



Manual on the measurement of volunteer work



STATISTICS
Department
of Statistics

INTERNATIONAL LABOUR ORGANIZATION

Manual on the measurement of volunteer work



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PREFACE

This *Manual on the measurement of volunteer work* is intended as a guide for countries in generating systematic and comparable data on volunteer work by means of regular supplements to labour force or other household surveys. The objective is to make available comparative cross-national data on a significant form of work which is growing in importance but is often ignored or rarely captured in traditional economic statistics. Doing so will help to fulfil the United Nations Secretary General's recommendations in his follow-up to the implementation of the International Year of Volunteers report (United Nations, 2005) that governments "vigorously" pursue "actions to build up a knowledge base" about volunteer work and to "establish the economic value of volunteering."

This *Manual* was developed, under the auspices of the Department of Statistics of the International Labour Organization (ILO) in collaboration with the United Nations Volunteers, by the Johns Hopkins University Center for Civil Society Studies, which has been involved in the measurement of the nonprofit sector and of volunteer work in countries throughout the world for close to two decades.¹ The Hopkins Center was assisted by a Technical Experts Group assembled by the ILO. The Group met at ILO headquarters in Geneva on 4 and 5 July 2007 and 11 and 12 October 2010 and communicated with the Hopkins Center between meetings via a series of memoranda and emails. The *Manual* was also informed by the experience of the Joint UNECE/Eurostat Volunteer Standardization Task Force and the workshop it co-hosted with the Hopkins Center in July 2007.² The current draft has benefited from initial testing of a draft survey module in six countries: Brazil, Canada, France, Republic of Korea, Poland and South Africa. Desk reviews were conducted in France and the Republic of Korea and eleven cognitive interviews in Canada. Finally, over 100 labour force statisticians took part in an intensive review of an initial draft of this *Manual* during the 18th International Conference of Labour Statisticians in Geneva in November 2008, when the draft was unanimously approved in principle.

The International Labour Organization wishes to acknowledge the contributions of the following individuals who played a significant role in the preparation of this document: Lester M. Salamon, director, and Megan Haddock, S. Wojciech Sokolowski and Helen Tice, staff members, of the Johns Hopkins University Center for Civil Society Studies; Adriana Mata-Greenwood of the ILO Department of Statistics; the members of the Technical Experts Group (Edith Archambault, University of Paris, France, Jacqueline Butcher de Rivas, Mexican Centre on Philanthropy (CEMEFI), Mexico, Peter Buwembo, Statistics South Africa, South Africa, Lee Byungsik, Statistics Korea, Republic of Korea, Elizabeth Davis, Australian Bureau of Statistics, Australia, Elizabeth Belo Hypolito, Brazilian Institute of Geography and Statistics (IBGE), Brazil, Bengt Oscar Lagerstrom, Statistics Norway, Norway, Olivier Marchand, National Institute of Statistics and Economic Studies (INSEE), France, Yandiswa Mpetsheni, Statistics South Africa, South Africa, Sławomir Nałęcz, Central Statistical Office, Poland, John Murimi Njoka, University of Nairobi, Kenya, Tae-Kyu Park, Yonsei University, Republic of Korea, Justin Davis Smith, Institute for Volunteering Research, United Kingdom, Ato Mekonnen Tesfaye, Central Statistical

¹ See, for example, Salamon, Lester M. et al. (2004).

² UNECE Volunteer Standardization Task Force (2007).

Authority, Ethiopia, and Agnieszka Zgierska, Central Statistical Office, Poland; and a number of observers (Lorna Bailie and Tom Dufour, Statistics Canada, Canada, Robert Leigh and Mae Chao, United Nations Volunteers, and Catherine Martin, Organisation for Economic Co-operation and Development (OECD), France). Substantive review was provided by Brendan Mai, Statistics New Zealand, New Zealand, Eivind Hofmann, Norwegian Directorate of Immigration (ILO retired), Gustavo Verduzco, Colegio de México, Mexico, and Jeffrey Brudney, Cleveland State University, United States. The International Labour Organization would also like to acknowledge the contributions of Sylvester Young, former director, and Bob Pember, staff analyst, of the ILO Department of Statistics for their efforts in initiating this work. Finally, the ILO wishes to express its gratitude to the United Nations Volunteers and to the Ford and Skoll Foundations for financial support without which the preparation of this *Manual* would not have been possible.

The ILO is pleased to have been involved in this effort to promote the more effective measurement of volunteer work, which it sees as an important part of its commitment to the concept of “decent work” as a means of promoting human agency, dignity and self-respect. It sincerely hopes that the *Manual* will be of assistance to countries around the world in bringing this important but long neglected aspect of work into more effective view.

Rafael Diez de Medina, Director

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CHAPTER 1

INTRODUCTION

- 1.1. Volunteer work, often referred to simply as “volunteering,” is a crucial renewable resource for social and environmental problem-solving the world over. The scale of such work is enormous and the contribution it makes to the quality of life in countries everywhere is greater still. Despite this, little sustained effort has so far gone into its measurement.
- 1.2. With this in mind the United Nations General Assembly passed a resolution in 2001 calling on governments to “establish the economic value of volunteering” (UN General Assembly, 2001). Then, in its 2005 resolution on the Follow-up to the Implementation of the International Year of Volunteers, the General Assembly further encouraged “Governments, with the support of civil society, to build up a knowledge base on the subject, to disseminate data and to expand research on other volunteer-related issues, including in developing countries” (UN General Assembly, 2005b).
- 1.3. The United Nations Statistics Division subsequently issued a *Handbook on nonprofit institutions in the System of National Accounts* that recommends including the value of volunteer work in the satellite accounts of nonprofit institutions (NPIs) that countries are urged to produce.
- 1.4. The purpose of this *Manual* is to recommend a methodology to guide countries in generating the systematic and comparable data on volunteer work that is required to carry out this mandate. The methodology was developed by a team of analysts working through the Johns Hopkins University Center for Civil Society Studies under the auspices of the International Labour Organization’s Department of Statistics, with the aid of a Technical Experts Group composed of statistical officials and experts on volunteer work from around the world (a list of participants appears in the Preface). The *Manual* has also benefited from comments offered by a working group of labour statisticians that reviewed and approved an earlier draft at the 18th International Conference of Labour Statisticians in December 2008.
- 1.5. The *Manual* contains six chapters in addition to this Introduction.
 - (a) Chapter 2 examines the rationale for measuring volunteer work, outlines the reasons for doing so through labour force surveys, and identifies possible alternative survey platforms for countries that choose not to adopt this recommended approach;
 - (b) Chapter 3 discusses the challenges involved in defining volunteer work, presents the definition proposed in this *Manual* and in the survey module it recommends, and outlines the rationale that underlies this definition;
 - (c) Chapter 4 describes the basic design of the survey module proposed to measure volunteer work;
 - (d) Chapter 5 describes the variables the survey module seeks to capture;

- (e) Chapter 6 discusses the valuation of volunteer work and other uses of the data this *Manual* will generate;
- (f) Chapter 7 discusses the administration of the survey module and the presentation and dissemination of the resulting data.

1.6. The *Manual* also includes five appendices:

- (a) Appendix I – Survey module coding book;
- (b) Appendix II – Tools for classification of volunteer work;
- (c) Appendix III –Additional data elements;
- (d) Appendix IV - Treatment of volunteer work by the International Labour Organization and the System of National Accounts;
- (e) Appendix V – References.

CHAPTER 2

RATIONALE AND STRATEGY FOR MEASURING VOLUNTEER WORK

Introduction

2.1. This chapter addresses four major topics:

- (a) the basic rationale for measuring volunteer work;
- (b) the criteria for designing a recommended approach for such measurement;
- (c) why labour force surveys come closest to meeting these criteria and are therefore the recommended information collection platform here;
- (d) preferred features of other survey platforms used to measure volunteer work by countries that do not use the recommended survey platform.

Why measure volunteer work?

