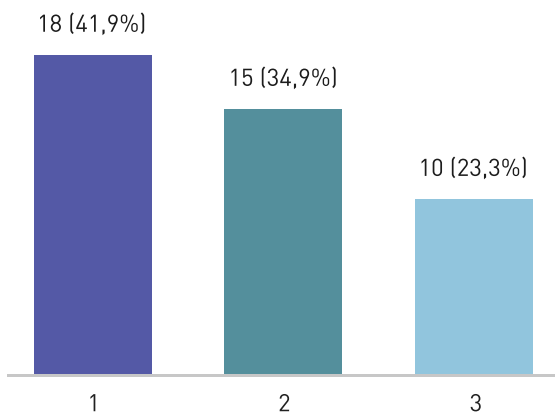
Expressing fluently in a foreign language



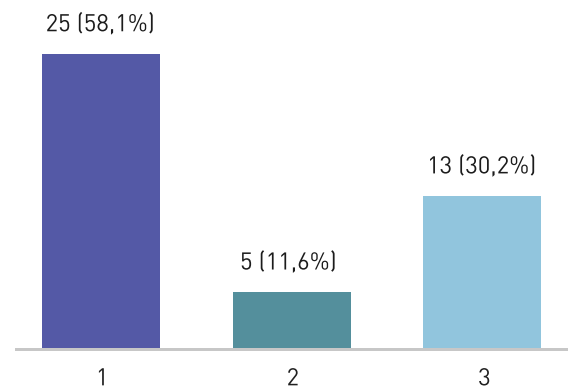
Understanding a different culture and different national values



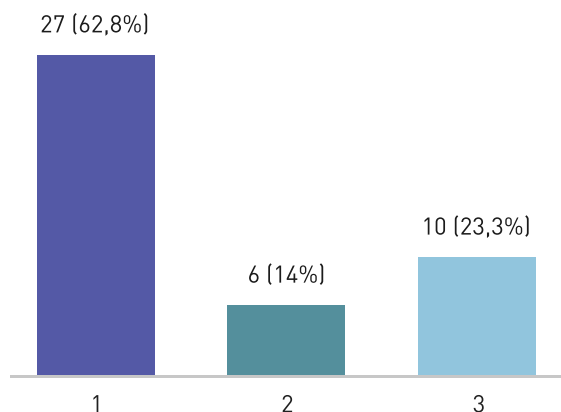
Understanding about politics and international relations



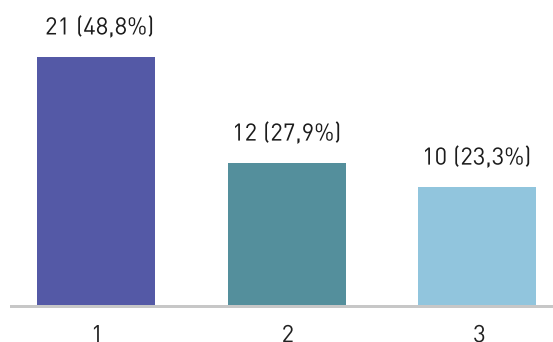
Developing humanitarian and associative projects



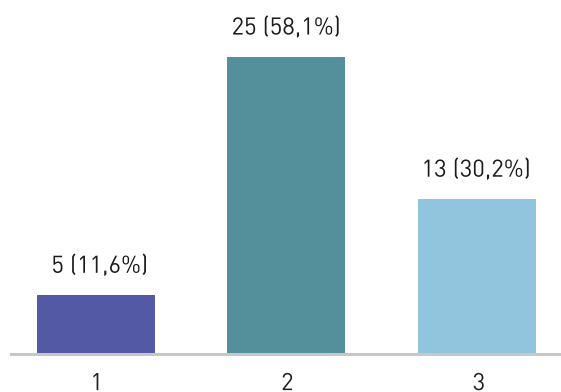
Working in a team and cooperate with colleagues



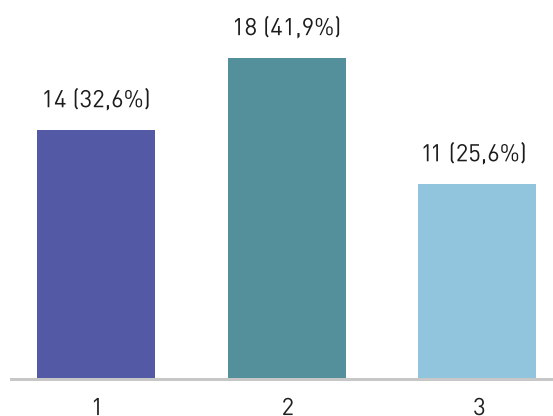
Managing conflicts and knowing how to communicate in group



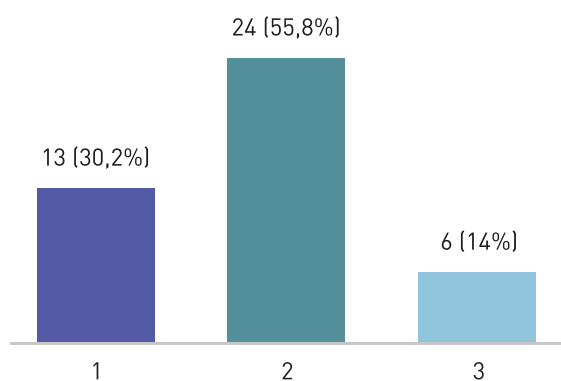
Using IT or other technical tools



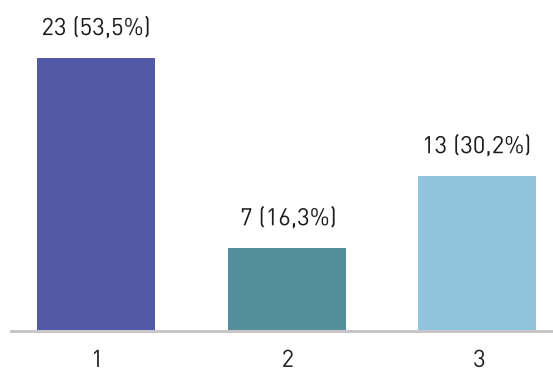
Performing administrative tasks and writing documents



Managing relations with institutions



Enriching my technical skills in my specific professional field



Finally, we asked the volunteers to comment on what skills they thought they could improve or increase through the experience of the EU AID voluntary project. Still using as an interpretative criterion the observation of the left histogram indicating the first preferences, we find three types of prevailing expectations, which in some way corroborate the pattern of motivations and personal objectives mentioned above. The first type of expectation has to do with the discovery of the world and its national and cultural diversity - "Understanding a different culture and different national values" (first preference 67.4%), to which is connected "Understanding about politics

and international relations" (first preference 41.9%). The second group of expectations goes in the direction of the realization of the desires of oblativity and help of the next through humanitarian projects - "Developing humanitarian and associative projects" (first preference 58.1%), "Working in a team and cooperate with colleagues" (first preference 62.8%), "Managing conflicts and knowing how to communicate in group" (first preference 48.8%). Finally, the third expectation highlights again the theme of the enrichment of the baggage of competence and technical-professional capacity - "Enriching my technical skills in my specific professional field" (first preference 53.5%).

## First synthesis

### Identikit of the departing volunteer

In the light of the results of the initial questionnaire we can trace a brief profile of the typical volunteer who at the turn of 2018 and 2019 was about to begin his experience of international volunteering in the framework of the project SUD HAV. Our volunteer was a woman, usually around the age of thirty, graduate, mostly living in a large city, independent of the family, employed with a job at least for a fixed term, and usually with previous volunteering experiences. The volunteer was motivated to start from the desire to broaden her horizons on the world and the curiosity to know new countries, new peoples and new cultures. She was also driven to leave by the desire to help others in a generous and selfless way, as a pure testimony of civic duty and active citizenship, as well as to increase and strengthen the background of technical and professional skills. As a result, our volunteer put at the top of the list of personal objectives the opportunity to get to know a new country and a different culture, to increase her

political and social understanding of the world, and to share significant human relationships with a local community where she could help people in conditions of greater difficulty, and through all this to increase her wealth of tools and professional methods. Despite a certain margin of uncertainty regarding the tasks to be performed once in the field, our volunteer left confident that she could contribute to the project in terms of building meaningful human relationships with the community of direct beneficiaries, developing associations and local organizations, improving the preparation and management of international cooperation projects, teaching and training. From her experience she hoped to gain more knowledge of local customs, cultural habits and national values, more experience in the management of humanitarian aid projects, more competence and know how in cooperative teamwork and conflict management, as well as more professional expertise and technical skills.







## CHAPTER 3

The second questionnaire.

After the deployment



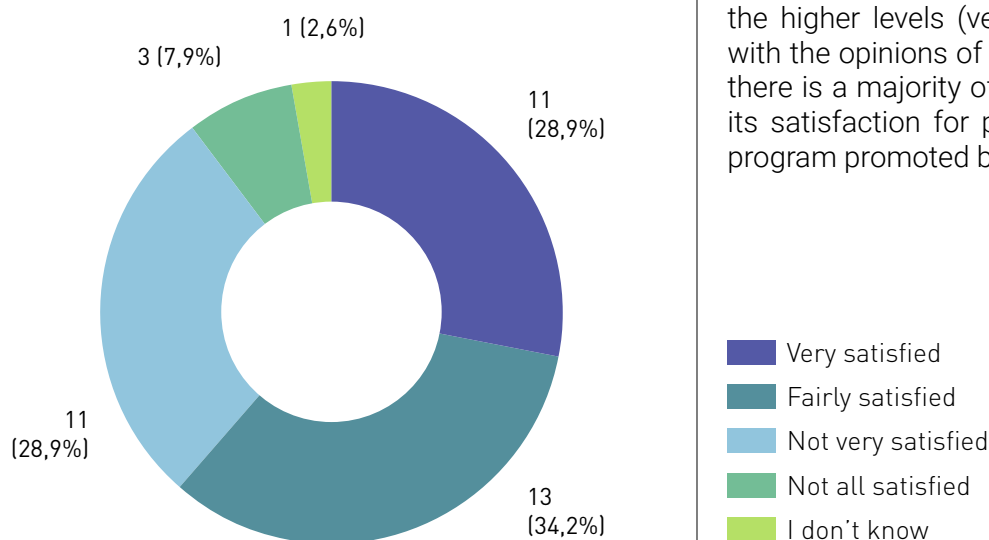
Not all the volunteers who filled the first questionnaire filled in second one. Its results therefore present the limit of a slightly lower participation of volunteers compared to the previous one. However, at least 37 volunteers answered all questions and the results of the questionnaire offer several valuable elements for understanding the impact generated by the SUD HAV

## Sending organizations

16 volunteers	Adice (France)
18 volunteers	Mondo (Estonia)
9 volunteers	Aspem (Italy)
43	TOTAL NUMBER OF VOLUNTEERS DEPLOYED

## General satisfaction

Overall, are you satisfied with your EU Aid volunteering experience?



project both on the volunteers biographical path and on the activities and projects of the organizations where they have served. Before going into the matter, let's start by showing the summary picture of the participations of the different partners involved in the project as sending or hosting organizations.

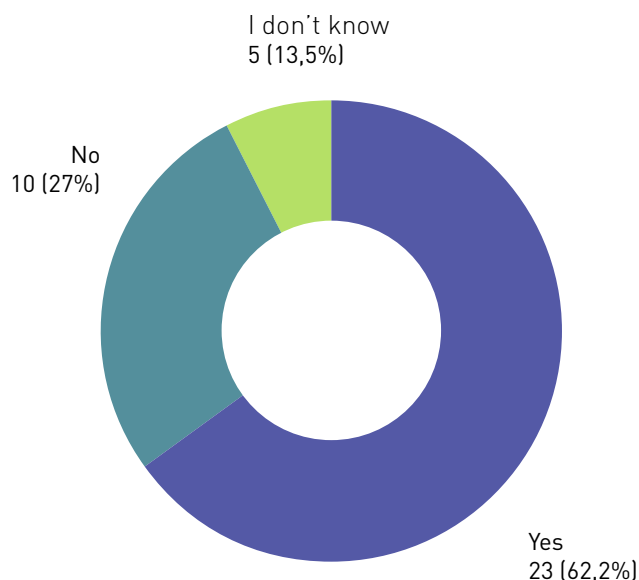
## Hosting organizations

4 volunteers	Da Laa (Thailand)
5 volunteers	Vin (Nepal)
5 volunteers	Aprodeh (Perù)
3 volunteers	Postup (Ukraine)
7 volunteers	Wefoco (Kenya)
5 volunteers	Upa (Uganda)
5 volunteers	Osvwa (India)
3 volunteers	Munasim (Bolivia)
6 volunteers	Kocda (Ghana)
43	TOTAL NUMBER OF VOLUNTEERS HOSTED

The analysis of the degree of satisfaction expressed at the aggregate level by the volunteers at the end of the process indicates a positive overall assessment of the experience. Summing up the two opinions of the higher levels (very/fairly) and contrasting them with the opinions of the lower levels (little/not at all), there is a majority of more than 60% that expresses its satisfaction for participation in the volunteering program promoted by the European Union.

## Personal objectives

At the end of the deployment have you achieved the personal objectives you set for yourself before departure?

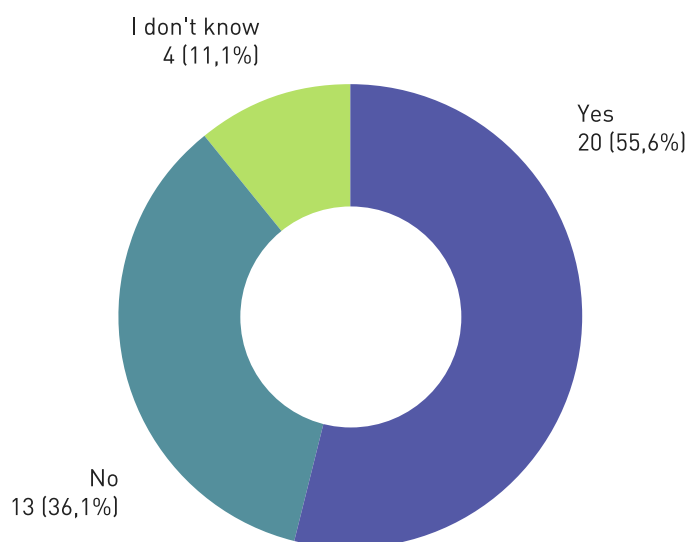


A percentage of positive feedback of more than 60% is also recorded in the answers to the question that leads the volunteers to explain if, once they reach the end of their journey, they believe they have achieved the objectives imagined at the time of departure.

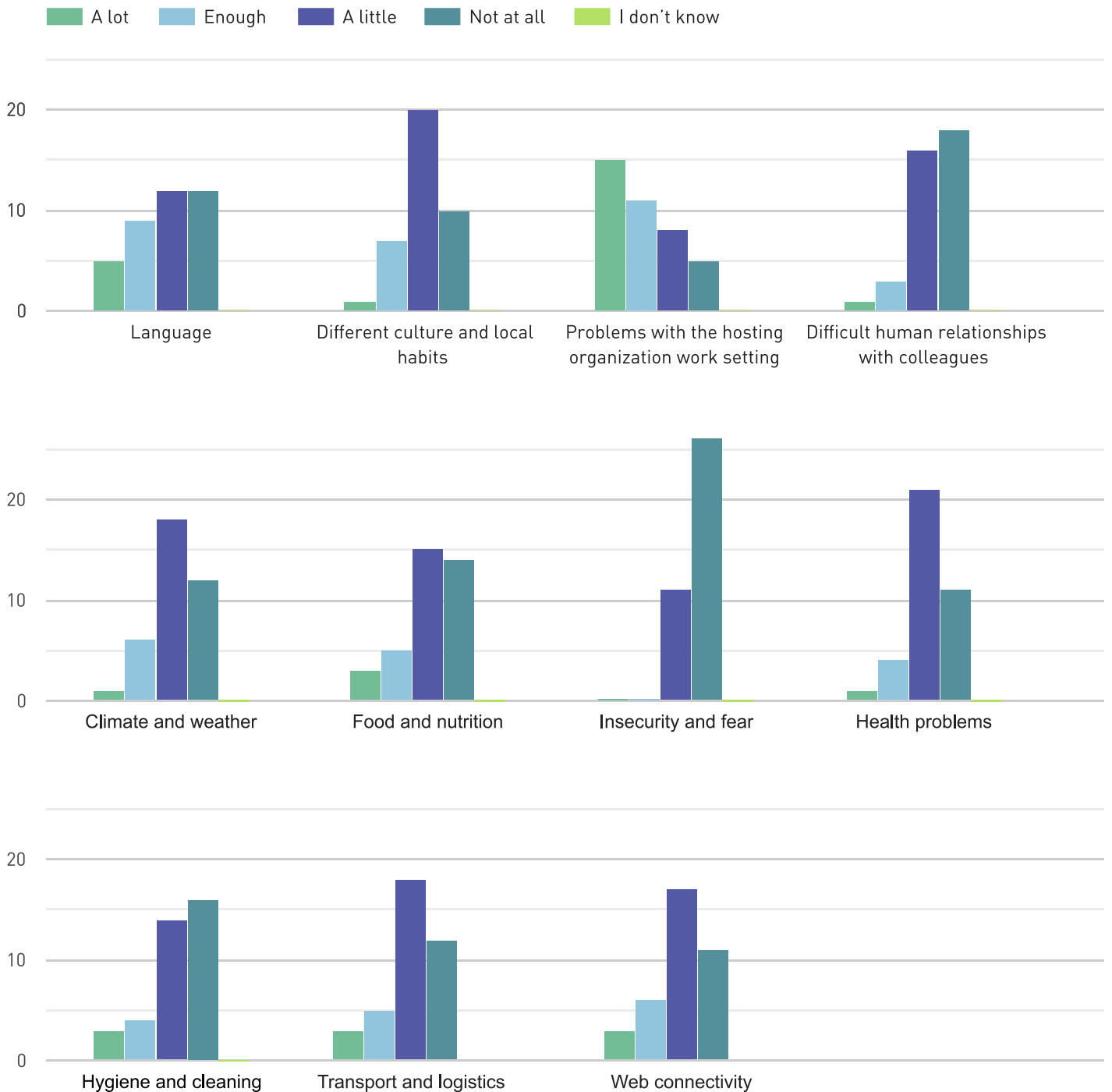
## The sending organization

Overall, are you satisfied with the sending organization support?

