

AVE

Assessing voluntary experience

**Pilot project in the framework of the
programme Leonardo da Vinci**

Second interim report for Germany

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1. General information on the AVE survey in Germany

1.1 Selection of associations, period and method of despatching

Neither INBAS social research nor Parität have direct access to a sufficient number of association to run the survey successfully. Parität Hessen has around 750 member organisations, but the majority of them do not work with volunteers. Parität Hessen is an ideal partner for the development part of the project, because the organisation is very much interested in promoting volunteering and sees the professional use of competences acquired through volunteering as a good mean to do this. For the research that was decided to conduct in our Warsaw meeting, we had to look for additional partners in order to reach with their support a large number of associations.

The first attempt was to work with the state agency for volunteering in Hessen (Landesehrenamtsagentur). They said that they are very interested in the issue of assessing voluntary experience but refused to support us in distributing the questionnaire because they felt that the field of volunteering is currently over-researched. So we lost the opportunity to cover all kinds of voluntary associations by a distribution through one channel.

As said in our first report we expect highest interest in the AVE project in associations, where many volunteers have an explicit professional project. This is especially true for young people and women returners. Following this idea we approached organisations and networks in these two fields. Finally we based the distribution of questionnaires on three pillars:

1. We addressed around 2.300 youth associations respectively associations with a youth branch by an E-Mail newsletter of the state umbrella organisation of youth associations (Hessischer Jugendring).
2. 52 questionnaires have been sent - half and half by letter and by E-Mail - depending on the availability of an E-Mail address to all women's and mother's centres in the state of Hessen. This activity was supported by the state ministry of social affairs.
3. 76 questionnaires were distributed by letter to all organisations in the state of Hessen that employ young volunteers working for a years in an association under a federal programme (Freiwilliges Soziales Jahr)

The period of dispatching was July to October 2004, which - due to summer holidays - meant that September was the most important month.

For the distribution via internet we designed two versions of the questionnaire to be downloaded: one version to be printed out on paper and one version to be filled on a word-file.

1.2 Rate of return

The rate of return up to October 5 was 40 questionnaires from all three pillars. To reach the minimum number of completed questionnaire (50), we had to talk ten organisations in filling this questionnaire one by one and reached 50 one day before the deadline.

The best rate of return came from women's and mother's centres, the second from the associations with young long term volunteer and the lowest rate came from the distribution to youth associations.

A very clear experience with questionnaires in Germany is that you get them filled when people find the issue interesting and especially when people or organisations feel they can benefit from participating in the survey. From this point of view we had no good starting point for the survey, because as laid in our first report, there is a state campaign to assess voluntary experience in the state of Hessen.

There is no reason to assume that the distribution by E-Mail and/or internet could have negatively affected the rate of return of questionnaires compared to a distribution by paper. Our internet user statistics prove that the questionnaire was downloaded more than 500 times. From this point people had it on paper - and then most of them decided not to fill it. More than half of the questionnaires from women's and mother's centres came in by E-Mail.

2. The sample of associations

The participants of the survey (n=50) were requested to give specifications concerning their association/organisation with the following results:

The first question asks for an affiliation to any organisation, which is approved by 74% (37 associations) and negated by 24% (12 associations). Thus, almost three-quarter of all organisations participating in this survey are affiliated to any organisation. Furthermore, the organisations were asked to classify their domain of activities, whereas multiple responses were possible. 68% (34 organisations)¹ note their focus on social services, 52% (26) in health and 36% (18) in education, training and employment. Each with 30% (15) the domains of culture and sport and leisure are indicated by the respondents. International solidarity and environment as fields of action and interest were declared in equal measure of 10% (in each case 5) by the participants of this survey and 6% (3) classify themselves as religious or philosophical associations. 22% (11) add several fields of action, for example child and youth care, fire control or engagement in equal rights.²

The next point of interest in this questionnaire aims the date of creation of the participating organisations/associations. 28% (14) of all organisations were established between 1971 and 1990, 24% (12) between 1950 and 1970 and 20% (10) between 1991 and 2000. Before 1950, 18% (9) were built up and 10% (5) after the year of 2000. In other words, more than four of ten organisations exist over 30 years. Relating to the geographic level, more than the half (56% or 28 organisations) of all organisations act in local range, 24% on departmental, 10% on national, 6% on regional and 2% (one organisation) on international level. Regarding the membership, the largest group of all organisations (34% or 17 organisations) registers 100 to 499 members, 20% (10) 11 to 49 members, 16% (8) 50 to 99 members, 14% (7) more than 500 members and 4% (2) consist of less than 10 people.

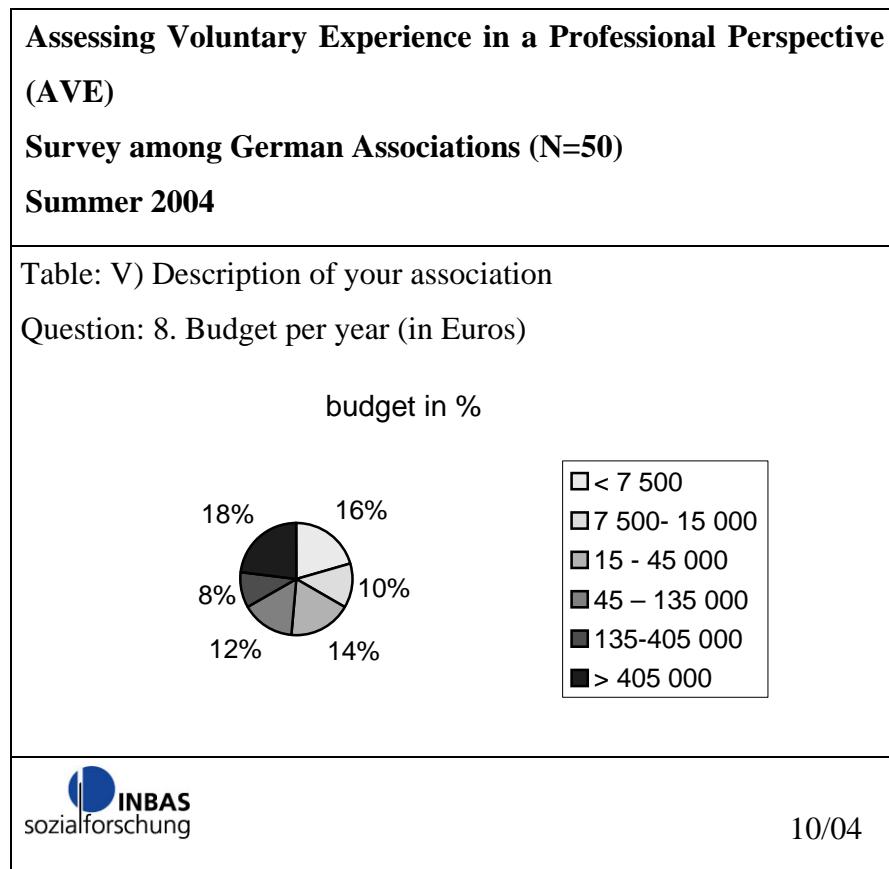
The next question concerns the number of volunteers in the association and shows the following results: More than one-third of the organisations (36% or 18 organisations) declared, that they occupy 10 to 49 volunteers, 22% (11) 1 or 2 volunteers, 18% (9) 3 to 9 volunteers, 10% (5) 50 to 99 volunteers and 8% (4) employ more than 100 voluntary staff. These numbers demonstrate that the largest group of all organisations being asked occupies plenty of volunteers, but there is also a large amount of organisations which busy not

¹ below, shorten by the number of organisations

² the additions are not listed completely

exceeding the number of 2 voluntary people. In contrast to these figures, 46% of all organisations (23) consist in 1 to 9 members of paid staff³, 22% (11) in 10 to 49, 16% (8 organisations) in none, 14% (7) in more than 100 and 2% (one organisation) in 50 to 99 paid members.

Another point of concern was to find out, what quantity of budget per year is available to the organisations. None of the following specifications about the budget per year is really overbalanced:



18% (9 organisations) note a budget more than 405 000 € per year, 16% (8) less than 7 500 € per year, 14% (7) 15 to 45 000 € 12% (6) 45 to 135 000 € 10% (5) 7 500 to 15 000 € and 8% (4) dispose of an annual budget of 135 up to 405 000 €

The following three questions refer to the details about volunteers, which are in the centre of interest. It turns out, that 32% (16) agree with a proportion of 60% of voluntary people younger than 30 years. In 28% of all organisations (14) the proportion of youngsters is less

³ „paid staff“ includes employees, collaborators and independent workers

than 30%, in 18% (9) it varies between 30% and 60%, and 14% (7) do not have any volunteer younger than 30 years. Concerning the proportion of women, more than two-third of all organisations (70% or 35 organisations) note women volunteering by the majority of over 60%, 14% (7) approved that the part of women in their organisations averages out at 30% to 60%, 10% (5) list their proportion of women less than 30% and not even one organisation consists only in men. At last, the proportion of retired people in the participating organisations is conversely: 62% (31) do not employ any retired volunteer, 20% (10) note less than 30% of voluntary helpers, 6% (3) more than 60% and finally 4% (2) 30% up to 60%.

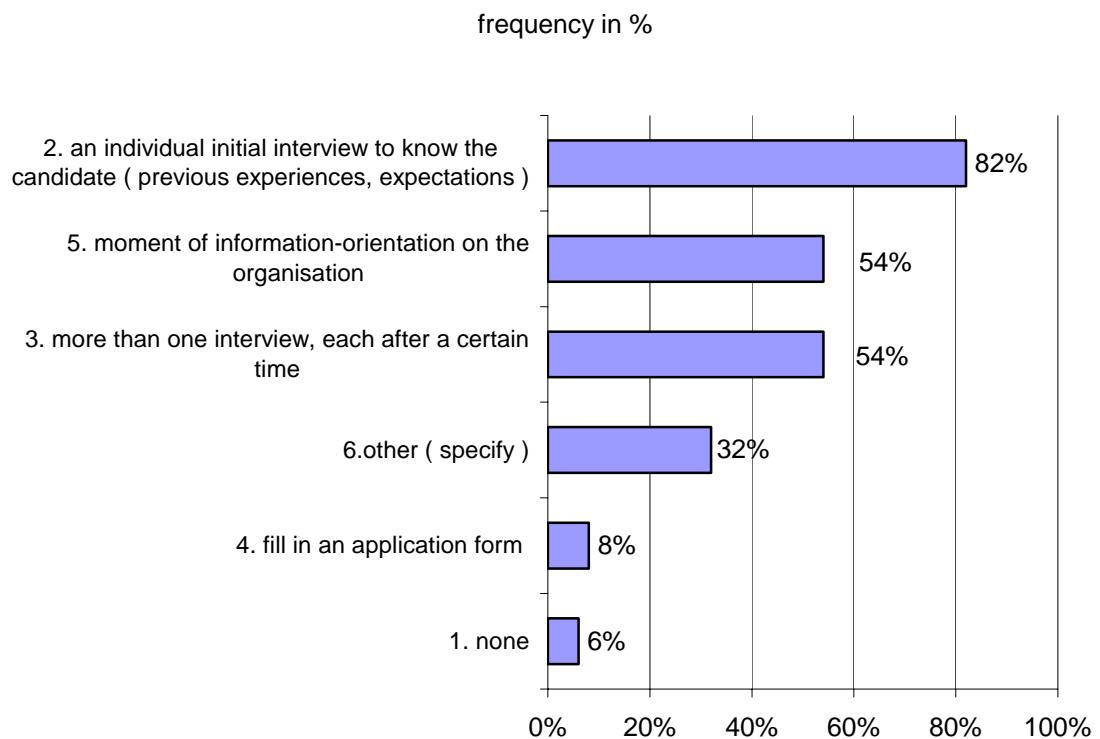
3. Management of the volunteers in associations

As table 1 shows, almost all German associations use some procedure to select volunteers. The vast majority of them have an initial interview with volunteer candidates prior to any voluntary activity in order to estimate whether the person in question is able to fulfil the tasks required and fits into the association. Only half of the associations which is a far lower rate repeat such interviews during the volunteer in working in the association.

Assessing Voluntary Experience in a Professional Perspective (AVE)
Survey among German Associations (N=50)
Summer 2004

Table 01: I) Management of the volunteers in your association

Question: 1. Do you have any procedures for selecting volunteers?
(multiple responses possible)



In return to that demand for information from the volunteer only half of the associations offer orientation and information about the association to the candidates, which surely does not look like a balanced exchange of information. Only very few associations use more formalized methods such as application forms.

