

EYV 2011 - VOLUNTEERING MATTERS

Impact of Youth Volunteering in Vietnam

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Contents:

1	Introduction.....	3
2	Overview of Volunteering in Vietnam.....	3
3	Action Research.....	4
3.1	Method	4
3.2	General Information about Volunteers.....	5
3.3	ANALYSIS OF VOLUNTEERS' INPUTS.....	5
3.3.1	<i>Motivation</i>	6
3.3.2	<i>Training / Institutional Support</i>	7
3.3.3	<i>Personal Impact</i>	8
3.3.4	<i>General Impact</i>	10
3.3.5	<i>Contact Reciprocity</i>	12
3.3.6	<i>Overall Perceptions of Change</i>	13
3.4	ANALYSIS OF HOST PROJECTS' INPUTS	15
3.4.1	<i>General Information about organizations</i>	15
3.4.2	<i>Motivation</i>	16
3.4.3	<i>Recruitment</i>	16
3.4.4	<i>Training / Institutional Support</i>	18
3.4.5	<i>Activities and Impact Areas</i>	19
3.4.6	<i>Volunteer Impact</i>	20

1 Introduction

The report consists of an overview of volunteering in Vietnam, which reports "facts", and a presentation of the survey interviews that I carried out during the project. These are reported both in tables and in writing. I have almost exclusively used electronic resources for the overview of volunteering. Moreover, it is not easy to find printed sources in English (or Swedish) in Vietnam, which has made electronic resources a natural first choice. However, I am aware that this is a limitation of my research, but at the same time I have tried to use as official information as possible.

2 Overview of Volunteering in Vietnam

Civil Society / Private Sector / State

Literature on countries democratization process describes the importance of social group activity as a training ground for the development of a democracy. Even in nations where democracy is uncertain, participation in civil societies often seen as first step in developing a democratic political culture. Voluntary participation in groups that are autonomous of the state might be a way to ensure democracy in a country. This highlights the enormous importance of NGO's/CBO's and volunteers in the building democracy! (Dalton and Ong)

The relationship between government and NGOs is not entirely straightforward. Since Vietnam is a communist one-party state with limited rights for the people, NGOs are not allowed to house freely. All NGOs must be subsumed under the 'Patriotic Front', which is part of the party structure. An independent civil society does not exist and independent national organizations working for human rights are not allowed. Nonetheless a, though not independent, kind of civil society exists and can even be seen as relatively strong but in a different form than the one we are used to. There is no accepted definition of "civil society" and the concept does not exist in the "western way". The term CBOs, Community Based Organizations is used, rather than NGOs. (Thayer)

During the beginning of the 21st century there has been a change in the nature of political civil society in Vietnam. Previously, politically active people and religious activists acted individually or in small groups with little, if any, contact between them. (Thayer) Freedom of association is limited which makes many kinds of cooperation between groups and individuals difficult. For example, it is illegal to hold meetings without police permission. This makes it difficult for groups to organize outside of the groups sanctioned by the party. (Utrikesdepartementet) However in recent years efforts has been made to form political organizations dedicated to the promotion of democracy and human rights etc. A high number of political organizations have been formed. (Thayer) All organizations need to register with the government and it can be tricky to pass the rigorous bureaucracy. The government recognizes international volunteer organizations. Progress within the field is slow, although the government now recognizes the existence of the organizations. In some ways it is easier to for "volunteer clubs" than NGOs to operate. A volunteer club is just a group of volunteers cooperating while a NGO is a legal entity. Volunteer clubs are very common, in Hanoi only there is over 100 of them. (Don Thuan Phoung, Volunteers for Peace Vietnam, VPV)

A problem for the organizations that host international volunteers is the visa issue. No volunteer visa exists, only work visa and tourist visa are issued. Volunteering on a tourist visa is illegal, but the only way at the moment. Another big problem is the difficulty to get permission to place international volunteers in local projects. For every volunteer that is to be placed permission needs to be given from the top of the province. (Don Thuan Phung, VPV)

Independent national organizations working for human rights are not allowed. The one-party state is in fact closely linked or attached to the groups and organizations that have been identified as the ones to form civil society in Vietnam. They work as partners in implementing state policy in the work of providing welfare, social services and poverty alleviation measures. One example of this is the Youth Union. (Thayer) The government gives the Youth Union money to run volunteering programs at the national level, and they also have branches at the local level. (Don Thuan Phung, VPV)

3 Action Research

3.1 Method

This part consists of the results of the research carried out among the international volunteers partaking in VPV's volunteer services in Hanoi. I have used the questionnaire proposed by ICYE International Office to carry out the research with some alterations and changes where I thought this was needed. Only volunteers within the individual programme answered the questionnaires.