Using the same method of analysis regarding the management of the project by the sending organization, we asked the volunteers who had returned, or were about to return, about their opinion. As we can observe in the graph, 20 volunteers gave a positive evaluation on the work of their sending organization, compared to 13 that think differently and 4 that do not pronounce themselves.



## The obstacles faced



The graph showing the answers obtained to the question on the main difficulties encountered during the deployment is significant from several points of view. The comparison of histograms shows that some of the variables that could be a cause for concern with respect to the results of an international volunteering program, in fact, are not very significant in the judgment given by volunteers at the end of the

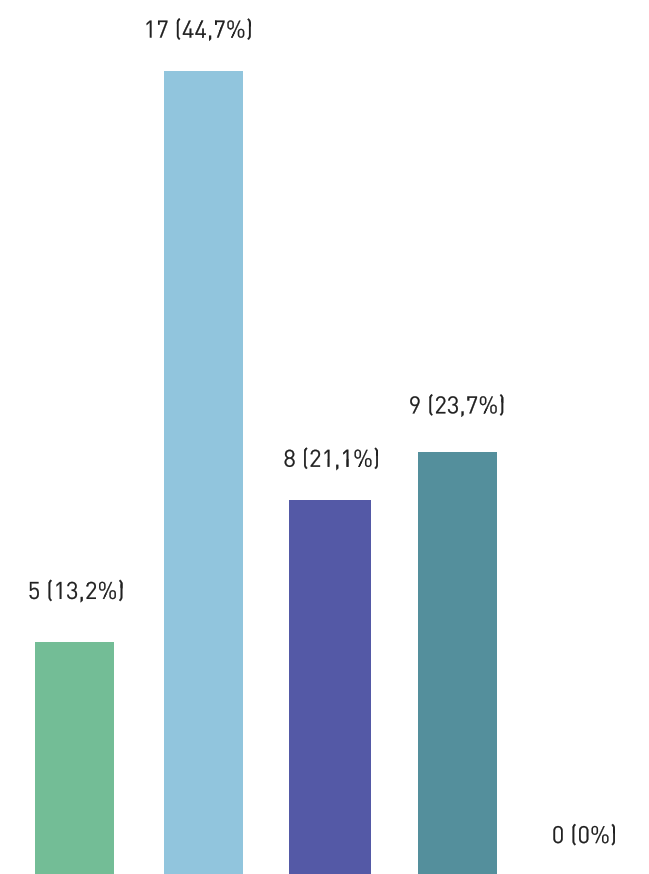
experience. It is particularly striking that the item "insecurity and fear" was considered an obstacle factor of little or no relevance by all respondents. In the same way, other factors that could be imagined as harbingers of criticality or problems for expatriate volunteers, such as the state of health, climatic conditions, hygiene and cleanliness, cultural differences, local customs, personal relationships

with colleagues, appear to be scarcely relevant. The overwhelming majority of the volunteers interviewed stated that these elements did not constitute a real problem for their permanence. Some more difficulties are observed with regard to the language, usually in correspondence of stays in native communities poorly literate in English or Spanish and speaking mainly local indigenous languages. In this comforting panorama, however, a histogram stands out clearly where the columns representing the values a lot/enough exceed

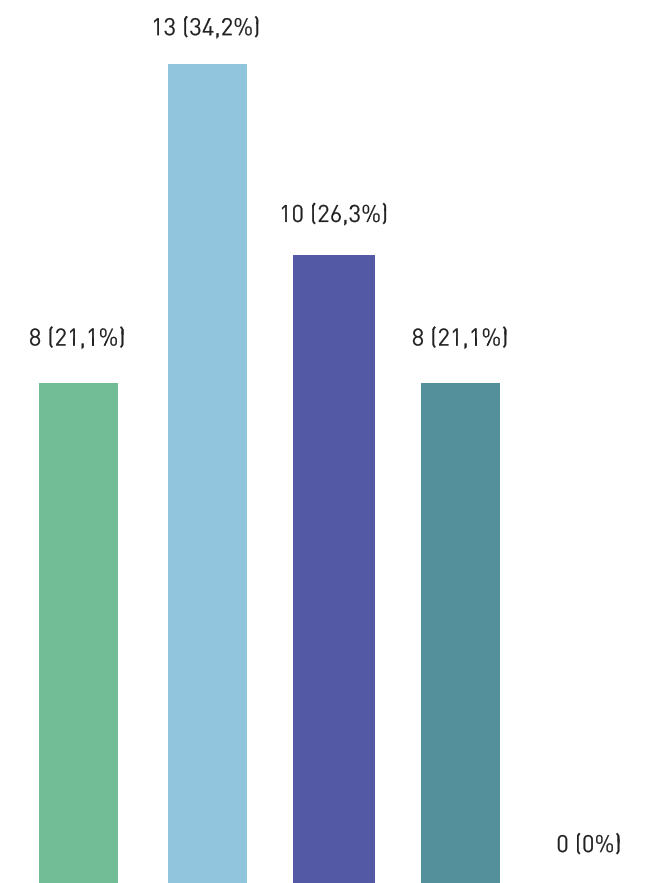
in height those of the values a little/not at all. And it is the figure about the problems related to the working methods of the host organization. In this case we can clearly see the prevalence of scores as we go down from the higher levels a lot/enough to the lower ones a little/not at all. The histogram reveals that the relationship with the host NGOs was the most critical factor of the project and is the spy of a problem that we will find confirmed in later parts of the research.

## Activities performed

Did the activities you performed correspond to the information you received before departure?

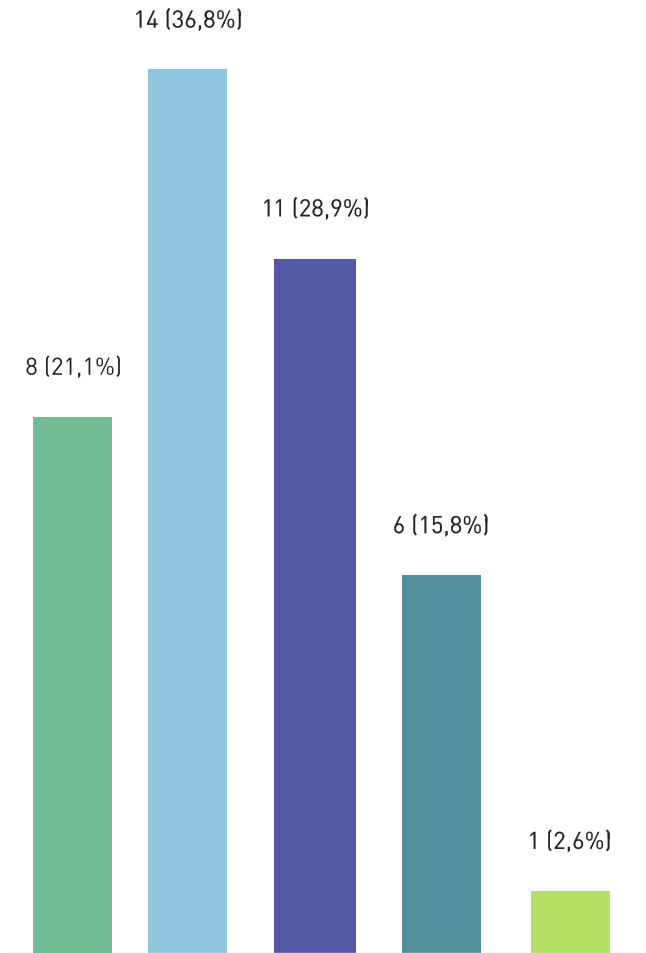


Did the activities you performed match your personal expectations before departure?



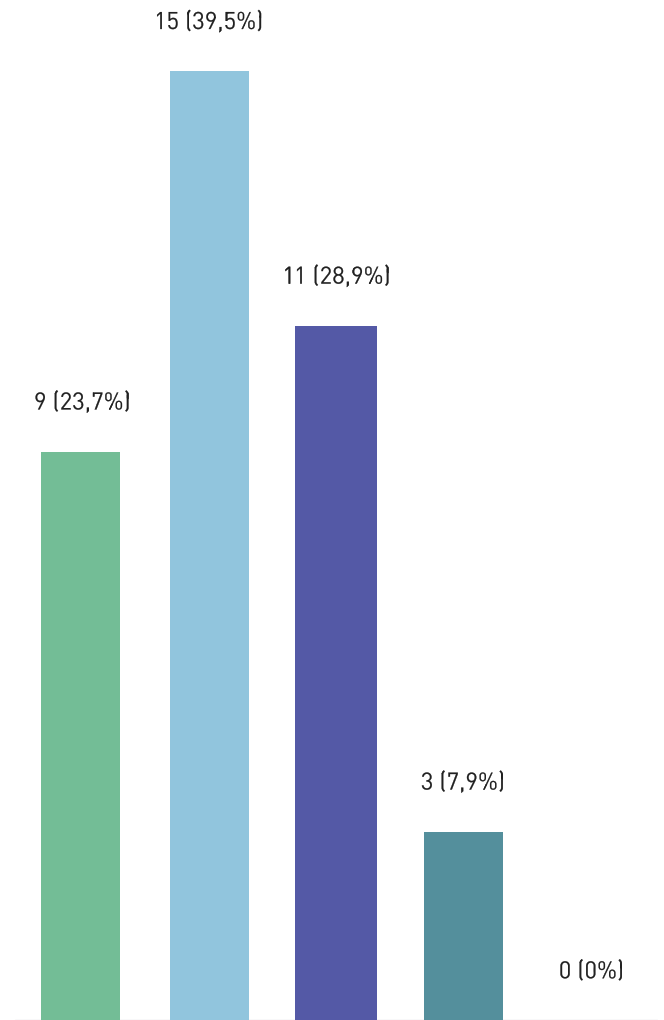
■ A lot   
 ■ Enough   
 ■ A little   
 ■ Not at all   
 ■ I don't know

Did the activities you performed match your wishes when you were on the ground?



The sequence of questions about the activities carried out by the volunteers aimed to understand the correspondence between the tasks actually carried out and the information received from the start, as well as with the expectations personally nourished by the subject at the beginning and then during its development. The results indicate that the activities carried out reflected what was communicated to the volunteer in the initial phase for 22 cases, while for the other 17 cases the volunteer reported little or no

Did the activities you performed match your technical and professional capacities?



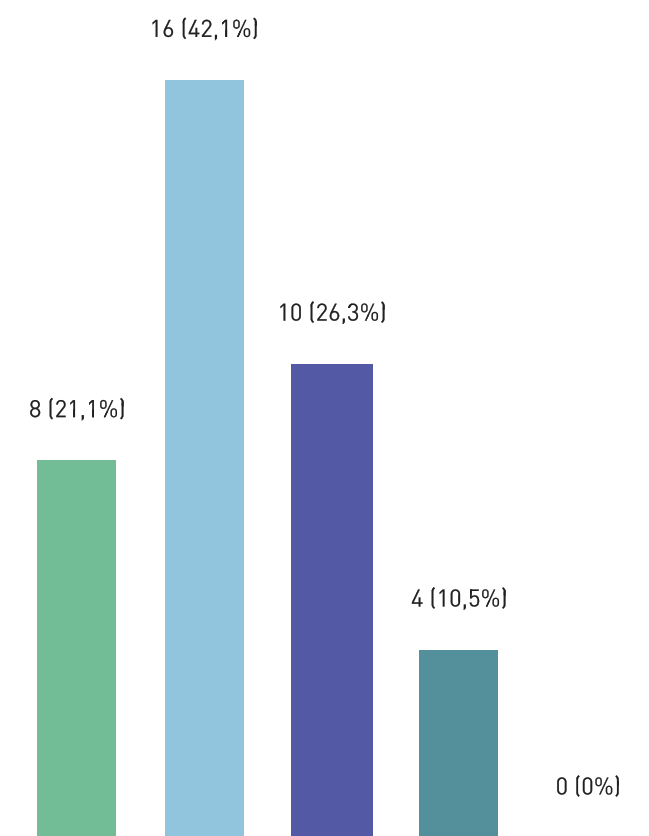
correspondence. Similar percentages, albeit with a fluctuation, can be observed by looking at the correspondence of the tasks carried out with personal expectations at the time of departure, as well as the conformity of the work carried out with respect to the wishes and needs expressed on site during the deployment. The percentages of response to the question concerning the adequacy of one's technical and professional skills with respect to the tasks received in the field are roughly similar.

■ A lot   
 ■ Enough   
 ■ A little   
 ■ Not at all   
 ■ I don't know



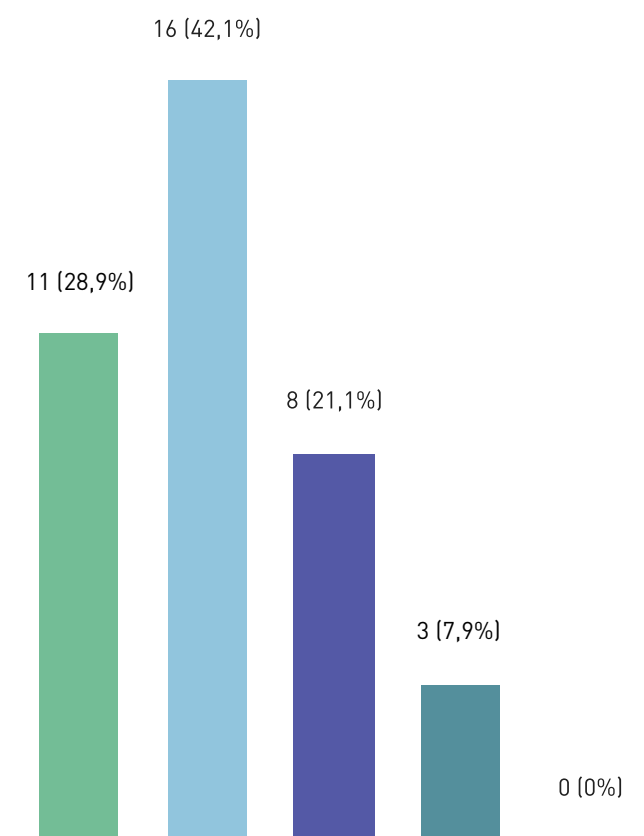
## Sense of usefulness

Did you feel useful when you were performing the activities you were assigned to?



The percentage of answers to the questions asked on the sense of usefulness perceived by the volunteer during and after the accomplishment of her tasks improves. More than 60% of the respondents stated that they felt very/fairly useful while performing their service. The level of satisfaction exceeded the 70% threshold when asked about the control question "Do you now feel proud of what you have done?" In spite of the expectations sometimes not fully met with respect to the actions planned, the job description

Now do you feel proud for the job you have done?

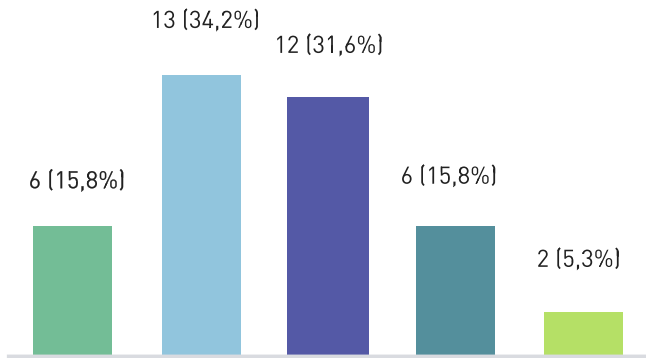


received and the collaborations with the hosting, in the end the majority of volunteers still draws from the participation in the SUD HAV a sense of usefulness and especially pride for what has been achieved in the field and for the commitment dedicated during the deployment.