Selection procedures beyond the standardized items given are:

- accompany the work of the volunteers; monitoring/watching; confer with occupants
- check up on the behaviour during the introduction seminar
- check up on the motivation and results of provided assistance, if necessary support etc.
- election by the general meeting every two years: first chairman/woman, deputy chairwoman, treasurer, public relation responsible, secretary
- election by the general meeting of the organisation
- everybody, who wants to offer any courses, has to introduce himself on the monthly workshop. Within the workshop, we decide if the course will take place.
- in general, a pedagogic apprenticeship is required
- interview for the job; orientation in the field of activities; information
- one day probation at the beginning of the job
- participating in an instruction-workshop, getting to know the activities of the association
- people who offer help will be accepted heartily. If ambience, commitment and results are agreeable, everything is fine.
- probation period of two days at the beginning of the job in order to get to know and evaluate
- sample-works
- skill-courses at least once a year
- usually known as a member of the youth department; slow raise of responsibility
- who wants to be a member of the voluntary fire department of Langen, has to participate at next in the practices, where the future member gets to know the duties of the fire department members. Furthermore there is a health-check.

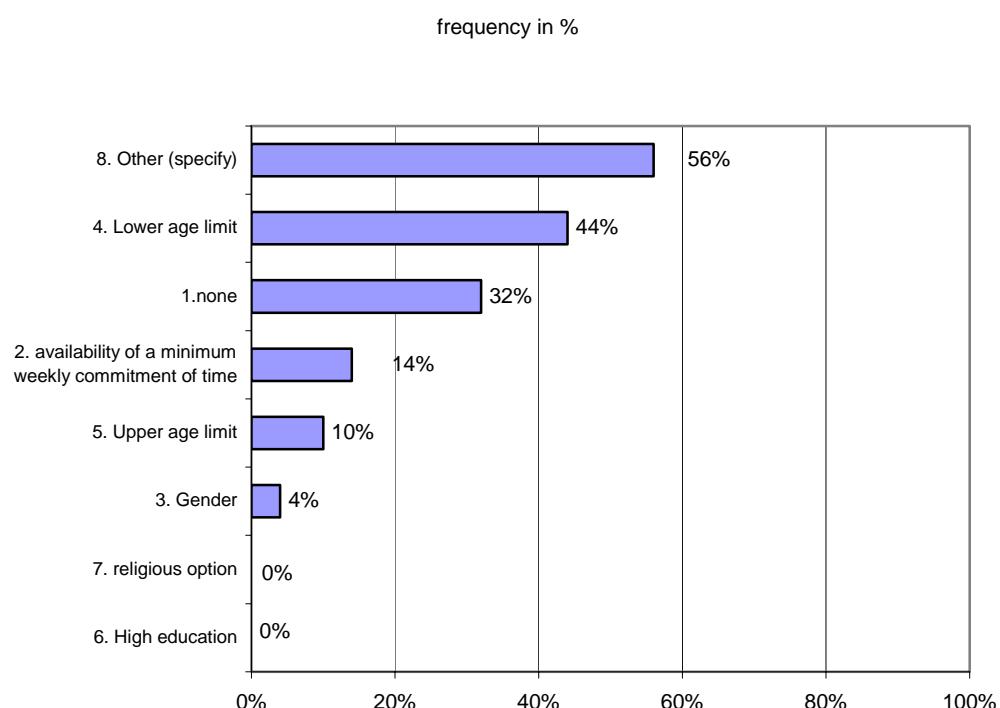
Assessing Voluntary Experience in a Professional Perspective (AVE)

Survey among German Associations (N=50)

Summer 2004

Table 02: I) Management of the volunteers in your association

Question: 2. Are there any Pre-requisites to volunteer within your organisation?



One third of the German associations do not make any pre-requisites as far as personal criteria of volunteers are concerned. Especially none of the associations say they require a certain religious orientation or a certain level of education. Saying there are no prerequisites in these two aspects does not necessarily mean that there is no factual segregation of volunteers by religion or level of education. None of the associations related to one of the Christian churches nowadays would say they would welcome only volunteers from their own

confession, but beyond that it is very clear that these associations are affiliated to a certain confession and it is very unlikely to find volunteers from other confessions there.

Age limits play a certain role: almost half of the associations would not accept volunteers below a certain age, ten percent have upper age limits.

More than half of the associations have other prerequisites as listed below:

- a minimum of intellect
- application
- commitment, to stand for the interests of the organisation
- conditions vary as for the kind of voluntary/honorary work. Board members are supposed to work at least 2 hours weekly. Other members have to be all set to work on projects continuously. The project-period averages six months; long-term cooperation request
- contact with evangelic communities resp. Youth groups
- driving license for passenger car
- driving license requested, but not compulsory
- empathy for our aims
- engagement for the needs of women, girls, kids and families
- fond of children
- fulfilment of training courses/ Youth-Director Card
- good reputation, interest in kids
- if possible driving license for passenger car
- interest in our working areas: care for older and handicapped people
- interest, skill, experience in company with school-children; as possible: autonomy, one's own initiative, flexibility and proper manners.
- interested in sports
- knowledge according to the specific working-section; pedagogic skills needed as for the interaction with kids and/or with

- neutral religious denomination, ability to work under pressure, patience, empathetic, ability to listen
- open-mindedness and interest in our field of work: care and support of older people resp. handicapped
- personal attitudes, which do not contradict with guidelines and principles of the AIDS-Aid-Work
- personal skill
- personal skill
- physical and mental competence check for the duties as a fire department member
- physical and mental competence check; ability to deal with life-threatening stress-situations is an important precondition (physical: e.g. fire in the 11th floor of an high-rise building; mental: e.g. to handle an accident, whereat a child was killed)
- reliability
- social competence, steadiness, sense of responsibility, fun in working with kids
- to be physically and mentally equal to the job
- willingness to take part in team-meetings and further education

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Table 03: I) Management of the volunteers in your association

Question: 3. What kind of skills does the organisation evaluate in the volunteer candidates?

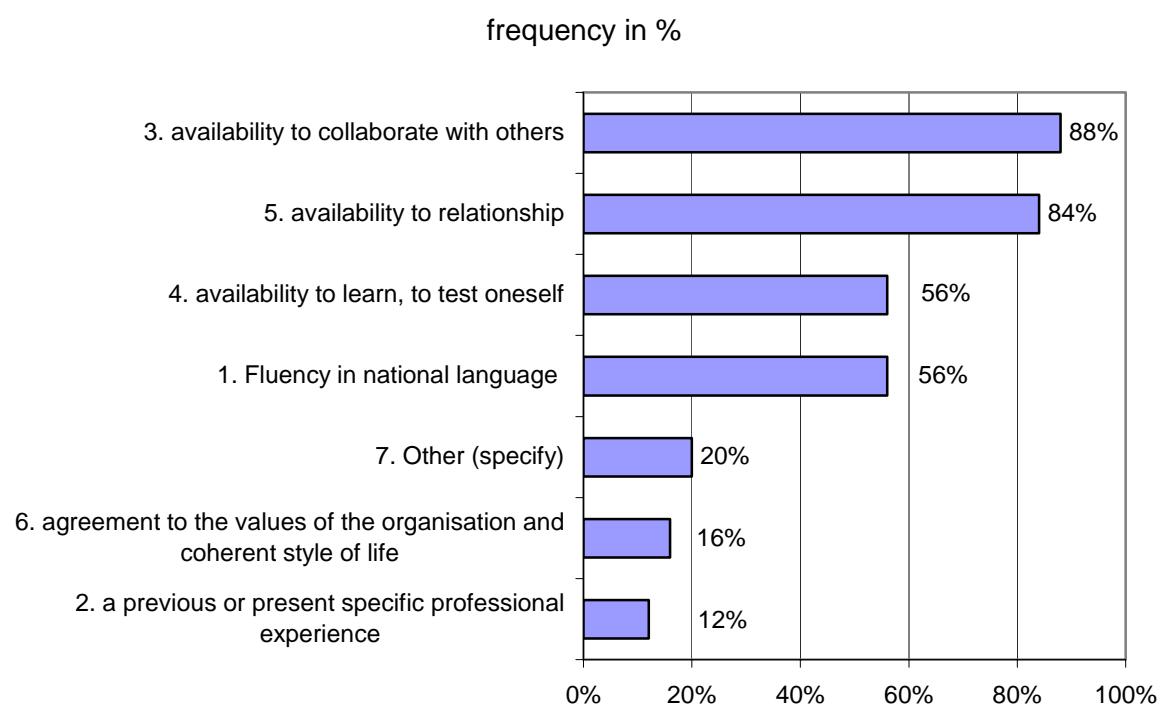


Table 3 clearly shows that the most important criteria to choose a volunteer are „soft skills”. Associations primarily want their volunteers to be able to work in a team and to build and maintain relationships. We can assume that the latter is true both for internal and external co-operation.

Other criteria evaluated are:

- ability to work under stress-situations, members of the fire-brigade are not only responsible for the lives of the victims, but also for the lives of their fellows (e.g. fire in an apartment, accidents..). Therefore the fellows have to rely on all of them.
- cash register/accounting. Should be versed with numbers.
- contact with patients, who are addicted or mental diseased
- empathy, patience
- occupational skill
- partial willingness to work politically (board)
- we try to transfer individual competences individually
- willingness to arrange a relationship with attended people
- willingness to deliberate
- you should be familiar with Taekwondo and be interested in getting involved in our association

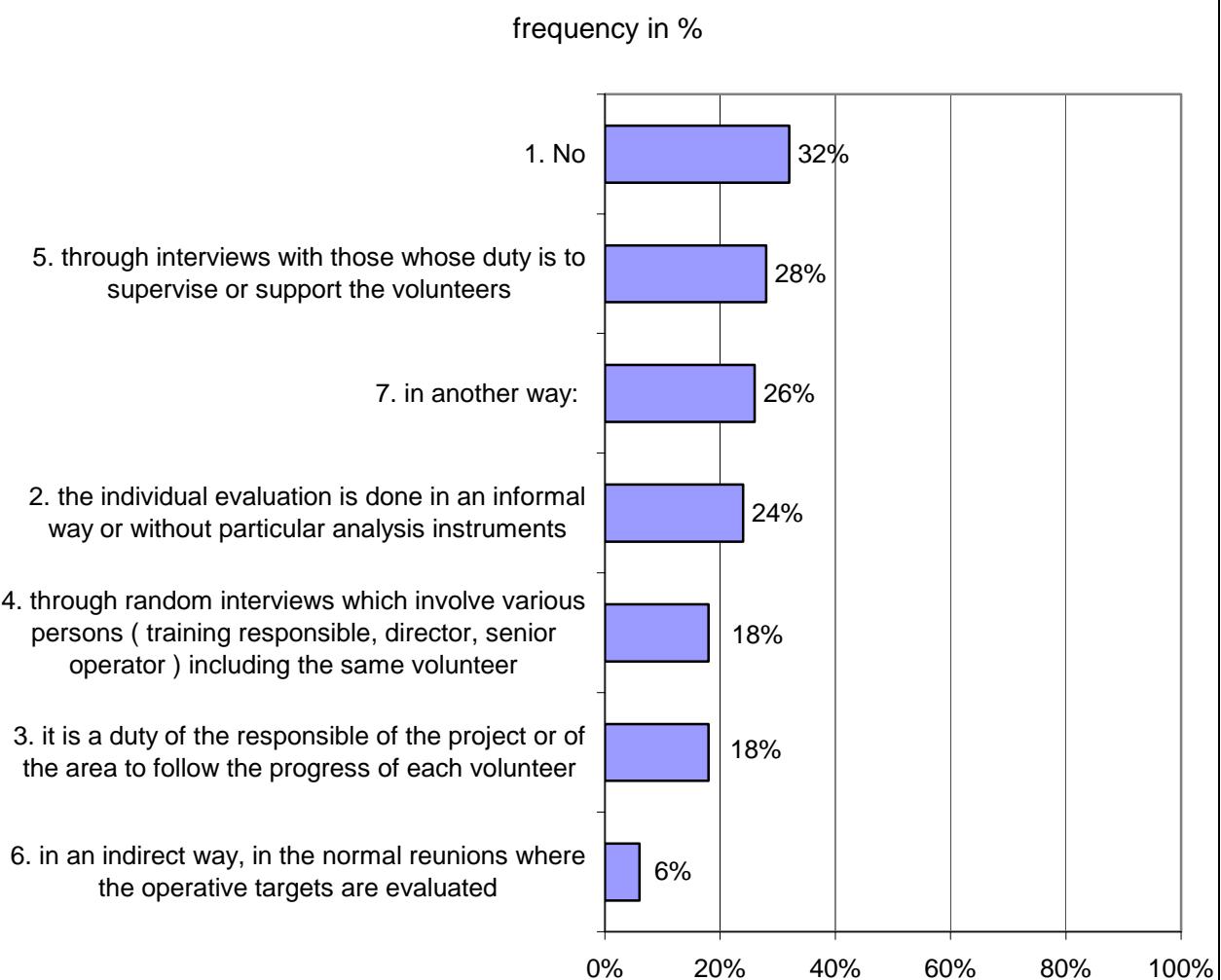
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Survey among German Associations (N=50)

Summer 2004

Table 04: I) Management of the volunteers in your association

Question: 4. Does your organisation have any kind of evaluation process of individual volunteers? (multiple responses are possible)



One third of the associations responding do not have any kind of evaluation process of individual volunteers while these volunteers are working in the association. The most practiced way to evaluate is to ask those who work with the volunteers. Formal procedures only play a minor role. To sum up it can be stated that the evaluation of the work of volunteers does not play an important role in the life of associations in Germany.