2.2. The argument for creating a system to measure volunteer work rests on seven major pillars:

(a) Volunteer work is sizable and has considerable economic value

- (i) Volunteers constitute a far more significant share of the workforce of nations than is commonly recognized, and data generated by the Johns Hopkins Comparative Nonprofit Sector Project in 37 countries (Salamon et al., 2004) provide some revealing statistics.
 - Approximately 140 million people in these countries engage in some volunteer activity each year. This is approximately 12 per cent of the adult population of these countries. If all these volunteers constituted the population of a country, it would be the eighth largest country in the world, behind Russia but ahead of Japan.
 - These volunteers are the equivalent of 20.8 million full-time-equivalent paid workers, much more than the number employed by the utilities industry and just slightly less than those employed in the transportation and construction industries in the 37 countries studied.³
 - All told, even conservatively estimated, volunteers make a \$400 billion contribution to the global economy. In Canada, their contribution to the GDP is greater than that of both the agriculture and motor vehicle manufacturing industries (Statistics Canada, 2006).

³ The relative position of full-time-equivalent volunteer workers here is somewhat understated because employment in the other industries has not been adjusted for part-time workers.

- (ii) Volunteers are an especially sizable component of the workforce of NPIs. Data generated by the Johns Hopkins researchers revealed that, once converted into full-time-equivalent workers, volunteers account on average for 45 per cent of the nonprofit workforce in the 36 countries for which such data are available. In Sweden and Norway it is as high as 76 per cent and 63 per cent, respectively. This is an enormous renewable resource for social problem-solving.
- (iii) Even conservatively estimated, the value of the contribution of time, i.e., volunteer work, is approximately double the value of contribution of money.
- (iv) Recognizing this, the United Nations Statistics Division's 2003 *Handbook on Nonprofit Institutions in the System of National Accounts* urges national statistical agencies to incorporate data on volunteer work into the satellite accounts of nonprofit institutions (NPIs) that countries are urged to produce (United Nations, 2003).
- (v) In addition to its strictly economic impact, volunteer work delivers significant additional benefits to society and to the volunteers themselves.
 - It provides important employment training and access to the labour force.
 - It is a crucial resource for addressing the Millennium Development Goals. Recent efforts to eradicate smallpox and inoculate children against polio, for example, would not have been possible without the millions of volunteers that were mobilized for the purpose.
 - It can offer services not easily provided by paid workers – in the form of mentoring and role model, for example.
 - It enhances social solidarity, social capital, political legitimacy and the quality of life in a society.
 - It can help to promote social inclusion and integration.
 - It gives the volunteers themselves a sense of personal satisfaction, fulfilment, well-being and involvement in society.
- (vi) Volunteer work and paid work are best viewed as complementary rather than mutually exclusive.
 - Volunteer workers are often available for only limited periods of time
 - They may not possess the precise experience or skills required for a specific job.
 - On the other hand, volunteers can often contribute in ways for which paid staff may be less well equipped (in mentoring relationships, for instance).
 - Both the volunteer work and the volunteer experience are enhanced when the tasks performed are organized so as to involve collaboration with paid workers.

(b) A growing number of international organizations recognize the important contribution of volunteer work

- (i) In its 2001 resolution on recommendations on support for volunteering, the United Nations General Assembly identified volunteering as “an important component of any strategy aimed at ... poverty reduction, sustainable development, health, disaster

prevention and management and ... overcoming social exclusion and discrimination” (UN General Assembly, 2001).

- (ii) In a speech delivered in October 2006 the United Nations Development Programme’s Associate Administrator, Ad Melker, called attention to the “potential of volunteering and civil society” in advancing the Millennium Development Goals and took issue with a “narrow economic perspective” that “has ignored both”.
- (iii) The International Red Cross and Red Crescent Societies have declared that “volunteers are at the heart of effective humanitarian assistance for millions of vulnerable people” (International Federation of Red Cross and Red Crescent Societies, 2008).
- (iv) In a 2008 resolution the European Parliament identified volunteering as “perhaps our most sustainable form of renewable energy” and encouraged Member States and regional and local authorities to “recognize the value of volunteering in promoting social and economic cohesion” (European Parliament, 2008).
- (v) The year 2011 has been declared the European Year of Volunteering by the European Commission, in an effort to “raise awareness of the value and importance of volunteering” (Council of the European Union, 2009).

(c) Volunteer work is of special importance to the labour force statistical community

- (i) Volunteer work is a component of informal work, which has become a focus of increased attention by policymakers throughout the world as a major form of economic activity and source of economic benefits, particularly in developing countries. Indeed, a recent survey of national statistical offices and institutes conducted by the United Kingdom’s Office of National Statistics on behalf of the United Nations Statistical Commission revealed that “the non-observed economy and informal employment” was one of the “top three priority areas for labour statistics” that member countries identified as needing attention (UN Economic and Social Council, 2008). Measuring volunteer work will capture the part of informal labour that is not paid and that tends to be overlooked as a consequence, thus enhancing the coverage of labour statistics as well as their quality and validity.
- (ii) Volunteer work is a component of unpaid labour that is easy to capture since it can be differentiated from household activity and because much of it takes place through nonprofit institutions (NPIs) which are considered to be well within the production boundary of the economy.
- (iii) Because volunteer work not only produces tangible outputs but also gives individuals a sense of self-satisfaction and a feeling of contributing to the progress of society, its measurement is consistent with the International Labour Organization’s emphasis on “decent work” as a means of promoting human agency, dignity and a feeling of self-respect. As the Director of the ILO’s Bureau of Statistics recently observed: “There is no doubt that volunteer work contributes significantly to the ILO objectives. It straddles both the economic objectives...and the wider social objectives” (Young, 2007).
- (iv) The 18th International Conference of Labour Statisticians acknowledged these points in its Conference Report when it endorsed “the importance of measuring volunteer work”

not only “to acknowledge the significant contribution of volunteer work in disaster assistance, rural education and other programmes” but also because of the importance of such measurement “for labour statistics, as one of the objectives of these statistics is to measure all aspects of labour” (International Labour Organization, 2009).

(d) Despite the contributions that volunteer work makes both to the volunteers themselves and to the beneficiaries of their generosity, little sustained effort has gone into the measurement of the scope, scale or distribution of such work, and this impedes policy-making and our general understanding of labour dynamics.

- (i) Efforts that have been made to measure volunteer work have been sporadic and frequently uncoordinated, leaving us without up-to-date, reliable, comparative data on the scope of this important social and economic phenomenon.
- (ii) This not only limits our understanding of volunteering but poses problems for a more general understanding of the labour market. As the Director of the ILO’s Bureau of Statistics has noted: “(T)he volume and value of volunteer work are required to better understand the volume and characteristics of the participants in the labour market as well as the dynamics of the labour market, and to plan and implement labour market and other social policies” (Young, 2007).
- (iii) In his follow-up report to the UN Year of Volunteers in 2005, the Secretary General of the United Nations reiterated his emphasis on the need “to integrate volunteerism into national development planning” but pointed out that a major constraint continues to be the limited availability of specific data on volunteer contributions.” (UN General Assembly, 2005b).

(e) Not only do existing data systems fail to capture volunteer work but, also, to the extent that these data systems treat volunteer work at all they do so inconsistently

- (i) Under current System of National Accounts (SNA) rules, the labour input of volunteer employment to the production of goods and services is supposed to be captured at least in terms of quantity for the computation of productivity rates. However, few countries actually gather such data. This most likely leads to an overstatement of the apparent efficiency of nonprofit providers, because such organizations make extensive use of volunteer labour yet the value of that labour is excluded from their productivity calculations, which focus exclusively on the amount of employee compensation provided (United Nations, 2008, para. 19.38).⁴
- (ii) With regard to the valuation of volunteer work, it is at best measured only indirectly, and even then only for NPIs operating in the market, i.e., those units or institutions that receive the bulk of their income from market sales at economically significant prices.

⁴ The contribution of volunteer employment to the production of goods and services should be counted for all sectors of the SNA, with the exception of the household sector where only the production of goods, and not services, is counted. In other words, the value of direct volunteer work that produces services is not counted, whereas the value of informal volunteer work that produces goods is.

For such NPIs the value of volunteer input is presumably reflected in the value of their output as measured by sales. However, many market NPIs also produce non-market output, and the existing SNA system does not capture this output. To the extent that such output is produced in part with volunteer labour, that portion of volunteer effort is not captured. Beyond this, much NPI output is produced by NPIs that are not primarily market producers. The 1993 SNA makes no provision to place a value on any of that output produced by volunteers.

