

Survey on Volunteering in Hong Kong: Survey of NGOs and NGO Volunteers

Report

**Prepared for
The Agency for Volunteer Service**

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Executive Summary

Background

1. This report is part of a study that examines volunteering in Hong Kong. The project consists mainly of three surveys. While findings of the public survey are detailed in a separate report, the present report describes results of two surveys, one on non-governmental organizations (NGOs), and the other on volunteers who are currently active in various NGOs.

Enumeration of the survey

2. The survey of NGOs was conducted from March 2009 to August 2009. A total of 763 NGOs were randomly selected from a sampling frame that consisted of 2,985 NGOs in 14 different sectors. In the final count, 514 NGOs were successfully enumerated. Excluding 113 NGOs that were found to have ceased operations or were untraceable, the response rate was 79%.

3. For volunteers who are currently active in their NGOs, a two-stage stratified sampling design was adopted. In the first stage, the NGOs were stratified by the number of their volunteers, and a stratified random sample of 120 NGOs was selected from the 514 NGOs enumerated in the NGO survey. A total of 72 NGOs agreed to participate in the survey of volunteers, representing a response rate of 60%. In the second stage, the participating NGOs were asked to select volunteers from their lists of volunteers using systematic sampling. Selected volunteers were then asked to complete a self-administered questionnaire. A total of 541 volunteers were enumerated.

Volunteer-involving NGOs

The usage and assignment of volunteers

4. More than half of the NGOs enumerated in the survey (53.2%) used volunteers for their services in the past 12 months while only 0.9% had used volunteers previously but not in the last 12 months. About 46.0% did not use volunteers for their services at all.

5. Close to three quarter of the NGOs that had never used volunteers before stated that they did not use volunteers because they had adequate staff resources (71.6%). Another quite common reason was that the work involved was not suitable for volunteers (29.2%). Some of the NGOs (7.9%) cited having difficulties in using volunteers as a reason.

Types of activities assigned to volunteers

6. More than half of the NGOs assigned their volunteers to take part in the organization's regular activities (63.5%), small scale ad hoc programmes (62.0%) as well as large scale ad hoc programmes (54.9%).

7. A higher proportion of these NGOs assigned their volunteers to recreational activities (59.8%), promotion, advocacy and campaign (45.5%), fund raising activities (45.3%) and clerical services (43.9%). Assignments to other types of activities were lower: household services (7.8%), tutoring or mentoring (8.6%) and medical care services (10.5%).

8. About 14.5% of the volunteer-involving NGOs indicated that they would increase their use of volunteers. A higher proportion of these NGOs indicated that they would assign more volunteers to recreational activities (24.0%) and counseling (18.8%). Fewer would assign volunteers to household services (4.5%), escorting services (4.8%) and management services (4.8%).

Volunteering target groups

9. The top four target groups to which NGOs assigned their volunteers were the general public (accounting for 37.0% of NGOs concerned), young children (36.6%), youth (34.7%) and the elderly (31.6%). A much lower proportion of the NGOs assigned their volunteers to help animals (0.5%), needy people outside Hong Kong and Mainland China (4.8%), ex-offenders (7.9%) and single parents (8.9%).

Channels of volunteer recruitment

10. The main channels of recruiting volunteers were schools (accounting for 45.3% of volunteer-involving NGOs), organization's newsletters, notice boards, etc (40.2%), social service organizations or religious groups (31.0%) and the Internet (27.3%).

11. Most of the volunteer-involving NGOs (75.4%) indicated that their main source of volunteers came from their own registers of volunteers. Other major sources for volunteer recruitment were schools (33.4%), the Agency for Volunteer Service (8.5%) and business corporations (7.8%).

Management of volunteers

12. About the same proportion of NGOs had 20 or less (34.8%) and over 100 registered volunteers (35.7%). Examining NGOs which had enlisted the help of registered volunteers in the past 12 months, a considerable portion (39.3%) had solicited the help of 20 or less registered volunteers. As far as NGOs that had involved volunteers in the last 12 months was concerned, a higher proportion had the help of 20 or less volunteers (36.0%) than over 100 volunteers (27.2%).