The volunteer interviews were carried out by way of questionnaires sent online. I emailed around 70 volunteers and after receiving 20 responses I started the analyzing. All the volunteers interviewed (except for one) had already finished their program when they filled in the form. This was why I decided to do the interview as an online survey; it was the easiest and most suitable way to get the information I needed. As a result of this I also decided to shorten the questionnaire considerably since I did not want to risk fewer responses from volunteers due to the length of the questionnaire.

Regarding the interviews with the host projects these were carried out in two different ways - either through email or by interviews at the local project sites with a local Vietnamese volunteer as interpreter. The level of English spoken at the different projects is very low so the interviews, both oral and written, had to be carried out in Vietnamese. This is of course not the best way to conduct interviews for research, but it was my only option.

Considering this the interviews had to be fully structured otherwise too much information would have been lost in translation. Considering also the very limited time frame I had to do this, the interviews and translation the interviews were fairly short but includes the most important facts.

3.2 ANALYSIS OF VOLUNTEERS' INPUTS

Analysis of the questionnaire filled in by international volunteers
All the data below was gathered through an online survey.

3.2.1 General Information about Volunteers

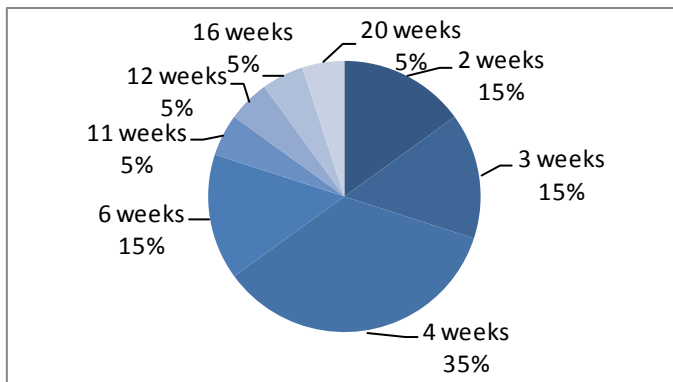
Gender: 60% Female
40% Male

The education level of the participants:

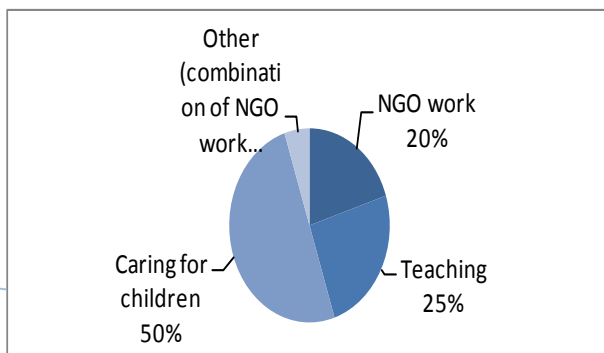
Bachelor 55% - College but no degree 25% - High School 15% - others 5%

It is fairly high considering that a lot of the volunteers are in their early twenties. Over half of them have a bachelor's degree.

Total duration of voluntary service:

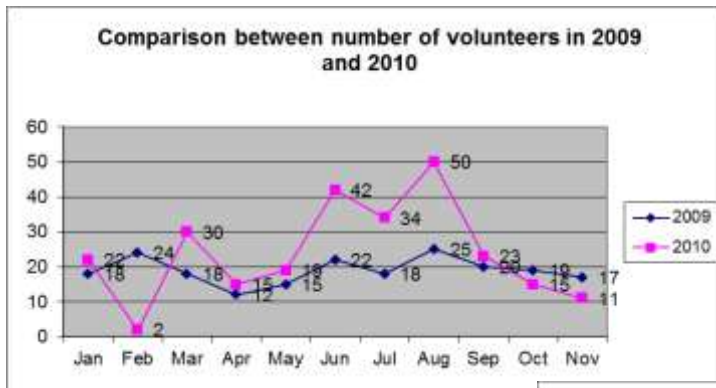


The most common factor is that volunteers sign up for a short period of time. 65 percent of the participants stayed at VPV for a month or less. None of the volunteers who answered my questions stayed for more than 20 weeks although VPV has programmes for up to one year.