Other ways to evaluate volunteer activity are:

- a real evaluation is not effected, but we (management) consider the points of use of the volunteer
- consultation with the occupants
- continuous dialogues
- dialogue between the volunteer, the contact person of the "Paritätischen Verein" and the person in charge of the project
- exchange of experiences
- for single activities, the volunteers have to render an internal certificate in written form, which allows them to accomplish these activities
- job reference at the end
- process-oriented
- the attendants give feedbacks to the head-of-school; dialogue between the head-of-school and the volunteer
- the members of the Voluntary Fire Department of Langen are 100% voluntary (as the name implies). Thus there is no answer on this question above. The work of each member will be evaluated case-oriented - after every deployment. But this is not a real evaluation of the deeds of every single member, rather a meeting after every deployment in general. Once in a while, the officer-in-charge underlines the deeds of a single member, due to his good job. Besides, the work of all volunteers is recorded in the annual report of the civic-fire-inspector.
- the most reliable way of valuation occurs by the response of the participants (positive/negative)

- the volunteer activity will be confirmed/certified in written form (areas of activity and competence)
- there is no real evaluation; but there is a coaching for the committed volunteers, that supports them in performing their tasks and encourages them to dare new projects

4. Training for volunteers in associations

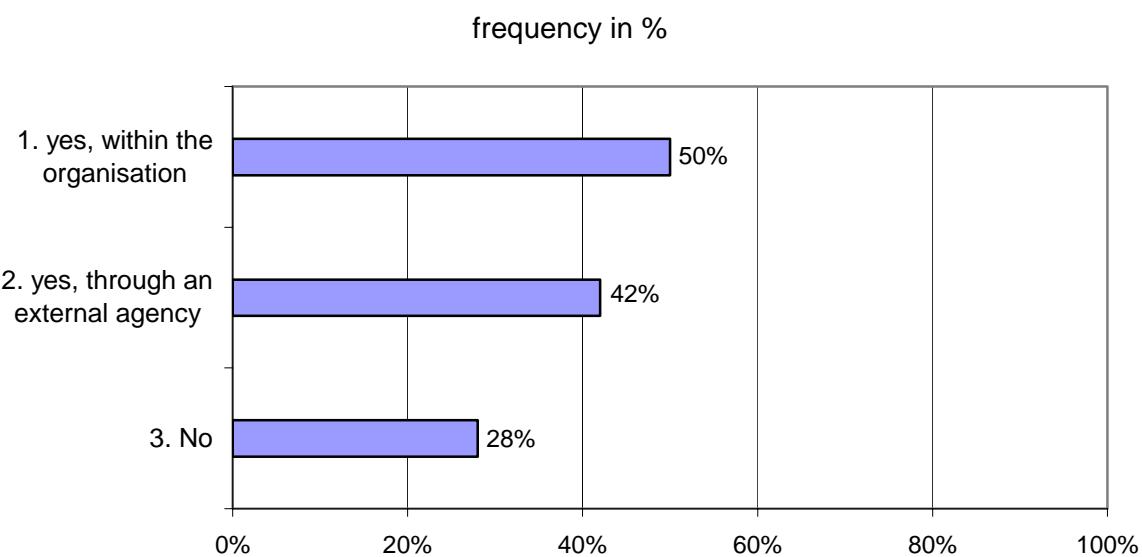
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Survey among German Associations (N=50)

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Table 05: II) Training for volunteers

Question: 5. During the last two years have your volunteers received any kind of formal training ? (multi response possible)



The majority of volunteers have received some kind of format training within the two years before, whereas internal training measures play a lightly bigger role than external ones. We

think it is a remarkable fact that almost one third of the associations work without any formal training of their volunteers.

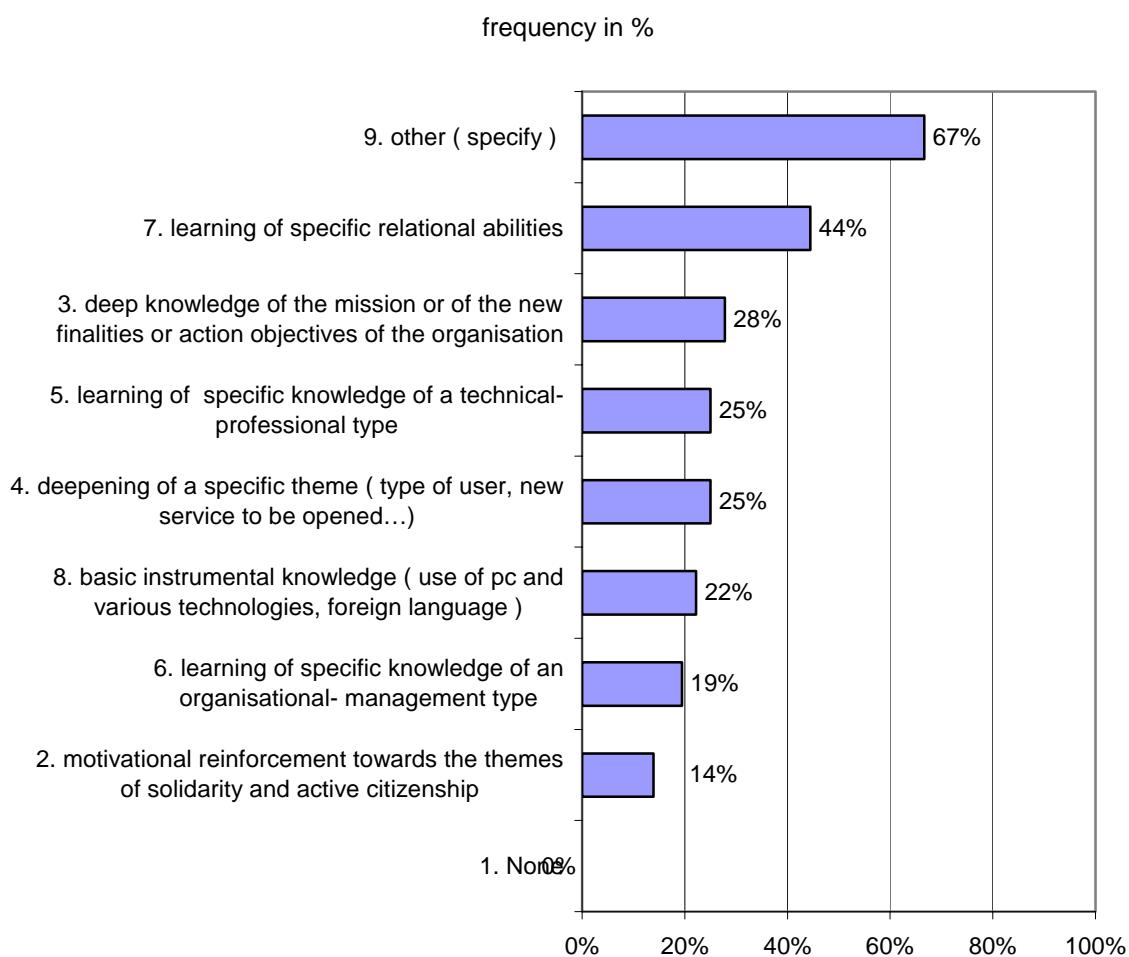
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Survey among German Associations (N=36)

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Table 06: II) Training for volunteers

Question: 6. What have been the prevalent contents- topics- of the training activities that have involved the volunteers in the last 2 years? (3 responses are possible)



Learning of specific relational abilities is the only topic from the items given in the list that is indicated true by almost half of the German associations. All other items on the list play a minor role, whereas the majority of training measures tackled other issues as listed below:

- ability to work in teams; youth-contact all over Europe; preparation and post processing; organisation of youth-trips
- apprenticeship/qualification as an helper in an hospice; introduction in attending people, who are in their last period of life
- are performed continuously by the DPWV-Landesverband of Hessen
- basic knowledge; advanced training for the governess
- escorting the clients to several institutions (e.g. medical doctor); getting to know the institutions; internal training activities on several topics; psychiatric care and social work
- external first-aid training
- fundraising
- further education for game-group-leader
- further education for youth-leader, training for spare-time organiser, advanced training on specific pedagogical questions (e.g. adventure-pedagogic)
- further education in multiplier in sports and health section
- further education in the field of youth-work, pedagogic, rights and duties
- group-pedagogic; law; conflict management
- look at the programme of the workshop-weeks of the DPWV for participants of the voluntary-social-year
- members gain their specific knowledge in several training activities (e.g. training in handling dangerous goods. This knowledge is necessary for carrying a respirator.); Furthermore there are several training activities on specific topics (e.g. rescue-m
- montessori-diploma
- participation on case-dialogues; supervision; internal meetings
- pedagogic: showing the kids how to work with felt; movement-offers (psychologic-motor-funktion); montessori-pedagogic

- sales-training; goods-lessons; public-relations
- see programme of Seminars
- several medic seminars, crisis-intervention
- specific information-events organised by the "Landesverband" (state organisation) and "Bundesverband" (federal organisation)
- specific knowledge for the job: care, education, handicap
- specific voluntary areas of work in AIDS-Aid-Organisations (prevention, accompaniment, qualification)
- training activities concerning care-relevant topics

Slightly more than half of the associations (52%) reported that their volunteers expressed a need for training. The interesting issue in this respect is that in almost half of the associations the volunteers did not ask for training. This may as well reflect their high level of qualification or at least of self esteem, but it may also correspond to the fact that a good part of volunteer activities do not really require special skills.