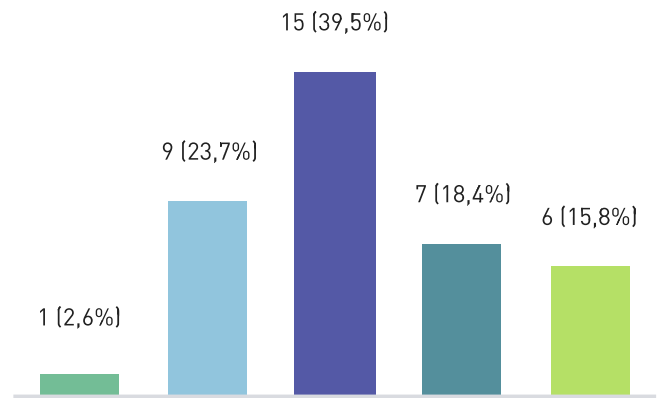
■ A lot   
 ■ Enough   
 ■ A little   
 ■ Not at all   
 ■ I don't know

## Impact on the hosting organization work

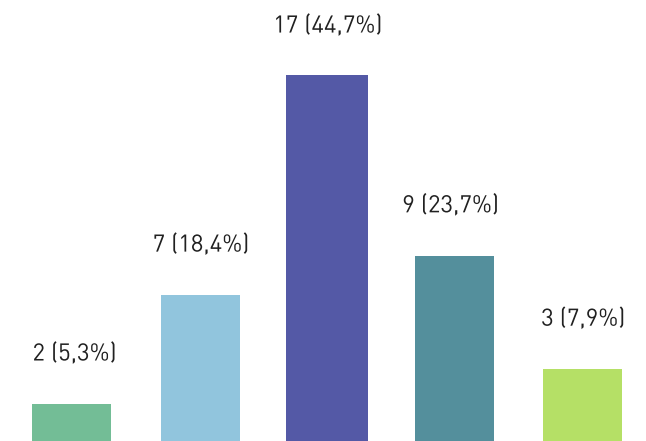
Do you think your activities have had a positive impact on the hosting organization work during your stay?



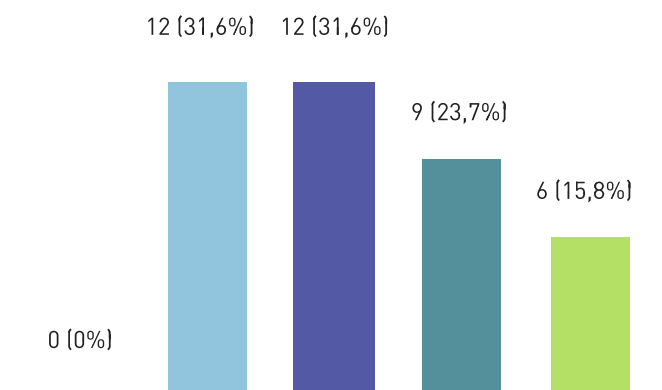
How much did the hosting organization improve its work thanks to your activities?



Have you noticed any change in the hosting organization work setting as a result of your contribution?

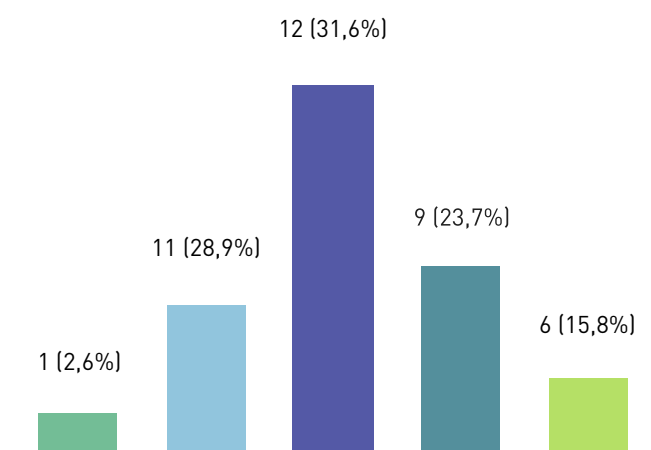


Do you think your activities will have a lasting impact on the hosting organization work setting in the future?



■ A lot   
 ■ Enough   
 ■ A little   
 ■ Not at all   
 ■ I don't know

Do you think the hosting organizations will continue the activities you have carried out after you leave?



In order to understand the opinions of the volunteers on the impact of their intervention on the hosting organizations and their activities with the final beneficiaries, we asked several questions on the subject. The first question aimed to understand if the volunteer believed that his actions had an effective impact on the local organization. As we can see, the sample was divided on this point between two almost equal groups of opposite opinion: one judged in very or quite positive terms the effect of its intervention in the months of stay; the other considered instead little or no positive effects of its work. The answers to the following question considerably accentuated the percentage of unfavourables, i.e. those who expressed doubts about the possible improvement of the working methods of the local NGO following their intervention were the majority of the cases, while the number of those who opined in favourable terms became a minority. The percentage of perplexed people remained high when the interviewees were asked if they had noticed improvements in the way in which the local NGO work was carried out and in the way

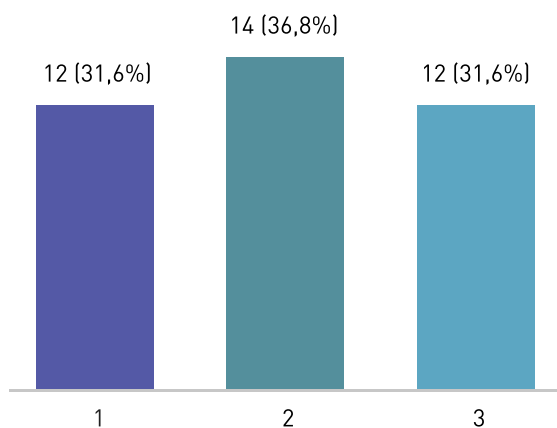
it was carried out due to their technical-professional contribution. In this case, almost 60% of the sample expressed themselves in skeptical terms, believing that the way in which the local NGO worked had improved little or not at all. Well over half of the sample continued to express skepticism when asked about the possibility that the activities carried out were destined to have a positive impact in the long run. This view was confirmed in similar, and even higher, percentages when the question was reformulated in other words by asking the volunteer if he thought that the local NGO would continue the activities he undertook after his departure. Therefore we have frequent doubts and perplexities among volunteers about their actual impact on the work and projects of hosting organizations. However, a more complete and in-depth analysis of the problem of the impact on hosting organizations and beneficiaries requires more elements of knowledge. For a more accurate understanding we will then return to the topic in the following chapters.

## Contribution to the project

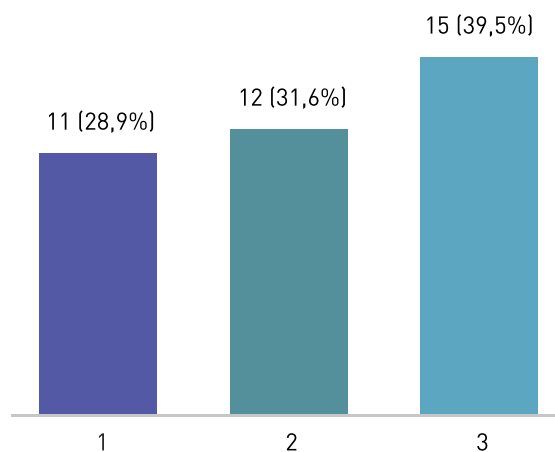
In your opinion what has been your most important contribution to the project?

1 (maximum contribution) to 3 (minimum contribution)

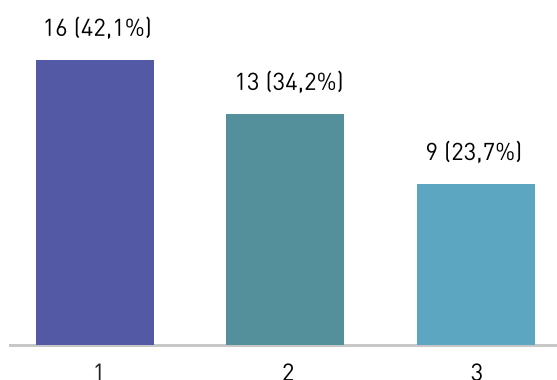
Specific technical assistance in a specific professional field (health, agriculture, etc.)



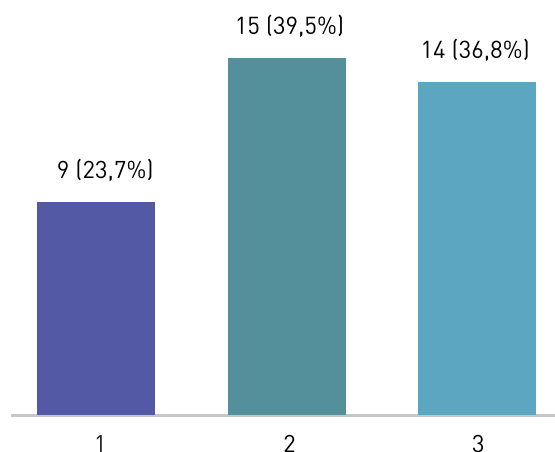
Management of cooperation projects (planning, writing, monitoring, reporting)



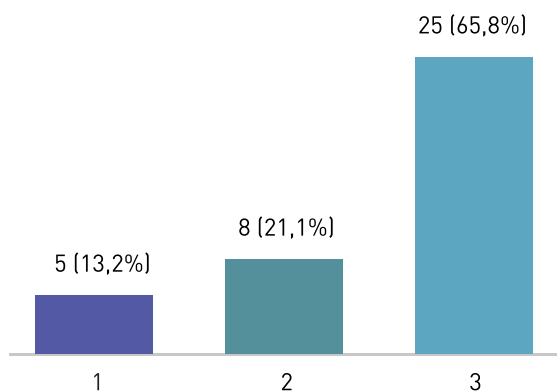
Human relationships with people and communities



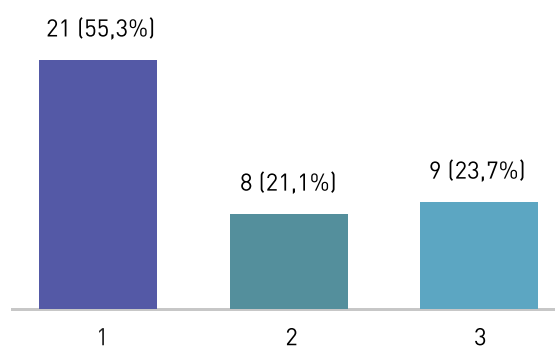
Organization and association development



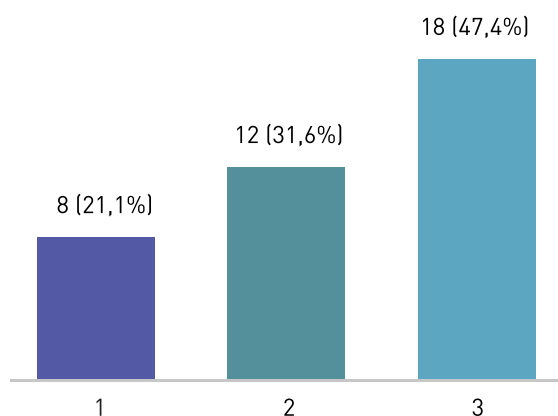
Informatics and web connectivity



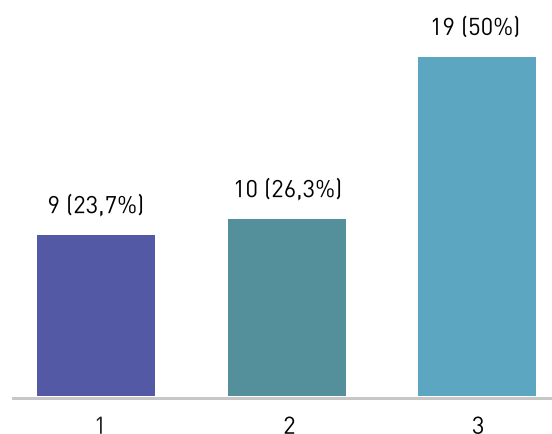
Training and teaching



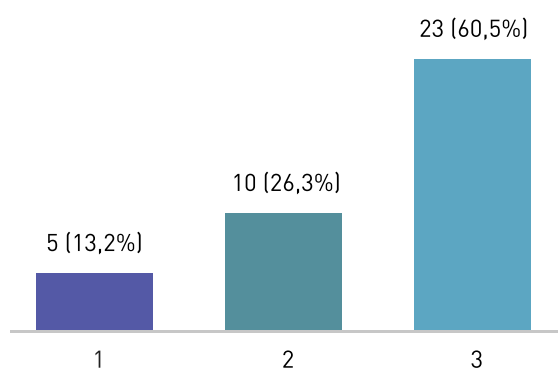
## Administrative and financial control and reporting



## Entertainment, animation, sport and music



## Video making, communication and visual arts

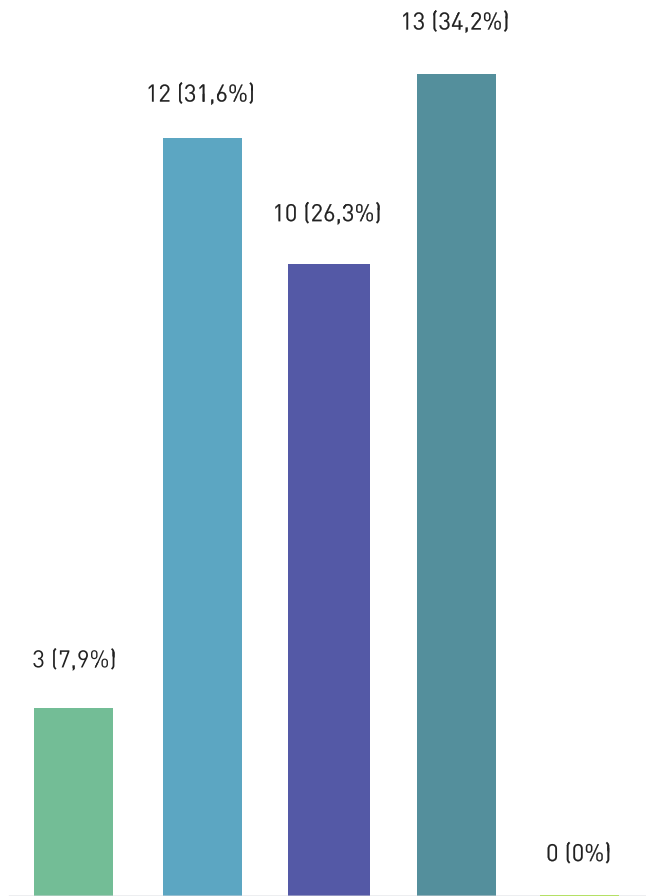


We have asked volunteers to indicate their greatest contribution to the project by assigning a score on a scale from 1 (maximum contribution) to 3 (minimum contribution). If we analyze the answers considering only column 1, we see that encouraged to reflect on which of the different contributions made personally to the project they considered to be the most significant, our interlocutors undoubtedly put in first place two choices: training and teaching activities (21 preferences) and the construction of human relationships with people and communities (16 preferences), followed by the contribution of specific

technical assistance in specific professional fields (12 preferences) and management of cooperation projects -planning, writing, monitoring, reporting (11 preferences). These responses indicate a clear correspondence between the ex-post feedback from volunteers and their initial expectations of areas where they thought they could bring more added value. The other item that in the initial expectations had been very reported "Organization and association development", records the highest value of column 2, thus following in the order of the four mentioned.

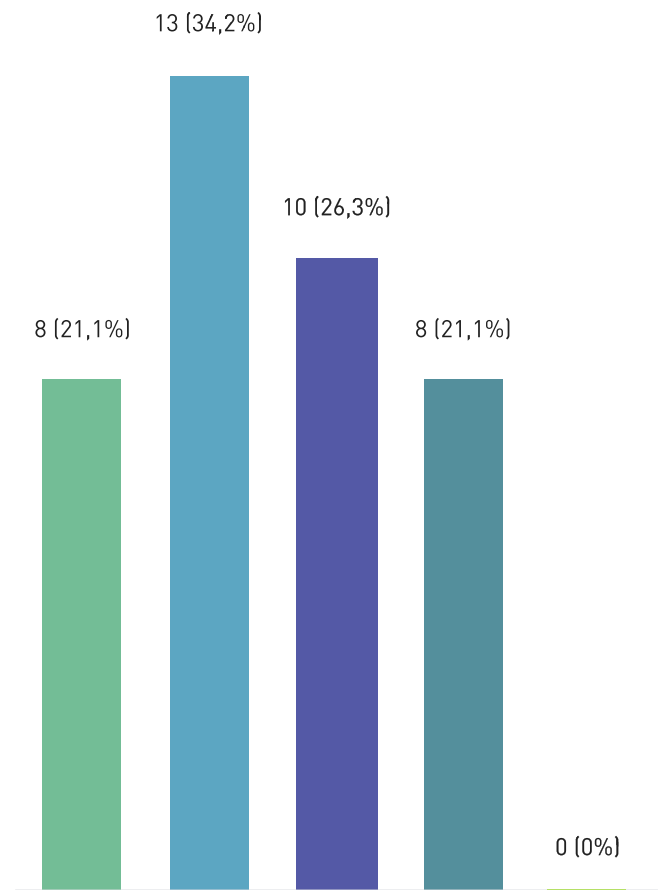
## The hosting organization

Are you satisfied with the hosting organization management of the project?



It is interesting to compare the different answers given by the respondents to the two questions asked about the role played by the hosting organization with respect to them. As we can see in both cases the sample is divided into two groups of opposite opinion, but in the second question, relating to the support and reception given to the volunteer, the majority is pronounced in favorable terms on what done by the local NGO. Conversely, when the question is about the ability of the same NGO to manage the project, the judgment is reversed and produces a high percentage of dissatisfaction with the way in which the hosting has

Are you satisfied with the hosting organization support?