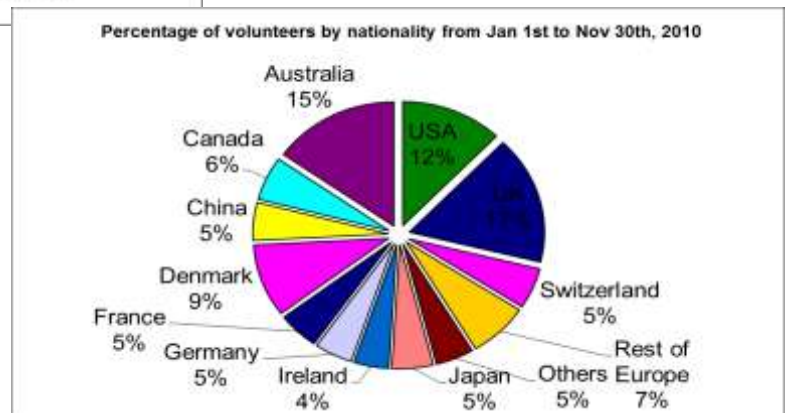
Area of work at the project:

This chart illustrates how many percent of international volunteers took part in VPV's different types of projects during the main part of 2010. Over 50% were caring for children, either in orphanages or in day care centers.



The number of volunteers increased vastly from 2009 to 2010, with the exception of the month of February. The reason for this is that in 2010 the Vietnamese New Year, *tết*, was celebrated during that month.

From the volunteers in VPV programs between January and November 2010 (see chart above), most came from highly developed countries such as Australia, USA and the UK and other European countries.



3.2.2 Motivation

What were your reasons for volunteering?






Volunteers were asked to answer the question in their own words. Some of the answers were:





- “To gain experience with working with NGOs, international companies and in the non-profit sector.”
- “To get experience teaching in a foreign country where I could be submerged into the culture at a local level and help improve the knowledge of the English language to children.”
- “New experience, helping others and have fun.”
- “To learn more about Vietnam and Vietnamese culture.”
- “Wanted to help the community whilst also travelling in Vietnam.”
- “To help improve the lives of young people affected by Agent Orange.”
- “I feel volunteering is a great way to understand a country better and a great opportunity to interact with people from another country and learn about their culture and values.”
- I was interested in disabled child care because of my interest in the effects of chemical weapons used in the American-Vietnam War on the society today.”
- “I’ve traveled around a lot but haven’t really done anything productive other than sight see. I wanted to try doing a project somewhere as well.”





- “I have volunteered at home, but I wanted to gain the experience of volunteering in another culture/country. I have worked at my province’s Autism Society for 3 years now so I knew I wanted to do work with children with disabilities.”
- “Cultural experience. Wanted to improve my knowledge about developing countries since I will work in this field in the future.”





There is two types of answers - one were regarding how the volunteering experience would benefit the volunteer personally and the other one were more altruistic, how the volunteering would benefit other people. A lot of the volunteers had both types of reasons for volunteering.

3.2.3 Training / Institutional Support

I received thorough training on my volunteer duties at the project		Response Percent	Response Total
1	Strongly agree 	5%	1
2	Agree 	25%	5
3	Neither agree nor disagree 	35%	7
4	Disagree 	20%	4
5	Strongly disagree 	15%	3

The staff at the sending organization supported me well before, during and after my volunteer placement		Response Percent	Response Total
1	Strongly agree 	20%	4
2	Agree 	40%	8
3	Neither agree nor disagree 	35%	7
4	Disagree	0%	0
5	Strongly disagree 	5%	1

The local staff at VPV supported me well throughout my volunteer placement		Response Percent	Response Total
1	Strongly agree 	45%	9
2	Agree 	25%	5
3	Neither agree nor disagree 	20%	4
4	Disagree 	10%	2
5	Strongly disagree	0%	0

The staff at the project I was placed at supported me well during my placement		Response Percent	Response Total
1	Strongly agree 	20%	4
2	Agree 	40%	8
3	Neither agree nor disagree 	20%	4
4	Disagree 	20%	4
5	Strongly disagree	0%	0

Responses regarding support received from the sending organisations, VPV and the placements vary a lot, but most volunteers seems to be satisfied with this.

Only 30 percent agreed or strongly agreed that they received thorough training on their duties at the project. This is an aspect that the management of the projects should look into and try to improve. Most volunteers were happy with the help and support they got from the VPV staff.