The types of qualifications requested are listed in the two tables below:

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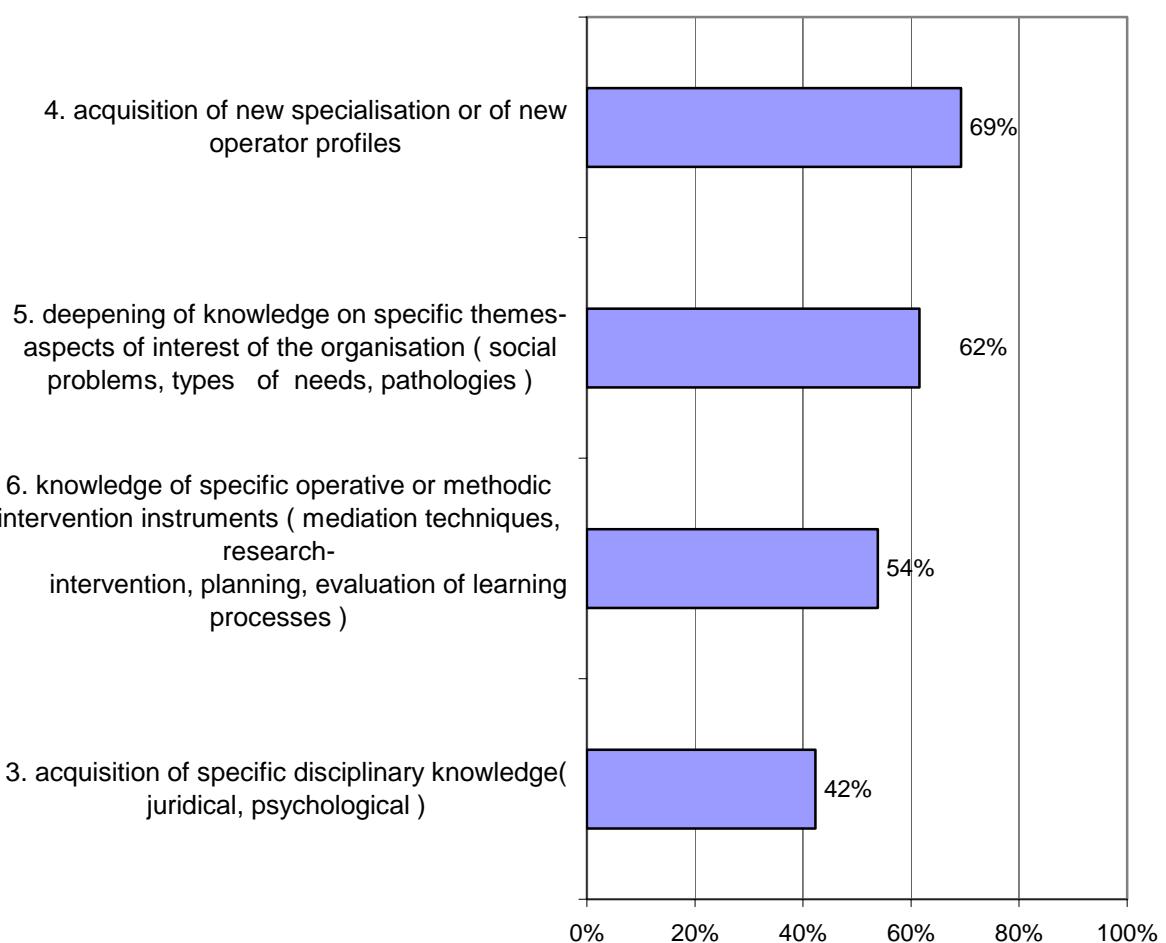
Survey among German Associations (N=26)

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Table 08 1/2: II) Training for volunteers

Question: 8. If yes, which requests?

frequency in %



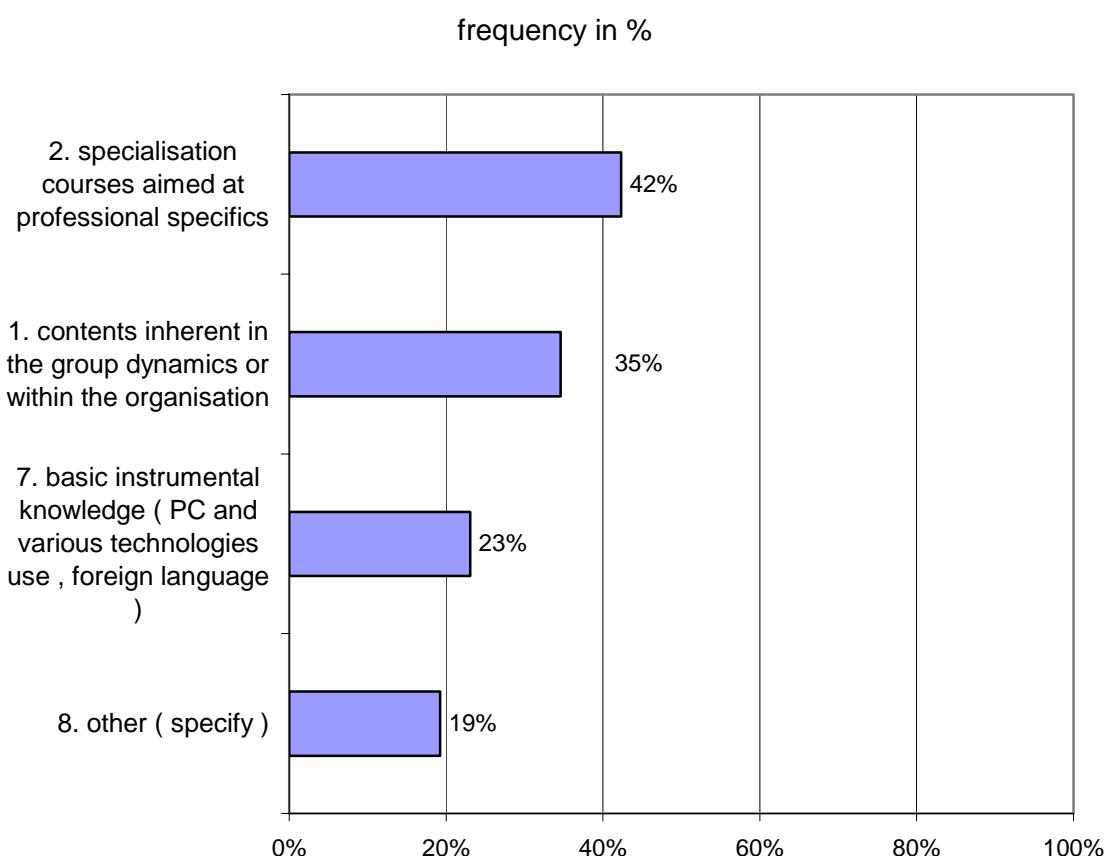
Assessing Voluntary Experience in a Professional Perspective (AVE)

Survey among German Associations (N=26)

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Table 08 2/2: II) Training for volunteers

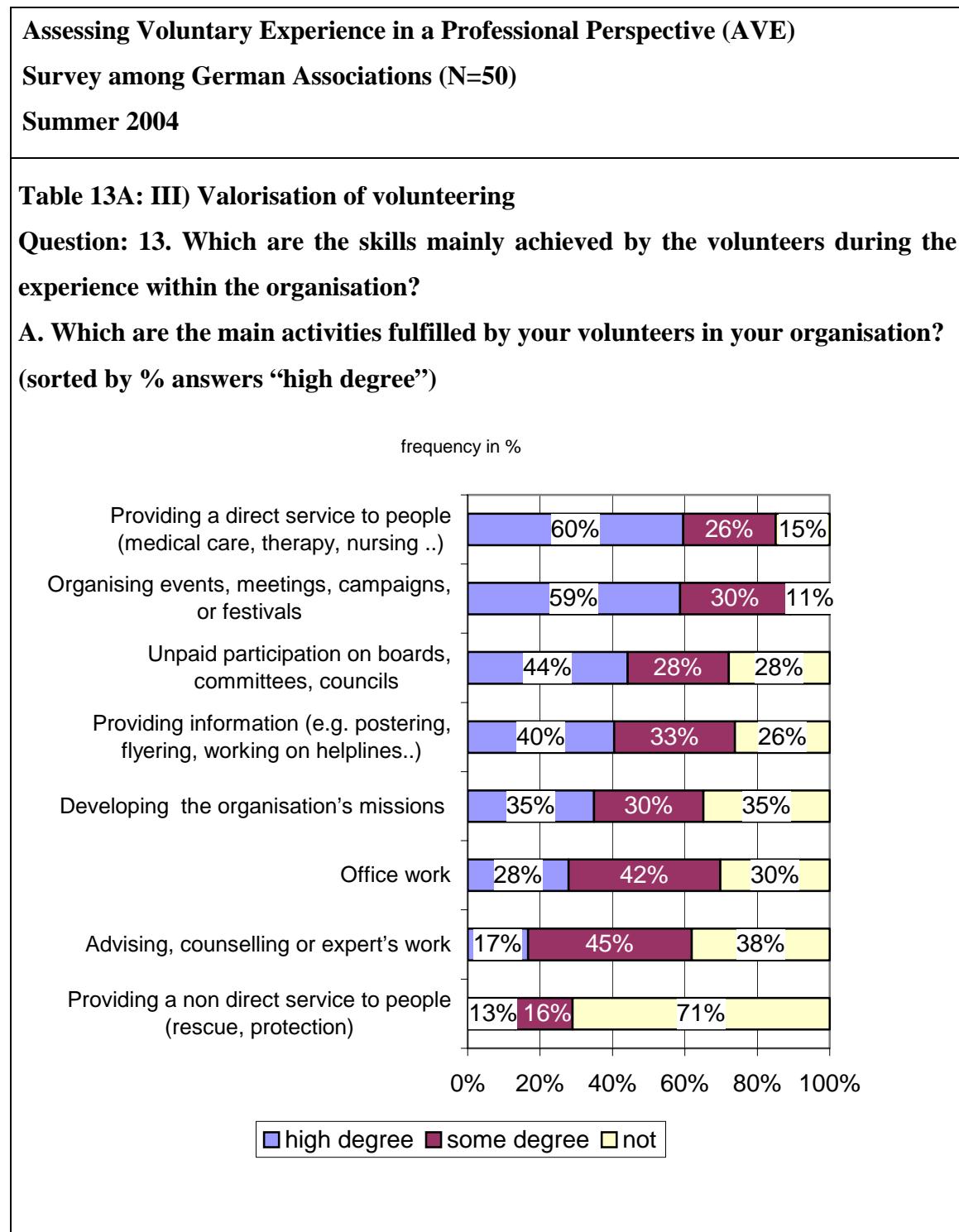
Question: 8. If yes, which requests?



In almost three quarters of the 36 associations providing training this leads to recognized qualifications. In almost two thirds of those associations this means the volunteers get a certificate. The certificates of more than half of the 22 associations issuing certificates are verified externally

5. Valorisation of volunteering

The following tables shows the ranking of skills achieved by the volunteers:



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Survey among German Associations (N=50)

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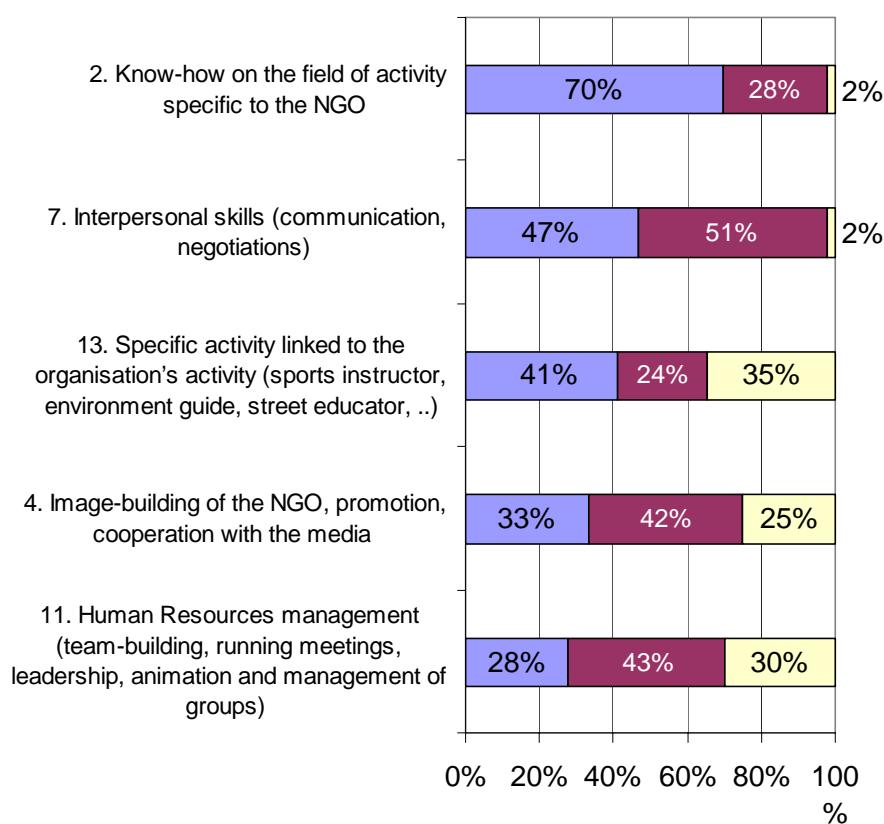
Table 13B 1/3: III) Valorisation of volunteering

Question: 13. Which are the skills mainly achieved by the volunteers during the experience within the organisation?

