

Definition of Volunteerism: Dimensions and Concepts and Youth Volunteering in Hong Kong

義務工作的定義與香港青年義務工作的概況



Dr. LIU Suk-Ching, Elaine
廖淑貞博士
Associate Professor
Assistant Head
Department of Applied Social Sciences
Assistant Dean
College of Liberal Arts and Social Sciences
City University of Hong Kong
香港城市大學應用社會科學系副教授

Volunteerism and Volunteering



- Volunteerism is the **will** and spirit to volunteer 義工精神
- Volunteering is the **act** when performing volunteer work 義務工作

- They are closely related
- They are used interchangeably
- This presentation will use both, discussing both the will and the act of those who volunteer 相關而通用

Four dimensions for the New definition



1. Free will to give (自決)
 2. The rewards (無償)
 3. The structure (結構式參與)
 4. Intended beneficiaries (特定服務對象)
- By Cnaan, Handy and Wadsworth (1996). Defining who is a volunteer: Conceptual and Empirical Considerations. *Nonprofit and Voluntary Sector Quarterly*, 1996 25:364.

1. Dimension on Free Will



- “Volunteers are individuals who exercise on free choice to become volunteers”
- In contrast to individuals who are coerced to work as volunteers

Pure
狹義

• Free will to volunteer 自決的參與

• Relatively un-coerced to volunteer

Broad
廣義

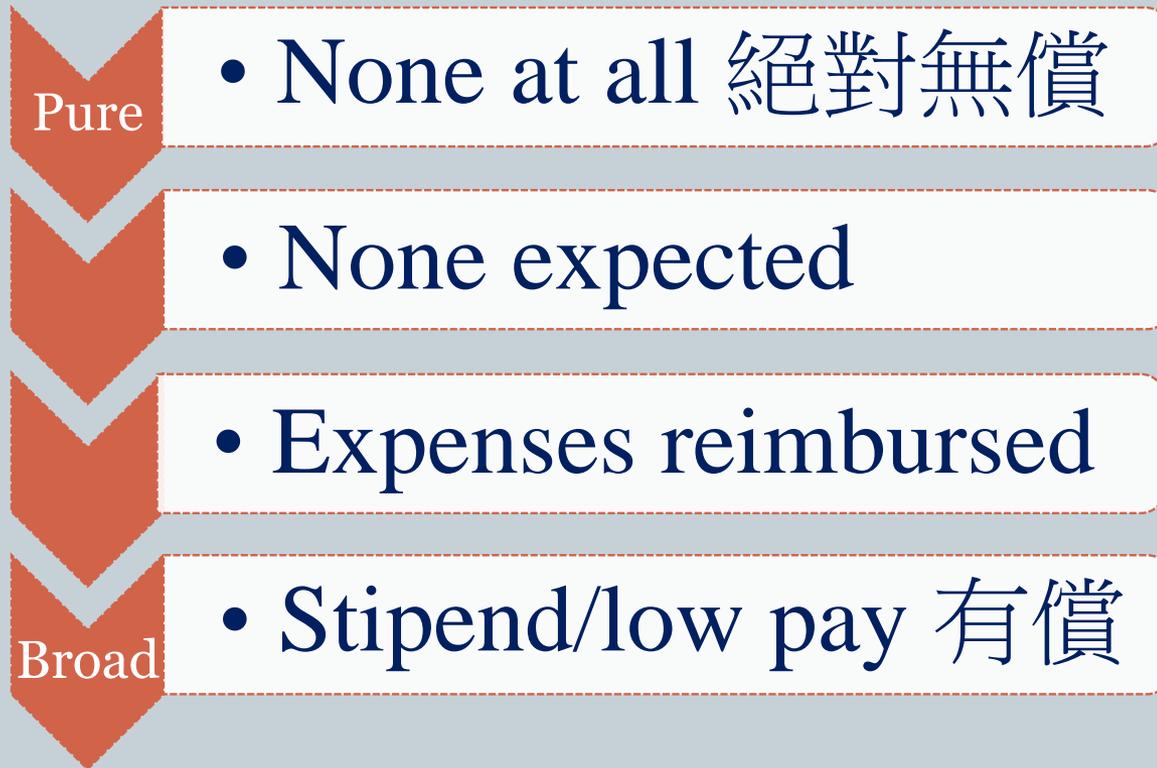
• Obligation to Volunteer 責任式參與

2. Dimension on Rewards and Remuneration



- “A volunteer should work with no rewards or remuneration”
- In reality, it is easy to control the giving out of remuneration but it is difficult to measure and control other kinds of rewards
現實中，義務工作經驗不可能完全是無償的，例如義工的個人成長。

2. Dimension on Rewards and Remuneration



Discussion on Rewards and Remuneration



- Sometimes, pure volunteers do not just receive no rewards, some even have to pay or to donate in order to be allowed to join the volunteer activities, e.g. the runners in charity marathon have to secure certain amount of donation before being allowed to participate.
- Volunteer project organizers have to be aware that those who have no resources will be ruled out or inhibited from volunteer work.