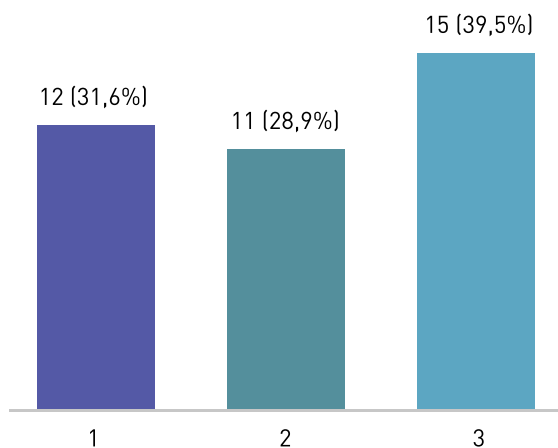
conducted the project activities that involved them. This confirms the findings of previous questions regarding the impact on the way hosting works. Also in this case, however, it is worth remembering that the diversified and contrasted opinions of the volunteers refer to experiences made with different NGOs and operating in different projects. A complete analysis of the data will therefore require, again, a disaggregated exploration on a case by case basis to be able to enter into the merits of the individual cases to which the judgments refer, both positive and negative.

Very satisfied Fairly satisfied Not very satisfied Not at all satisfied I don't know

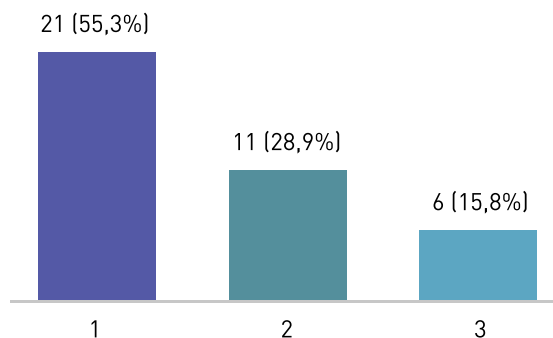
## Skills improved

Was this experience an opportunity to improve your skills?  
 1 (maximum expectation) to 3 (minimum expectation)

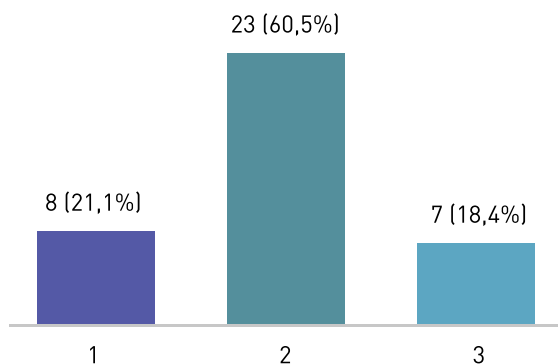
Expressing fluently in a foreign language



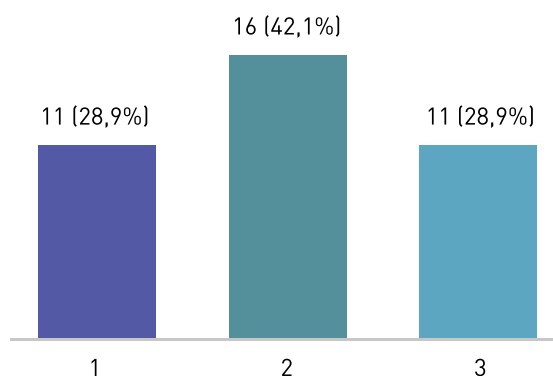
Understanding a different culture and national values



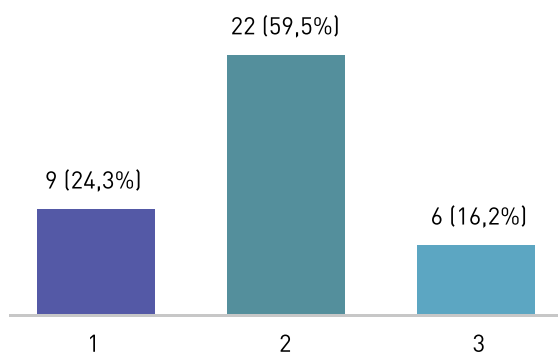
Understanding about politics and international relations



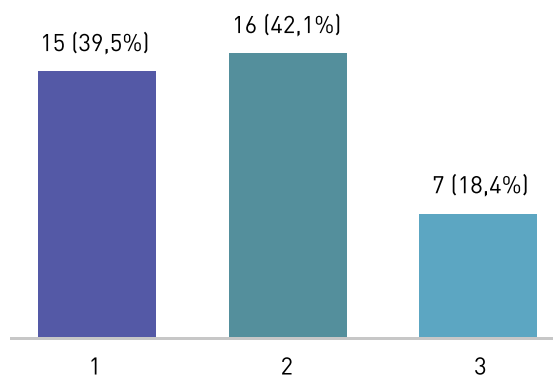
Developing cooperation program and humanitarian projects



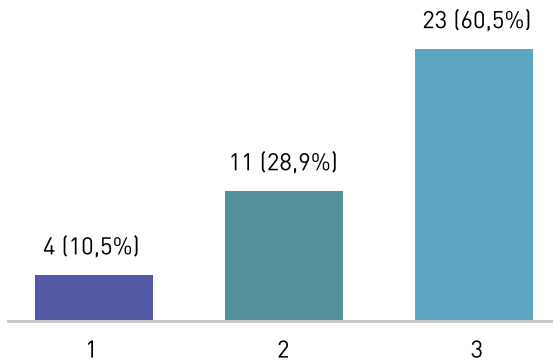
Working in a team and cooperate in work situations with colleagues



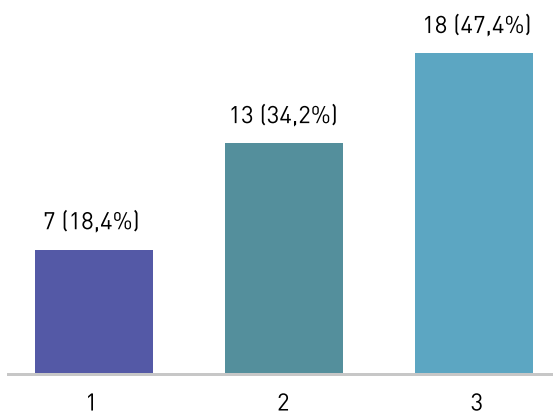
Managing conflicts and knowing how to communicate in a group



## Using IT or other technical tools

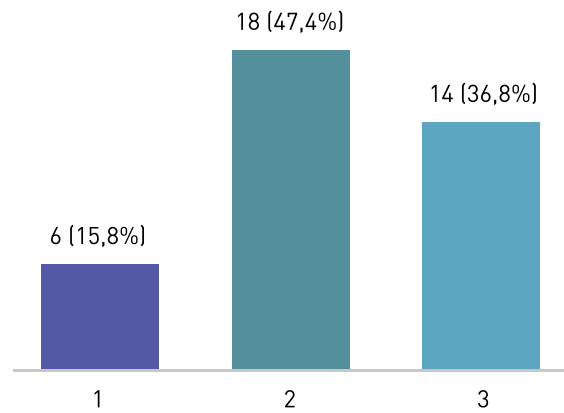


## Managing relations with institutions

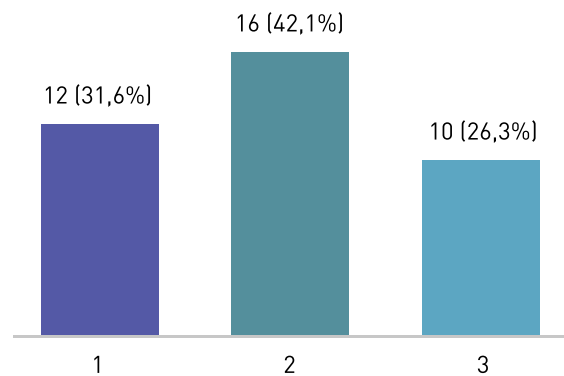


Among the skills improved thanks to the participation to the project, the interviewees report markedly in first place the acquisition of greater knowledge and better understanding of a different country and a different culture (21 preferences in column 1). This data is evidently to be correlated both with the nature of the volunteering experience and with the motivations expressed at the beginning of the deployment by the volunteers who indicated precisely in the search for knowledge of different cultural contexts one of the main factors in the choice to live an international deployment. The other two choices that here have collected high preferences (column 1) are the capacity to manage conflicts and knowing how to communi-

## Performing administrative tasks and writing documents



## Enriching my technical skills in my specific professional field



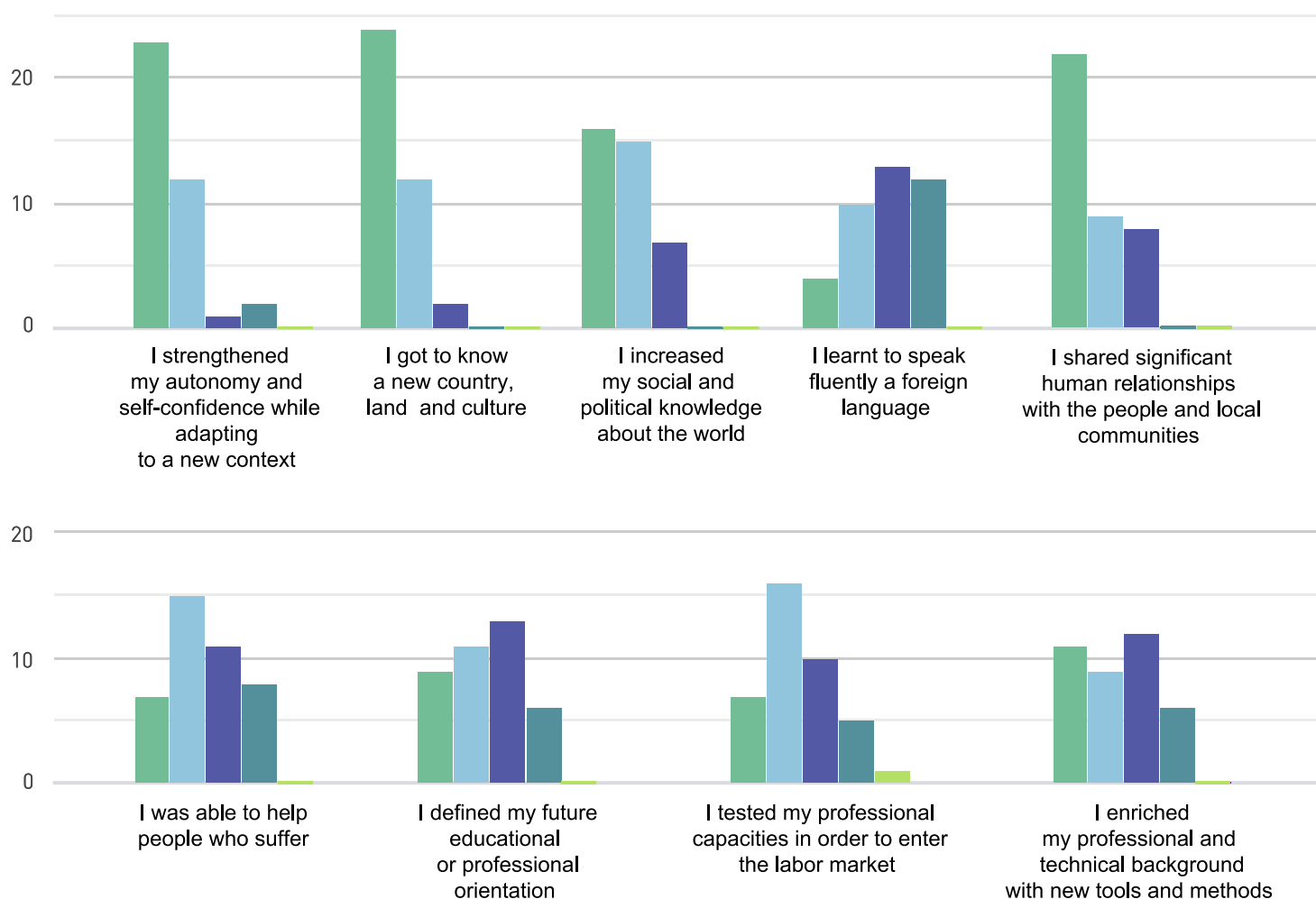
cate in a group (15 preferences) and the competence in developing cooperation and humanitarian aid projects (15 preferences). Lower percentages but still noteworthy are the answers regarding expressing fluently in a foreign language (12 preferences) and enriching the technical skills in my specific professional field (12 preferences). If we also take into account the results of column 2 we find two other items that are substantially consistent with the findings of column 1 and also with the initial expectations of the volunteers: understanding about politics and international relations (23 preferences) and working in a team and cooperate in work situations with colleagues (22 preferences).



## Personal growth

■ A lot   
 ■ Enough   
 ■ A little   
 ■ Not at all   
 ■ I don't know

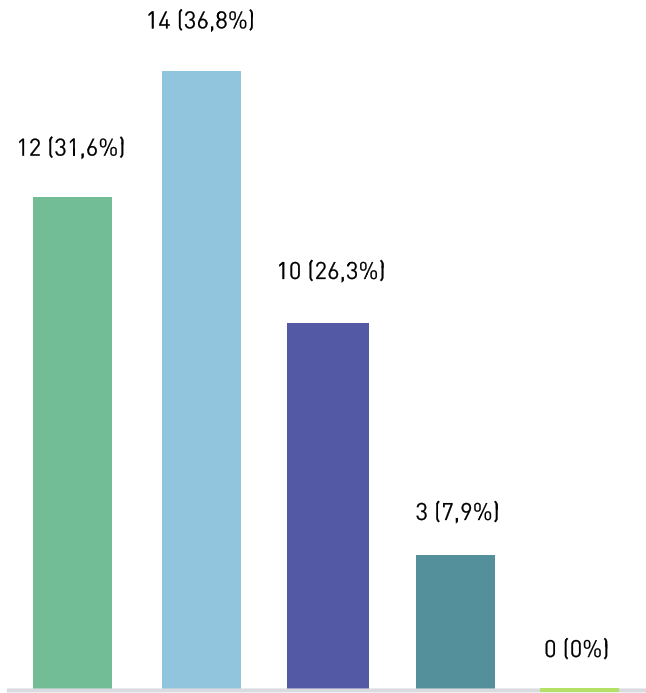
At the end of this volunteering experience would you say:



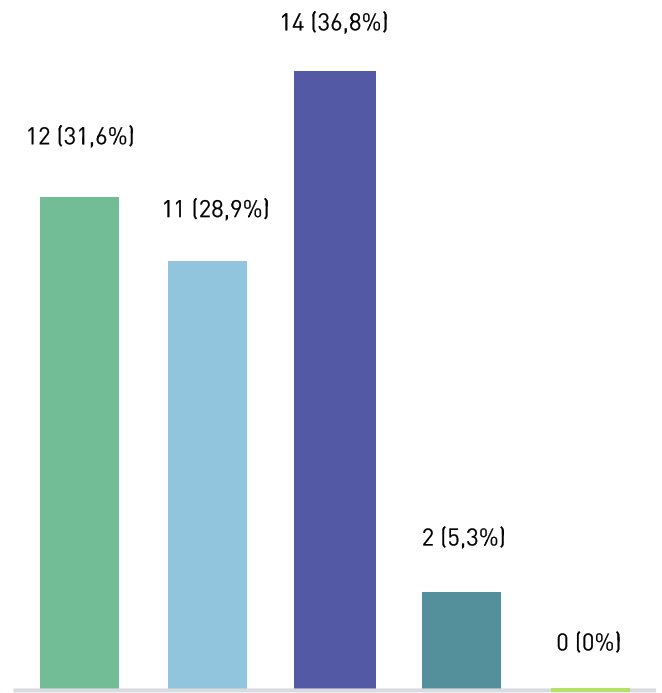
The final questions of the questionnaire aimed to ascertain whether and to what extent the experience carried out was considered ex post by the volunteer as an opportunity for human, professional and civic growth. Induced to photograph their personal perceptions by choosing a synthetic phrase, at the end of the deployment the volunteers agreed that the experience

had undoubtedly been effective in strengthening their self-esteem, their self-confidence and their ability to cope autonomously with the adaptation to new and foreign life contexts. The graphs also confirm that the experience has enabled them to achieve their desired goals of getting to know a new culture and sharing meaningful human relations.

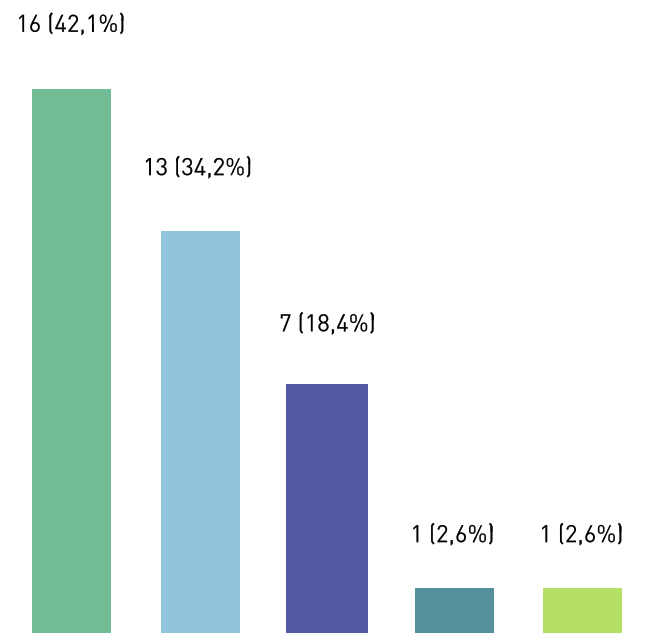
Was this experience useful to get more focused on your future plans of life?