B. Which are the main skills developed by your volunteers?

(sorted by % answers “high degree”; upper third)

frequency in %



■ high degree ■ some degree □ not

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Survey among German Associations (N=50)

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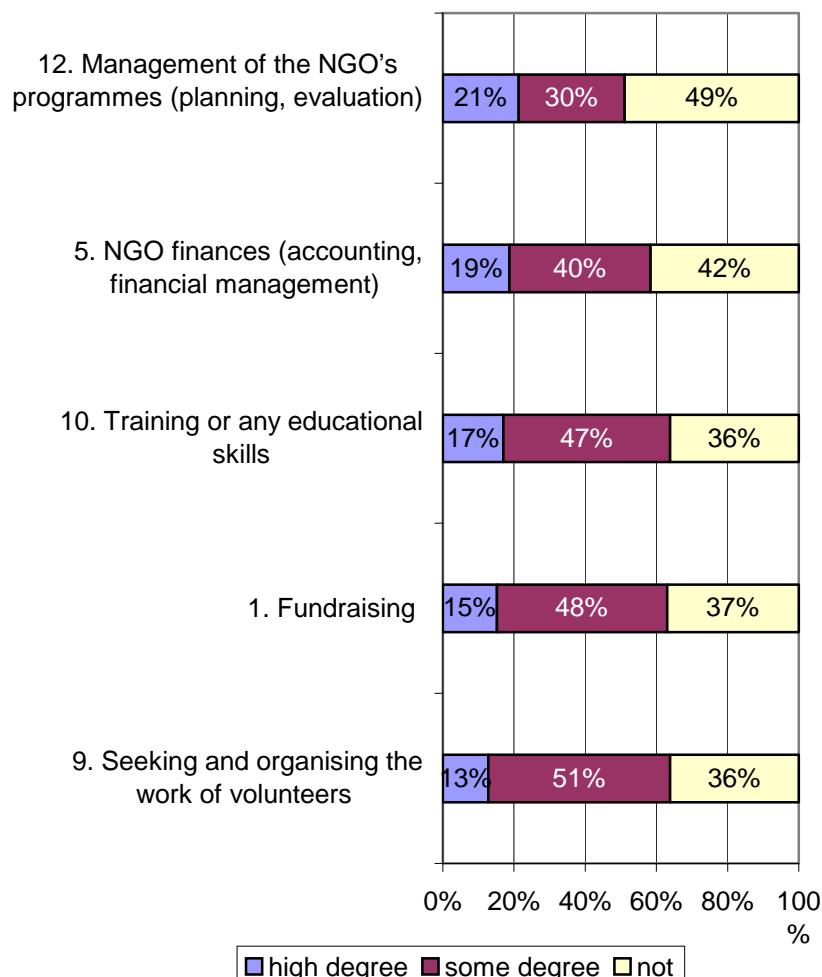
Table 13B 2/3: III) Valorisation of volunteering

Question: 13. Which are the skills mainly achieved by the volunteers during the experience within the organisation?

B. Which are the main skills developed by your volunteers?

(sorted by % answers “high degree”; middle third)

frequency in %



Assessing Voluntary Experience in a Professional Perspective (AVE)

Survey among German Associations (N=50)

Summer 2004

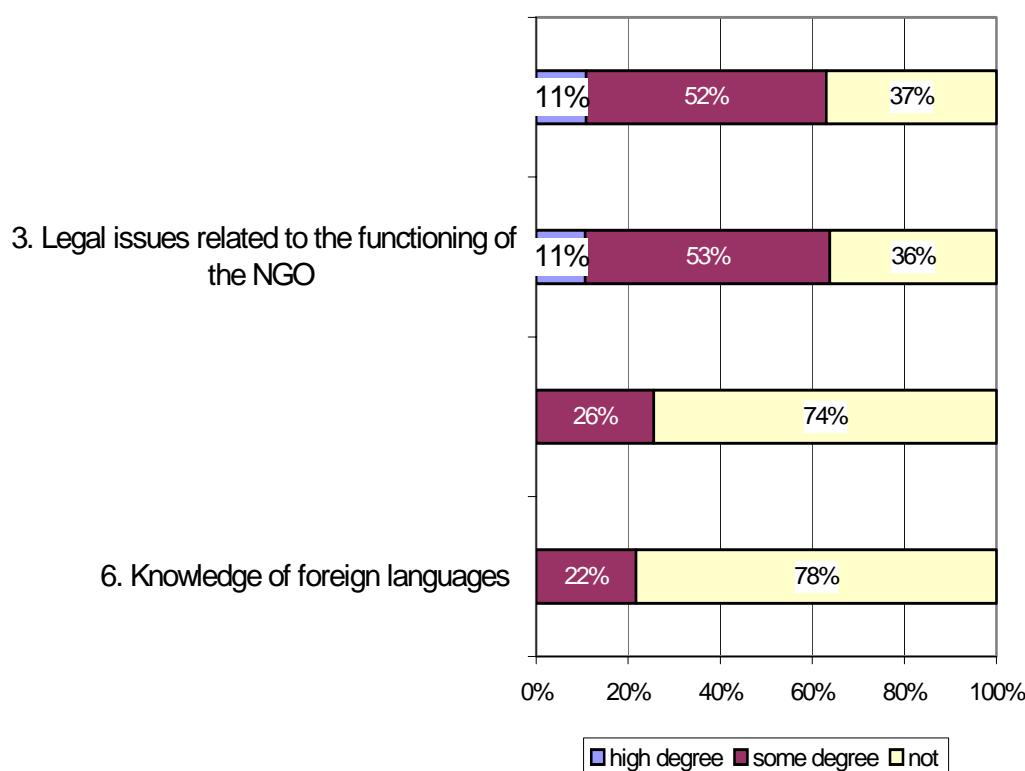
Table 13B 3/3: III) Valorisation of volunteering

Question: 13. Which are the skills mainly achieved by the volunteers during the experience within the organisation?

B. Which are the main skills developed by your volunteers?

(sorted by % answers “high degree”; lower third)

frequency in %



Assessing Voluntary Experience in a Professional Perspective (AVE)

Survey among German Associations (N=50)

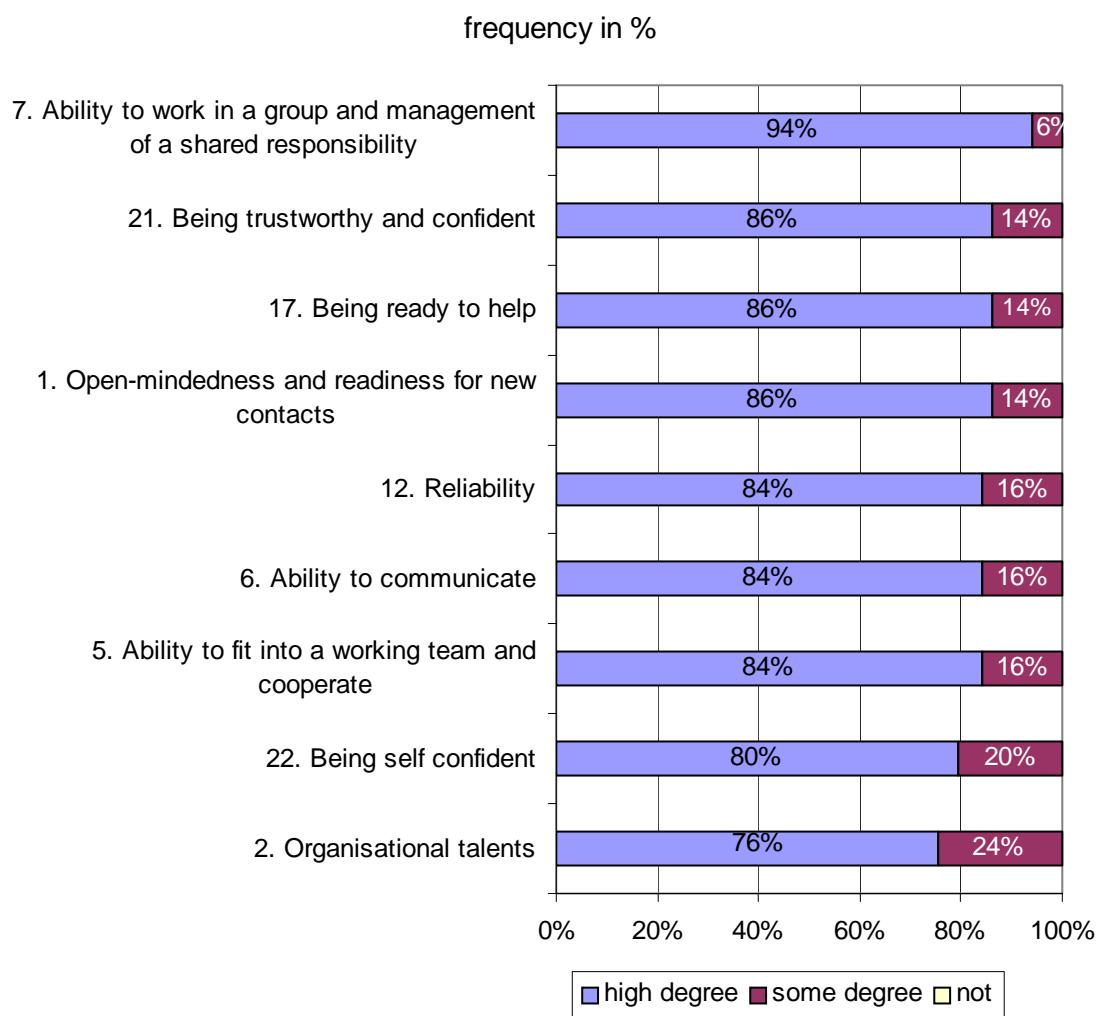
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Table 13C 1/3: III) Valorisation of volunteering

Question: 13. Which are the skills mainly achieved by the volunteers during the experience within the organisation?

C. Which are the main talents/competences/qualifications developed by your volunteers?

(sorted by answers “high degree”; upper third)



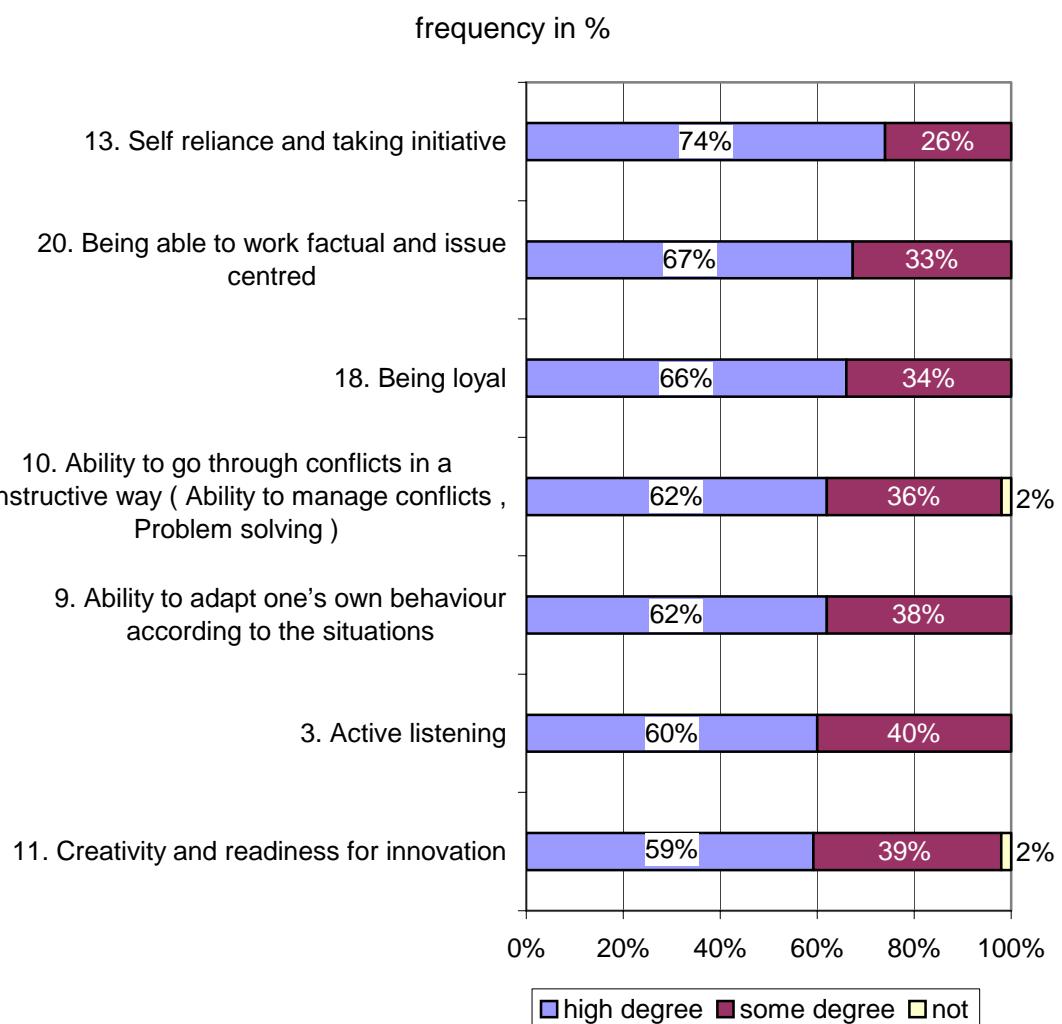
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Survey among German Associations (N=50)
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Table 13C 2/3: III) Valorisation of volunteering

Question: 13. Which are the skills mainly achieved by the volunteers during the experience within the organisation?