3.2.4 *Personal Impact*

What personal benefits did you gain from your volunteering experience?

- Greater understanding of how the following work: international development organizations, development organizations within Vietnam, non-profit organizations in general
- Knowledge of the education system in Vietnam
- Increased knowledge e.g. about the Vietnam / American war
- The truest and simplest happiness gained from the children I taught and played with.
- Travel experience

- Rewarding feeling, gained by assisting others in need
- I met some amazing people along the way... Both students and other volunteers.
- I learnt a lot about myself
- I learned how to adapt to new standards of living.
- Experience in consulting liaison work
- I got closer to the Asian, especially the Vietnamese culture
- More confidence in my own skills - development of new skills
- Independent decision making on my own in a foreign country.
- Knowledge of student/teacher relationships and habits in Vietnam.
- I helped those less fortunate which made me feel better about myself.
- I was able to experience what it is like to be a teacher, and It's something that I will definitely want to do again in the future
- Meeting people from so many different countries and cultures has been a fantastic and enlightening experience.
- I was originally afraid to work with disabled children because I didn't know how to interact but I've learned a lot from working with them and am ultimately glad I was given that opportunity.
- Made a lot of new friends from all around the world.
- I became familiar with the conditions in a developing country.
- Good for your CV.
- Insight into the current state of the situation in Vietnam
- Self-accomplishment
- I've gained many new experiences I would have never had at home including making new friends from all over the world and working in a different country.
- It's a great feeling knowing you've helped out in a way that can keep on giving long after you've left.
- I changed my point of view concerning development aid
- Learning a different language
- I picked up some sign language and was inspired to pursue that language back home
- Was able to travel on a budget
- Motivation/desire to travel and volunteer more
- I enjoyed it to explore Hanoi

(Points that were repeated by different volunteers have been left out.)

Nearly all of the volunteers who answered the questionnaire and the ones I talked to were happy they did their volunteering service. A lot of them expected something else when they arrived and were more or less disappointed with their placements but practically all of them (with, I think, one exception) were happy about their experience and felt that they learned a lot about themselves and the world. The fact that so many of the volunteers did not have the experience they expected but were still happy about their time in Hanoi shows that you should not have too specific expectations when doing a thing like this.

No matter what you think will happen and what your expectations are beforehand, reality always looks different, but can still be very satisfying.

If you believe your presence in the community or the organizations caused any problems or challenges, please list them below:

"I was unsure whether or not some of the teachers wanted us there - or whether we were in the way. I was also unsure whether it was beneficial for some of the children, who may have been vulnerable, to have a succession of volunteers on short placements - I worried that the children might get close to volunteers, then the volunteers leave - and if that cycle continues it might create problems of trust with the young people."

"Some people stared, because they were not used to seeing foreigners, but this didn't cause any problems."

3.2.5 General Impact

I had a specific skill/ specific skills needed by the host organization		Response Percent	Response Total
1 Strongly agree		5%	1
2 Agree		50%	10
3 Neither agree nor disagree		15%	3
4 Disagree		20%	4
5 Strongly disagree		10%	2

I transferred useful skills to the host organization		Response Percent	Response Total
1 Strongly agree		0%	0
2 Agree		55%	11
3 Neither agree nor disagree		25%	5
4 Disagree		15%	3
5 Strongly disagree		5%	1

What specific skills did you provide?

"My organization relied on me as a native English speaker and also used my experience in travelling and graphic design."

"Teaching English"

"Native English speaking"

"More interactive way of teaching. More practical technique of newsletter making."

"None. I only really played with the children, having no previous training or experience in disabled child care. However I felt useful for simply being there and able to play with the children, who I found enjoyed having foreigners around as well as local volunteers to play with."

"I used my basic math skills to help children with addition and subtraction."

"Policy creation skills, business proposals"

"Communication skills, language skills (German, English), computer skills"

"I had over 2 years of experience with children with disabilities at the time of my placement. I was confident and able to care for the children/teach the children even without speaking Vietnamese."

"Consulting and liaison work for NGOs based in and around the Hanoi area."

"Experience in research. Professional knowledge about development work through my studies."

Considering that the level of English spoken at the projects over all is very low one of the most useful skills provided by volunteers, particularly by those placed in NGO's, is their language skills.