有時候義工需要付出金錢才可以參與某些義務工作，而無能力支付者因此不能參與

Debatable issues 值得反思的問題



- Without subsidies, many youths might not be able to join volunteer work.
年青人需要資助才能參與義務工作，資助會否令年青人失去自主？
- It is a good way to encourage mental ill patients, offenders, recipients of government unemployment subsidy etc. to get connected with work and community through volunteer work, and with some reward/incentive.
義務工作可以幫助病人、囚犯或失業者重投社區，給予他們一些資助會鼓勵他們繼續參與，這又有否違背義工原意？

A compromise 妥協的運用



- ✓ As long as the reward received when working as a volunteer is below the market value, it is still acceptable to be defined as volunteer work
- ✓ 象徵式的資助，通常不能高於市值
- ✓ Reflective question: Are there anyone (especially young people) being deprived of the chance to volunteer because of lack of resources/subsidies?
- ✓ 留意因缺乏資助而不能參與義務工作的年青人

3. Dimension on Structure of volunteer work 義務工作是長期有恆的社區參與



- “Volunteer work should be formal, planned delivery through a group, a project or an NGO and those who work for it are conscious of their roles as volunteers”.
- On the other extreme, some help others in their own neighborhood, ethnic group, community or on the street on an ad hoc basis and by needs of others, and when they help, they are not conscious of their role as a volunteer.
- The behaviors of the above two groups might at one point of time found to be acting in similar way, but the structure of their work is quite different.
- 義工通常十分認識自己的責任和角色，有別於他們對鄰居、族群之幫助，兩者在社區參與期間，行為及工作方法截然不同。

3. Structure of volunteer work



Pure

- Formal, organized and long-term planning 有計劃的長期參與

Broad

- Informal, disorganized and ad-hoc 短期突發性的幫助

4. Intended beneficiaries 預期受助者



- “Volunteers should benefit those who are strangers and have no close connections with volunteers”
- In reality, many volunteers work in their own neighborhood, community, in their own school, or even to friends
- 義務工作的預期受助者通常是一群義工本來不認識而有需要受助的對象。但現實裡，也有很多義工幫助自己的鄰舍、學校裡的學弟妹等，而參與的目的也有是為了自己的個人成長，多於刻意去識別一個需要特別幫助的群組。

Categories of Intended beneficiaries



Pure

- Benefit/help others who are strangers to us or have no close connection with us
- 預期受助者是一群有特別需要的人

- Benefit/help friends or neighbors
- 幫助朋友與鄰舍

Broad

- Intend to benefit oneself as well
- 以自我成長為目的

Pure definition 狹義



It refers to the acts performed on free will, with no rewards, in a formal and structured way, and to the benefit of strangers

- Example of a pure type of volunteer:

一場災難後，一非官方機構組織了一支援隊前往災區協助失去家人的兒童，大概100人參與，參與者分成三隊，每隊各有特定的工作和前往災區的時間表，其中一隊的主要工作是籌組資金，預計在未來一年會不斷工作直至接觸該範圍的所有兒童.....

Examples of Broad types of volunteers 廣義



The broad types might be any combination of the types in between the categories:

- 一名中學生決定報名參與校內的大哥哥大姐姐計劃，十個星期內每星期一次為一學弟補習，完成計劃後將獲得一嘉許書。
- 一名女士有空閒時常常到她家附近的公園餵養一群流浪狗，她感染了好幾位鄰居也參與，有空時也一起...