C. Which are the main talents/competences/qualifications developed by your volunteers?

(sorted by answers “high degree”; middle third)



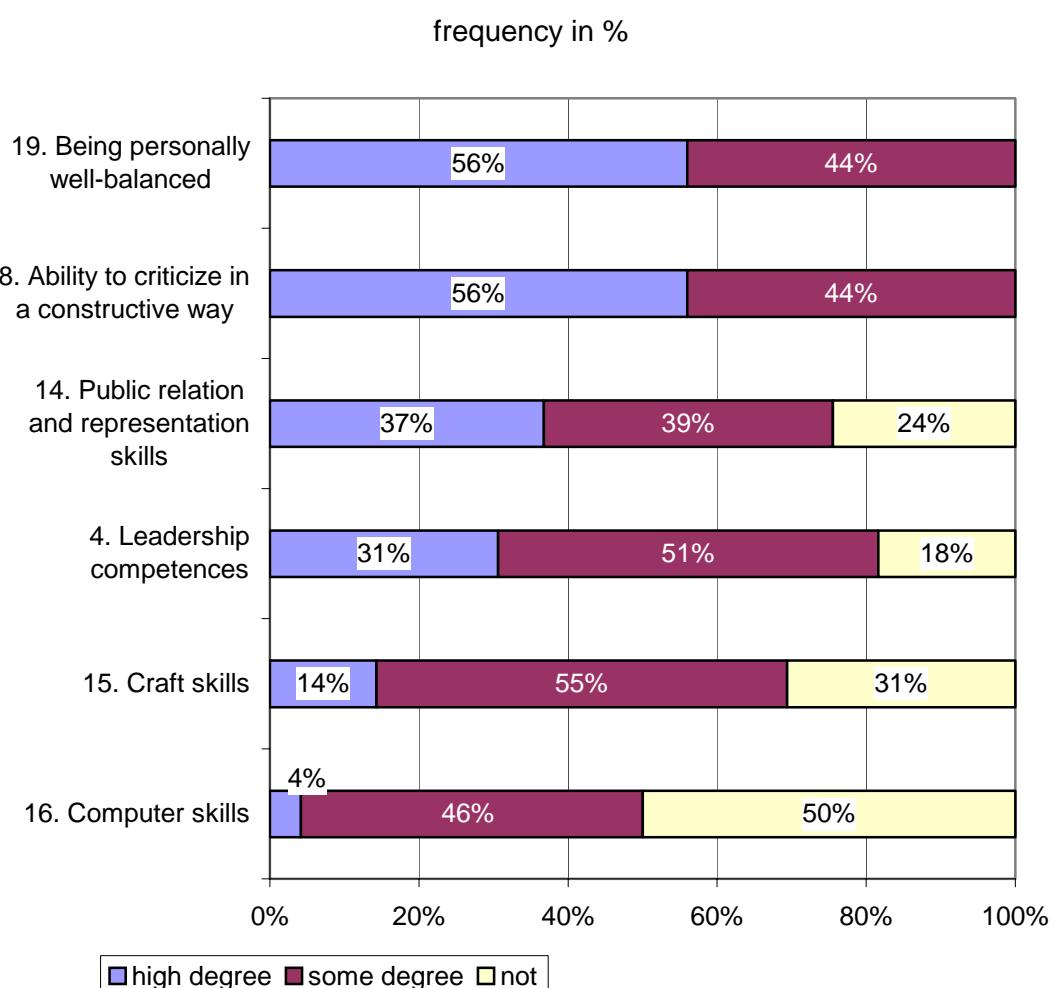
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Table 13C 3/3: III) Valorisation of volunteering

Question: 13. Which are the skills mainly achieved by the volunteers during the experience within the organisation?

C. Which are the main talents/competences/qualifications developed by your volunteers ?

(sorted by answers “high degree”; lower third)



Assessing Voluntary Experience in a Professional Perspective (AVE)

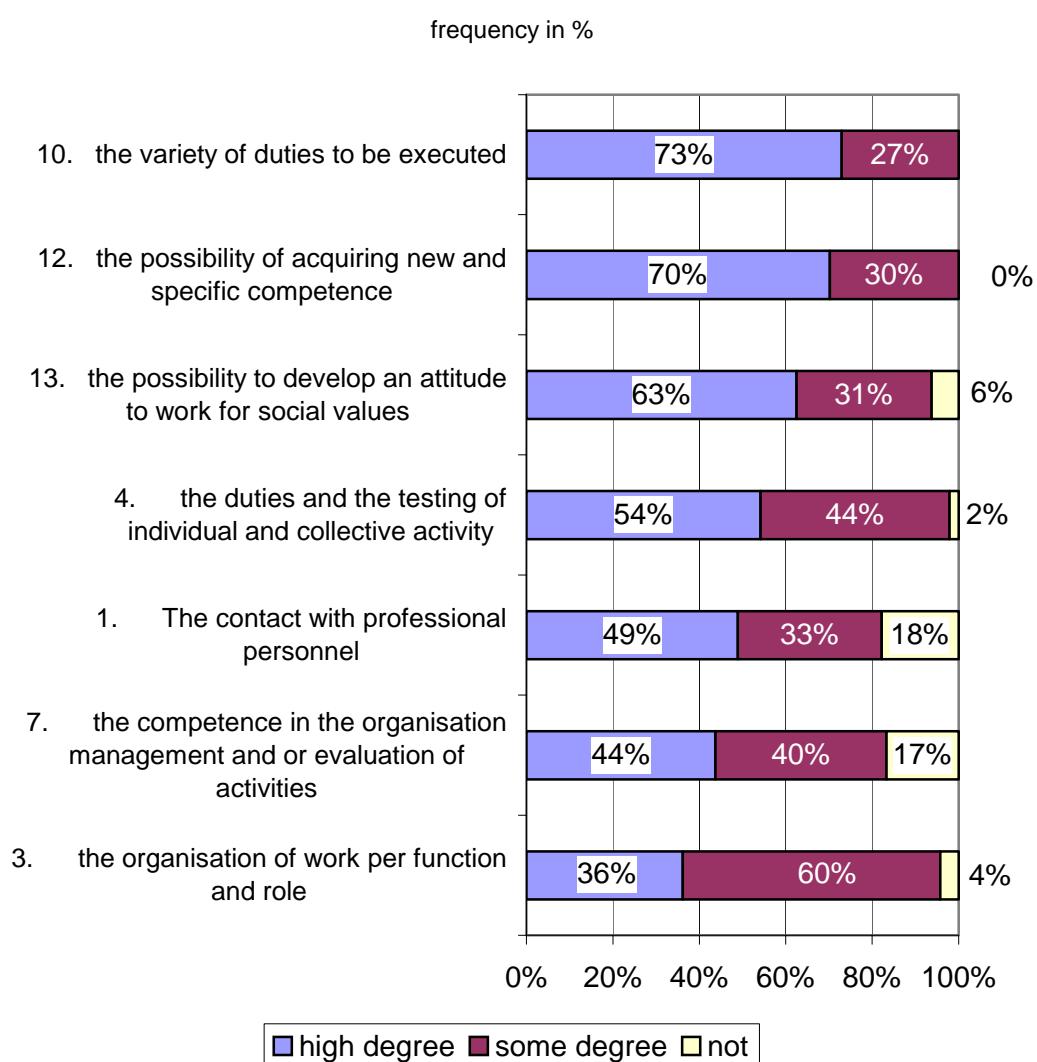
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Table 14 1/2: III) Valorisation of volunteering

Question: 14. Out of your volunteers experiences, what would they appreciate more?

(sorted by answers % “high degree”)



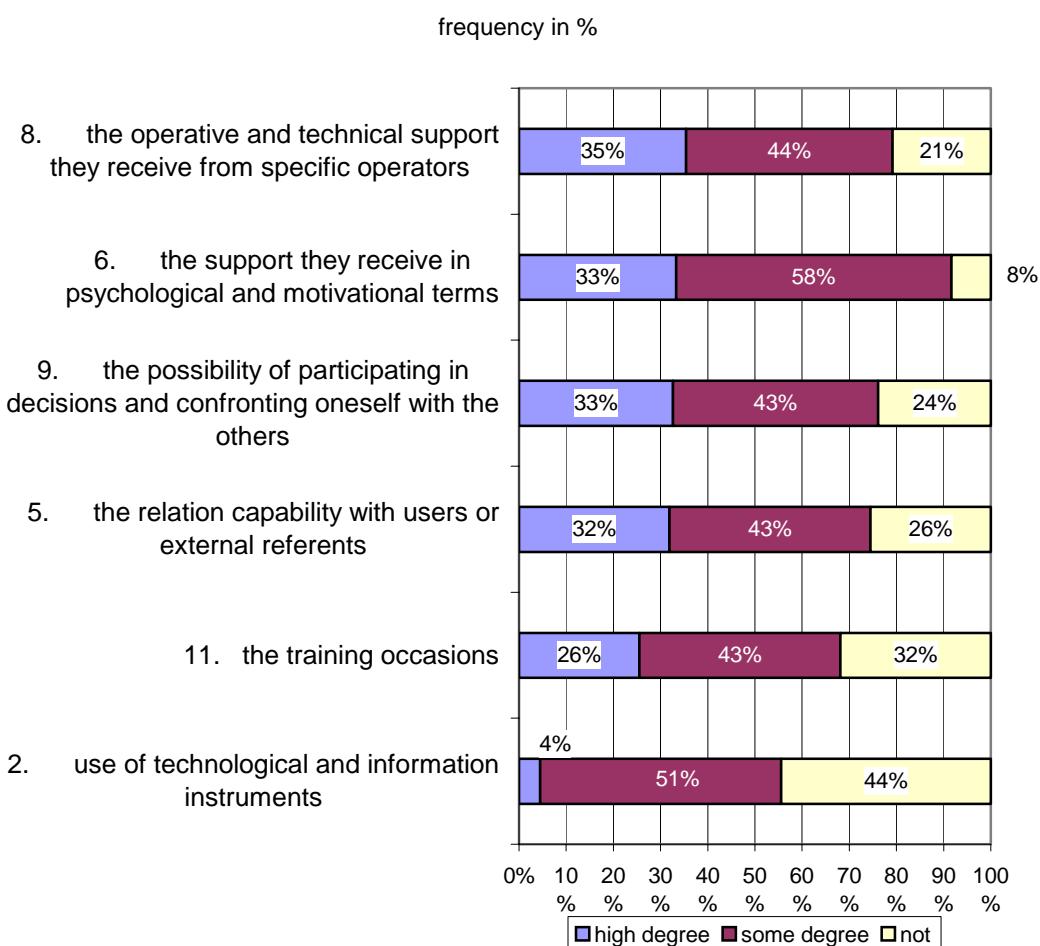
Assessing Voluntary Experience in a Professional Perspective (AVE)

Survey among German Associations (N=50)

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Table 14 2/2: III) Valorisation of volunteering

Question: 14. Out of your volunteers experiences, what would they appreciate more?



There are three areas of experience that a clear majority of associations judge to be appreciated most by their volunteers: Those are a rich working field in the sense that tasks to be fulfilled vary so that the volunteer experience does not get boring. The next highest ranking issue is the opportunity to learn and acquire new competences. The third position refers to the opportunity to do something in favour of the community and help to pursue social values.

Nearly all associations (with only two exceptions) report are involved in decision making processes. Table 15.2 below shows that this is true especially for project specific activities. Even for the item agreed to lowest it is still a clear majority of associations reporting that their volunteers participate in decisions concerning annual programming activities.