My services could have been more effectively provided by a staff member		Response Percent	Response Total
1	Strongly agree	0%	0
2	Agree	20%	4
3	Neither agree nor disagree	45%	9
4	Disagree	35%	7
5	Strongly disagree	0%	0

Local staff and I shared very similar goals		Response Percent	Response Total
1	Strongly agree	15%	3
2	Agree	45%	9
3	Neither agree nor disagree	30%	6
4	Disagree	10%	2
5	Strongly disagree	0%	0

3.2.6 Contact Reciprocity

The activities I performed matched local priorities		Response Percent	Response Total
1 Strongly agree		10%	2
2 Agree		65%	13
3 Neither agree nor disagree		20%	4
4 Disagree		0%	0
5 Strongly disagree		5%	1




I believe that the community requested and wanted my services		Response Percent	Response Total
1 Strongly agree		10%	2
2 Agree		65%	13
3 Neither agree nor disagree		15%	3
4 Disagree		5%	1
5 Strongly disagree		5%	1




I had no problem communicating in my host country's language		Response Percent	Response Total
1 Strongly agree		0%	0
2 Agree		0%	0
3 Neither agree nor disagree		10%	2
4 Disagree		55%	11
5 Strongly disagree		35%	7




Since the official language in Vietnam is Vietnamese the language barrier between volunteers and the local community was not surprising. In the local projects it is not uncommon that the staff speaks none or very basic English. Nevertheless, staff members are used to foreigners and know how to

communicate although they don't speak the same language. In some of the cases this posed a bigger problem than others but it was always manageable.

3.2.7 Overall Perceptions of Change

My volunteering experience increased my appreciation of other cultures		Response Percent	Response Total
1 Strongly agree		35%	7
2 Agree		55%	11
3 Neither agree nor disagree		10%	2
4 Disagree		0%	0
5 Strongly disagree		0%	0

My volunteering experience exposed me to communities different from the one(s) I grew up in		Response Percent	Response Total
1 Strongly agree		65%	13
2 Agree		30%	6
3 Neither agree nor disagree		5%	1
4 Disagree		0%	0
5 Strongly disagree		0%	0

My volunteering experience exposed me to new ideas and ways to look at the world		Response Percent	Response Total
1 Strongly agree		45%	9
2 Agree		50%	10
3 Neither agree nor disagree		0%	0
4 Disagree		5%	1
5 Strongly disagree		0%	0

My volunteering experience helped me gain a better understanding of the community where I worked		Response Percent	Response Total
1 Strongly agree		45%	9
2 Agree		50%	10
3 Neither agree nor disagree		5%	1
4 Disagree		0%	0
5 Strongly disagree		0%	0

When asked to specify why they wanted to volunteer in Vietnam many of the volunteers said that they wanted to experience a new culture, meet people with different backgrounds and learn more about the world. As seen in the charts above most of the volunteers were happy with the outcome of their volunteering experience regarding this.

Did the project match your expectations?		Response Percent	Response Total
1 Yes		40%	8
2 No		60%	12

Please share your additional comments below

“The project was not what I expected. The timetable was really bad working from 9 till 10 30 and 14 till 16 h, so a total of 3 and a half hour per day... The work at the project was also not really supervised. You were not told what to do but had to look for some kind of work for yourself.”

“It’s hard to know exactly what to expect when you decide you will become involved in one of these projects. I did not expect any personal success to come of this but I felt there was large gaps communication between the school and VPV and myself. The schedule was often changed and I was given no direction in regards with what I was to do with the students (I had classes of 32-40 students per class).”

“Even though this volunteer experience let me gain a lot, the work can be better organized.”

“I went in thinking I was going to do more physical therapy type work but ended up doing more teaching. The only physical therapy I was able to perform was coordination and exercises through sports and yoga.”

“While the project did not match my expectations because I was expecting to be teaching, and my role was more one of simply playing with children at the school, I still benefited from my experience. I found that I was appreciated by the staff and children.”

“I was expecting very different behavior from students and teachers in Vietnam. I was expecting it to be a lot stricter and students to be more disciplined, but this was not the case. In the beginning it was a little difficult dealing with the loudness and unruliness of kids, but after spending more time with

them, they started to become more engaged in the learning. But it was definitely a great experience and something that I would recommend to people!!!”
“The program didn't work out for me and it was poorly organized.”

“I felt my skills could have been better used than they were had the staff already made plans for my arrival. (...) My other concern was for the cleanliness of our living conditions at VPV. It could use a volunteer group to put a little elbow grease into cleaning the place. (...)”

