

# **Survey on Volunteering in Hong Kong Survey of Members of the Public**

## **Final Report**

**Prepared for  
The Agency for Volunteer Service**

**August 2010**

## Executive Summary

### Background

1. The main objective of this study is to provide a comprehensive picture of volunteering in Hong Kong. It consists of three surveys that aim to examine three aspects respectively: individual volunteering behavior, issues faced by volunteer-involved organizations, and volunteers who are currently volunteering in NGOs. The present report focuses on the first aspect and describes the volunteering behavior on an individual level in Hong Kong while the remaining two aspects will be presented in a separate report.

### Enumeration of the survey

2. The general public survey was conducted by phone from March 2009 to July 2009. After excluding 304 telephone numbers found to be long tone, fax numbers, or non-residential numbers, a total of 1 514 out of 2 696 eligible cases were successfully enumerated, representing a response rate of 56.2%. (ref. para. 1.3.2)

### Structure of the report

3. The report analyzed the extent and types of volunteer work, the motivation, and benefits of volunteering, as well as the barriers to volunteering in Hong Kong. Where appropriate, comparisons were drawn between current volunteers, ex-volunteers, and non-volunteers.

### Key definitions

4. Our survey is mainly focused on formal volunteering, the definition of which mainly follows global practices *Volunteering* refers to any services provided by individuals who willingly contribute their time and effort without monetary or material returns. These services are offered through formal organizations.

5. *Current volunteers* refer to persons who have volunteered in the past 12 months. *Ex-volunteers* refer to persons who have volunteered before, but not in the last 12 months. *Non-volunteers* refer to persons who have never volunteered at all.

## Participation in volunteer work

### *The extent and types of volunteer work*

6. Out of the total number of respondents, 18.6% were current volunteers; 17.3% were ex-volunteers; and 64.2% were non-volunteers. (ref. para. 2.01)

7. Out of the different types of organizations, social service organizations was the most common type for which respondents volunteered. This was the case for both the current (8.8%) and ex-volunteers (9.9%) In contrast, political organizations or pressure groups were among the least common. Almost all of the respondents reported that they had never volunteered for political organizations or pressure groups (99.8%).  
(ref. para. 2.32)

8. Among the current volunteers, 51.4% volunteered as registered volunteers of the organization, 37.8% as part of their company or organization's social service group, and 16.3% as part of a group of friends/classmates/colleagues. (ref. para. 2.36)

9. The three most popular types of volunteer work carried out by current volunteers were fund-raising activities (31.4%), visiting (30.9%) and personal care services (20.3%). (ref. para. 2.37)

10. More current volunteers and ex-volunteers volunteered for the elderly compared to other client groups. In the last 12 months, 45.6% of the current volunteers devoted their services to the elderly. The elderly was also the group that the current volunteers and the ex-volunteers would most like to serve in the future (36.2%). (ref. para. 2.45-46)

11. Among the current volunteers, 0.9% indicated that they did volunteer work every day in the last 12 months while about one in five (19.3%) volunteered once or more than once a week. Furthermore, 27.7% reported that they volunteered once or more than once a month and nearly half (48.6%) volunteered once or more than once in the entire year. (ref. para. 2.07)

12. About one-third of the current volunteers (30.5%) reported that they volunteered at no particular time of the day or on no particular day of the week in the

past 12 months. On the other hand, a similar portion (31.1%) indicated that they volunteered on weekends. Finally, 19.4% indicated they volunteered during holidays. (ref. para. 2.11)

13. On average, current volunteers spent 9.3 hours volunteering in the past month. The majority of them (73.9%) indicated that they spent 10 hours or less volunteering in the past month. A further 12.8% spent 11 to 30 hours while 4.4% spent 31 hours or above volunteering. (ref. para. 2.12)

14. About a quarter of the current volunteers found about opportunities for volunteering from friends/classmates (24.6%), 19.8% from other ways, and 18.7% from teachers. On average, current and ex-volunteers had 6.4 and 3.9 years of volunteering experience respectively. Current volunteers with more volunteering experience devoted longer hours to volunteer work in the past month. More than half of the current volunteers (50.4%) and ex-volunteers (61.1%) first began volunteering before they took up employment when they were still studying or right after graduation. (ref. para. 2.25-28)