(f) What is not counted cannot be effectively managed

- (i) The lack of systematic data on volunteer work is not simply an academic matter. It also limits the ability to make the most effective use of this important resource.
- (ii) Policy-makers and nonprofit organizations need solid information to determine how their level of volunteer recruitment compares to those of other nations, which areas volunteers favour, what population groups are most likely to volunteer and which are lagging in volunteer engagement, what tasks volunteers are most likely to gravitate towards, and numerous other issues that can affect their ability to attract volunteers and maximize the contributions that volunteers can make.
- (iii) Research has also shown that volunteer work can be most effective when properly managed, just like paid work. Yet without a reliable measurement of the return to investment in volunteer management or of the relationship between various management approaches and the recruitment and retention of volunteers, it is hard to make sensible decisions about volunteer management strategies and approaches.

(g) Out of sight, out of mind

- (i) Not only does the lack of adequate information about the scope, extent and forms of volunteer work complicate the task of making effective use of volunteers, but by obscuring the real value of volunteer work it undervalues volunteering and thereby fails to encourage volunteer effort.
- (ii) As with other forms of philanthropy, the rewards for individuals who volunteer are not monetary but rather social and psychological. With volunteering overlooked in existing data, these social and psychological rewards are far less robust than they could be. Data on the scope and value of volunteering, by boosting the visibility and highlighting the importance of volunteer work, can thus serve to stimulate the volunteer effort and thereby bring additional resources to bear on pressing social, environmental and economic problems.
- (iii) Establishing a system for improving available data on volunteer work will serve a variety of useful purposes:
 - It will document the scale of an important component of the informal labour market and, in the process, potentially offer clues to how to document some of the other components:
 - It will bring into view a sizable part of the actual labour force that is now invisible in existing labour statistics.

- It will give credence and added respect to the millions of hours of volunteer work that people throughout the world contribute and thereby stimulate increased volunteer effort.
- It will contribute to improved management of the volunteer effort.
- It will reveal more clearly the economic impact of nonprofit institutions, which draw particularly heavily on volunteer labour.
- It will help assess various public and private interventions designed to stimulate volunteer activity.
- It will encourage public policies conducive to volunteer effort.
- It will make it possible to produce the full “satellite accounts” on NPIs called for in the United Nations’ *Handbook on nonprofit institutions in the System of National Accounts*, which recommends the inclusion of volunteers in the measurement of their economic role of NPIs.
- It will fulfil the mandates set by recent United Nations General Assembly resolutions promoting volunteering and underlining the need for greater data on volunteer activities.

Key criteria for designing an approach to measuring volunteer work

2.3. In order to design an approach to measuring volunteer work, it is important to start with the criteria that such an approach should be expected to meet. Five criteria in particular seem especially important to bear in mind in deciding on the approach for measuring volunteer work to recommend in this *Manual*:

- (a) **Comparability.** A first objective for a meaningful cross-national approach to measuring volunteer work is comparability, the development of concepts and approaches that give promise of capturing the same phenomenon in the same way in different countries and regions.
- (b) **Feasibility.** Comparability is of only limited value if too few countries participate. Accordingly, the preferred approach is the one that can work in the widest possible range of countries. This implies a need to be sensitive to regional and cultural traditions, differences of language and other potential impediments to participation, as well as to the burdensomeness of the approach.
- (c) **Cost-effectiveness.** A potential barrier to the use of surveys is cost. Accordingly, cost-effectiveness had to be a prime consideration in designing a recommended approach to measuring volunteer work. Since stand-alone surveys are expensive and time-consuming, this argues for using a supplement to an existing survey platform.
- (d) **Efficiency.** Utilizing an existing survey platform is only feasible if great care is taken to avoid over-burdening the platform. This calls for a strategy of maximizing the information gathered with the minimum number of questions, and exercising discipline in the range of topics to be covered.
- (e) **Reliability.** Finally, the chosen approach to measuring volunteer work has to be capable of yielding reliable results. This means that the survey platform must have sufficient coverage of the population and be trustworthy from the technical standpoint. Because volunteering occurs in many different settings, including informal person-to-person settings, surveys of

individuals rather than of organizations would appear to offer the best hope of capturing reliably the full extent of this phenomenon.

Recommended approach: Volunteer supplement to labour force surveys

- 2.4. An optimal strategy for capturing key characteristics of volunteer work consistent with the foregoing criteria is to add a carefully designed “volunteer supplement” to national labour force surveys on a periodic basis.
- 2.5. Labour force surveys offer a particularly useful platform for measuring volunteer work for a number of reasons.
 - (a) They are among the most frequent and regular of all official data-collection programmes.
 - (b) They are household-based, thus making it possible to identify all persons engaged in work, including volunteer work, which is not done through easily identified, registered organizations.
 - (c) They are better able to identify volunteer work carried out through registered organizations than are the organizations themselves, which often do not keep comprehensive registers of their unpaid workers.
 - (d) They cover the whole population in a country.
 - (e) They generally utilize large samples.
 - (f) They gather important demographic data on respondents.
 - (g) They are managed by highly professional staff equipped to measure work and its characteristics.
 - (h) They make it possible to observe volunteer work in the same classification framework as paid work, resulting in a complete picture of the labour market.
 - (i) They facilitate accurate valuation of volunteer work (described in further detail in Chapter 6).
 - (j) They cover other aspects of work (paid employment, hours of work, unemployment, underemployment and employment-related income), making the coverage of volunteer work a natural extension and making it easier for respondents to recall episodes of volunteer work.
 - (k) They already have procedures in place to handle bias and error and thus ensure reliability.
 - (l) They offer a highly cost-effective way to capture at least a limited body of core information about the contours of volunteer work in a country.
 - (m) They have been used successfully to collect data on volunteer work in a number of countries, including Canada and the United States, without negative impact on the labour force surveys and with high response rates on the volunteer components.
- 2.6. Reliance on labour force surveys as the platform for the proposed measurement of volunteer work naturally imposes limitations as well as advantages. Most significantly it limits the range of issues that can be explored, since labour force surveys can only accord limited time to the exploration of topics other than the core employment-related matters. Nevertheless, it is possible to design a volunteer supplement that can fit comfortably within a labour force survey yet still capture crucial information about volunteer work. After a brief discussion of other survey platforms, the remainder of this *Manual* will be devoted to the design features that make this possible, beginning with the proposed definition of “volunteer work.”

Alternative survey platforms

- 2.7. Although labour force surveys offer an optimum platform for measuring volunteer work, other platforms, such as general social surveys, time use surveys or stand-alone surveys also offer advantages, and some countries may choose to use such platforms to capture volunteer work. Among the advantages of these platforms is their ability to tap broader aspects of volunteering, while their potential drawbacks include their relative cost, smaller samples and vulnerability in times of budget constraints.
- 2.8. Consistent with the suggestions of the UN Economic Commission for Europe's Volunteer Standardization Task Force in 2007 calling for greater standardization of surveys measuring volunteering, however, countries utilizing other platforms are strongly encouraged to incorporate in them the key features of the survey module recommended in this *Manual*, in order to allow for reliable international comparisons. As will be described more fully in Chapter 7, those features include the following:
- (a) the widest possible population coverage, so as to capture all relevant components of the population;
 - (b) the use of the definition of "volunteer work" embodied in the survey module recommended in this *Manual* and of the terminology used to depict it;
 - (c) coverage of all forms of volunteer work (i.e., volunteer work done for or through organizations and volunteer work done directly for individuals);
 - (d) coverage of the variables included in the recommended survey module: amount of volunteer time (hours actually worked), type of work activity (occupation), field in which volunteering occurs (industry or economic activity), and organizational venue of volunteer work (institutional sector);
 - (e) the capability to translate volunteer activities into standard occupational and industrial codes to allow for additional analysis of the labour market, including the assignment of an economic value to volunteer work.