13. The majority of the volunteer-involving NGOs (74.7%) had a special unit responsible for the management of volunteer services. The majority of these units (85.7%) had staff or volunteers working on a full-time basis.

14. Over half of the NGOs (54.2%) that did not have a volunteer management unit believed that volunteers could work things out with the NGO staff and hence it was not necessary to have a special volunteer management unit. Other reasons for not having a special unit were that the NGOs could not afford to assign staff to manage volunteer services (30.9%) and the number of volunteers was very small (35.4%).

15. To boost volunteers' performance, more than half of the volunteer-involving NGOs (60.6%) had issued certificates or other awards to recognize volunteers' contributions. Other arrangements made by these NGOs included organizing social activities for volunteers (47.5%), mentoring or supervision (40.3%) and newsletters to keep volunteers informed of NGOs' activities. It is interesting to note that 14.6% of NGOs did not offer any special recognition or award programmes to their volunteers.

16. About 71.5% of the volunteer-involving NGOs had provided some forms of insurance to their volunteers. Among them, 38.7% of these volunteer-involving NGOs had provided both public liability insurance and personal accidents insurance to their volunteers and 33.4% had provided public liability insurance to their volunteers only.

Views on volunteer services

17. Volunteer-involving NGOs enumerated in the survey saw the advantage of having volunteers. The majority of them (90.1%) agreed that they had benefited from working with volunteers while 88.2% stated that volunteers had helped them raise the quality of services. Also, 86.5% of them said volunteers had expanded the level of services. More than half (58.4%) agreed that volunteers had provided expertise not otherwise available to staff of the organizations.

18. Volunteer-involving NGOs including those that do not use and those that do use volunteers acknowledged the quality of services that their volunteers provided. Only a minority thought that the services provided were unreliable (9.3%) and not up to standard (16.8%). Nevertheless, there were some critical views. A significant proportion believed that they could only assign volunteers to take up simple tasks (32.0%) and that substantial staff resources were needed to manage the volunteers (38.0%).

19. About a quarter of NGOs had difficulties in recruiting a sufficient number of volunteers (26.3%) and in retaining volunteers (26.0%). Over one third of NGOs did not experience such difficulties.

NGOs' suggestions to the Agency for Volunteer Service

20. The most common suggestions from the NGOs to the Agency for Volunteer Service included the provision of volunteer training (71.7%), promotion of volunteerism in Hong Kong (71.6%) and development of volunteer recognition schemes (70.8%).

NGO volunteers

NGO volunteers' suggestions to the Agency for Volunteer Service

21. More than half of the NGO volunteers (61.9%) had heard of the Agency for Volunteer Service. Among those who had heard of the Agency for Volunteer Service, over half hoped to see the Agency for Volunteer Service to take on the role of usage and referral of volunteers (62.4%), volunteer training (62.4%), promotion of volunteerism in Hong Kong (53.1%) and development of volunteer recognition schemes (53.1%).

The extent and types of volunteer work

22. With respect to the organizations that NGO volunteers had worked for in the past 12 months, the proportions were higher for social services organizations (60.8%), religious bodies (28.1%), and health and medical institutions/hospitals (17.4%).

23. The three most popular types of volunteer work that NGO volunteers carried out were fund raising activities (39.4%), visiting (33.3%) and recreational activities (27.4%).

24. In regard to the target group for which NGO volunteers provided services in the past 12 months, the proportion was the highest for the elderly (49.0%). The elderly was also the most sought after group that the current and ex -volunteers would like to serve in the future (49.1%).

25. On average, NGO volunteers spent 18.9 hours volunteering in the past month and 179.5 hours in the past 12 months.

26. NGO volunteers learnt about opportunities of volunteering mainly from social service organizations (38.4%), friends/classmates (34.9%) and religious groups (21.8%). On average, NGO volunteers had 7.3 years of volunteering experience. About 38.5% of NGO volunteers had more than one but less than five years of volunteering experience. Less than one-third of the NGO volunteers (29.6%) had more than five but less than ten years of volunteering experience.

Motivation, benefits and expectations in volunteer work

27. The major reasons for volunteering among the current NGO and ex-volunteers were “to help others” (70.2%), “to make life more meaningful” (50.6%) and “want to do something meaningful/believe the volunteer work is meaningful” (47.7%).