15. When current and ex-volunteers first began volunteering, 58.6% reported they were motivated by others compared to 40.2% who enlisted themselves. Specifically, 37.8% of the volunteers recalled that they were asked by their friends/classmates while 32.0% were asked by their teachers the first time they volunteered. (ref. para. 2.31)

### ***Motivation, benefits and expectations in volunteer work***

16. The major reasons for volunteering among current and ex-volunteers were “to help others” (65.2%), “want to do something meaningful/believe the volunteer work is meaningful” (24.2%) and “I had spare time” (20.4%). (ref. para. 2.50)

17. More current volunteers and ex-volunteers (18.1%) indicated that in the future they would like to take part in personal care services as part of their volunteer duties more so than visiting (17.8%), and fund raising (12.7%). As well, more of them (36.2%) would like to volunteer for the elderly than small children (26.7%) and youth (22.8%). (ref. para. 2.38, 2.46)

18. The majority of the current and ex-volunteers agreed that they benefited from volunteering (88.1%) and felt that their clients appreciated the services they

provided (82.3%). Additionally, the majority of volunteers (80.9%) agreed that the staff of the organizations they served valued their contribution. (ref. para. 2.52)

## **Non-participation in volunteer work**

### ***Non-volunteer – Respondents who had never volunteered before***

19. Approximately three quarters of the non-volunteers cited the lack of time as the main reason for not volunteering (75.9%). Others attributed it to a lack of interest (11.6%) and 9.6% said they were too old to volunteer. (ref. para. 3.01)

20. Among the respondents who had retired, the top reason for never having been volunteers before was again the lack of time. It is worth noting that for those aged 65 or above, about half (50.8%) indicated that they were too old to volunteer. (ref. para. 3.05)

### ***Ex-volunteer – Respondents who had volunteered before but not in the last 12 months***

21. About half of the ex-volunteers reported that the last time they volunteered was between one and five years ago (49.0%). At the same time, 41.3% said it was more than 5 years and 8.4% could not remember when they last volunteered. (ref. para. 3.06)

22. Most of the ex-volunteers cited the lack of time as the main reason they stopped volunteering (77.9%). Others said they could not find a suitable organization (11.9%) and they were physically unfit for volunteering (8.4%). (ref. para. 3.07)

## **Non-organized volunteering**

23. Non-organized volunteering refers to volunteering that is carried out not through formal organizations. In the past 12 months, quite a number of the respondents took part in such kind of volunteering. About 30% of the respondents indicated that they had volunteered outside of an organizational setting by helping others to do housework, giving personal care or handling emotional problems. Specifically, 18.1% of them helped neighbors handle emotional problems, 17.3% provided neighbors with personal care and 14.3% helped with their neighbors'

housework. A higher percentage of females (31.4%) provided such kinds of volunteering services than their male counterparts (28.5%). (ref. para. 4.01, 4.03)

24. A smaller proportion of the respondents volunteered to help people that they did not know outside of an organizational setting. In the past 12 months, 10.7% of all respondents had helped people they did not know to handle emotional problems, 10.7% gave them personal care, and 6.9% helped with their housework. (ref. para. 4.02)

## **General Trust and Sense of Belonging to Hong Kong**

### ***General Trust***

25. The level of general trust was captured in a scale from 1 to 10 with 1 indicating strong agreement to the statement “In Hong Kong, do not easily trust other people.” Low scores denoted low level of trust. Although the respondents in the survey did not tend to trust people, current volunteers (4.7) by and large had a higher level of general trust than ex-volunteers (4.0) and non-volunteers (3.6). (ref. para. 5.03)

### ***Sense of belonging to Hong Kong***

26. In a scale from 1 to 10 with 1 indicating a weak sense of belonging to Hong Kong, current volunteers’ sense of belonging (7.6) was slightly higher than ex-volunteers (7.3) and non-volunteers (7.4). (ref. para. 5.07)