Was this experience useful to your professional growth?



Was this experience useful to improve as Europe citizen and human being?



In aggregate terms, the majority of the sample considers that the experience has been useful for their professional growth. The vast majority of respondents also consider it advantageous for the definition of life plans for the future and the individual maturation path. The most enthusiastic judgement, however, was found with respect to the evaluation of the usefulness of the experience for one's own growth as European citizens and human beings. In this case, more than 75% of the sample stated that the international volunteering experience carried out thanks to the SUD HAV was indeed an opportunity to improve their human quality and their sense of European citizenship.



## Second synthesis

### After the deployment

The final questionnaire discounts the limit of a lower number of participants than the previous one. Given the small size of the sample, the lower number of participants does not make the results obtained in the two questionnaires fully comparable. Nevertheless, the final picture obtained from the second questionnaire offers sufficient material for some initial reflections and partial conclusions.

The first salient element of the data collected concerns the fact that the opinions expressed by the volunteers on the various aspects are not unanimous and in some cases are polarized around contrasting positions. This depends on the singularity and peculiarity of each individual experience. The deployment paths of the different volunteers have been carried out in different countries, in different socio-cultural habitats, in different operating contexts and especially with different local NGOs and within different projects. We can attribute to these singularities the discrepancies recorded with respect to the activities performed and their greater or lesser correspondence with the communications initially received, as well as with personal expectations and the desires and needs expressed during the stay. Similarly, the different evaluations made regarding personal satisfaction on other components of the project are inevitably referred to the individual and peculiar situations. From this point of view, only the disaggregated analysis of the single answers, together with the reading of the individual diaries, will allow us to go deeper and explain the differences in the evaluations. We will then return to the point, entering into the substance of these singularities and peculiarities, when analyzing the written memories produced by volunteers at the end of the journey.

For the moment, the summary of the available aggregated data allows us to state that, despite all the individual distinctions and differentiations, participation in the project has been a cause of satisfaction and appreciation for most of the people involved. A clear majority of the volunteers says that they had achieved the objectives they had set when they chose to join the program and that they felt useful while they were providing their service, as well as being proud to have provided it once it had been completed. Most respondents also expressed appreciation for the action taken by their sending organizations in preparing,

managing and monitoring their projects. Conversely, the judgment changes and is divided into quite distinct points of view when volunteers are called to evaluate the work done with the hosting organization. In general, there is a positive opinion for the effort of the hosting organizations in accompanying and welcoming the volunteer individually, nevertheless some of the hosting organizations are reported more in difficulty with regard to the conduct of projects where the volunteers have been engaged. Again, opinions are not unanimous, even about the same hosting organizations, but the answers to the question about the major obstacles faced during the deployment clearly suggest that the problems related to the management of projects was a factor of concern among volunteers.

The reactions to the questions about impact confirmed the point indirectly, in that they express the frequent belief of the interviewees that they were not able to have a fully effective impact on the way the hosting NGOs work and on the functioning of the projects in which they were involved. As we have seen, many volunteers have expressed doubts about the improvement of the work settings of the local NGO after their intervention and about the possibility that the activities carried out can have a lasting impact in the long term. From the final questionnaire, therefore, emerges a perplexity of a non-minor part of the sample analyzed about the actual impact of its action on the dynamics of the project that saw her or him involved.

The second aspect that can be deduced from the final questionnaire concerns the areas of intervention considered to be most profitable. If we look at the impact in terms of contributions made by volunteers, we see that there are some areas in which, leaving aside all other considerations and variables, they feel that they have had a greater impact with their own contribution. These are: training and education, development of constructive relationships with the communities of the beneficiaries, technical assistance, and preparation and production of new projects and cooperation proposals.

At the same time, if we look at the impact in terms of subjective change of the volunteers involved, we can say that the experience has had a mostly posi-

tive outcome as an opportunity for personal growth. The experience was effective because it allowed volunteer to consolidate her self-esteem, develop confidence in her own means and increase the ability to deal independently with a process of adaptation to new and foreign life contexts. It has also been fruitful with respect to the possibility of getting to know and better understand countries, peoples and cultures, to broaden one's vision of international socio-political dynamics and to get in touch with marginal people and communities participating in significant and enriching human relationships.

In the same way, the SUD HAV project, according to the volunteers, was useful to learn how to work in teams, act in a cooperative way, handle conflicts in groups, understand how to formulate and build proposals and projects for cooperation and humanitarian aid. In spite of the difficulties mentioned above, we can therefore say that the participation in the SUD HAV has represented an added value for the professional growth of the volunteer, as well as for the definition of her future life plans and her individual existential horizons. But most of all it has represented an added value for her civic education and maturation as a human being and citizen of the European Union.







## CHAPTER 4

### The diaries



## Subjective experience of the volunteers

The other tool to assess the impact of the project was the final diary. The short diaries produced by the volunteers at the end of their deployment were compared with the individual answers to the questionnaires and with our notes from the personal field visits. At the end of the data collection phase we received a total of 32 written texts. Therefore a group of volunteers did not fill in the required document. This, at least in part, was due to the early return of some of them, who for various reasons ended their deployment period prematurely. As expected, the 32 written memoirs were heterogeneous in different respects, reflecting the variety of personalities, attitudes, degree of adaptability, approaches, commitment and of course specific vicissitudes in their respective contexts. Some memories were very short, a page of hasty synthesis, others consisted of a dozen pages full of descriptions and operational details, still others were thoughtful analyses offering lucid ideas and reflections on the project, or referred to the blog kept by the volunteer during her stay accompanied by photos and images. In spite of these heterogeneity, the diaries allow us to deepen and explain the results obtained in the previous research phases and in particular the reasons for the discrepant opinions recorded in the second questionnaire. Reading the diaries we can in fact prove the very variety of situations, outcomes and paths crossed by individual volunteers. And we can ascertain that the divergent responses provided depended on projects and collaborations with hosting organizations that according to volunteers have had different degrees of success, i.e. deployments characterized by critical and problems, in contrast to others characterized by positive and even exciting results. The analysis of individual narratives helps to understand the reasons why things went well in some cases and bad in others. In the written memoirs, in fact, the volunteers elaborate the opinions expressed in the questionnaire, arguing their point of view on aspects such as personal expectations, the achievement of personal objectives, the benefits obtained, but above all arguing on the subject of the management of the project by the hosting organization and the participation in the activities in which he or she was involved. If we pay attention to the information provided, we can roughly say that their written memories of volunteers outline a picture characterized by three typical situations: on the one hand we have some experiences unanimously considered in negative terms by all the volunteers

involved (especially in the case of India); on the other hand we have experiences unanimously considered positively by all those who have stayed there (especially in the case of Bolivia or Kenya); in the middle several cases described in a variety of ways, with articulated and conflicting opinions depending on the specific personal history and specific events participated in the field. In order to understand the reasons for the successes or troubles of the collaborations with the hosting organizations, we focused our attention on the two most extreme situations of the fan. This because these are two experiences on which we were able to personally verify the opinions of the volunteers during our short field visits. But most of because they are paradigmatic of the factors at stake for the good or bad success of the project. So we have compared the recurrent elements in the diaries at the opposite ends of the range, trying to identify the common denominators of the experiences judged to be the best as well as those judged to be the worst, in order to draw useful lessons for the future development of the program. By comparing the common denominators of both groups, we found some recurring factors that deserve attention. If we take the elements of success that can be deduced from the memories of the volunteers most enthusiastic about their work with the hosting in which they participated, we find 4 recurring key factors:

- hosting has direct experience in the management of development programs and humanitarian aid in the field in which it placed the volunteer;
- the volunteer was consequently included in activities and projects that were autonomously under way, that is, they had their own history, with defined activities, understandable objectives and dedicated local staff;
- during the deployment, the volunteer has intense moments of working and extra-working life in close contact with the local communities or in any case with the ultimate beneficiaries of the aid initiatives, regardless of whether his/her position included tasks mainly performed in the office or in the communities;
- the process of hiring the volunteer was well prepared and planned in advance, following a calendar of progressive stages; it provided for frequent contacts and daily reports, both formal



and informal, and promoted listening and the enhancement of her or his skills.

On the other hand, if we look at the notes sent by the volunteers who have painted the results of their experience in more explicitly disappointing terms, we find the following 4 recurring elements:

- hosting organization has little experience and familiarity in the management of development and humanitarian aid projects in favor of local communities;
- the project in which the volunteer was included was not well organized, being conformed by rather improvised initiatives, scattered and unplanned;
- the volunteer's contact with the community and with the direct beneficiaries was lacking, weak, temporary or occasional;
- there were communication difficulties between hosting and volunteer also related to practical and logistical aspects and the process of insertion was not organized and followed as the volunteer would expect.

From the diaries we can also identify the areas in which –according to volunteers- the most significant changes for hosting organizations have occurred and their work has improved as a result of the presence of European volunteers. The question was: in which sectors have volunteers made the greatest contribution and had the greatest impact in the time available to them? Some volunteers have observed that the question cannot be answered without first pointing out that, regardless of the context and the quality of the work of the projects, it seems unrealistic to expect large-scale impacts from the interventions of volunteers, given the short duration and transient nature of their presence, especially in cases of deployment lasting 6 months. In assessing the impact of SUD HAV on hosting organizations we must therefore take into account the time factor, in particular the time needed for the inevitable initial process of acclimatization and the necessary acculturation of the volunteer to the local context. As a volunteer from Ukraine has sharply observed: *"It is not obvious to observe significant changes during a six-month mission in a foreign country since it already takes some time to understand what is happening."* Or as another volunteer working in Kenya pointed out: *"We are volunteers going there for a period of six months in which we try to implement some activities that contribute to*

*the sustainability of the organization and the communities we work with, but at the same time, the concept of staying there 6 months is not sustainable itself. As the projects depend mainly on the volunteers, it is difficult for the organization and the groups to implement long-term activities with a long-term impact if the deployment is so short."*

With this in mind, it is not superfluous to point out the benefits for the beneficiary communities linked to the establishment of relations with foreign people that allowed the opening of international relations and intercultural exchanges. In the words of one volunteer in Ukraine: *"I would say that the most significant change that occurred due to my presence is a greater openness to the international community. Indeed, opening oneself to foreigners is not an easy process, and I believe that having me around helped them opening themselves to the international community"*. On the other hand, if we observe what have been the most significant changes for the lives of volunteers and their biographical trajectories, we find several instructive indications for our study. We report them with the words used by the volunteers themselves in the diaries.

From Perú: *"I think the most important thing for me has been to have the opportunity to challenge myself not only professionally but personally, to be able to strengthen my capacities and feel more confident when facing an issue, to strengthen my autonomy and self-confidence while adapting to a new context. To take the initiative and be more critical in some situations. Equally, being able to establish and share meaningful relationships with people and local communities (...) this experience taught me about the importance of working in teams and cooperating in work situations with colleagues, helped me to define my possible future plans and my professional orientation, to manage conflicts and to overcome adversities. I am proud of what I was able to bring to the institution and I leave happy to have had the opportunity to share with people and other thoughts and worldviews."*

From Kenya: *"In a context like Shianda, if you keep your eyes opened, every single day becomes a lesson. I must say that I acquired more soft skills and learnt personal lessons rather than professional and technical skills. In that sense, I consider that I have used the skills that I previously had and used them in a new context. I had a first-hand insight on the procedures and organization of the international humanitarian aid and cooperation sector, which I hope it will*

be useful for my future professional career. However, the most valuable lesson is related to the skill of working in a completely different cultural context. Despite my experience working in an international environment, I had never experienced a context so dissimilar to anything else in my life. It was a constant lesson of very diverse subjects: from procedures, rhythms and standards of work, to the concept of punctuality, the sense of humor or ways of communication, from the conflict resolution to the social conventions. I have always considered myself a flexible person, but it is true that I had to increase the level of flexibility, initiative and observation to adapt myself to the situation. In that sense I feel happy that I know now that I can push me and go beyond the limits I thought I had."

Again from Kenya: "I can see myself the day I arrived at Shianda, with my eyes opened looking with curiosity to everything around me. And I can see myself also the day I left Shianda, with my eyes full of tears. When I leave a place in tears, that means that the time spent there has been enjoyable and successful. That would be the summary of my deployment (...) I went there with the idea that six months there was more than enough for me. I left Shianda totally convinced that this period of time is not enough at all. Six months were not enough professionally speaking, as I could have done much more with more time. When farewells are so hard, the time past has been profitable, as I have said at the beginning. That is what I feel. That despite the challenges, the "lack of time", the roll-coaster of emotions that implies living there, it has been one of the best experiences in my life, with no doubts, at all levels".

Always from Kenya: "The end of my deployment is very near now and looking back to my last 6 months, I have learned a lot about Kenya. I've fallen in love with this magnificent country in all imaginable ways. I've also learned a lot about development aid and the challenges that development organisations face on a daily basis. I've had better days and more difficult ones. I've had challenges and difficulties, I've had my own victories and success stories. All in all, I am extremely grateful for this opportunity and feel absolutely blessed for those 6 months I've had as a volunteer."

From Ghana: "Despite all the challenges I have faced due to administrative shortcomings, I have been able to contribute immensely to the development of the clinic, I have concentrated on my area of strength, identified needs in the clinic and found ways to satisfy them where possible. I have also contributed to

the community development agenda, community cultural activities and contributed to events when called upon. I have managed conditions and also offered care and education to clients on their conditions, I have introduced new protocols in care management and trained colleagues on modern ways of care planning and management, including first aid. I also made plans of introducing an emergency care unit at the clinic, a project I have been so passionate about that has seen me extend my time here by two months with the permission of my sending organization. I am grateful that this deployment has made me use my skills and abilities, some of which I almost forgot I had but existed within me, I appreciate simple life and see life in a completely different way, my only regret that I am leaving too soon."

From Uganda: "During my deployment I had learned many things. For the local groups it was very important for me to be there, even though I sometimes felt I could be more useful to develop the project by doing things on the computer or finding markets. It was enjoyable to be part of the activities and to see how local people live.... Also important part of my learning process has been talking with other volunteers or organizations that have been in the country longer. It gives a good idea what is sustainable and what not and I believe all volunteers want to have a feeling that their time and efforts have been valuable. So during my deployment I rethought my priorities several times after talking with different people, because it is very important for me to work on the sustainable prospects and sometimes when you are in the middle of process you lose the bigger picture. Also culturally it made me understand local value systems and what they are based on without juggling people. I have enjoyed my deployment and it has broaden my understanding of different cultures and this is what I was hoping for. I felt I was able to open the door to information by making computer classes and organizing possibilities to use electricity and internet. My understanding of different lifestyles and needs for human being was stretched by living without electricity, gas, running water or proper facilities for cooking or bathing. It was sometimes very hard but also I am grateful for this experience".

From Nepal: "I feel satisfied at the end of our workshops when you see the more motivate eyes of the women, I feel satisfied in the laughter of complicity among the women of a group that learn something more, or just found a safe space to tell her own story and share with other women.... The most important contribution definitely is our active

presence, especially in the community among the groups of women, in the streets of the village, in the kitchens of the families, in the stories of local people... our humble contribution in a daily life of Nepal's community. But also a professional contribution for a local NGO, that we are helping to structure the bases for a better future work."

From India: "As highlighted by the above descriptions, professionally very few positive elements came out of this deployment, except the first hand knowledge of the local development/aid world. However, in terms of personal development I think the EUAV program taught me a lot. Today, I feel much more confident in taking the lead in times of emergency (the cyclone situation), in having harsh living conditions, in standing for what I believe (for instance had to oppose a project aiming at transforming a tribal village in the forest into a touristic attraction) and in identifying what is worth my efforts and investment, and what is not. I learned patience, perseverance but also the necessity to 'let go' sometimes."

And finally from Thailand: "My arrival coincided with a lucky moment work-wise. Thanks to the effort of the previous EUAVs the process of community needs and strengths assessment was started in December and, a couple of week after my arrival, the second phase was scheduled. This allowed me to receive immediately interesting tasks and important responsibility. I have, together with my colleague, been responsible of training local volunteers/data collectors, developing a new strategy based on the evaluation of the previous phase, ensuring the good implementation of the second phase, monitoring the process, organizing focus groups and writing a final report. This process of research was for me incredibly enriching and it gave me the chance to, for the first time, practicing some of the methodological notions I had previously studied at university. Thanks to this process, I improved my skills in research methods, training, data aggregation and analysis and M&E. Thanks to my other project, the creation and implementation of a communication strategy, I improved my skills related to digital marketing, website building, training, social media management and PR. In general, the peculiarity of the circumstances I found myself in provided me with a unique opportunity to develop independence, entrepreneurship and self-reliance. I believe that this, more than the technical skills, will be the main improvement that will help me as a professional in the next step of my career. The community needs and strengths assessment helped the community to reflect upon the changes that they want to see in the village and

to evaluate and discuss the problems affecting it. In the focus groups organized following the analysis of survey results, they were asked to formulate possible solutions and to think about what could help them to achieve results. This process has been very important for them: the community developed not only analytical skills, but also a sense of entitlement to the process of development (...). Despite of the numerous challenges encountered during my mission, I am extremely glad I joined this project. I feel much more mature in my job-related skills than I was prior my deployment and I am confident that this experience will help me in my future endeavors. I do not exclude my participation in another EU Aid Volunteers project in the future with a more structured organization in order to complement the skillset acquired through this deployment with the missing pieces. Finally, I believe that EUAV deployments improved the quality of the hosting organization and helped the local community to develop their way of thinking development."