28. NGO volunteers had very positive views on the benefits of volunteering. A great majority of the NGO volunteers agreed that after volunteering, their lives were more meaningful (90.9%), their abilities to work with others in a team had improved (88.9%), they had more confidence in themselves (88.7%), their communication skills had improved (87.8%), their knowledge and skills had improved (86.3%) and their knowledge and skills were well utilized (85.2%).

29. A great majority of the NGO volunteers (93.9%) claimed to be aware of their roles and responsibilities in their volunteer work. An overwhelming proportion also considered that the organizations for which they volunteer had provided sufficient support to their volunteers (90.0%) and had made an effort to sustain their interest in volunteer work (86.1%).

30. Furthermore, the vast majority of the NGO volunteers considered that the staff of the NGOs valued their contributions (83.4%), the clients to whom they offer their volunteering services appreciated their services (87.2%) and they felt respected by people in society (75.0%).

Non-organized volunteering

31. Non-organized volunteering refers to volunteer service not offered through formal organizations. In the past 12 months, quite a number of the NGO volunteers had taken part in such kind of volunteering by helping neighbors handle emotional problems (52.7%), providing neighbors with personal care (43.3%), as well doing neighbors' housework (36.8%).

32. A slightly lower proportion of the NGO volunteers had engaged in non-organized volunteering by offering help to people they did not know. In the past 12 months, 41.7% of enumerated volunteers had helped people they did not know to handle emotional problems, 32.3% gave them personal care, and 29.2% helped with their housework.

General Trust and Sense of Belonging to Hong Kong

33. On a scale of 1 to 10 with 1 indicating strong agreement to the statement "In Hong Kong, do not easily trust other people," the average score of NGO volunteers was 4.6. The score was lower than the mid-point of the scale (5.5) and therefore indicating a general sense of distrust.

Sense of belonging to Hong Kong

34. On a scale of 1 to 10, with higher scores denoting a stronger sense of belonging to Hong Kong, the average score of the NGO volunteers was 7.4, indicating a rather strong sense of belonging to Hong Kong.

行政摘要

背景

1. 本報告是香港義務工作研究的一部份。這次研究主要包括三項調查，其中公眾調查的結果已在上一份報告中詳細討論，而本報告則討論另兩項調查的結果：一項是對非政府機構（NGOs）的調查，而另一項是對目前參與不同非政府機構的義工調查。

調查結果

2. 非政府機構調查於 2009 年 3 月至 8 月進行。我們從來自 14 個不同界別的 2,985 間非政府機構中，隨機抽取了 763 間非政府機構。最後，從中成功確定了 514 間非政府機構可接受訪問。除 113 間非政府機構停止運作或不能追蹤外，本項調查的回應率為 79%。

3. 研究採取二層抽樣法，抽樣調查現時在非政府機構參與服務的義工。在第一階段，非政府機構根據其義工人數分類，從非政府機構調查中確定的 514 間機構中，隨機抽取了 120 間機構進行本項調查，其中共有 72 間非政府機構同意參與本項義工調查，回應率為 60%。在第二階段，要求參與調查的非政府機構使用系統抽樣的方式，從其現有義工中，選擇參與調查的義工。被選出的義工自行填寫一份自填問卷。參與調查的義工共有 541 人。

使用義工的非政府機構

義工的任用和服務

4. 這次調查的非政府機構中，有超過半數(53.2%)在過去 12 個月內曾使用過義工服務，而只有 0.9%的曾任用過義工但並非在過去 12 個月內任用。大約有 46.0%的非政府機構從沒有使用過義工服務。

5. 上述約四分三(46%)從沒有任用過義工的非政府機構中，表示從沒有使

用過義工服務的原因是其機構已經有足夠人手(71.6%)。另外一個非常普遍的原因是有關機構的業務性質不適合義工參與(29.2%)。有一些非政府機構稱(7.9%)在任用義工時存在困難。