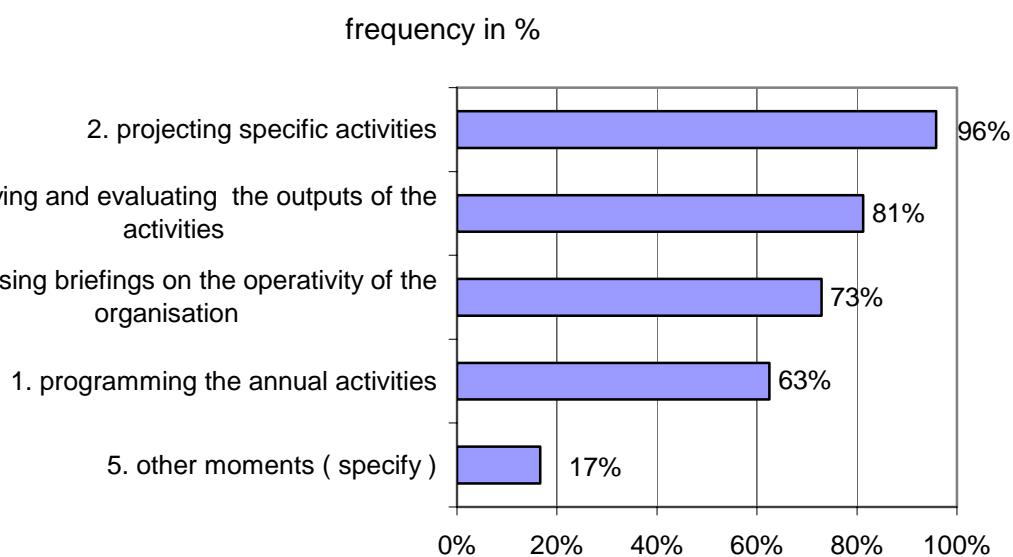
Assessing Voluntary Experience in a Professional Perspective (AVE)

Survey among German Associations (N=48)

Summer 2004

Table 15.2: III) Valorisation of volunteering

Question: 15. Decision making processes in which volunteers are involved:



6. Assessing voluntary experiences

Two thirds (66%) of the associations report that they know of volunteers who managed to make professional use from their volunteer experience, but only less than one fifth (18%) foresee procedures to assess the acquired competence of the volunteer who is leaving. Almost all of these assessment are done by final interviews, the other methods mentioned in the questionnaire do hardly play a role in German associations.

Although there are hardly any assessment procedures, three quarters (76%) of the associations supply a document to the volunteers leaving. With slight variations this is a document stating the duration of volunteer activity and the fields the volunteer has been working in.

Nevertheless the majority of associations (61%) report this document is recognized outside the associations. We have to state that this does not mean too much taking the act into account that the documents issued normally does not supply much qualitative information.

Referring to the aims of the AVE project, there is a very positive response: 70% of the associations would find a method to assess voluntary experiences useful for their organisation. Even a higher proportion of associations (78%) is interested to learn about the tools to be provided by the AVE-project.

7. Conclusions

The results of the survey clearly shows that assessment and evaluation of voluntary experience is in an very early stage in German associations. This might refer to the fact that most associations would like to employ more volunteers than they can get and this is not the situation to make a big choice.

Nevertheless assessment presently is an important issue and also will be one for the future. The field situation for the AVE-project thus can be judged as very positive.

Annex 1 : List of Associations Participating

1. AIDS-Hilfe Offenbach e.V.
2. Albert-Schweitzer-Kinderdorf Hanau (Hessen) e.V. (ASK Hanau)
3. Ambulante Hospizgruppe im Institut für Sozialarbeit
4. Bürgerhospital Frankfurt am Main e.V. - Abteilung für Abhängigkeitserkrankungen und Konsiliarpsychiatrie
5. Das KänguruH e.V. - Familienzentrum Neu-Isenburg
6. Der Elternservice Mütterzentrum Langen e.V.
7. Deutscher Kinderschutzbund - Ortsverband Rodgau (DKSB)
8. Eltern helfen Eltern e.V.
9. Eschweger Turn- und Sportverein 1848 e.V.
10. Ev. Jugend im Dekanat Offenbach
11. Evangelische Jugend Langen (EVJ)
12. Familienzentrum "die kleinen Strolche"
13. Frankfurter Verband - Sozialzentrum Marbachweg - Tagespflege
14. Frankfurter Verband für Alten- und Behindertenhilfe e.V. - Bürgermeister-Gräf-Haus
15. Frankfurter Verband für Alten- und Behindertenhilfe e.V. - Zentrum für körperlich Schwerbehinderte
16. Frauen FreiRäume e.V. - Frauen und Mütterzentrum
17. Freie Lebensstudien Gemeinschaft für soziale Hygiene e.V.
18. Freiwillige Feuerwehr Groß-Umstadt/Semda
19. Freiwillige Feuerwehr Langen - Einsatzabteilung
20. Henry und Emma Budge Stiftung
21. Hessische-Taekwondo-Union e.V.
22. Hospiz "Arche Noah"
23. Johanniter-Unfall-Hilfe e.V. - RV Weinstraße (hier: Johanniter Jugend)
24. KFH Kuratorium für Dialyse und Nierentransplantation e.V. Heringen (KFH Nierenzentrum)
25. Kreisjugendfeuerwehr Hofgeismar
26. Kreisjugendfeuerwehr Offenbach (KJF)
27. Kreisjugendring Witzenhausen e.V. (KJR)
28. Kultur- und Familienforum e.V.
29. Kuratorium für Dialyse und Nierentransplantation e.V. (KFH)
30. Marburger-Eltern-Kind-Verein
31. Melissa - Ambulante Sozialpflegerische Dienste - Sozialpädagogisches Zentrum e.V.
32. Montessori-Schule Hofheim
33. Mütter- und Frauenzentrum Bad Camberg und Umgebung e.V.
34. Mütter- und Frauenzentrum Eltville e.V.
35. Mütter- und Frauenzentrum Taunusstein e.V.
36. Mütter-Aktions-Zentrum e.V. im Südkreis Groß-Gerau
37. Mütterzentrum - Frauencafé

38. Mütterzentrum Groß-Gerau Tausendfüßler e.V.
39. Mütterzentrum Hofgeismar - Ort für große und kleine Menschen e.V.
40. Mütterzentrum Karben e.V.
41. Mütterzentrum Langen e.V.
42. Mütterzentrum Marburg e.V.
43. Paddelclub Wißmar e.V.
44. Sozialwerk Main-Taunus e.V. - Psychosoziales Reha-Zentrum
45. Stiftung Blindenanstalt Frankfurt am Main
46. Verein für Erziehungs- und Familienfragen Rödermark e.V. (VEF)
47. Villa Kunterbunt - Auheimer Familienzentrum e.V.
48. Weltladen Tintaya c/o Partnerschaft mit der 3. Welt e.V.
49. Werkstätte für behindert Menschen Rhein-Main e.V. Zwgst. Biebesheim (WSBM)
50. Zentrum für Freiwilligen-, Friedens- und Zivildienst

Annex 2: German Questionnaire (Paper Version)

**Berufliche Qualifizierung durch Freiwilligenarbeit
Europäisches Pilotprojekt im Programm Leonardo da Vinci**

Fragebogen für Vereine, ehrenamtliche Dienste und Freiwilligeninitiativen

Name des Vereins / des ehrenamtlichen Dienstes / der Freiwilligeninitiative (ggf. mit Abkürzung), im Folgenden als „Organisation“ bezeichnet.

Adresse

Straße und Hausnummer _____

PLZ _____ Ort _____

Land _____

Telefon _____ / _____ Telefon2 _____ / _____

Fax _____ / _____

E-Mail _____

Website _____

Geschäftsführer/in bzw. Vorsitzende/r bzw. Sprecher/in: Name, Vorname, Titel

Der Fragebogen wurde ausgefüllt von: Name, Vorname, Titel, Funktion

I) Struktur der Freiwilligenarbeit in der Organisation

1. Wie wird die Eignung von Freiwilligen für die Tätigkeit in Ihrer Organisation überprüft? (Mehrfachantworten möglich)

- durch ein persönliches Gespräch am Beginn der freiwilligen Tätigkeit (Fragen nach früheren und weiteren freiwilligen Tätigkeiten und Erwartungen)
 - durch mehrere persönliche Gespräche im Laufe der freiwilligen Tätigkeit
 - durch Ausfüllen einer „Checkliste“
 - durch ein Gespräch zur Orientierung und Information über Ziele und Arbeitsweise der Organisation
 - Es erfolgt **keine** Überprüfung der Eignung
 - Wir haben **andere** Methoden zur Überprüfung der Eignung, nämlich:
-
-
-

2. Gibt es bestimmte Voraussetzungen, die Interessent/innen erfüllen müssen, um in Ihrer Organisation freiwillig tätig zu werden? (Mehrfachantworten möglich)

- Verpflichtung zu einer wöchentlichen Mindestarbeitszeit, nämlich _____ Std.
 - Geschlecht, nämlich:
 - nur Frauen
 - nur Männer
 - Mindestalter, nämlich: _____
 - Unterschreitung eines Höchstalters, nämlich: _____
 - höhere Ausbildung, nämlich: _____
 - Religionszugehörigkeit, nämlich: _____
 - Es gibt **keine** Voraussetzungen
 - Es gibt **andere** Voraussetzungen, nämlich:
-
-
-

3. Welche Kenntnisse und Fähigkeiten benötigen Freiwillige, um in Ihrer Organisation tätig zu werden?

(Mehrfachantworten möglich)

- gute Kenntnisse der deutschen Sprache
- eine spezielle Ausbildung, nämlich: _____

- Teamfähigkeit
- Lernbereitschaft
- Soziale Kompetenz
- Bekenntnis zu bestimmten Werten, nämlich: _____

- Die Freiwilligen benötigen **keine** speziellen Kenntnisse und Fähigkeiten
- Die Freiwilligen benötigen **andere** Kenntnisse und Fähigkeiten, nämlich:

4. Werden in Ihrer Organisation einzelne Freiwillige begleitend zu ihrer Tätigkeit beurteilt?

(Mehrfachantworten möglich)

- die Beurteilung der Freiwilligen erfolgt informell und ohne spezielle Instrumente
- die einzelnen Freiwilligen werden durch die/den Projektverantwortliche/n bzw. die für den jeweiligen Bereich zuständigen Person beurteilt
- die Beurteilung der Freiwilligen erfolgt bei Gelegenheit durch Gespräche unterschiedlicher MitarbeiterInnen mit dem/r jeweiligen Freiwilligen
- die Beurteilung der Freiwilligen erfolgt in Gesprächen mit der Person, die die/den Freiwillige/n unterstützt bzw. anleitet (FreiwilligenkoordinatorIn)
- die Beurteilung der Freiwilligen erfolgt im Rahmen einer Bewertung der Arbeit der Organisation insgesamt
- Bei uns erfolgt **keine** tätigkeitsbegleitende Beurteilung von Freiwilligen
- Wir haben andere Methoden zur tätigkeitsbegleitenden Beurteilung von Freiwilligen, nämlich:

II) Schulungsprogramme und Weiterbildungsangebote für Freiwillige

5. Hat Ihre Organisation Ihren Freiwilligen innerhalb der letzten zwei Jahre Weiterbildungsangebote gemacht?

(Mehrfachantworten möglich)

- Ja, das waren Angebote organisationsinterne Angebote
- Ja, das waren Angebote von externen Bildungsträger
- Nein ↳ weiter mit **Frage 7**

6. Zu welchen Themenbereichen wurden in den letzten 2 Jahren Weiterbildungen hauptsächlich angeboten?

(Bitte geben Sie maximal 3 Bereiche an)

- Weiterbildungen zu bürgergesellschaftlichen Themen wie z. B. aktive BürgerInnenbeteiligung oder Solidarität der Generationen
- Weiterbildungen zum Leitbild Ihrer Organisation
- Weiterbildungen zu spezifischen Entwicklungen innerhalb der Organisation
- Weiterbildungen zur Erlangung spezifischer technischer Kenntnisse (z. B. spezielle Computerprogramme)
- Weiterbildungen zur Erlangung von Führungskompetenzen
- Weiterbildungen zur Erlangung von (weiteren) sozialen Kompetenzen
- Weiterbildungen zur Erlangung von Basiswissen in bestimmten Bereichen (PC-Grundkurs, Sprachkurs)
- andere (welche?)