## Third synthesis

### Subjective experience of the volunteers

The data collected through the diaries and the analysis carried out allow us to confirm the previous conclusions. Irrespective of the quality of the local projects and the results obtained in the collaborations with the local NGOs, the SUD HAV project as a whole has had a positive impact on the personal growth of expatriate volunteers. It has left most of them with a positive balance in several respects. First of all, it strengthened their capacity to deal with problems, solve unexpected obstacles and deal with unforeseen, unknown and sometimes difficult situations in completely foreign contexts on their own. In this way, it has helped to increase personal self-esteem, confidence in one's own means and the solidity of people's personalities. Regardless of the major or minor difficulties encountered in the process of adaptation with local partner, the experience has been valid in many cases also for the professional growth of the persons involved. It has expanded their background and expertise with respect to soft skills, especially with regard to aspects such as teamwork, collaboration and overcoming conflicts, the ability to operate in work culturally contexts completely different in terms of rhythms, procedures, punctuality, communication styles, production standards, social relations, values.

But the experience has also been productive with respect to increasing the hard skills of volunteers, where it has increased skills and practices in applied research, methods of social analysis, training techniques, capacity building and community engagement methods, formulation and management of projects adhering to the real needs of local communities in emergency or post-emergency conditions. It is not out of place, therefore, to say that the SUD HAV has been a valuable school of life, a gym, an opportunity for training on the job profitable for the preparation of professional figures able to offer in the future qualified contributions in the field of international cooperation. Part of the learning process was the same critical situations that put them in a position, sometimes for the first time in their lives, to deal with dysfunctions, impediments, disappointed expectations or organizational inefficiencies, as well as with linguistic incomprehensibilities and differences in customs, different ways to conceive and manage time, to practice hygiene, social hierarchies, core values of civil coexistence. The experience of SUD HAV can be

considered productive as a whole also because it has given the possibility to volunteers of a full immersion in distant social systems, which has broadened the horizon of their anthropological knowledge and their awareness of national and international socio-political dynamics. Finally, by coming into direct contact with marginal people and communities in conditions of social exclusion and poverty and by participating for some time in their fate, the project has made it possible to experiment with human relationships full of meaning, effective solidarity, human empathy and mutual exchange. In consideration of all this, we think that the project has been a generator of added value for the growth of the people involved, as well as for the definition of their future life plans and their existential horizons, improving their civic education and their maturity as citizens of the European Union and human beings.

Our assessment is less unilaterally positive when we go on to sum up the relationships of the volunteers with the hosting organizations and their projects on the ground. From this point of view, the research has highlighted some problems in the implementation of on-site actions that have not allowed to better exploit the potential human and professional contributions of some of volunteers deployed. The length of staying and the nature of the voluntary services, especially for the duration of 6 months, didn't help the production of results immediately relevant to local realities. However, the crucial issue came from the weak structuring of the activities in which some of volunteers was channeled. Apart from the practical and logistical problems that occurred in few cases, it was the inclusion in poorly structured projects which was the main factor behind the dissatisfaction expressed by these volunteers. This was not the case where the local hosting organization was duly organized and prepared to enter the volunteer in a solidly designed humanitarian aid program, based on a local context analysis and adhering to the needs of the beneficiary communities. Things have been successful where the volunteers has been placed within a non-occasional project, clearly finalized, managed with continuity, with recognizable objectives and dedicated staff. In these cases the deployments have given appreciable results on the operational capacity of the hosting organizations and contributed

significantly to their technical strengthening and the development of the staff skills. This also thanks to the opportunities offered to the volunteer to live significant moments of working and extra-working life in close contact with the final beneficiaries and to an insertion process planned in advance and full of frequent contacts, opportunities, formal and informal human relations. Finally, based on volunteers diaries analysis, it is worth remembering that in the varied range of sectors and technical areas experienced, some projects have been more satisfying than others and seem to have had more added value than others, namely projects carried out in the fields of health, psycho-social assistance and human rights.





CHAPTER 5  
Summarizing the impact.  
Data from hosting  
organizations

## Intro

In order to organize the impact study we carried out a first interview online with the hosting organizations representatives a few months after the start of the project. Then we had a second semi-structured interview with them at the general meeting of the partners held in Lille in October 2018. Finally, to complete the study with more wide and detailed information about the activities and the results obtained by the deployments, we asked the organizations to fill a conclusive form where they could collect data and sum up the overall impact of the work of the volunteers hosted since the beginning of the project.

The data and information provided by the organizations at the end of the process has allowed us to quantify in numerical terms the volume of actions performed by volunteers, either directly with the hosting organizations staff, or together with the associations, groups and communities of beneficiaries. It also has allowed us to resume the evaluations expressed by the hosting organizations representatives with respect to the contribution of the volunteers, the achievement of the initial objectives and expecta-

tions, the satisfaction of the organization needs, the technical and social improvements brought to the organizations as well as to the communities of beneficiaries.

The following is a summary of the responses provided to the final form. In the initial paragraphs, the answers to the closed questions are shown in graphs aggregating the results. In the last paragraph, on the contrary, we report the answers obtained from the open-ended questions, dividing them by organization and using the statements made by each organization on the different topics covered.

The form was completed by 8 organizations out of 9. The following data therefore refer only to the 8 organizations that filled it. Not all questions were answered, so in some cases the graphs represent 7 answers instead of 8. The statistics on the activities carried out by volunteers are based exclusively on the data that have been transmitted by the organizations in their respective forms.

## Activities of volunteers

In general terms, as expected, the project supported the Non EU partners through building resilience in local communities, disaster risk reduction and preparedness and strengthening capacities of hosting organizations. The specific fields of intervention in which the volunteers were involved during the deployment were different and they included: school education, organizational strengthening and train-

ing, agroecology and food security, human rights and psychosocial assistance to children at risk and war victims, gender issues and community based development, projects preparation and management, health and nutrition. In quantitative terms the activities performed by the volunteers, according to the information provided by hosting organizations, can be summarized as follows:

### Overall beneficiaries

Beneficiaries of all activities carried out by all volunteers	5.330
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### School education

Schools where volunteers taught	32
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Teaching days given by volunteers in schools	204
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### **Organizational strengthening and training**

Hosting organization staff trained by volunteers	70
Training sessions carried out by volunteers for the hosting organization	202
Internal meetings of the host organization attended by volunteers	221
Products written for communication by volunteers (flyers, magazines, newsletters)	142
Audiovisuals produced by volunteers for communication	7
Web or social media products developed by volunteers for communication	102
Graphic works carried out by volunteers	34
ICT projects in which volunteers have worked	6

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### **Agriculture and food security**

Meetings held by volunteers with disadvantaged farmers or small producers	80
Activities for social business and household income	41
Activities to improve food security in communities	55

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### **Human rights and psychosocial assistance to children at risk and war victims**

Psychosocial care centers where volunteers have worked	4
Legal support activities with victims of violence	4
Psycho-social support meetings carried out with victims of violence	15
Meetings held by volunteers with groups of minors	53

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### **Health and nutrition**

Health centers where volunteers worked	4
Visits or health interventions carried out by volunteers with patients	34

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### **Gender issues and community based development**

Groups, associations or communities in which the volunteers have worked	88
Training sessions organized for communities of final beneficiaries	277
Fun and recreational events organized by volunteers	49
Meetings held by volunteers with groups of associated women	115

Educational meetings held by volunteers with families	79
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### Projects preparation and management

Development and humanitarian aid projects prepared by volunteers	22
Studies or researches carried out by volunteers	10
Fundraising proposals prepared by volunteers	10
Action plans and strategic documents prepared by volunteers	22
Administrative projects in which volunteers worked	14

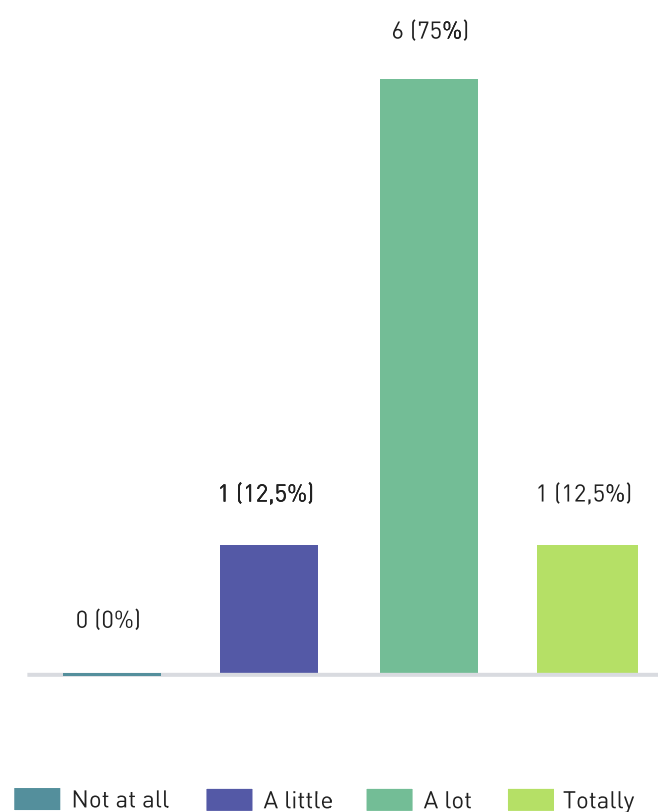
### Institutional relations

Public institutions with which volunteers have interacted	45
Workshops and public conferences attended by volunteers	86

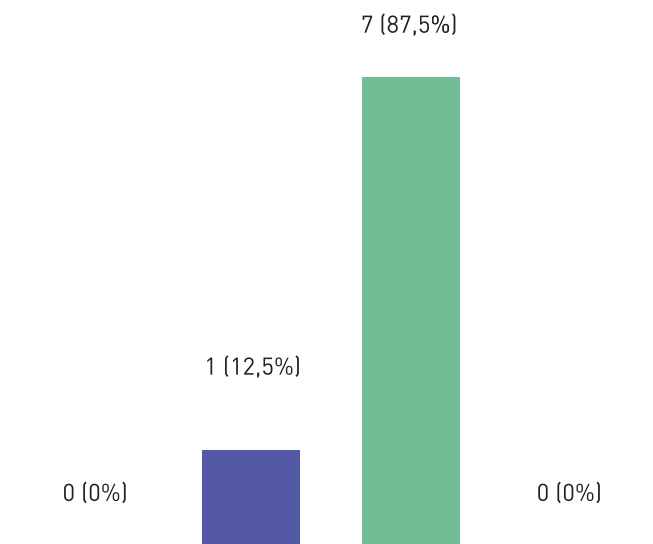
## Reached expectations

We asked the hosting organizations three questions about the correspondence of the volunteers' work with their needs, the achievement of the objectives initially foreseen and the fulfilment of the planned activities. As you can see in the following graphs in all three cases the answers indicate very high rates of evaluation of the hosting organizations for the work done by the volunteers. Only 1 out of 8 organizations declares that the contribution of volunteers was not very significant in relation to the aspects considered.

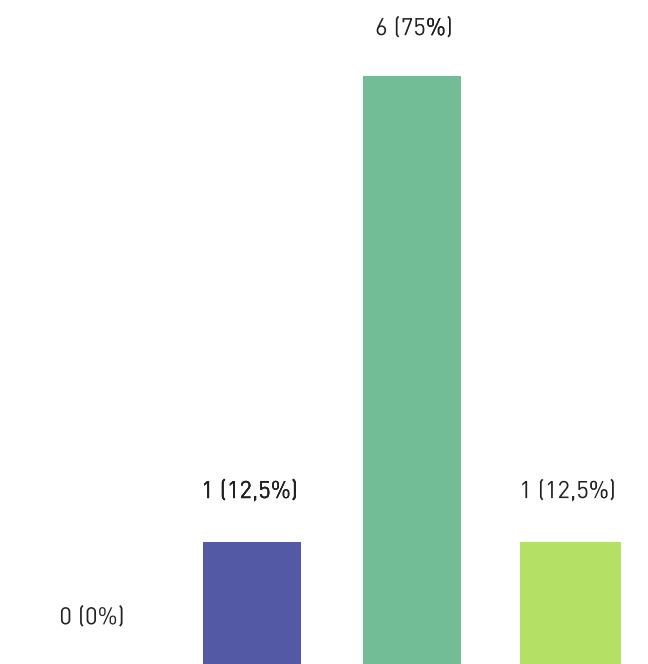
How much did the work of the volunteers meet the needs of your organization?



How much did the volunteers achieve the objectives you set at the beginning of their deployment?



How much did the volunteers carry out the activities that you planned at the beginning?

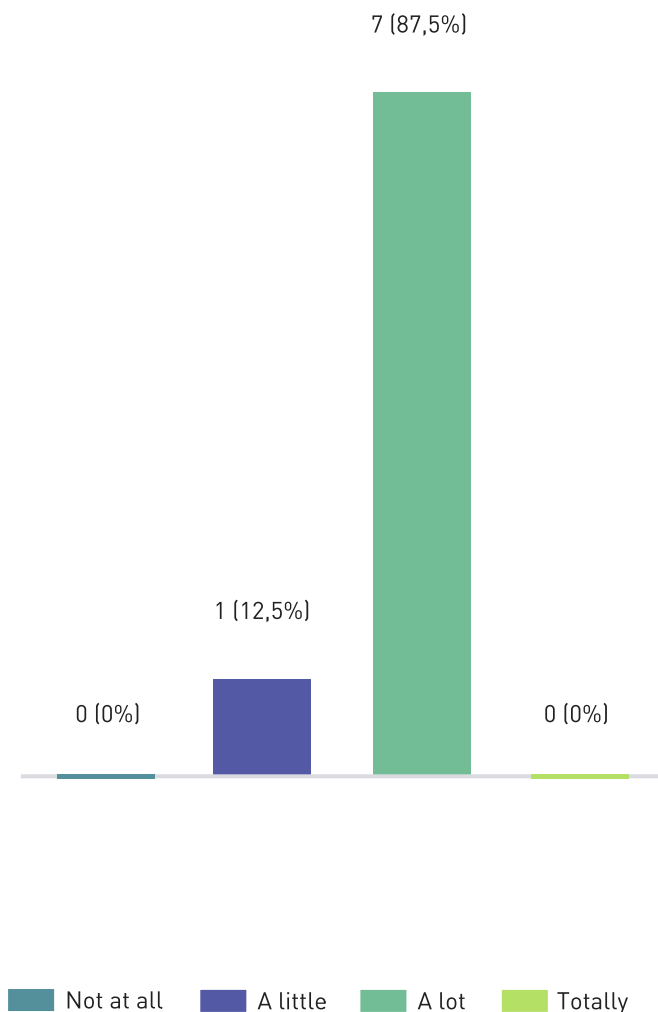


■ Not at all   
 ■ A little   
 ■ A lot   
 ■ Totally

## Impact achieved

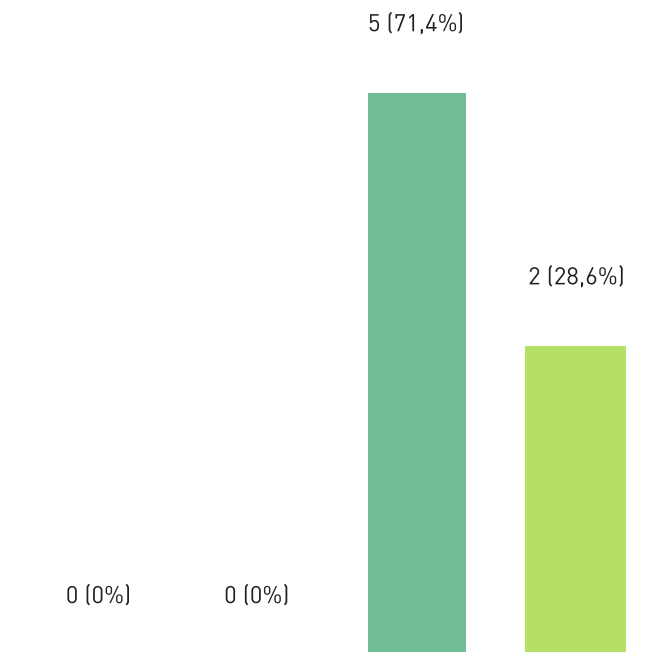
In the following graphs we have brought together the results of the questions posed to the hosting organizations on different aspects of the impact of volunteer work. Three questions concerned directly the impact on NGOs (improvement of professional and technical skills, capacity to manage humanitarian aid projects and organization's work setting); while two questions concerned the impact on groups or communities of the final beneficiaries (associative development and quality of life of the beneficiaries). Also in this case, the answers generally give a very positive scores with

**How much did the volunteers improve the technical and professional skills of your staff?**

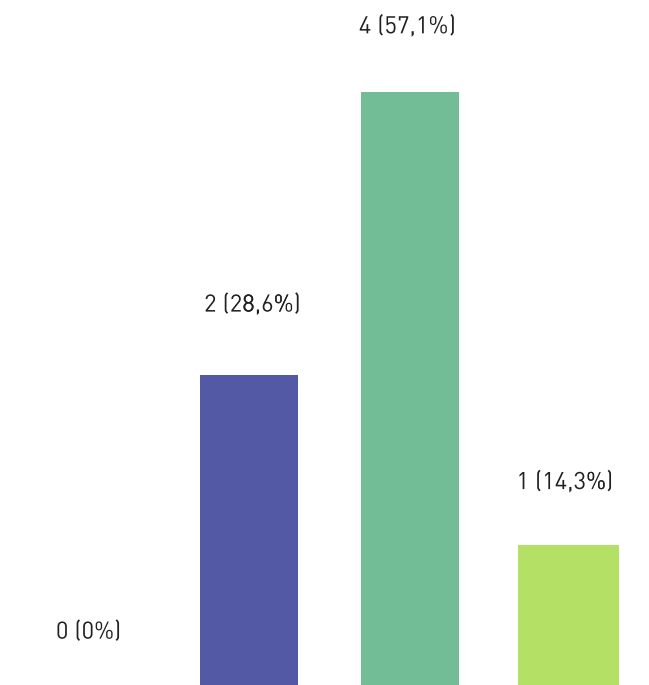


respect to the effects of the activities of volunteers. Not all the organizations answered all the questions, but the answers received show that the two areas in which the work of volunteers has had the most positive impact, according to the respondents, are the technical and professional improvement of the staff and the ability of the organizations to manage cooperation projects. On the side of the beneficiaries, the organizational development of groups and associations also has garnered high preferences.