委派給義工的服務類型

6. 超過半數的非政府機構委派義工參與機構的經常活動(63.5%)，非經常的小型活動(62.0%)以及非經常的大型活動(54.9%)。

7. 在這些非政府機構中，有較多機構會委派義工進行文娛康樂服務(59.8%)、宣傳推廣活動(45.5%)、籌款活動(45.3%)以及文書服務(43.9%)。而委派執行其他任務的比例則相對較低，其中包括家務助理服務(7.8%)、補習或功課輔導服務(8.6%)以及醫療護理服務(10.5%)。

8. 對於有使用義工服務的非政府機構，大約 14.5%的機構表示他們會任用更多義工。其中，有較多非政府機構表示他們將會委派更多義工進行文娛康樂服務(24.0%)和輔導服務(18.8%)。較少的機構任用義工進行家務助理服務(4.5%)、護送服務(4.8%)以及管理服務(4.8%)等工作。

義務工作的服務對象

9. 非政府機構分派其義工主要向四類服務對象提供幫助，包括公眾人士（佔有關非政府機構的 37.0%）、幼兒（36.6%）、青少年(34.7%)以及長者(31.6%)。至於對動物(0.5%)、外地有需要幫助的人士(4.8%)、曾犯案人士(7.9%)及單親家長(8.9%) 提供幫助服務的比例則相對較低。

招募義工的途徑

10. 義工招募的主要途徑包括學校（佔非政府機構的 45.3%）、機構的通訊/告示版（40.2%）、社會服務機構 / 宗教組織(31.0%) 以及互聯網（27.3%）。

11. 大部份任用義工的非政府機構(75.4%)表示，他們的義工主要來源是自己的義工名冊。而其他義工招募的途徑包括學校(33.4%)、義務工作發展局(8.5%)以及商業機構（7.8%）。

義工管理

12. 在有任用義工的非政府機構中，34.8%的機構有 20 名或以下的登記義工，數字與擁有達 100 名以上的登記義工的非政府機構 (35.7%) 相若。而過去 12 個月內在機構服務的登記義工，及參加義工服務的人數有 20 名或以下的非政府機構 (39.3%) 的比例則更高。在過去 12 個月內，曾在任用義工的機構其義工人數在 20 名或以下(36%)者，較義工人數達 100 名或以上(27.2%)的比例為高。

13. 在有任用義工的非政府機構中，大部份機構(74.7%)設有一個專責部門，負責義務工作管理。這些專責部門(85.7%)大部份由職員或義工全職擔任。

14. 至於沒有專門負責管理義務工作的非政府機構中，有半數以上(54.2%)認為義工能夠與職員配合工作，因此不必設立專責的義工管理部門。而其他原因包括非政府機構未能負擔委派職員管理義工服務(30.9%)，義工人數很少(35.4%)等。

15. 為提升義工的表現，有半數以上有任用義工的非政府機構(60.6%) 會發出證書或其他獎狀，嘉許義工貢獻。其他的措施包括為義工組織社交聯誼活動(47.5%)、指導或監督(40.3%)及出版通訊以通知義工有關機構的最新活動。約 14.6%的非政府機構表示沒有提供任何證書或其他嘉許活動給義工。

16. 對於任用義工的非政府機構，大約有 71.5%的機構為義工購買不同類型的保險。其中，有 38.7%的機構向義工提供第三者保險和個人意外保險，另有 33.4%的機構只提供第三者保險。

對於義工服務的看法

17. 這次接受調查的非政府機構均認為任用義工有所得益。其中大部份(90.1%)認為機構職員與義工共事有所得益，而有 88.2%的機構表示，義工可以幫助機構提升服務質素。另外，有 86.5%的機構稱義工可以幫助機構擴展服務。有半數以上的機構(58.4%)認為義工擁有現時機構職員缺乏的專長。

18. 對於任用義工的非政府機構，包括現在不再任用和現在仍然任用義工的機構，均認同義工所提供的服務質素。只有極少部份認為義工提供的服務不可靠(9.3%)，及認為服務質素未達到標準(16.8%)。不過，也有一部份機構認為義工只