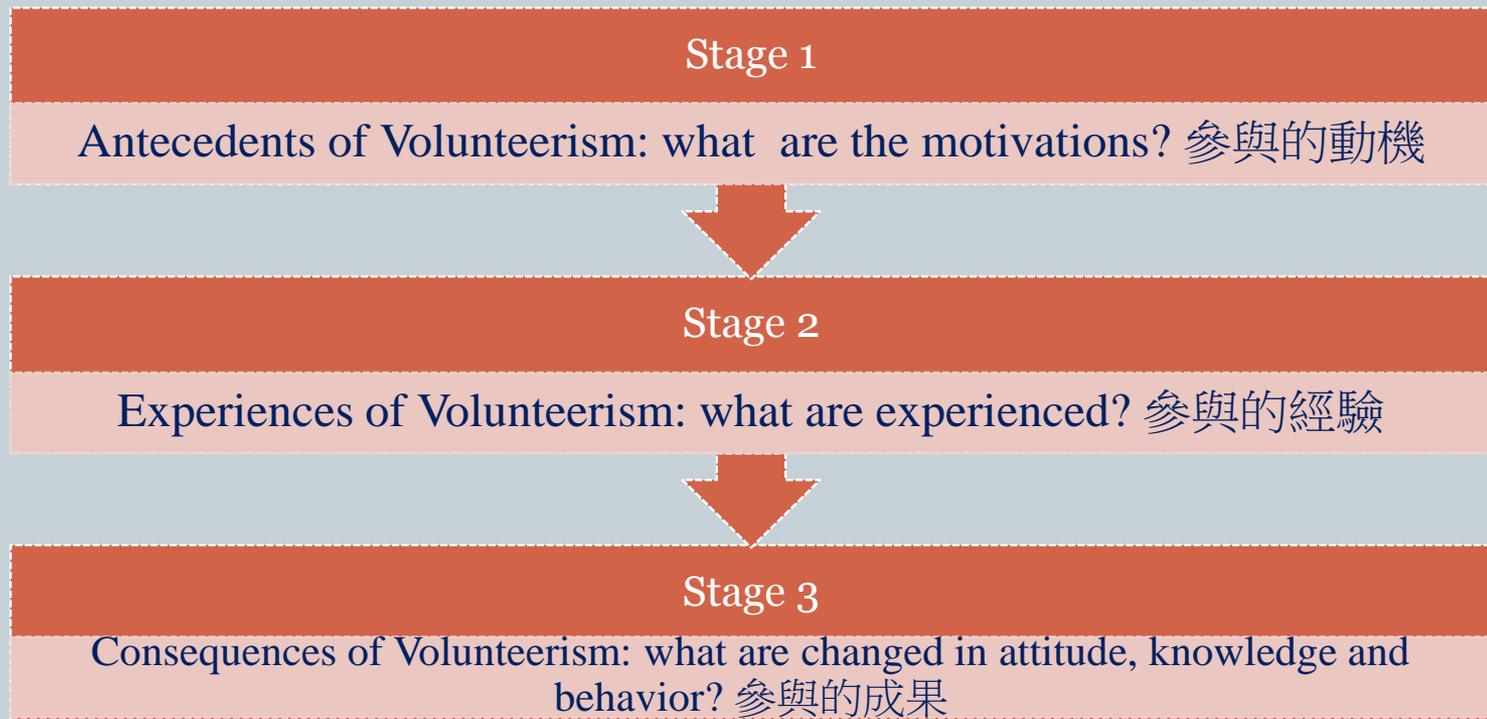
Debatable issues on Free Choice

有關自主參與的反思



- Imposed and structured learning, including Service Learning
- Volunteering as a criteria for admission to many universities
- Social service learning has already been included in many school curriculum and students have no free choice not to join.
- Assessment on service learning
- A young person who had committed a minor crime and was put under the compulsory community service scheme. Upon fulfillment of the punishment, he/she will be waived of a formal trial.
- 服務學習越來越流行，義工服務甚至是入學的條件，又甚至是課程內容的一部份，成果會被評分，服務與學習跟義務工作是什麼？
- 對於犯了輕罪的年青人實施社會服務令又跟義務工作有什麼關係？

Volunteer is a Process 義務工作過程模式



Project goals should include all levels of work

義務工作計劃要包含以下的考慮



- *To those who lack of motivation:* some incentives to join and enroll will help to motivate. Motivations could include six dimensions: Values, Understanding, Social, Enhancement, Career, and Protective. All should be accepted as valid motivations to start the road to volunteerism.
- 招募時應考慮一些未有動機參與者，不要拒絕動力不足的人。根據文獻，參與的原因可分為：個人價值觀、新知識、社交、鞏固學習、增加就業資歷、康復自己。義工理論指出，任何動機都是好的動機，不應批評與個人利益有關之動機，重點應放在以後的訓練和實踐的過程。所以在早期給予一些資助和嘉許可以鼓勵新義工。
- *To those who have bad past experience or knowledge on volunteerism:* should emphasis on how to correct their past experiences and to focus on good present experiences with the project by knowing their motivation and matching them to project they like.
- 接觸義工時要留意們一些過去負面門義務工作經驗。
- *Ultimate goal:* to nurture sustained volunteers
- 計劃能否給義工良好的經驗是培育一個委身義工最重要的因素，相對來說，義工的參與動力和能力並非主因