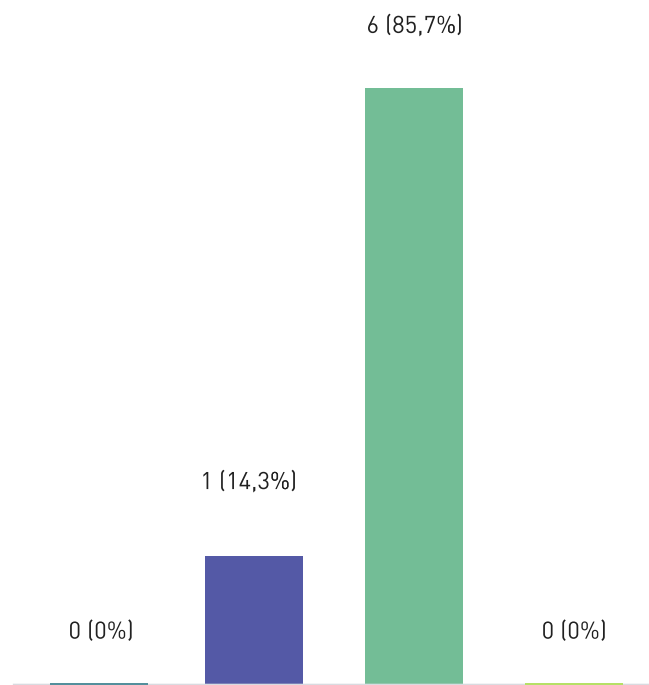
**How much the work of volunteers has had a positive impact on your organization's capacity to manage humanitarian aid projects?**



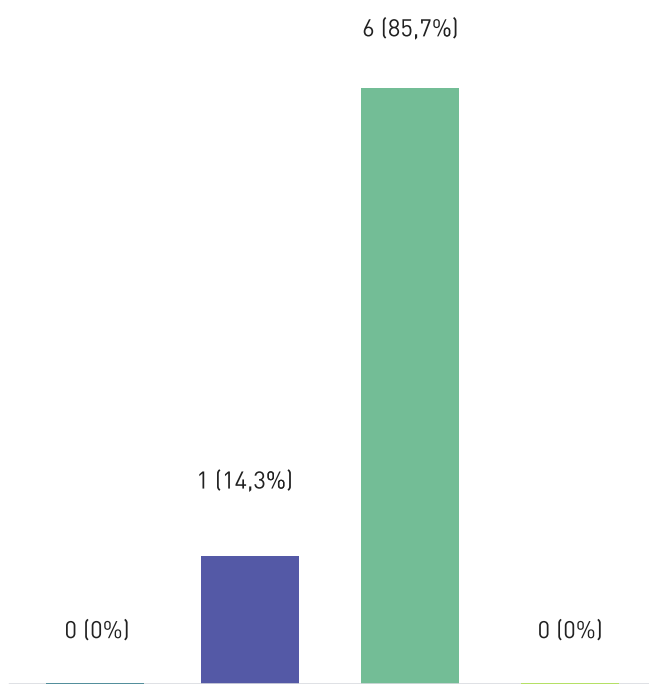
How much did your organization improve its work setting thanks to the activities of the volunteers?



How much did the volunteers help the organizational development of the local groups, associations or communities of beneficiaries with whom they have worked?



How much the work of the volunteers has had a positive impact on the quality of life of the groups, associations or communities of beneficiaries involved in the project?

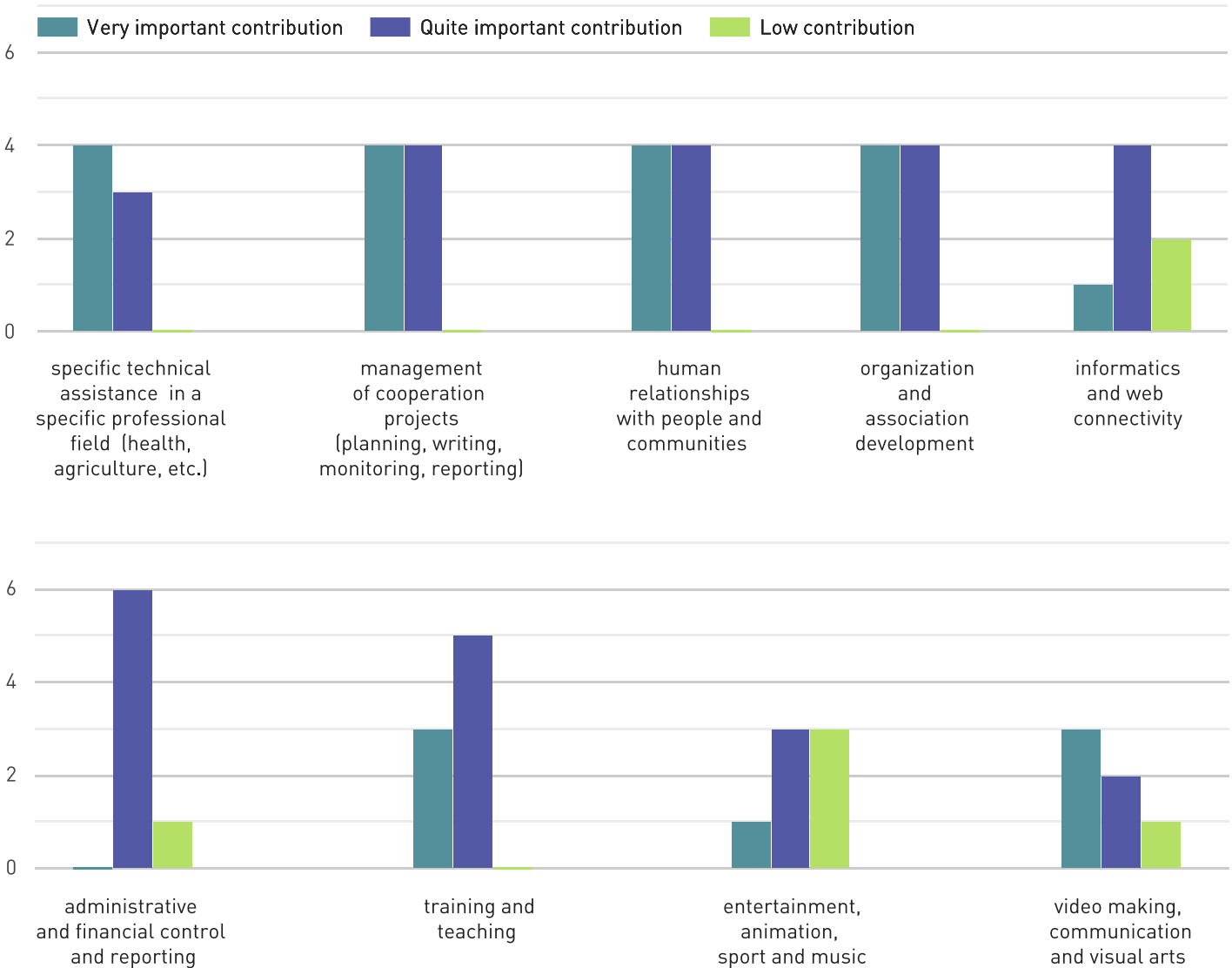


## Contribution of the volunteers

In order to verify which of the different contributions made by the volunteers were the most significant

from the point of view of the host NGOs, we asked the following question:

What has been the most important contribution of the volunteers to the project?



If we look at the graphs in which all the organizations judge accordingly the contribution of volunteers “very important” or “quite important”, we note that the preferred options are 3: “Management of cooperation projects”, “Human relationships with people and

communities” and “Organization and association development”. To these it should be added among the contributions of volunteers assessed in positive terms the technical assistance in specific professional fields and the supply of training and teaching.

## Most significant changes

In this final section we present the answers we received to the open questions included in the questionnaire. The open-ended questions asked the organizations interviewed to give opinions and comments on aspects such as the initial objectives set for volunteers, main results obtained, most

significant changes for the organization and most significant changes for the communities of the beneficiaries. We report the findings on these issues summarizing the most significant statements made by the respondents using their own words on each subject.



## DA LAA - THAILAND

### Fields of activity of the volunteers

Community development

### Initial objectives for the volunteers

Support the local community organizations bringing new ideas to support local development. Learning about the community & project. Planning the research on community needs and strengths. Defining and monitoring the project. Learning about the impact.

### Main results obtained

The survey research on community needs and strengths was carried out in different areas and it led to the design of the project and definition of the role of community organizations in the local development process. Among main results also to report the production of a website with bilingual content and online digital archive.

### Most significant changes for the organization

**Technical skills acquired** Skills of the organization have improved in communication, methods of engagement of local communities, strategic planning skills and project development skills.

**Organization capacity to manage humanitarian aid projects** The volunteers have increased the participation of local people and the capacity of targeting the local development group potentials. Exchange of knowledge with the volunteers gave us great results in the direction of the organization objectives combining western and local concepts and techniques. Thanks to volunteers there was a development of a work system focused on active participation from all sectors of beneficiaries.

### Most significant changes in the community of beneficiaries

Local organizations got a positive attitude towards looking at valuable local resources. The communities became conscious about the importance of a strategy of self-development and the creation of opportunities through collaborative learning. The increased Muslim women empowerment and involvement in the project activities also to be mentioned.





## KOCDA - GHANA

### Fields of activity of the volunteers

Health. Livelihood. Education & ICT

### Initial objectives for the volunteers

**Livelihood:** assist KOCDA with the monitoring and updating of information in the Mondo Child Support Program database and the delivery of support for 2019/20 academic year; visit the communities to meet with relevant stakeholders and develop a research strategy to collect data on Mondo Child Support Program students, dropouts and graduates; prepare an impact report and suggestions for the continuation and improvement of the program; based on the impact report, develop and deliver training programs and workshops for teachers, aimed at preventing school dropouts.

**Health:** Work as a nurse or midwife in the local clinics, supporting the local medical staff in their daily work, including preparation for and assistance in clinical tests and medical/surgical procedures; share good practices and identify needs for improvement; train local medical staff; contribute to the health awareness in local community; support in educating and counselling patients and their relatives; inspect the facilities and act to maintain excellent hygiene and safety; provide instant medical care in emergencies; develop closer cooperation with the local District Health Office.



### Main results obtained

The health sector has gained a lot, as well, through the efforts of volunteers aimed to implement new



ways of birthing children, wound treatment and even developed protocols and trained staff with skills and tools. The work of volunteers have contributed significantly to KoCDA's credibility and image in the Nabdram district and beyond. Volunteers have helped with capacity building of members KoCDA through ideas on sustainable ways of running the organization, skills development of individuals, women co-operatives such as Nongtaaba Shea butter and Yempang Basket Weavers. Schools in Nabdram, especially teachers and pupils, have received a lot pedagogical training on new ways of teaching and learning especially ICT. They have also held one-on-one interviews with dropout support students, conducted interviews with education officials in the district.

### Most significant changes for the organization

**Technical skills acquired** The Executive Director through support of Volunteers is able to log on to EU platform to do mentoring weekly and monthly. Previously the executive who literally had no computer skills has benefited tremendously from volunteers who have worked with him in relation to sending emails, attaching files and downloading, doing skype calls and many other computer based skills that he hitherto did not have and could not exhibit.

**Organization capacity to manage humanitarian aid projects** EU Aid volunteers have helped KoCDA to develop a tool for data collection on child support program. They have also helped us with a criteria based approach on identifying needy but brilliant children for financial support in school. Thanks to KoCDA and Mondo and now with other European Partners such



as Adice, programs are regularly being developed to support women to engage in economic ventures that has seen them now take commanding heights in the lives of their families and children through the value addition programs.

### **Most significant changes in the community of beneficiaries**

The future of Kongo Community and other surrounding communities in Nabdam is based on its youth. Volunteers work has largely been with the youth and has impacted them greatly. A lot more youth especially females are seeking higher education now than before. We can partly attribute it to work of volunteers in the community. The educational support program and the brilliant but needy fund program that Mondo

sponsors and supports annually has transformed a lot lives and made positive contributions to individuals and families. Some volunteers developed close acquaintances with some individuals and families and continue to support the education of young people even though these volunteers long left the community. A sterling contribution of volunteers can visibly be seen on women in Kongo and Nabdam they have worked with especially those in shea butter making, basket weaving, animal and poultry rearing as well as tree plantation. Women some a little over a decade ago in the community did not have a platform to add value to their lives. Through the efforts of Volunteers Nongtaaba Shea butter Women and Yenpang Basket Women have formed their independent leadership that runs their finances independently of the Organization KoCDA. The women have been taught book keeping, financial literacy and other interesting things that propels the development of women. Again volunteers have supported women to better produce quality share butter and packing that is admissible in the European market. Volunteers with design backgrounds have helped basket weavers to better design baskets for European needs. Furthermore: teachers and health workers as well as the district Assembly are ready to work with KoCDA to promote the change agenda going on in the community. Awareness and visibility of KoCDA is very high. The youth are always



interested to support the volunteers in their work. Many women and community members now patronize health care services thanks to the presence of volunteers in our healthcare institutions. This is a significant contribution that we probably have reported on.

## POSTUP - UKRAINE

### Fields of activity of the volunteers

Human Resources Management and Learning. Human Rights. Education. Linking Relief, Rehabilitation and Development. Building Resilience in Local Communities.

### Initial objectives for the volunteers

Defending the rights of people that have been internally displaced or that are affected by armed conflict. Raising awareness of the human rights through activities at the local schools. Organizing human rights related socio-cultural events and workshops. Meeting and cooperating with potential partners working in the field of human rights. Analysis of international practice on armed conflicts contributing with ideas



on how to use international humanitarian law in the local context to support beneficiaries. Supporting the team creating proposals to defend the rights of people affected by armed conflict. Cooperation with other NGOs in Ukraine in relation on research and

implementation of international humanitarian law Psychosocial. Organization and facilitation about methods for group psychological and social work for



the employees, volunteers and members of Postup and Postup's partners. Organizing regular events for the internally displaced people in order to provide them psychological support. Supporting local team in monitoring, reporting, developing psychosocial projects and strategies. Organizing activities for children during the breaks and space time. Conducting lessons and extra-curricular activities on English, human rights and global education, comparing crises cases and learning by role-playing. Support the school network "Global education – Understanding Human Rights". Sharing innovative tools and materials for education with local team and teachers (ICT). Participation in internal and external meetings with national and international partners.

### Main results obtained

On weekly basis: English speaking club for teenagers and for adults, children activity 'Inspiring college', children activities during breaks and space time, lessons and extra-curricular activities at schools on English, human rights and global education for children and staff, preparation and management of public events and awareness raising activities in around 20 settlements, trainings for teachers, school administrations and local population. Furthermore monthly big picnics with teenagers, active picnics on English, prepa-

ration of publications, children's activity on the annual Opinion festival Teaching English for the mentor and the local team, organization of therapeutic counseling and relaxation workshops for the local team.

### **Most significant changes for the organization**

**Technical skills acquired** Learning of mechanisms and methods for training and awareness raising on human rights. Improvement in English language. Learning techniques of therapeutic and psycho-social methods, especially related to the management of stress of the operators and the work of the local psychologist.

**Organization capacity to manage humanitarian aid projects** Due to the project and volunteers' activity, the organization created and developed a structure to work sustainably with volunteers. Participation in internal and external meetings with national and international partners, OCHA clusters meetings with the United Nations, multinational meetings and events and the international experience gave new connections and different life view to the team in sphere of the civil work. Many new ideas came to us from volunteers for actual and further implementation to provide further humanitarian support.

### **Most significant changes in the community of beneficiaries**

Human rights awareness raised in several settlements as well as English knowledge through meetings and lessons. The local community received relief and inspiration due to new methods of interaction during events prepared by volunteers as well due to communication in English language.



## **VIN - NEPAL**

### **Fields of activity of the volunteers**

Gender Issue. Organizational Development. Disaster Risk Management.



### **Initial objectives for the volunteers**

Gender issues: Develop the training course together with VIN staff and deliver it to the local women group. Support Cooperative staff in financial management and record. Organize and facilitate various life skills trainings to the women in the community. Help local staff to develop projects and search for grants based on the need of local community.

Disaster risk reduction: Conduct research on risk and disaster in the community. Support on reconstruction and renovation of the houses for poor and needy people. Educate on safe earthquake resistance houses/schools. Raise awareness and provide training on disaster preparedness to the community people and school children. Work with other volunteer for crowd funding to support the earthquake victims.