## 行政摘要

### 背景

1. 是項調查研究的主要目的是全面認識香港的義務工作。這次研究主要包括三項調查，分別主要調查三個方面：個人義務工作行爲，任用義工非政府機構所面對的問題以及目前在非政府機構中服務的義工。本報告以第一方面爲核心，詳述香港個別層面的義務工作行爲，而另外的兩個方面將通過下一部份報告討論。

### 調查結果

2. 訪問工作由 2009 年 3 月至 2009 年 7 月期間，通過電話向公眾進行調查。撇除了 304 個不正確號碼(長音)、傳真號碼或非住宅號碼的電話號碼後，全部 2,696 個符合資格的調查對象中，共有 1,514 個對象成功接受訪問，調查的回應率爲 56.2%。(參考第 1.3.2 段)

### 報告結構

3. 本報告分析了香港義務工作的範疇和類型，參與義務工作的動機和得益，以及面對的困難。在報告中，會對現任義工、前義工和非義工進行比較分析。

### 主要定義

4. 調查主要集中研究正規義工服務，其定義以國際用法爲標準。義務工作是指任何人士在沒有任何金錢或物質報酬的情況下，自願地提供服務，而這些服務透過機構所提供。

5. 現任義工是指在過去 12 個月內曾參與義務工作的人士。前義工是指曾經參與過義務工作，但並非在過去 12 個月內參與。非義工是指從未曾參與義務工作的人士。

## 參與義務工作

### 義務工作的範疇和類型

6. 在全部的回應者中，有 18.6% 為現任義工，17.3% 為前義工，64.2% 為非義工。(參考第 2.01 段)

7. 在不同類型的機構中，受訪者透過社會服務機構參與義務工作最為普遍。其中，現任義工佔 8.8%，前義工佔 9.9%。相比之下，政治組織或壓力團體是受訪者最不常參與義務工作的機構。幾乎所有受訪者稱他們從未透過政治組織或壓力團體(99.8%)參與義務工作。(參考第 2.32 段)

8. 在現任義工當中，51.4% 以機構登記義工身份參與義務工作，37.8% 透過其公司或機構的社會服務小組參與義務工作，另有 16.3% 的受訪現任義工則透過朋友/同學/同事間的小組形式參與義務工作。(參考第 2.36 段)

9. 現任義工最普遍參與的三類義務工作包括籌款活動(31.4%)、探訪服務(30.9%)和個人照顧服務(20.3%)。(參考第 2.37 段)

10. 與其他服務對象相比，較多現任義工和前義工為長者提供義務工作。在過去的 12 個月，45.6% 的現任義工向長者提供服務。長者也是現任義工和前義工在將來最希望服務的對象(36.2%)。(參考第 2.45 至 46 段)

11. 在現任義工中，有 0.9% 的義工表示他們在過去的 12 個月每天從事義務工作，另有大約五分之一的義工(19.3%)一星期參與一次或多次義務工作。此外，27.7% 的義工稱他們一個月參與一次或多次義務工作，還有近一半的義工(48.6%)在全年中參與一次或多次義務工作。(參考第 2.07 段)

12. 約有三分之一的現任義工(33.8%)稱他們在過去 12 個月中，沒有特定時間或日子參與義務工作。而另一方面，有相近比例的義工(31.1%)表示他們在週末會參與義務工作。最後，有 19.4% 的義工表示他們在假期中參與義務工作。(參考第 2.11 段)

13. 在過去一個月中，現任義工平均用 9.3 小時參與義務工作。大部份現任義工(73.9%)表示他們在過去一個月內用在義務工作上的時間為 10 小時或以下。另有 12.8% 的義工用了 11 到 30 小時，而用了 31 小時或以上的義工所佔比例為 4.4%。(參考第 2.12 段)



14. 約有四分之一的現任義工透過朋友/同學獲知義務工作的機會(24.6%)，有 19.8%的義工通過其他途徑，而有 18.7%的義工通過老師而得悉這些機會。現任義工和前義工分別擁有平均6.4年和3.9年的義務工作經驗。在過去一個月內，擁有更長義工服務經驗的現任義工奉獻了更長的時間。超過半數的現任義工(50.4%)和前義工(61.1%)是於在學或剛畢業後，即正式就業之前首次參與義務工作。(參考第 2.25-2.28 段)