Key to successful implementation of volunteerism

義務工作計劃的成功要素



The Use of the Pure definition 狹義定義的重要



- It is to guide to the ultimate values of volunteerism 指導我們認識義工原意和精神。
- It is not to dictate the management strategies of volunteer projects 但不應阻礙有效／良好的管理。
- The violation from the pure type guidelines should be justified and spelt out as a strategy/means only, but not itself is the goal nor the value of the project. The justifications for the deviation from the pure type should be shared to the participants.
- 當違背原意時，要解釋原因及要與受影響者分享。

Implementation strategies



- When insisted to implement the pure type, we should be aware if there is anyone who are forced to join, or deprived the chance to join? 當堅持狹意的實踐，要衡量有多少人因此被拒。
- When there is reward or awards, explain why and set clear goals. It is good to state that after the award and reward, a further expectation on performance is set 使用獎賞嘉許後要重訂新工作和期望。
- Unorganized and unplanned work sometimes have potential to become impactful. A smaller goal to serve friends and the neighborhood in a technical way has the potential to develop to a bigger project with an advocacy goal for similar target group. 早期欠缺組織的工作，只要多些動員和思考也有發展空間，很多成功的計劃都是如此開始，尤其是年青人的計劃。

Volunteerism in Hong Kong

香港的義務工作



- In Hong Kong, volunteerism has skyrocketed in last 20 or so years, particularly among youth. In 1998, the number of registered volunteers aged 13-25 in our Volunteer Movement was 78,277 (6.4% of the entire volunteer population), and it reached 551,458 individuals (55.4% of the entire volunteer population) by 2016, which is an impressive growth of 700% (Home Affairs Bureau, 2016).
- 過去20年，13-25歲青年大幅急升，佔總義工之55.4%

Volunteerism in Hong Kong

香港青年義工趨於精英化



- According to the United Nations (*United Nations Volunteers*, 2013), there are many barriers to youth volunteering. First, there is a concern that volunteering may remain accessible only to the elite members of a community, mainly for two reasons: 1) social and economic exclusion, as only a few may be able to volunteer instead of doing paid jobs; and, 2) in some contexts, some voluntary activities may be not accessible to minority groups, young women, and/or youth with special needs. As a consequence, these already marginalized youth may find it more difficult to enter volunteering.
- 聯合國指出義務工作的參與已趨精英化，香港也面對同一問題，主要因為：**1.** 經濟與社會條件令到很多青年只能參與有償工作；**2.** 義務工作環境內越來越多少數族裔、女性和傷殘人士被拒，令更多邊緣年青人不能從中得益。

Expansion of Service Learning in Education

服務學習更趨 發展



- Community service is a criteria for school admission
- Credit bearing service learning courses
- International service learning opportunities

- 大部份大學均設有服務學習辦事處
- 課程以學分制服務學為主
- 更多強制性社區服務
- 服務學習=義務工作？
- 缺乏研究及支持理據

Volunteerism in Hong Kong



- Conversely, although nonprofit organizations heavily rely on volunteers, they are facing many difficulties to manage volunteers' time and talents. For example: i) the needs of the agencies do not always match the expectations and skills of the volunteers; and, ii) agencies provide limited coaching and mentoring opportunities for volunteers. Such management issues might negatively affect the overall volunteering experience, and literature reveals that volunteers who are not satisfied by their experience, are less likely to volunteer in the future.
- 同時間，越來越多機構依賴義工，但遇到很多管理與招募困難，而義工則投訴找不到合適工作和得不到好的培訓和機構支持

Volunteerism in Hong Kong 建議



- Governments can increase the *capability* to volunteer by supporting research and dissemination of knowledge about volunteering, as well as by developing local training centers for training volunteers and volunteer managers.
- Governments have the power to ensure that people with disabilities, disadvantaged or excluded groups can also volunteer. Alternatively, governments can also support various travel costs, medical insurance and accommodation of citizens who want to volunteer.
- 政策上，參考一些國際組織的建議，可否補貼年青人及邊緣人仕的工作時間，資助他們交通和膳食，讓他們得益於義務工作。
- 美國甚至提出減稅和補貼學校以鼓勵低收入家庭子女參與



謝！