“I imagined the orphanage I was going to would need volunteers much more than I think they did, and I imagined having a lot more responsibilities. I think the children did benefit from visitors, but the center was also very self-sufficient on its own. Overall my experience was still very good.”

“In my opinion, volunteering is a good way to get closer to a country's people. My placement was very nice but 4 weeks are way too short to work in this field. For the next time I would prefer to stay longer since it takes a while to get familiar with the organization.”

A majority of the volunteers felt that their project did not meet their expectations. The most common critique has been that the information they got beforehand and during their placement was too poor and vague. Some of them also complained about them not being “needed” in the way they thought they would be at the project sites. In addition, many of the volunteers I spoke to were unhappy with the living conditions in the dorm.

3.3 **ANALYSIS OF HOST PROJECTS' INPUTS**

In this section, I present the findings of the interviews done with some of the projects that VPV works with. This part has more than the others suffered from the problems with the interviewer and the person being interviewed not speaking the same language. We did four face-to-face interviews and sent email to two projects. The projects I contacted had given their approval prior to me sending the email. Despite this only one of the two projects replied to my email.

3.3.1 **General Information about organizations**

Project Work Area

What is your organization's primary mission, issue, or area of focus?

The responders were given more alternatives than the ones below, but I only list the ones that were chosen.

	YES
Community Development	1
Disability Issues	1
Education	3

Previous Experience

In what year did your organization begin hosting international volunteers and how many international volunteers did you receive? If not sure, please estimate.

Starting year:	Number of volunteers when starting:	Number of volunteers in 2010:
2005	Approx. 30	Approx. 100
2004	n/a	Approx. 30
2004	n/a	123
2009	11	18
2011	5	-

The number of volunteers has increased in all of the projects since the start. The reason for this could be that the projects that continue to take on volunteers beyond a few years are the ones where cooperation works well.

3.3.2 Motivation

Why did your organization decide to host international volunteers? If you're not sure, please explain why you think the organization decided to host international volunteers.

- We want to inform the international community about the consequences of the Vietnam War and the use of Agent Orange.
- To play with the children.
- English language is important for the students
- We want the students to understand more about the world
- Help the centre and help the children
- Bring new thoughts and aspects to our work
- Build up capacity for our local staff

The reasons why projects decide to have volunteers are many and naturally depend on the nature of the work done at the specific place.

3.3.3 Recruitment

How does your organization get most of your international volunteers?
Most of our international volunteers. . .

	Strongly disagree			Neither agree/nor			Strongly agree
--	-------------------	--	--	-------------------	--	--	----------------

	(1)	(2)	(3)	disagree (4)	(5)	(6)	(7)
...are found through our recruitment efforts (for example, posting volunteer opportunities on websites)	4						1
...find us on their own (for example, they hear about us from former volunteers)	3			1			1
...are placed with us by a partner volunteer-sending organization						1	4
...are placed with us by other kinds of partner organizations (for example, universities, faith groups, etc.)	3						1

For VPV's placements the most common way to find volunteers are through VPV even though they sometimes find volunteers through other channels.

Do you have any requirements for accepting an international volunteer? If so, please mark all that apply. Yes, in most cases, international volunteers must. . .

	Strongly disagree (1)	(2)	(3)	Neither agree/ nor disagree (4)	(5)	(6)	Strongly agree (7)
...have specific skills (for example, they must be qualified to provide medical care)	3						2
... have a certain level of education	2						3
... be of a certain age	3						2
...be able to speak one or more local languages	5						
...submit an application to volunteer with us	4						1
...complete an interview to volunteer with us	3						2
...be qualified in some other way (please specify below).	3						1
We do not have any requirements for our international volunteers	2						3

The skills needed in a volunteer depend on what kind of project the volunteer wants to partake in but most placements accept all volunteers, independent of their previous experiences.

How long do international volunteers serve with your organization?

	Rarely or never	Occasionally	Almost always
2 weeks or less	2	2	1
Between 2 weeks and 1 month		3	2
1 to 3 months		3	2
3 to 6 months	1	3	1
6 to 12 months	5		
Over 1 year	5		

3.3.4 Training / Institutional Support

How are international volunteers managed at your organization?

	Rarely or never	Occasionally	Almost always
We provide one staff person to organize the international volunteers.	2		3
We provide several staff people to organize the international volunteers.	3	1	1
We have one or more volunteers who manage international volunteers.	5		
The international volunteers manage themselves.	4		1

Generally one of the workplace's staff manages the volunteers. None of the interviewed projects lets volunteers guide other volunteers on their tasks.