CHAPTER 3

DEFINING VOLUNTEER WORK

Introduction

- 3.1. In order to be able to measure a phenomenon, it is first necessary to define it. This is especially challenging in the case of volunteer work for a variety of reasons.
- (a) The term “volunteer” or “volunteering” is not widely understood in all parts of the world, and it has a variety of negative connotations in some societies where “forced” volunteering has been a widespread practice;
 - (b) In some societies, “helping” or “providing assistance” is an expectation of the culture and volunteering is not easily identified as a distinct form of activity. Even in contexts where a great deal of volunteering takes place, respondents may not recognize their own acts as something special or distinctive called “volunteer work”, as opposed to being simply a normal part of life in the community.
 - (c) While volunteering is generally thought to be an activity undertaken without pay, it is not uncommon for some coverage of out-of-pocket expenses to be available to volunteers, such as meals or coverage of modest out-of-pocket expenses. It is therefore necessary to differentiate such partial coverage of expenses or provision of subsistence from actual remuneration.
 - (d) Generally speaking, assistance provided without pay to one’s immediate family members is not considered volunteer work. However, the definition of what constitutes one’s family, or even “immediate family”, varies among countries and cultures, and making the appropriate differentiation in practice may be difficult.
- 3.2. The purpose of this chapter is to outline the definition of volunteer work that this *Manual* recommends for use in labour force or other household surveys and to explain how this definition has addressed some of these challenges in defining “volunteer work.” The chapter accordingly begins with a review of definitions of volunteer work already in use in selected statistical offices and international organizations. Against this backdrop it presents the definition proposed in this *Manual*. Finally, it details the critical features of the proposed definition and the considerations that led to their inclusion.

Existing international definitions of volunteer work

- 3.3. A number of statistical offices, international organizations and researchers around the world have already developed surveys of volunteer activity. The definitions of volunteer work employed in these surveys have provided useful guidance for the consensus aimed at in this *Manual*. Some examples of these earlier approaches are given in Figure 3.1
- 3.4. These definitions share a number of common elements emphasizing that volunteer work involves *service or activity undertaken without pay for the benefit of the community, the environment, and persons other than close relatives or those within the household*. Where the definitions differ is in whether they incorporate the term “volunteer,” whether they include direct help to individuals or only activity done for or through a nonprofit or other organization, whether a purpose or motivation is assigned to the activity, whether only services provided are included or also goods

produced, and whether the primary beneficiary is a person or a cause, society as a whole, or an “ideal.”

Box 3.1

Previous attempts to define volunteer work

Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment (National Centre for Social Research and the Institute for Volunteering Research, 2007).

People who perform a service without pay, on behalf of a charitable or other nonprofit organization. This includes any unpaid help provided to schools, religious organizations, sports or community associations (Statistics Canada, 2006).

Unpaid work done for nonprofit institutions (Bjarne Ibsen, 1992).

Persons who performed unpaid volunteer activities ...through or for an organization (U.S. Bureau of Labor Statistics, 2008).

Volunteer work is work a person does out of free will, that reaches out to invest time and service for the benefit of others or to a cause that is not profit-seeking, and for which there is no monetary or in-kind payment (Butcher, 2010).

The commitment of time, energy or skills, of one's free will and without being paid. Volunteers help others or undertake activities mainly for the public benefit and the benefit of society. Helping one's family is not considered to be a volunteer activity” (Estonian Ministry of the Interior, 2006).

A wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of civic participation, undertaken of free will, for the general public good and where monetary reward is not the

Proposed definition and rationale

- 3.5. Building on these previous efforts as well as on input from an advisory group of nonprofit experts and a Technical Experts Group assembled by the ILO, this *Manual* proposes the following working definition of “volunteer work”:

Unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household.

Key features and considerations

- 3.6. A number of key features of this definition, and of the activity it identifies as “volunteer work”, deserve special attention:

- (a) **It involves work.** This means that it involves activities that produce goods and/or services which contribute something of potential value to its recipients. Two points must be emphasised:
 - (i) *Volunteering is work.* The activity being measured should contribute to the production of goods and services that fall within the general production boundary of the economy as defined in the System of National Account (SNA). This means that the activity is not done solely for the benefit or enjoyment of the person doing the activity or of a member of that person’s household. Thus, playing a musical instrument solely for one’s own enjoyment is not work and hence not “volunteer work”; but playing a musical instrument (without payment) for the enjoyment of residents in a nursing home or community is. Similarly, training and education activities do not constitute volunteer work because they do not typically produce an output that falls within the production boundary of the economy and therefore do not meet the definition of “work.” Most volunteer work is within the international concept of employment as presently understood, but there are volunteer activities that are beyond it. (For a detailed discussion of the relationships between the concepts of work, employment and volunteer work in the System of National Accounts, see Appendix IV).
 - (ii) *To be considered a volunteer, a person needs to do “some” volunteer work during a specified reference period.* In the international definition of employment, “some” is typically understood to be at least one hour during a short reference period (of one day or one week. However, it should be borne in mind that volunteering may be carried out for shorter periods than this. A one-hour minimum threshold thus has the potential of undercounting a significant number of volunteers and a considerable amount of volunteer work, particularly episodes that are individually short but that are conducted regularly. Volunteering surveys in Australia and Canada and the European time use surveys all show that most people volunteer for less than one hour a week on average (Australian Bureau of Statistics 2006, Table 16; Statistics Canada 2006a, Figure 2.1 ; Statistics Sweden 2010, Table Mean hours: Minutes per day - Activity). Thus, as long as the volunteer activity qualifies as work as opposed to leisure, it may still be considered

volunteer work even if conducted for less than one hour during a specified reference period.

(b) It is unpaid. Volunteer work by definition is work without pay or compensation, in cash or in kind. However, some forms of monetary or in-kind compensation may still be possible without violating this feature of the definition:

- (i) Volunteers may be reimbursed for the out-of-pocket expenses they incur in their assignment (e.g. travel costs or cost of equipment);
- (ii) Services such as a meal or transportation may be provided to the volunteer so long as their value does not equal or surpass the value of local market wages;
- (iii) Volunteers may receive stipends intended to cover their own living expenses so long as the stipends are not contingent on the local market value, quality or quantity of the work, or on its outcome (if any);
- (iv) Symbolic gifts, or other similar expressions of gratitude for volunteer work, may be given to the volunteer so long as they are not equal to the value of local market wages;
- (v) Whether the value of any such reimbursement is considered equal to or more than the value of local market wages may well vary from place to place. In-kind provision of food in a low-wage area, for example, may constitute significant compensation. Each country should make these determinations in accordance with local customs, and survey administrators may wish to include the resulting decisions in the survey instructions;
- (vi) Volunteers may receive non-monetary benefits from volunteering in the form of skills development, social connections, job contacts, social standing and a feeling of self-worth;
- (vii) Corporate volunteering programmes present a different situation since some businesses provide incentives for workers to participate in such programmes, such as offering paid time off. Where such incentives exist, the resulting activity violates the “unpaid” provision of the recommended definition and should therefore not be counted as *volunteer work*. Rather, this should be considered a corporate in-kind contribution. On the other hand, where the encouragement takes the form of organizing employee group volunteer activities without financial compensation being paid to the participants, the resulting activity does qualify as *volunteer work*;
- (viii) More generally, volunteer activity that is carried out concomitantly with paid work would not qualify as volunteer work (for example, a truck driver who picks up and carries a hitchhiker during paid working hours would not be doing volunteer work).

(c) It is non-compulsory. Volunteer activity must involve a significant element of choice. Persons engage in these activities willingly, without being legally obliged or otherwise coerced to do so. Court-mandated unpaid work, work mandated as part of a prison sentence, and alternative service related to a military draft would therefore be excluded. Social obligation, such as peer pressure, parental pressure or the expectations of social groups, however, does *not* make the activity compulsory.

- (i) Unpaid apprenticeships required for entry into a job and internships and student volunteer work required for graduation or continuation in a school or training

programme violate the non-compulsory feature of the definition and should therefore not be considered as *volunteer work*.