15. 當現任和前義工首次參與義務工作時，有 58.6%的義工稱是因為受到他人的鼓勵，另有 40.2%的義工是自發參與。更具體一點，有 37.8%的義工表示他們是應朋友/同學的邀請而首次參與義務工作，另有 32.0%的義工則是應老師的邀請。(參考第 2.31 段)

### 參與義務工作的動機、得益及期望

16. 現任和前義工參與義務工作的主要原因包括“幫助其他人”(65.2%)、“想做一些有意義的事/認為義務工作是有意義的”(24.2%)以及“有空閒時間”(20.4%)。(參考第 2.50 段)

17. 較多現任義工和前義工(18.1%)表示，在將來的義務工作中，他們希望參與更多的個人照顧服務，比例超過探訪服務(17.8%)和籌款活動(12.7%)。同樣地，更多受訪義工(36.2%)希望為長者提供義務工作，比例超過幼兒(26.7%)和青少年(22.8%)。(參考第 2.38 段及 2.46 段)

18. 絕大部份現任義工和前義工認為他們從參與義務工作中有所得益(88.1%)，並且感覺到服務對象欣賞他們的服務(82.3%)。絕大部份義工(80.9%)認為服務機構的工作人員重視他們所作的貢獻。(參考第 2.52 段)

### 沒有參與義務工作

#### 非義工 - 從未參與義務工作之受訪者

19. 約四分之三的非義工稱缺乏時間是他們沒有參與義務工作的主要原因(75.9%)。其他原因包括沒有興趣(11.6%)，另有 9.6%表示他們年齡太大，未能參與義工服務。(參考第 3.01 段)

20. 在退休的受訪者中，他們從未參與義務工作的最主要原因同樣是沒有

時間。值得注意的是，對於年齡在 65 歲以上的回應者，約有一半(50.8%)表示他們年紀大，未能參與義務工作。(參考第 3.05 段)

### **前義工 – 曾參與義務工作但並非在過去的 12 個月內的受訪者**

21. 約有一半的前義工表示他們上一次參與義務工作是在一至五年之前(49.0%)。同時，有 41.3%的受訪者稱超過 5 年以前，另有 8.4%記不起上一次是何時參與義務工作。(參考第 3.06 段)

22. 大部份前義工表示缺乏時間(77.9%)是他們停止義務工作的主要原因。其他原因包括他們未能找到一個合適的機構(11.9%)，或因為身體問題而不適宜參與義務工作(8.4%)。(參考第 3.07 段)

### **非組織性義工**

23. 非組織性義務工作是指並非透過機構安排的義務工作。在過去的 12 個月中，相當多的受訪者參與了此類義務工作。有 30%的回應者表示他們參與了機構以外的義務工作，包括提供家務助理服務、個人護理服務或處理情緒問題。其中，有 18.1%的義工幫助鄰居處理情緒問題，17.3%的義工向鄰居提供個人護理服務，另有 14.3%的義工幫助鄰居做家務。與男性(28.5%)相比，在提供此類服務的義工中，女性(31.4%)所佔的比例較高。(參考第 4.01 段及 4.03 段)

24. 較少比例的義工在沒有透過機構的安排下，幫助他們不認識的人士。在過去 12 個月中，在所有受訪者中有 10.7%的人幫助他們不認識的人士處理情緒問題，10.7%提供個人護理服務，另有 6.9%幫助他人做家務。(參考第 4.02 段)

### **整體信任度和對香港的歸屬感**

#### **整體信任度**

25. 整體信任水平乃以 1 到 10 分量度，其中 1 分表示強烈同意“喺香港地，千祈唔好咁容易信人”的說法。分數越低表示信任度越低。雖然是項調查中的受訪者所顯示的信任度不太高，但整體而言，現任義工(4.7%)的整體信任度仍高於前義工(4.0%)和非義工(3.6%)。(參考第 5.03 段)

#### **對香港的歸屬感**

26. 由1分到10分顯示,1分表示對香港具有較低的歸屬感,現任義工(7.6%)的歸屬感稍高於前義工(7.3%)和非義工(7.4%)。(參考第 5.07 段)