Organizational development: Development and facilitation of trainings for the local organization team about the construction and development of humanitarian, rehabilitation and development aid projects (projects proposal writing, research of donors and partners, strategic development of the organization, budget building and monitoring). Support of the local organization team in the construction and development of new humanitarian, rehabilitation and development projects (research of potential supporting programs and donors, concrete support in the project



proposal writing, in the development of local, national and international network with partners and institutions). Support in the organizational development of the local structure (building of organization strategy, support in development of new management and monitoring activities).

### **Main results obtained**

The staffs was involved in research process. It attended and participated the trainings conducted by volunteers. Gender issue: volunteers developed the session guide book of life skills to the local women. Communication training helped to improve internal communication of local staffs. Organizational development training helped to explore the needs and space of improvement of the organization. Disaster risk reduction report helped to analyses the situation.

### **Most significant changes for the organization**

**Technical skills** Acquired Design and conduction of trainings. Online communication activities. Research process on community development process and community active involvement.

**Organization capacity to manage humanitarian aid projects** Training to local people on risk and disaster management. The documents created by the volun-

teers together with local staffs will be beneficial for the implementation of the project in the community.

### **Most significant changes in the community of beneficiaries**

Life skills of local women. Life skills of local groups. The daily life of the people has been slowly changing but this cannot be seen immediately as it is seen in long term. Achieved little bit less than we expected.



## WEFOCO - KENYA

### Fields of activity of the volunteers

Health and Nutrition. Education. Gender Issues. Community Development.



### Initial objectives for the volunteers

Gather information about the physiotherapy and rehabilitation services in the region, government support for children, persons with disabilities, groups and schools. Implement activities to promote psychomotor development of children with special needs in Rise and Shine School. Provide training to teachers in Rise and Shine School on children with disabilities and inclusive education. Train caretakers in Rise and Shine School on how to do transferences, positioning feeding children with special needs and supporting children with epilepsy. Meet with head teacher and plan the support for children with disabilities regarding hygiene routines, mobility and positioning, inclusive and vocational learning. Raise awareness about the importance of the participation of children with disabilities in school and in activities within the community. Meet with the women groups and raise awareness of the importance of identifying and reporting cases of children with disabilities that are not in school. Support parents of children with disabilities (home visits and strategies to support the child). Conduct meetings with the disable groups in the region, special needs teachers and the community rehabilitation workers. Find a mentor for health volunteers in WEFOCO

### Main results obtained

Training of 16 women groups with good outcomes: people very interested in the topics, participative and easy to include. Very important HIV trainings for the women groups in co-operation with the local community health volunteers. Short health talks carried out in the local dispensaries 2 days a week with informative lectures held in the morning for patients that have arrived to the clinic to be seen. Research and assessment carried out on 12 government-funded clinics.

### Most significant changes for the organization

**Technical skills acquired** Increased knowledge in "Nutrition related diseases". The organization has improved in strategic planning skills and project development skills.

**Organization capacity to manage humanitarian aid projects** One of the tasks that was set before the volunteers departure was evaluating the current access and quality of medical care in the area. To do so, the volunteers created a questionnaire, visited all 12 government-funded clinics in the sub-county and created an assessment based on that. That gave us an excellent overview of the current situation, main shortcomings and challenges, as well as possibilities and opportunities. We created a report based on what we saw, as well as an informative document for the following volunteers.

### Most significant changes in the community of beneficiaries

Raised awareness about nutrition and health in the communities of beneficiaries. Improved the health services staff know how.



## UPA - UGANDA

### Fields of activity of the volunteers

Gender Issues. Resilience Building.

### Initial objectives for the volunteers

KIKOOBA: Support the school in establishing income generating activities and getting sustainable market for the products. Support the women group to market their products in a profitable way. Analyze potential strategic partner relationships for organization marketing. Recruit new volunteers/internships and looking for international partnerships. Fundraising proposals. Provide recreational activities to children and youth such as games and sports. Produce photography and videos in order to create awareness about Ugandan living conditions and culture. Train the staff and the community in saving skills and developing strategies for finance.



KIFAD: Assist the Program Manager in planning, supervising, implementing, coordinating, monitoring and evaluation of activities within the project area. Plan and conduct mobilization and sensitization of the community on Village Savings and Loans Associations. Support the formation and training of VSLA groups. Make frequent follow up of different groups formed and conduct support supervision. Manage data from the field, audit, entry, report preparation and report submission. Map the possible network of buyers for the products of 40 disabled tailors. Marketing the products of approximately 40 trained tailors women. Support the trainings for the tailors and women on ICT solutions for marketing.

ARUA-PAKWACH: Assess the quality of the products and the skills of the women group mapping the desired and possible activities of the women groups. Work out the schedule for possible activities. Design the marketing strategy and find market for the products. Support the group to generate monthly income to become stable as a group. Trainings on capacity building, financial skills, accounting. Organize the skills trainings for the women (tailoring, poultry keeping, shea butter, soap, hairdressing, tree nursery, catering cakes, beads). Fund raising for the women groups. Improve literacy among women and girls.

### Main results obtained

Volunteers was very essential in marketing the products through social media platforms like Facebook. They developed a documentary about this great work in Uganda. It improved the incomes of the local groups of beneficiaries by selling the products. More value is now attached by the community groups to voluntary work as a result of working with the professional volunteers. Some community efforts have been awakened, for example the community school in Kikooba is now very vibrant. In general the volunteers efforts awaken local community leaders hence being more activity in some communities. Teaching methods and writing of project proposal have been among the main results of the cooperation of volunteers.



### Most significant changes for the organization

**Technical skills acquired** The volunteers have imparted a lot of skills with the staff and many community groups. In KDI the volunteers have improved our marketing skills especially related to e-marketing. The quality of the products have improved due to the skills that they have acquired through training and workshop. The volunteers also carried out several trainings in ICT for the project staff at KDI and KIFAD. These skills are used in managing project activities especially for videography and photography.

**Organization capacity to manage humanitarian aid projects** Our organization has worked with the volunteers in various capacities both in office and on field activities. This has enabled us to improve our capabilities in volunteer management. In general there has been improvement in professionalism and quality of the work we do as an organization and we have improved our visibility in the local communities by making them more active. Volunteers have generally created more visibility to our organization through creating linkages with other organizations both public and private.

### Most significant changes in the community of beneficiaries

The volunteers have imparted a lot of skills to many community groups and VSLA Members. One volunteer fully developed the skills in marketing and making crafts for the women group at Kikooba and they are still moving on well. In the same way, other volunteer has continuously worked with the community groups in Pakwach and they have hugely benefited through his trainings, study visits and exchange visits. Through capacity building in Pakwach, KDI and Kikooba many families have improved their incomes by selling the products made by the local groups. Especially women admit that their household incomes have improved due to the craft projects that are running. Finance literacy workshops were also held as well as in-country visits to enhance more skills amongst the various groups. In Pakwach four community groups are active and have developed plans for future development. In Kikooba the community school has attracted more learners, almost 3 times compared to the original population. Due to the Functional Adult Literacy classes, the members in the local communities can ably speak basic English.

## APRODEH - PERÙ

### Fields of activity of the volunteers

Agroecology. Political and Social Advocacy. Management of Volunteer Program. Policies on Historical memory. Training and Advice on Projects for International Cooperation.



### Initial objectives for the volunteers

Project 1 -Ayacucho Agroecology. Strengthen the technical capacities of producers in the communities of Culluchaca for the cultivation of quinoa, native potato, white corn, cultivated pastures, vegetables and guinea pig breeding, incorporating an agro-ecological approach.

Project 2 -Agroecology Apurímac. Strengthen the technical capacities of producers in the communities of Toraya for the cultivation of native potatoes, medicinal plants, cultivated pastures, vegetables and guinea pig breeding, incorporating an agro-ecological approach.

Project 3- Political and social advocacy in favor of land and territory defenders. Strengthen the capacities of communities and organizations for political advocacy in defense of their human and environmental rights,



their lands and territories. Strengthen the political and social advocacy actions of the organizations of those affected around justice, historical memory and communities affected by political violence in the adaptation of their agricultural production to climate change.

Project 4 -Management of volunteer program. Contribute to the consolidation of the national and international version of the volunteer program, thus contributing to the strengthening of institutional action in favour of human rights. Contribute to the actions around the historical memory of the period of political violence that Perú experienced between 1980 and 2000 to contribute to the demands for justice, truth and memory of the victims' organizations.

Project 5 -Training and advice on projects for international cooperation. Reinforce the capacities of the APRODEH team to develop new projects according to the current problems and needs of the beneficiary population prioritized by the Strategic Plan.

### Main results obtained

In general, every volunteer implemented the work plan and contributed to the institutional work and to the populations for which they worked. One volunteer was part of the internal reorganization team, another was involved in a memory building project in the community of Capaya, a third one contributed very successfully to the collection of materials for the Toraya Memory Center. In the case of the Ayacucho volunteer who did not handle many technical agro-ecology issues, her process was slower and rather for her it was an opportunity to learn when it facilitated her work. The volunteers in Lima elaborated a project that was approved and were a key support in the organization of the most important commemorative day that is organized in Lima on the historical memory of the period of political violence. The volunteers deployed in Abancay and Ayacucho enabled the expansion of productive technical training with an agro-ecological focus in urban areas and allowed a greater institutional participation assuming the institutional representation in 2 spaces of articulation.

### Most significant changes for the organization

**Technical skills** Acquired In one case, the technical contributions of the agronomist to the community of Toraya were various, since his experience was extensive and he made efforts to learn about the geographical and productive reality of the area, which facilitated his adaptation and possibilities of contributions. He left us concrete products: methodological proposals of training for the work on urban orchards as a strategy of social incidence. The volunteer specialist in international cooperation projects conducted training workshops for members of the Ayacucho team and allied organizations. She elaborated a proposal for a fundraising strategy that has allowed us to search for them. The expert in political science provided the team with ideas and strategies



for communication and advocacy that were reflected in various documents and dissemination materials. Their contribution was not only circulated to the topic of defenders but also to other areas of institutional work in Ayacucho. Finally the person in charge of management of volunteer program and actions on memory was a key and fresh support to the internal reorganization process. Her management experience was a contribution to the team.

**Organization capacity to manage humanitarian aid projects** A significant change is the fact that some activities can not only be carried out but also be expanded, as is the case of the activities around the

historical memory for which we have few resources and its execution always requires collective action. This implies a great deal of organization and foresight. The volunteers of Lima and Ayacucho have been a fundamental support for its execution. The volunteer program is evaluated in a comprehensive manner and updates its instruments and management from the work done jointly with the volunteer; we have been able to generate a flow chart that allows us to have clarity of administrative procedures for internal surrender, surrender to sending organizations and follow-up to reimbursement.

### **Most significant changes in the community of beneficiaries**

In general terms, we can say that their participation allowed us to broaden the scope of our work in terms of reaching more beneficiaries or improving the quality of care of those we already had. This is reflected in the work done on urban gardens in Ayacucho and Abancay. The volunteers facilitated workshops on urban gardening in a local school with which they worked on various planting techniques in confined spaces. One volunteer was also part of the training and technical advisory team. She was part of the team that organized an exchange of experiences between organizations of relatives of indigenous peoples and victims of the political violence. Other volunteer contributed to the training of members of ANFASEP, an organization of relatives of victims of political violence, on project development. She also collaborated with commemorative activities in the organizational and communications areas, was facilitator and organizational support for these activities and an active part in a campaign to collect materials for the Toraya Memory Centre in Lima. The volunteers deployed in the Andes communities have contributed to the technical strengthening and management capacities of the producers and community leaders of the communities of Toraya and Culluchaca. They supported the agricultural production incorporating an agro-ecological approach and strengthening the social capacities for political advocacy in favor of their demands.

## **OSVSWA - INDIA**

### **Fields of activity of the volunteers**

Disaster Risk Reduction. Climate Change Adaptation. Education and Awareness. Livelihood Development. Organizational Development.

### **Initial objectives of the volunteers**

- support the field staffs with new techniques/advanced knowledge
- preparation/documentation of developments
- support in fund raising for related projects and programs
- learning and sharing of experience



### **Main results obtained**

Each of the volunteers were engaged in ongoing projects and programs.

For Disaster Risk Reduction: the volunteer was engaged in submitting a national level study on disaster management (views from the frontline). We won the project. She was engaged from the development of the proposal till its initial implementation phase. The project is currently ongoing in 4 states and partner organizations were identified to carry out the study at state level.

For Climate Change Adaptation and Management: the volunteer was engaged for various climate change and environment related activities. She with support from other volunteers has initiated a study on Climate Induced Migration. Based on the study, they have also initiated a national level network

'Network on Climate Change Induced Migration', which is currently taken up by the organization and other volunteers are engaged on the same.

For Education and Awareness: the volunteer, who was engaged with developing related projects and programs and responded calls of Europe Aid. She also submitted a project for Tribal Women Enterprise Management to an Italian Charity which was accepted. Its one year project to start from October 2019.

The volunteers had a meaningful, positive impact on our communities through their involvement in implementing project, which also made many benefits for the organization. They have successfully planned and implemented our programs and projects at field level. They have not only focused in their expert areas, they also focused the real need/expectation of the local communities. They had great acumen on setting, planning and budgeting skills on organizing programs. They have sometimes with their experience and connect lead us to something we never even thought about and have helped us discover an interest we were unaware of. In totality the volunteers have helped take giant steps towards finding and fulfilling our commitment towards the society.

### **Most significant changes for the organization**

**Technical skills acquired** Working with our staffs, volunteers supported to develop skills on:

- conducting technical events
- documentation and report writing
- monitoring and evaluation.

The volunteers have done extremely tremendous work for us. They have planned for conducting various meetings as part of our activities. They have represented us in different forums at national, regional and international level. Their strategies are being used and implemented by us now in our ongoing activities. We have also give them a free-hand and opportunities to develop the skills they had in them, we contributed to their social outreach too. We have learnt a lot from the 1st phase of volunteers in terms

of time management, quality management, strategic planning which would help us in our future activities.

**Organization capacity to manage humanitarian aid projects** The support of the volunteers in developing project ideas and strategic planning helped us to submit quality proposals and raise funding for the organization. They also helped us to develop various awareness materials i.e. posters, banners, IEC materials.

### **Most significant changes in the community of beneficiaries**

Services provided by the volunteers made us connect well with the community and the social network in our project areas. They developed connections with the local people we are helping and cultivated friendships with other volunteers and organizations based here in Odisha. While they learnt a lot about volunteering in an absolutely different location and culture apart from theirs. They taught some of their social and cultural things to the communities they were working with. Volunteers were part of the rapid assessment conducted by Inter Agency Group (group of international NGOs and UN agencies based in Odisha State) after the cyclone FANNI. This helped the agencies to mobilize resources for rapid responses to the damages/affected communities. The study 'Views From the Frontline' was initiated by a volunteer covering about 5000 population in 4 states of India. The study 'Climate Induced Migration' conducted by other volunteer covered a population of 500 in a coastal village of Odisha state. The project 'Tribal women enterprise development' cover a population of 100 in cluster of tribal villages of Odisha state.



## Fourth synthesis

### Summarizing the impact

The picture of the information received through the form submitted to the hosting organizations at the end of the process agrees with the observations collected from the representatives of the hosting organizations during the interviews in the previous phases.

From this picture we can detect an undoubtedly positive balance by almost all the organizations involved in relation to the contribution provided by volunteers. Regardless of any difficulty encountered during the interventions and collaborations in the field, the level of appreciation for the work done by the volunteers is very high.

The hosting organizations give a general concordant positive feedback with respect to the achievement of the objectives set at the beginning, the implementation of the activities, the correspondence of the interventions with their organizational needs and in general the usefulness and the impact of the work of volunteers on the communities concerned.

The final picture provided by the hosting organizations is consistent with the opinions gathered among volunteers through the questionnaires and diaries about the kind of activities in which the deployments have brought the most significant contributions, either directly to the host organizations or to the communities of beneficiaries.

Although listed according to different orders and gradations, both the hosting organizations and the volunteers agree that in 4 kind of activities the deployments have been most profitable and had the greatest impact on the skills and competences of the local staff of the partners or on the living conditions of the groups and associations of the beneficiaries.

These activities are, in the order set out by the hosting organizations:

- preparation, formulation and management of cooperation and humanitarian aid projects (social mapping, data collection, need analysis, proposal writing, project cycle setting, budget building, research of donors and partners, international networking, monitoring and evaluation);
- building of human relations with the beneficiary communities (especially through actions aimed at empower and strengthen their grassroots associations);
- structured training, teaching and non-formal educational activities (addressed both to hosting staff or to grassroots groups);
- technical assistance in specific professional fields (such as health, agriculture, ITC or psycho-social assistance).

Finally, if we cross the comments of the organizations with the content of the diaries of volunteers and the information we obtained from our personal visits, we come to the conclusion that in some sectors the performances of volunteers has been especially appreciated for its usefulness, both by the local staff of the organizations and by the final beneficiaries. The fields in which the presence of EU AID European volunteers result more fruitful, for the staff as well as for the people in the communities, are the fields of health (care management, first aid, healthcare education, prevention), psycho-social support (to victims of violence, women and street children) and defense of human rights (to war refugees and people in a state of displacement).









**EU Aid Volunteers**  
We Care, We Act