- (ii) Adding filter questions about compulsory service to a survey on volunteer work may be important in some contexts, particularly in countries that employ mandatory national service in lieu of military service or that regularly mandate community service by court order. Sample filter questions for compulsory service are offered in Chapter 7 of this *Manual*.
 - (iii) Because young persons do not have the legal capacity to engage or refuse to engage in the activities discussed here on their own, and therefore it cannot be meaningfully determined if the “non-compulsory” criterion defining volunteer work is met, this *Manual* recommends a minimum age cut-off point for measuring volunteer work. The cut-off age recommended is **15 years and above**, but countries may choose to use a lower boundary if warranted by local circumstances, for example if the minimum age for inclusion in employment and unemployment is different. For purposes of international comparability, countries that use a different age cut-off point for defining in-scope volunteer work should report the fact.
- (d) It embraces both “direct” volunteering**, i.e., volunteer activities engaged in directly for other households, **and “organization-based” volunteering**, i.e., volunteering done for or through nonprofit institutions or other types of organizations. The definition of volunteer work recommended in this *Manual* and embodied in the survey module accompanying it covers *both* of these types of volunteering. This is so because direct volunteering is at least as important as organization-based volunteering in many countries, particularly in countries or regions where there are fewer nonprofit organizations through which persons might volunteer. Restricting volunteer work to activities undertaken through a particular type of organization makes the definition dependent on the presence of that type of institution, and this presence varies widely among countries. While both forms of volunteering fall within the definition of volunteer work recommended here, their separation in the data is important for classification and reporting purposes. For example, only organization-based volunteer work for nonprofit institutions can be counted towards the satellite account of nonprofit institutions.
- (e) It does not embrace work done without pay for members of the volunteer’s own household.** Most experts on volunteering agree that work done for family members, especially “immediate” family members, does not qualify as volunteer work. As noted earlier, however, a problem arises in using “family” as the unit of observation, because the definition of “family,” and even “immediate family,” is imprecise and differs widely among different countries and cultures.⁵ Rather than using this imprecise term, the definition recommended here adopts the usage common in labour force surveys, which use the “household,” i.e.,

⁵ For an interesting illustration of this complexity in the context of the cultural traditions of the Maori population of New Zealand, see the report produced by New Zealand’s Office for the Community and Voluntary Sector: <http://www.ocvs.govt.nz/documents/work-programme/encouraging-participation/volunteering-research/mahi-aroaha.pdf>.

persons living together in the same housing unit, as the unit of observation. While more precise, however, this term is not without its own complications. In particular:

- (i) Setting the boundary at the household level may well affect the rate of direct volunteering in different countries because of cultural differences in the range of family members who commonly live in the same household. Countries may need to take this into account in reporting on the extent of volunteer work. For countries wishing to be more precise on this matter, an optional filter question such as the one offered in Chapter 7 could be included in the module.
- (ii) Foster parenting poses a particular challenge. Foster-parenting could be considered volunteer work where (1) it is a short-term activity undertaken for a few days or weeks, (2) there is a clear understanding that the child will not stay with the foster family once permanent care is found and is therefore not a part of the foster family's "household," and (3) any stipend provided is below the actual cost of the services provided or expenses incurred. Where a child's care is long-term, however, the child becomes a member of the household, thus placing the foster-parenting outside the scope of volunteer work. Even in cases where the foster-parenting is a short-term activity, calculating the hours volunteered by the foster-parents is complicated, because it is difficult to separate hours volunteered from hours spent engaged in other household activities. Countries where this activity is widespread may therefore need to formulate rules of thumb to limit the number of hours foster-parenting can legitimately be considered to occupy in a typical day or week.

(f) It includes volunteering done without compulsion in all types of institutional settings: nonprofit organizations, government, private businesses, and "other". As will become clear in Chapter 5 below, the proposed survey seeks to differentiate between these types of institutional settings of volunteer work.

(g) It does not limit the scope of volunteer work to a particular beneficiary. Volunteer work can be conducted to benefit an assortment of organizations and causes, including people, the environment, animals, the wider community, etc.

3.7. Examples of activities considered to be within or outside the scope of this *Manual's* suggested definition of volunteer work are shown in Table 3.1.

Table 3.1
Examples of volunteer work considered to be within or outside the scope of the recommended definition

Within the scope	Outside the scope
Buying groceries for an elderly neighbour	Buying groceries for one's own household
Working in a soup kitchen cooking meals for the homeless	Cooking meals for one's household
Volunteering as a teacher in a public school	Helping one's child with homework
Performing a union function on one's own time	Performing a union function on company time
Serving on a neighbourhood clean-up committee	Cleaning one's own house or yard
Helping an organization create or maintain a website	Participating in internet-based social activities (such as MySpace or Facebook)
Working on a voter registration drive	Voting
Distributing food, medical or material assistance at a shelter	Driving one's spouse to hospital for medical care
Serving as an usher or otherwise working on behalf of a religious organization	Attending a religious service
Helping a nonprofit environmental organization gather water samples without compensation	Doing research for one's occupation
Providing unpaid legal advice at a legal services agency	Receiving payment for legal advice or assistance
Serving as a coach for a children's sports league, including one in which one's own child is involved.	Helping one's own child to practice a sport
Making clothes for disadvantaged children	Making and repairing clothes for one's own children
Constructing housing for homeless families	Engaging in housework in one's own home
Assisting stranded animals or animals that are victims of an environmental disaster	Being paid by an organization that caters to animals in distress
Providing marginally paid foster-care services on a short-term basis	Providing foster-care services on a long-term basis
Providing counselling support or mentoring to another person without compensation	Offering advice to a neighbour in the course of a friendly conversation
Volunteering with co-workers outside working hours for which one is not paid	Volunteering during paid time-off granted by an employer
Sewing a blanket for a sick neighbour	Sewing a blanket for a sick household member
Driving a neighbour to a medical appointment	Ride-sharing with a neighbour to work.

CHAPTER 4

KEY FEATURES OF THE RECOMMENDED MODULE

Introduction

- 4.1. Experience in a number of countries provides evidence that household surveys, and particularly labour force surveys, offer a workable, cost-effective vehicle for generating reasonable estimates of the nature and extent of volunteer work. At the same time, these country experiences underscore the importance of a number of crucial choices in the design of the survey instruments used to measure such work.
- 4.2. Such crucial design choices include: (a) the basic structure of the survey; (b) the range and number of prompts used; (c) the recall or reference period employed; (d) the classification used to differentiate volunteer activities; and (e) matters of wording.
- 4.3. These choices have been carefully considered in the design of the survey module recommended in this *Manual*, and this chapter discusses how they and others have been handled in the construction of the survey module it recommends. The module itself can be found in Figure 4.1 at the end of this chapter.

Overall structure — Activity focus

- 4.4. The survey module recommended here is structured around individual volunteer activities; that is to say that respondents are asked to identify any activity in which they have engaged over a specified reference period that fits the definition of volunteer work. They are then asked a series of questions about the frequency, amount of time, type of work and auspices of each such activity in turn. This approach maintains the focus throughout the interview on what the respondent actually did, on the theory that respondents may relate more easily to questions about what they did than to questions about the organizations or other entities for which they worked. In this way, the survey design team expects to engage respondents in the survey more effectively. As will be outlined in more detail in Chapter 5, each such activity is then classified into an occupation using a standard international classification of occupations. Not only will this facilitate a clear understanding of the content of volunteer work, but it will also facilitate an estimate of the economic value of such work, as spelled out in Chapter 6. Indeed, one of the great advantages of using labour force surveys as the platform for measuring volunteer work is that these surveys already utilize standard classification systems to identify occupations, as well as skilled coders familiar with these systems. Chapter 5 below provides further detail on this occupational coding system and on the recommendation this *Manual* makes to utilize it for classifying volunteer work as well.

Use of the term “volunteering,” or “volunteer work”

- 4.5. The terms “volunteering” or “volunteer work” are *not used* in the recommended module, because experience has shown that they are understood differently in different contexts and are not helpful in eliciting accurate responses. Instead, respondents are simply asked about “unpaid non-compulsory work that (they) did, that is, time (they) gave without pay to activities performed either through organizations or directly for others outside (their) own household.”