How does your organization generally determine projects for international volunteers? Please choose all that apply. Projects for international volunteers. . .

	Rarely or never	Occasionally	Almost always
...are created by our staff based on what our organization needs.			5
...are created by our staff based on community feedback and what our community needs.	2		3
...are suggested or proposed by our partner organizations.	2	2	1
...are suggested or proposed by international volunteers themselves.		4	1

Does your organization offer training to international volunteers?

	Strongly Disagree (1)	(2)	(3)	Neither (4)	(5)	(6)	Strongly Agree (7)

They receive thorough training on their volunteer duties at the beginning.	3				1	1	
They receive thorough training on the host culture.	2				1		2
Volunteers are trained by everyday tasks.				1		1	3

3.3.5 Activities and Impact Areas

What are the most common types of projects done by your international volunteers? Respondents were given more alternatives than the ones below, but I only list the ones that were chosen.

	Not applicable (0)	Very Ineffective (1)	(2)	(3)	Neither (4)	(5)	(6)	Very Effective (7)
Providing universal primary education	1						2	2
Tutoring or teaching children, youth, or adults	1						3	1
Helping community members learn to read, speak, write or understand English or another foreign language	2				1		1	1
Caring for infants and/or children in a daycare facility	3						1	1
Promoting gender equality or empowering women and families	4							1
Promoting environmental sustainability	4							1
Providing other medical or dental health care or prevention	4				1			
Providing physical therapy or other assistance to people with disabilities	4				1			
Improving management capacity such as fundraising or strategic planning capabilities	4							1
Encouraging economic growth through micro-enterprise, agricultural, or rural development	4						1	

Strengthening civil society	4							1
Promoting cross-cultural exchange	3						1	1

The volunteers are deemed effective or very effective by the interviewees for almost all tasks carried out. In 3 cases they are neither effective nor ineffective. This implies that the projects are happy with the work carried out by the volunteers. The column “not applicable” is used when the task described is not a part of the volunteers’ job.

3.3.6 Volunteer Impact

What do you think are the *potential benefits* of hosting international volunteers? Please mark how much you agree or disagree with the following statements. Please check one box for each statement. International volunteers:

	Strongly disagree			Neither agree/ nor disagree			Strongly agree
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
...contribute needed skills not found in local staff or volunteers	1			1			2
...provide more people to get our work done							4
...provide a new viewpoint or perspective	2						2
...provide an opportunity for local people to learn more about other nations and cultures						1	3
...provide an opportunity for local people to learn more about their own nations and culture						1	4
...help us attract local volunteers	1			2		1	
...bring international attention to our work				1			4
...bring credibility to our work				1	1		3
...are effective					1	3	1
...help our economy by spending money locally	1				1	2	1
...become financial donors	1			1		2	1
...become advocates upon return home				1		2	2
...are inexpensive	1				1		3
... 's services could have been more effectively provided by a full-time staff	3	1	1				

member.							
If the person had not volunteered, a local staff member would have provided these services.	2	1		1			1
...help our organisation develop the relationship with the local community	2			1			2
...help to intensify networking efforts at national / international level				2		1	2

As one of the persons interviewed did not answer a specific question, the answer frequency in some of the rows of the above chart adds up only to 4 answers.

What do you think are the *potential challenges* of hosting international volunteers?
International volunteers:

	Strongly disagree			Neither agree/ nor disagree			Strongly agree
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
...require a lot of training	4				1		
...require a lot of supervision	3			1	1		
...distract staff and local volunteers from the work	4	1					
...are accustomed to different ways of doing things	2		1			1	1
...are not always welcome in our community	2					1	1
...may not have the skills needed	2				1		1
...may not have the language abilities needed	1				1	1	1
...don't stay long enough	1	1		1			1
...can be difficult to find	2		1			1	
...take the place of local volunteers	4						
...take the place of local jobs	4						
...are not effective	1					3	
...are expensive	4			1			
...create problems inside the community	3					1	1

In your opinion, based on your answers above, do the *benefits* of hosting international volunteers outweigh the *challenges*?

All of the interviewees used the alternative: “Yes, I think international volunteers generally provide more benefits than challenges for our organization”. The other alternative was: “No, I think international volunteers generally create more challenges than benefits for our organization”, but no one answered this.