可以擔任簡單的工作(32.0%)，及需要安排大量的職員管理義工(38.0%)。

19. 約四分一的非政府機構在招募足夠數量的義工方面遇上困難(26.3%)，及在保留義工方面遇上困難(26.0%)。但是，有大約三分之一的機構未曾遇到此類困難。

非政府機構對義務工作發展局的建議

20. 非政府機構對**義務工作發展局**最常見的建議包括提供義工培訓(71.7%)、在香港推廣義務工作(71.6%)以及開展義工嘉許計劃(70.8%)。

非政府機構的義工

非政府機構的義工對義務工作發展局的建議

21. 超過半數的非政府機構的義工獲悉過**義務工作發展局**，其中有一半以上希望義務工作發展局能夠為機構招募及轉介義工(62.4%)、提供義工培訓(62.4%)、在香港推廣義務工作(53.1%)以及開展義工嘉許計劃(53.1%)。

義務工作的範疇和類型

22. 在過去 12 個月有任用非政府機構義工服務的機構中，社會服務機構(60.8%)、宗教團體(28.1%)以及健康和醫療學會/醫院(17.4%)等所佔的比例較高。

23. 非政府機構的義工最普遍從事的三項義務工作類型包括籌款活動(39.4%)、探訪服務(33.3%)以及文娛康樂服務(27.4%)。

24. 對於非政府機構的義工在過去 12 個月的服務對象，比例最高的是長者(49.0%)。長者也是現任和前任義工在將來最希望服務的對象(49.1%)。

25. 在調查的上一個月內，非政府機構的義工平均用 18.9 小時參與義務工作，而在過去的 12 個月，參與時間為 179.5 小時。

26. 非政府機構的義工主要通過社會服務機構(38.4%)、朋友/同學(34.9%)

以及宗教團體(21.8%)得悉參與義務工作的機會。平均來說，非政府機構的義工具有 7.3 年的義務工作經驗。大約有 38.5%的非政府機構義工擁有一年以上五年以下的義務工作經驗。少於三分之一的非政府機構義工(29.6%)擁有五年以上十年以下的義務工作經驗。

參與義務工作的動機、得益和期望

27. 現任非政府機構和前義工參與義務工作的主要原因包括“幫助其他人”(70.2%)、“生活更充實，更有意義”(50.6%)以及“想做一些有意義的工作 / 認為義務工作很有意義”(47.7%)。

28. 非政府機構義工對義務工作的益處持非常正面的觀點。絕大部份非政府機構義工認為在參與義務工作後，他們的人生更有意義(90.9%)，他們的合作技巧有所改善(88.9%)，對自己更具信心(88.7%)，他們溝通能力有所改善(87.8%)，他們的知識和技能得到增長(86.3%)以及知識及技能充分實踐於義務工作(85.2%)。

29. 絕大部份的非政府機構義工(93.9%)表示他們瞭解自己在義務工作中的角色和職責。同樣絕大部份的義工認為機構有向他們提供充分的支援(90.0%)，並且努力維持他們對義務工作的興趣(86.1%)。

30. 此外，大部份非政府機構義工認為非政府機構職員重視他們的貢獻(83.4%)，服務對象欣賞義工提供的服務(87.2%)，他們感覺到社會人士對義工的尊重(75.0%)。

非組織性義工

31. 非組織性義工是指並非通過機構安排的義務工作。在過去的 12 個月，很多非政府機構的義工曾參與此類義務工作，包括幫助鄰居處理情緒問題(52.7%)、向鄰居提供個人護理(43.3%)以及幫助鄰居做家務(36.8%)等。

32. 非政府機構義工向不認識人士提供幫助的非組織性義務工作所佔的比例稍低。在過去 12 個月，41.7%義工幫助他們不認識的人處理情緒問題，32.3%的義工提供個人護理服務，另外有 29.2%義工提供家務助理服務。

整體信任度和對香港的歸屬感

33. 量度標準由 1 至 10 分，其中 1 表示強烈同意“喺香港地，千祈唔好咁容易信人”的說法，非政府機構義工的平均分為 4.6，該分數低於平均值(5.5)，因而代表了整體上不太信任。

對香港的歸屬感

34. 量度標準由 1 至 10 分，分數越高表示對香港歸屬感越強，非政府機構義工的平均分為 7.4。非政府機構義工表現出對香港有相當強烈的歸屬感。