Prompting

- 4.6. Since volunteer work is somewhat ambiguous and subject to cultural differences, and since it is a form of behaviour that often occurs irregularly and for relatively short periods of time, the accurate recall of this type of activity may prove problematic for many people. To reduce this difficulty, surveys of volunteer work often employ prompting to fix the definition of volunteering more securely in the respondent's mind, thus assisting the respondent in recalling his or her past behaviour.
- 4.7. Two prompting methods are available to those measuring volunteer work. These are referred to as high or low "buffering." The high-buffered approach uses an extensive series of Yes/No questions about specific volunteer activities in which the respondent may have participated, and then asks the respondent for details about each activity to which the respondent responded "Yes". The low-buffered approach entails asking respondents a single, more open-ended, question about whether they have engaged in volunteer work, followed immediately by questions about any activity reported in response to this question.
- 4.8. The high-buffered approach has the advantage of simplicity and specificity and assures that volunteer activities that tend to be overlooked are properly included, but it can significantly increase the time needed to administer the survey, and hence the survey cost, because interviewers must proceed through the entire list of prompts. In addition, too much prompting may distract or confuse some respondents or discourage them from answering the question altogether (thus potentially increasing the nonresponse rate). Finally, no matter how extensive, prompting may still miss certain types of activity that fall within the scope of volunteer work. On the other hand, the low-buffered approach, by using a single direct question with virtually no prompts, can seriously understate the amount of volunteer work by failing to fix sufficiently clearly in respondents' minds the full range of activities that are within the scope of the survey.
- 4.9. Because the focus of this *Manual* is on integrating volunteer surveys into labour force surveys without sacrificing reliability, the survey module recommended here proposes a compromise between these two approaches. Thus, respondents are helped to understand the focus of the module by being asked an initial Yes/No question about their engagement in volunteer activity using the basic definition. Respondents who answer "Yes" to the initial question move directly to questioning about the type, hours and institutional context of their volunteer work. The process is then repeated until the respondent does not report additional in-scope activities. This means that the length of the interview will be determined by the number of activities a respondent reports. Experience with this form of survey prompting reveals that the overwhelming majority of respondents rarely identify more than one or two relevant activities.
- 4.10. Respondents who answer "no" to the initial question will be read a list of broad types of possible volunteer activity, and they are asked to provide "Yes" or "No" answers indicating whether or not they engaged in volunteer work of that type. Respondents are then asked about the type, hours and institutional context of all the volunteer work activities for which they provided a "Yes" answer.
- 4.11. The survey module recommended in this *Manual* provides administrators with a set of activities for purposes of illustration, but countries may adapt the module by filling in culturally relevant

illustrations of volunteer activities. The process for adapting the survey module to local contexts is discussed further in Chapter 7.

- 4.12. In cases where the module will be implemented by face-to-face interviews, the use of show cards may be a more effective way of providing respondents with specific examples of volunteer activity. Such examples should be carefully selected in collaboration with local volunteering experts to ensure that they are relevant to local volunteering realities.

Reference period

- 4.13. Compared to paid employment, volunteer work is generally a far less frequent activity, which means that a significant dimension of the phenomenon may be missed if the reference period used is too short. On the other hand, if the reference period is too long, the accuracy of the recall declines.
- 4.14. The survey module recommended in this *Manual* incorporates a compromise between the one-week reference period common in many labour force surveys and the one-year reference period frequently used in volunteering surveys. Specifically, it proposes a **four-week reference period**. This is consistent with the practice employed in many labour force surveys of using longer periods to capture dimensions of labour force participation other than regular employment; for example, the “seeking work” criterion in the definition of unemployment uses a specified “recent” period, which in most countries is the four preceding weeks. Initial testing of the module suggests that the four-week reference period should be long enough to capture irregular activity but not so long as to make recall unduly difficult.
- 4.15. In addition to the four-week reference period, the survey module proposes adding an additional prompt to capture activities engaged in only once or twice a year (for instance, around a religious holiday that may not correspond with the timing of the labour force survey). To reduce the burden, this additional prompt could be asked only of a sub-sample of respondent households.
- 4.16. In countries where labour force surveys are continuous and the volunteer supplement will be included at least monthly, a shorter reference period may be possible. Short reference periods offer optimal recall by respondents, and frequent administration of the module will help to ensure that infrequent activities are still captured.

Industry in which volunteer work occurs

- 4.17. Another topic of considerable interest is the industry or field in which volunteer work occurs. As with the coding of occupations, the use of labour force surveys as the platform for measuring volunteer work brings the added benefit that these surveys typically use standard coding systems to identify the industry or field in which work takes place. This *Manual* proposes to use these same systems to classify the industry or field in which volunteer work occurs. Further detail on the coding of industries and on the coding aids provided in this *Manual* is offered in Chapter 5.

Wording and quantity measurements

- 4.18. Although the draft module suggests specific language for identifying possible types of activity considered to be within the scope of the survey, countries can make necessary alterations in wording to ensure clarity and understanding in the local context. The draft module attempts to

develop accurate measures of the quantity of volunteer time. Because people may have difficulty adding together multiple volunteer assignments, the proposed survey asks separately about the frequency of each activity and about its average duration. This two-step approach has been chosen because it is easier to have respondents supply these two items of information and then have a computer determine the total hours than to ask the respondents to calculate the total hours during the interview.

Table 4.1
Recommended core survey module
(four week reference period)

Step or variable	Question
RS_RULE	<i>(Please indicate whether the information in this questionnaire pertains to the respondent him/herself or to other members of the household.)</i>
START	<p>So far I have been asking you about paid work. The next few questions are about <u>unpaid non-compulsory</u> work that you did, that is, time you gave without pay to activities performed either through organizations or directly for others outside your own household.</p> <p><i>(Note: Work is understood here to be an activity that could, in principle, be done for pay.)</i> <i>(Note: Reimbursement of expenses does not disqualify an activity.)</i></p>
WORK_01	<p>In the last four weeks <i>(provide dates marking the period)</i> did you spend any time on this kind of <u>unpaid</u> activity?</p> <p><i>(If “Yes”, proceed to WORK_02. If “no”, or “not sure”, proceed to PROMPT_01)</i></p>
WORK_02	<p>Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don’t you start with the <u>unpaid</u> work that you did most recently/on which you spent the most time.</p> <p><i>(Record response verbatim for subsequent occupational coding.)</i></p>
HOUR_01	<p>I would like to determine the total number of hours you did this. <i>(repeat back to the respondent the first activity he/she reported, then repeat from HOUR_01 to TYPE_ORG04 for each additional activity mentioned)</i> in the last four weeks. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity?</p> <p><i>(If «Yes», record number of hours indicated and go to TYPE_ORG01. If “no”, or “not sure”, go to HOUR_02)</i></p>
HOUR_02	<p>If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks?</p> <p><i>(Record response verbatim for subsequent frequency coding)</i></p>
HOUR_03	<p>And how many hours did you spend doing this <u>unpaid</u> work (the last time you did it /on average each time you did it)?</p> <p><i>(Record response verbatim)</i></p>
TYPE_ORG01	<p>Did you do this <u>unpaid</u> work for or through an organization?</p> <p><i>If “no”, code (direct volunteering) and go to WORK_03.</i></p>
TYPE_ORG02	<p>What is the name of the organization for which you did this <u>unpaid</u> work?</p> <p><i>(Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned, repeat questions TYPE_ORG03-04 for every organization.)</i></p>
TYPE_ORG03	<p><i>If name of organization is not in code book, or if no code book is used, ask</i> What does this organization do? ____ (80 spaces)</p> <p><i>(Record response verbatim for subsequent industry coding.)</i></p>
TYPE_ORG04	<p>I will now read you a list of four types of organization. Please tell me which best describes the organization for which you worked.</p> <p>A. Charity/nonprofit organization/NGO/union/religious organization B. Business C. Government D. Other, including community E. Not sure</p>