7. Haben Freiwillige in Ihrer Organisation von sich aus nach Weiterbildungsmöglichkeiten gefragt?

- Ja ↳ weiter mit **Frage 8.**
- Nein ↳ weiter mit **Frage 9.**

8. Nach welchen Weiterbildungsmöglichkeiten haben diese Freiwilligen gefragt?
(Mehrfachantworten möglich)

- nach Weiterbildungen zum besseren Verständnis der Strukturen, Aufgaben und Zielen der Organisation
 - nach Weiterbildungen im Bereich spezifischer beruflicher Qualifikationen (z. B. spezielle Computerprogramme)
 - nach Weiterbildungen angelehnt an spezifische Berufsausbildungen bzw. Berufsgruppen (z. B. juristische Weiterbildung, psychologische Weiterbildung)
 - nach Weiterbildungen zum Erlernen neuer Kenntnisse und Fähigkeiten zur Erweiterung des Betätigungsfeldes
 - nach Weiterbildungen mit dem Ziel, die Organisation noch besser unterstützen zu können
 - nach Weiterbildungen zur Erlangung von bestimmten fachlichen Kompetenzen für das gemeinsame Arbeiten (z. B. Moderationstechniken, Gruppenarbeit)
 - nach Weiterbildungen zur Erlangung von Basiswissen in bestimmten Bereichen (PC-Grundkurs, Sprachkurs)
 - andere (welche?)
-
-
-

**9. Falls Weiterbildungen angeboten werden:
Warum bietet Ihre Organisation Weiterbildungsmöglichkeiten an?**

**10. Falls Weiterbildungen angeboten werden:
Haben Freiwillige, die ein Weiterbildungsangebot in Anspruch genommen haben, erkennbar neue Qualifikationen erworben?**

- Ja
- Nein

11. Falls Weiterbildungen angeboten werden:

Wurde den Freiwilligen, die an einem Weiterbildungsangebot teilgenommen haben eine Bestätigung bzw. ein Zertifikat ausgestellt?

- Ja
- Nein ↳ weiter mit **Frage 13.**

12. Wurden diese Bestätigungen bzw. Zertifikate durch Ihre Organisation oder durch den externen Bildungsträger ausgestellt?

- Durch die Organisation selbst
- Durch externe Bildungsträger

13 A. Mit welchen der folgenden Aufgaben sind Freiwillige in Ihrer Organisation betraut? Bitte geben Sie zu jeder der folgenden Aufgaben an, ob sie in hohem Maße, in einem Maße oder gar nicht von Freiwilligen erfüllt wird!

	in hohem Maße	in einem Maße	gar nicht
--	---------------	---------------	-----------

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 1. Weiterentwicklung der Ziele, des Profils und der Arbeitsformen ihrer Organisation (Verhandlungen mit öffentlichen Stellen, Öffentlichkeitsarbeit, Organisationsentwicklung) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Organisation von Veranstaltungen, Zusammenkünften, Kampagnen oder Festen | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Unbezahlte Arbeit in Vorständen, Ausschüssen und Beiräten | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Anleitung und Beratung | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Informationsvermittlung (durch Plakate, Faltblätter, telefonische Beratung) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Büroarbeit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Erbringung direkt personenbezogener Dienstleistungen (Pflege, Gesundheitsfürsorge, Betreuung, pädagogische Arbeit) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Erbringung gemeinwohlbezogener (nicht direkt personenbezogener) Dienstleistungen (Umweltschutz, Überwachung) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. andere Aufgaben, nämlich: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13 B. Welche der folgenden Kompetenzen können Freiwillige in ihrer Organisation erwerben? Bitte geben Sie jeweils an, ob diese Kompetenzen in hohem Maße, in einem Maße oder gar nicht erworben können!

	in hohem Maße	in einigem Maße	gar nicht
1. Mittelbeschaffung, Fundraising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Kenntnisse im speziellen Arbeitsfeld ihrer Organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Juristische Kenntnisse in Zusammenhang mit der Rechtsstellung Ihrer Organisation (z. b. Vereinsrecht, Stiftungsrecht sowie deren steuerrechtliche Aspekte)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Imagepflege, Öffentlichkeitsarbeit, Zusammenarbeit mit Medien	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Finanzverwaltung, Buchhaltung, Finanzmanagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Fremdsprache(n)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Zwischenmenschliche Kompetenzen wie Gesprächs- und Verhandlungsführung	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Anwendung moderner Technologien, insbesondere Informationstechnologie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Rekrutierung von Freiwilligen und Organisation von Freiwilligenarbeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Lehrfähigkeiten, Bildungsarbeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Personalführung, Teamleitung (Leitung von Gruppen, Moderation von Veranstaltungen, Motivierung anderer)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Management von Programmen (Planung, Durchführung, Bewertung)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Kompetenz, spezifische Funktionen im Rahmen Ihrer Organisation wahrzunehmen (z.b. ÜbungsleiterIn, ZeugwartIn, UmwelterzieherIn)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Forschungs- und Dokumentationstechniken (Statistik, Datenanalyse, Dokumentationstechnik)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. andere (welche?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13.C Welche der folgenden „weichen“ bzw. arbeitsfeldübergreifenden Qualifikationen oder Talente können Freiwillige in ihrer Organisation erwerben? Bitte geben Sie jeweils an, ob die folgenden Qualifikationen in hohem Maße, in einem Maße oder gar nicht erworben können!

	in hohem Maße	in einigem Maße	gar nicht
1. Aufgeschlossenheit und Kontaktfreude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Organisationsgeschick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Aktives Zuhören	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Leitungskompetenz	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teamfähigkeit und Kooperation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Kommunikationsfähigkeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Verantwortungsbewusstsein	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Fähigkeit zu konstruktiver Kritik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Flexibilität gegenüber verschiedenen Anforderungen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Konfliktfähigkeit, Fähigkeit zur Konfliktbewältigung	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Kreativität und Innovationsbereitschaft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Zuverlässigkeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Selbständigkeit und Eigeninitiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Öffentlichkeitsarbeit, Repräsentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. handwerkliche Fähigkeiten	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Informationsmanagement mit Hilfe moderner Informationstechnologie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Hilfsbereitschaft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Loyalität	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Ausgeglichenheit und Sachlichkeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Fähigkeit zu zielorientierter Arbeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Vertrauenswürdigkeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Selbstvertrauen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. andere (welche?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Welche der folgenden Möglichkeiten bzw. Merkmale schätzen Freiwillige, die in Ihrer Organisation tätig sind, besonders?

- | | in
hohem
Maße | in
einigem
Maße | gar nicht |
|--|--------------------------|--------------------------|--------------------------|
| 1. Zusammenarbeit mit dem hauptamtlichen Personal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Umgang mit moderner Informations- und Kommunikationstechnologie | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Klare Definition von Funktionen und Aufgabenbereichen | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Beteiligung an den individuellen und kollektiven Aufgaben | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Kontakt mit der Öffentlichkeit, mit Personen außerhalb der Organisation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Psychologische und motivationale Unterstützung | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Teilhabe an den Entscheidungen der Organisation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Fachliche und technische Unterstützung durch Mitarbeiter der Organisation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Teilhabe an der Diskussion über die Zukunft der Organisation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Vielfalt der Aufgaben und Tätigkeiten | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Weiterbildungsmöglichkeiten | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Möglichkeit, Neues zu lernen und Kompetenzen zu erwerben | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Möglichkeit, für das Gemeinwohl tätig zu sein | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. andere (welche?) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
-

15. An welchen der folgenden Bewertungs- und Entscheidungsprozesse sind Freiwillige in Ihrer Organisation beteiligt?

- | | ja | nein |
|--|--------------------------|--------------------------|
| Jahresarbeitsplanung der Organisation | <input type="checkbox"/> | <input type="checkbox"/> |
| Planung spezieller Aktivitäten | <input type="checkbox"/> | <input type="checkbox"/> |
| Einschätzung der Durchführbarkeit von Aktionen | <input type="checkbox"/> | <input type="checkbox"/> |
| Bewertung der Ergebnisse von Aktivitäten | <input type="checkbox"/> | <input type="checkbox"/> |

Die Freiwilligen sind an anderen Bewertungs- und Entscheidungsprozessen beteiligt, nämlich:

16. Ist Ihnen bekannt, dass Freiwillige, die in Ihrer Organisation tätig sind oder waren, die in dieser Tätigkeit erworbenen Kompetenzen beruflich nutzen konnten?

- Ja ↗ weiter mit **Frage 17.**
- Nein ↗ weiter mit **Frage 18.**

17. Falls ja: welche Tätigkeiten haben diese Freiwilligen in Ihrer Organisation ausgeübt?

18. Gibt es in Ihrer Organisation für Freiwillige, die die Organisation verlassen, ein Verfahren, mit dem die bei Ihnen erworbenen Erkenntnisse erfasst und bewertet werden?

- Ja ↗ weiter mit **Frage 19.**
- Nein ↗ weiter mit **Frage 20.**

19. Welches Verfahren ist das?

- Abschlussgespräch(e)
- Fragebogen zur Selbstbewertung
- von anderen ausgefüllter Bewertungsbogen
- Bewertung anhand der Erfahrungen in der Zusammenarbeit mit der/dem Freiwilligen
- andere (welche?)

20. Stellt Ihre Organisation den Freiwilligen einen Nachweis über die freiwillige Arbeit aus?

- Ja ↗ weiter mit **Frage 21.**
- Nein ↗ weiter mit **Frage 24.**

21. Welche Angaben umfasst dieser Nachweis?

22. Wird dieser Nachweis außerhalb Ihrer Organisation anerkannt?

- Ja ➔ weiter mit **Frage 23.**
- Nein ➔ weiter mit **Frage 24.**

23. Wird dieser Nachweis anerkannt von ...

- privaten Unternehmen
 - öffentlichen Stellen
 - Bildungsträgern
 - anderen Einrichtungen, nämlich:
-

24. Halten Sie es für wünschenswert, in Ihrer Organisation ein Instrument zur Erfassung und Bewertung der in der Freiwilligenarbeit erworbenen Kompetenzen einzusetzen?

- Ja
- Nein

25. Wären Sie daran interessiert, die im Rahmen des Projekts „Berufliche Qualifizierung durch Freiwilligenarbeit entwickelten Instrumente kennen zu lernen?

- Ja ➔ bitte notieren Sie unten Ihren Namen und Ihre E-Mail-Adresse
- Nein

Name, Vorname _____

E-Mail _____

(Falls kein E-Mail-Adresse vorhanden: bitte eine Faxnummer oder Postanschrift angeben!)

IV) Angaben zur Organisation

26. Sind Sie einem Dachverband angeschlossen?

- Ja
- Nein

27. In welchen Bereichen ist Ihre Organisation tätig? (Es sind mehrere Nennungen möglich)

- Kultur
 - Sport und Freizeit
 - Gesundheit
 - Soziale Dienste
 - Internationale Solidarität
 - Umwelt
 - Bildung, Weiterbildung, Beschäftigung
 - Religion
 - andere (welche?)
-
-
-

28. Gründungsjahr vor 1950 1950-1970 1971-1990 1991-2000 nach 2000

29. geographische Ebene kommunal Kreis Bundesland national international

30. Mitgliederzahl < 10 10-49 50-99 100-499 > 500

31. Anzahl der Freiwilligen 1-2 3-9 10-49 50-99 > 100

32. Anzahl der bezahlten MitarbeiterInnen *	keine	1-9	10-49	50-99	> 100
	<input type="checkbox"/>				
33. Jahresbudget (in Euro)	< 7.500	7.500-15.000	15.000-45.000	45.000-135.000	135.000-405.000
	<input type="checkbox"/>				

Angaben zu den Freiwilligen

34. Anteil jüngerer Freiwilliger (< 30 Jahre)	keine	< 30%	30-60%	> 60%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Frauenanteil unter den Freiwilligen (< 30 Jahre)	keine	< 30%	30-60%	> 60%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Anteil älterer Freiwilliger (> 60 Jahre)	keine	< 30%	30-60%	> 60%
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Teil- und Vollzeitkräfte, Honorarkräfte, freiberufliche MitarbeiterInnen

Wir danken Ihnen für Ihre Teilnahme, Unterstützung und Kooperation!