Step or variable	Question
	<p><i>(Record response verbatim for subsequent sector coding.)</i></p> <p><i>(If respondent mentions more than one type of activity, ask questions from HOUR_01 to TYPE_ORG04 for each activity separately. Then proceed to WORK_03)</i></p>
WORK_03	<p>Is there any other <u>unpaid</u> non-compulsory time you gave without pay to activities performed either through organizations or directly for others outside your own household <i>(provide dates marking the period)</i>?</p> <p><i>(If "Yes", go to WORK_02. If "No", proceed to END)</i></p>
PROMPT_01	<p>Sometimes people don't think of some activities as <u>unpaid</u> work. I will read you a list of examples of this kind of activity. If you gave any time without pay to these activities during the past four weeks <i>(provide dates marking the period)</i>, please respond with a "Yes" to each as I read them out. Otherwise, say "No".</p>
PROMPT_02	<p>Did you do any <u>unpaid</u> work for a community organization, such as fundraising, providing administrative support, or serving on the board of a school, library, health-care center, NGO, club, union, religious congregation, or association?</p> <p>___ Yes/ ___ No</p> <p><i>(Note: The specific examples of activities considered to be within the scope of the survey may vary from country to country. However, the overall types of activities should remain the same in order to maintain international comparability.)</i></p>
PROMPT_03	<p>Did you clean or improve your community (e.g. picking up rubbish) or work to improve the water supply, parks or roads?</p> <p>___ Yes/ ___ No</p>
PROMPT_04	<p>Did you organize an event (such as a community gathering, a sporting or cultural activity, a religious celebration or a political event) to make others aware of an issue?</p> <p>___ Yes/ ___ No</p>
PROMPT_05	<p>Did you provide any <u>unpaid</u> assistance to persons outside your household (such as the elderly, children, the poor or disaster victims), prepare and serve food, or transport persons or goods?</p> <p>___ Yes/ ___ No</p>
PROMPT_06	<p>Did you conduct any <u>unpaid</u> coaching, officiating or counselling, provide any free medical care or legal advice, or gather information or scientific data?</p> <p>___ Yes/ ___ No</p>
PROMPT_07	<p><i>(If respondent says "Yes" to any one of the questions in PROMPT_02 to PROMPT_06, say: "You said that you (read back the examples provided for the questions they responded "Yes" to: 1. worked for a community organization, 2. worked to clean or improve your community, 3. worked to organize an event, 4. provided assistance to persons outside of your household, and/or 5. provided coaching, counselling, medical care, legal advice, food or transport services.)</i></p> <p><i>Ask questions from WORK_02 to TYPE_ORG04 for each activity. If respondent says "No", proceed to END)</i></p>
END	End of survey module

Additional questions if survey is annual

Step or variable	Question
SPECIAL	Additional questions if survey is annual.
SPECIAL_01	<p>People often do <u>unpaid non-compulsory</u> work just a few times a year for special events. In the past twelve months, did you give any time without pay to activities performed either through organizations or directly for others outside your own household for a special event that you have not reported on this survey because it did not take place in the past four weeks?</p> <p><i>If "Yes", proceed to SPECIAL_02. If "No", proceed to END)</i></p>
SPECIAL_02	<p>Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don't you start with the work that (you did most recently/on which you spent the most time).</p> <p><i>(Record response verbatim for subsequent occupational coding.)</i></p>
SPECIAL_03	<p>I would like to determine the total number of hours you did this <i>(repeat back to the respondent the first activity he/she reported, then repeat questions from SPECIAL_03 to SPECIAL_09 for each additional activity mentioned)</i> in the last twelve months. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity?</p> <p><i>(If "Yes", record number of hours given, and then go to SPECIAL_06. If "No", or "Don't know/Not sure", go to SPECIAL_04)</i></p>
SPECIAL_04	<p>If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks?</p> <p><i>(Record response verbatim for subsequent frequency coding)</i></p>
SPECIAL_05	<p>And how many hours did you spend doing this unpaid work (the last time you did it/on average each time you did it)?</p> <p><i>(Record response verbatim)</i></p>
SPECIAL_06	<p>Did you do this <u>unpaid</u> work for an organization?</p> <p><i>If "No", code (direct volunteering) and go to END.</i></p>
SPECIAL_07	<p>What is the name of the organization for which you did this work?</p> <p><i>(Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned, repeat questions SPECIAL_08-09 for every organization)</i></p>
SPECIAL_08	<p><i>If name of organization is not in code book, or if no code book is used, ask</i> What does this organization do? ____ (80 spaces)</p> <p><i>(Record response verbatim for subsequent industry coding.)</i></p>
SPECIAL_09	<p>I will now read you a list of four types of organizations. Please tell me which of these best describes the organization for which you worked.</p> <p>A. Charity/nonprofit organization/NGO/union/religious organization B. Business C. Government D. Other, including community E. Not sure</p> <p><i>(Record response verbatim for subsequent sector coding.)</i> <i>(If respondent mentions more than one type of activity, ask questions from SPECIAL_03 to SPECIAL_09 for each activity separately).</i></p>
END	End of survey module

CHAPTER 5

TARGET VARIABLES AND CLASSIFICATION

Introduction

- 5.1. This chapter identifies the data elements that the *Manual* proposes to capture in order to provide a basic statistical portrait of volunteer work. In addition, it introduces a set of tools for classifying the core data elements, drawing on a number of existing international classification systems.

Core data elements

- 5.2. A variety of trade-offs inevitably exist among the range of issues, breadth of coverage, response rate and cost associated with any survey. Generally speaking, the broader the range of issues and the larger the sample, the more costly the survey and the lower the response rate. Trade-offs therefore are necessary to achieve the optimum combination of issues, coverage, response rate and cost.
- 5.3. Given the focus of this *Manual* on generating a reasonable base-line picture of the extent and value of volunteer work, and the resulting decision to recommend the integration of a volunteer module into established labour force or other household surveys, the range of topics that could be covered necessarily had to be limited. In particular, the survey module recommended in this *Manual* and presented in Chapter 4 focuses on five core variables to describe volunteer work:
- (a) the number of volunteers
 - (b) the number of hours volunteered
 - (c) the type of work performed (i.e., occupation)
 - (d) the institutional setting of the work performed, if any
 - (e) the field (industry) in which the volunteer work is performed.

These data items were selected as the minimum needed to portray the economic scale of volunteer work and to meet the requirement of integrating a picture of volunteer work into the satellite accounts of NPIs called for in the United Nations *Handbook on nonprofit institutions in the System of National Accounts*.

- 5.4. Additional data elements can be added to the proposed survey module where countries choose to do so. A list of additional data elements collected in other surveys that may be of interest can be found in Appendix III. However, for the sake of international comparison it is recommended that none of the five core data elements be omitted. These five core elements are described in more detail below.

Number of volunteers

- 5.5. The number of volunteers is needed in order to compute the volunteer rate, i.e., the percentage of the population that reports engaging in any volunteer work within the scope of the survey during the reference period. This number is defined as the total number of respondents who provided at least one “Yes” response to questions about whether or not they engaged in volunteer work during the reference period.

- 5.6. As outlined in the recommended survey module presented in Chapter 4, respondents have at least two opportunities to provide a “Yes” answer. The first opportunity comes after the Introduction, where a definition of volunteer work is given, in response to the question: *In the last four weeks did you spend any time on this kind of unpaid activity?* In cases where a “No” response is given to this initial question, a series of prompts offers respondents the opportunity to provide additional “Yes” responses.

Number of hours volunteered

- 5.7. Hours volunteered means the total number of hours of each volunteer activity that the respondent identifies as having performed during the reference period.
- 5.8. Determining the total number of hours respondents volunteered can be difficult because of the different types of volunteer work that individuals undertake. Some volunteer work is conducted on a regular basis, such as for a given period of time each week, and respondents in this situation will find it easier to provide a total of the hours they worked by adding up the number of times they volunteered and multiplying it by the average time they engaged in the activity during the reference period. Other volunteers engage in activities that are more irregular in duration or incidence.
- 5.9. In order to balance the likely responses of these two groups, the survey module recommended in this *Manual* asks respondents how many hours in total they spent on each type of volunteer work during the reference period (the previous four weeks). If respondents are not able to recall the total number of hours, the interviewer provides assistance by asking: *If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks?* And subsequently: *And how many hours did you spend doing this unpaid work (the last time you did it/on average each time you did it)?*
- 5.10. As noted in Chapter 3, respondents must normally complete at least one hour of volunteer work in the reference period to be considered as falling within the scope of the survey. Where possible, portions of hours should be collected and summed in the post-survey analysis.

Occupation (type of work performed)

- 5.11. The third key variable to be collected through the recommended *Module on volunteer work* is the type of work performed by the volunteer. This variable is crucial to integrating volunteer work into a more complete picture of the labour market and to assigning an economic value to the volunteer work, a necessary step for incorporating it into the satellite accounts of NPIs called for in the United Nations’ *Handbook* on nonprofit institutions (discussed in greater detail in Chapter 6 of this *Manual*).
- 5.12. The module collects information about the type of work for each relevant volunteer activity that the respondent identifies.
- 5.13. The type of work performed by the respondent is determined through a two-step process. First, the respondent is asked to describe each type of volunteer work he or she has performed; second, the type of work is coded into its appropriate occupational classification.

- 5.14. Two widely used classification structures are available to classify volunteer work. One of these is the International Standard Classification of Occupations (ISCO-08) and its national or regional equivalents, and the other is the International Classification of Time Use Activities (ICATUS). Because this *Manual* recommends the use of labour force surveys as the platform for measuring volunteer work and because ISCO or its equivalent classifications are the classifications used in such surveys, **the *Manual* recommends using ISCO-08 or its national or regional equivalents to classify volunteer work activities**. This is one of the great advantages of measuring volunteer work through labour force surveys, namely, that these surveys use standard classifications of occupations that are readily adaptable to the classification of volunteer work and they have survey coders who are familiar with these classification structures. One of the major objectives of this *Manual* can thus be fulfilled, i.e., that of ensuring a reasonable degree of comparability in the data assembled in different countries by using well-established international standard classifications as the agreed classification system.
- 5.15. More specifically, this *Manual* recommends assigning ISCO unit group codes to the responses to the question “What kind of work did you do?” Assigning unit group codes allows for aggregation for publication or disclosure purposes while preserving detail that may be useful for other purposes, such as those described in Chapter 6.
- 5.16. Most occupations commonly performed by volunteers are similar to paid occupations and can be coded using standard ISCO methods. However, there are some occupations that are unique to volunteering, or may be described by respondents in ways that differ from answers they would give in response to a labour force survey. To assist coders who may not be familiar with volunteer occupations, two aids are provided in this *Manual*:
- (a) First, Table 5.1 lists examples of volunteer occupations that correspond to regular ISCO unit group codes;
 - (b) Second, Appendix II.A presents a partial list of distinctive volunteer occupations with their ISCO-08 codes, which can be used as an illustration to facilitate the coding of these occupations. The list can be modified to accommodate local customs and expanded to allow for coding of verbatim responses.⁶ The volunteer work occupational descriptors used in Appendix II.A were derived from a variety of existing volunteering survey instruments, and were enhanced with additional occupational detail.⁷
- 5.17. Using such coding will yield a dataset that can be related both to volunteer work statistics and to labour force statistics more generally. This approach will also facilitate the task of assigning a

⁶ United Nations (2005, pp. 241-243) recognizes such indexes as a key instrument for matching verbatim responses to appropriate codes. In implementing the coding operations for a particular data collection, these indexes should be updated and reissued frequently to reflect results of query resolutions. In addition, the coding instructions should provide guidance on efficient searching of the index, when ancillary information may be used, and when expert coders need to be consulted.

⁷ Independent Sector and United Nations Volunteers, 2001, ICATUS, and surveys from several countries.

value to the volunteer work by making it possible to use the average wage for the occupation that the volunteer is performing. It must be recognized, however, that occupational coding of volunteer work is a work in progress. Suggestions for improvements based on country experiences are welcome. Updated versions of the appendices will be published regularly on the websites of both the ILO and the Johns Hopkins Center for Civil Society Studies, so that users can easily obtain the latest version.

- 5.18. In cases where a volunteer performs many different activities in his or her volunteer role, coders should apply the same principle as is used in regular labour force survey work, i.e., record the highest skilled occupation the person performs.
- 5.19. Vague and generic occupations such as “manager,” “helping the community,” “advancing a cause”, etc. can be avoided by training interviewers to recognize that further probing is necessary in order to code the activity adequately. Further suggestions for using such coding indexes can be found in Statistics Canada (2006b, pp. 14-15). They include the following:
 - (a) Interviewers should check for multiple uses and codes for the occupational title and assign the code that best fits any accompanying industrial qualifiers.
 - (b) If the occupation title cannot be found, interviewers should look for the noun form, shorten the title, find a synonym, change the order of words in the title, or consider other factors such as location, subject matter, equipment or materials used.
 - (c) Vague responses should be coded only to the level of the classification that is possible.
 - (d) Education may be used as a motive for excluding a respondent when he/she does not meet the minimum educational requirements of an occupation.
 - (e) Contradictions between occupational titles and the description of the work performed should be resolved in favour of the description of the work performed.
 - (f) Where two or more occupations are reported for the same episode of volunteer work, the first should be the code assigned unless there is information suggesting otherwise.

Institutional setting of volunteer work

- 5.20. As noted in Chapter 3, the definition of volunteer work recommended in this *Manual* and its associated survey module includes both direct volunteering (working directly for individuals) and organization-based volunteering (working through or for an organization). The institutional setting refers, first, to whether the volunteer work was performed for or through an organization; and second, if the latter, to the type of organization for or through which the volunteering was performed. It is important to identify the institutional setting in order to integrate volunteer work into sectoral productivity measurements and in order to complete the satellite account of NPIs called for in the United Nations *Handbook* on nonprofit institutions.
- 5.21. To determine this distinction, the interviewer asks: *Did you do this unpaid work for or through an organization?* If the respondent answers “No” then the volunteer work is considered to be direct. If the respondent answers “Yes” then the work is considered to be organization-based.
- 5.22. In the case of organization-based volunteer work, the institutional setting is identified as being one of four types: (a) a nonprofit institution; (b) a for-profit business; (c) a unit or agency of government; or (d) Other, including community

- (a) **Nonprofit institutions** are defined in the United Nations' *Handbook* as organizations (i.e., institutionalized units), that are:
- (i) private, i.e. institutionally separate from government
 - (ii) non-profit-distributing, i.e., do not return any profits generated to their owners or directors;
 - (iii) self-governing, i.e. able to control their own activities; and
 - (iv) non-compulsory, i.e. involving some meaningful degree of freely-chosen participation.
- Nonprofit institutions thus include private hospitals, educational institutions, social service agencies, soup kitchens, advocacy groups, religious bodies, NGOs, membership associations, and similar organizations.
- (b) **For-profit entities** include corporations and unincorporated businesses engaged in market production. Corporations are entities that are: (i) capable of generating a profit or other financial gain for their owners, (ii) recognized by law as separate legal entities from their owners who enjoy limited liability, and (iii) set up for purposes of engaging in market production. Included in corporations are partnerships, cooperatives, limited liability partnerships, notional resident units and quasi-corporations (United Nations et.al., 2008, para. 4.38). Included in unincorporated business are informal businesses and other households engaged in market production.
- (c) **Government units** are “legal entities established by political processes which have legislative, judicial or executive authority over other institutional units within a given area” (United Nations et.al., 2008, para. 4.9.).
- (d) **Other, including community**, is a catch-all category covering unpaid work individuals may have done with a group of neighbours or community members to build or construct community infrastructure or pursue other objectives. For example, in some communities roads, wells, trash collection and other activities are the responsibility of community members and not local officials. In many cases there is no official community organization overseeing these activities; rather, community members form a temporary, loosely organized group to complete the project. In these situations, respondents may identify the institutional unit as simply “the community.” Interviewers should classify these responses in this category and may wish to elaborate further on the type of organization concerned.

5.23. The identification of the type of institutional setting ideally proceeds in a number of steps. Respondents are asked first to identify the name of the organization and then to indicate which of the four types of institutional unit it is. In countries with fairly complete business registers or registration systems that cover nonprofit institutions as well as other institutional units, if a respondent does not know the type of institutional unit but can supply the name of the organization, coders can find the identified organization in a code book and record the type of institutional unit on the survey form. In countries where business registers or other listings are not sufficient, this survey can be useful in updating these listings.

Industry (field of work)

5.24. As noted in Chapter 4, it is also important to capture the industry or field in which volunteer work occurs. This is important for the measurement of productivity among industries and for allocating volunteer work to the appropriate industries in the satellite accounts called for in the United Nations' *Handbook* on nonprofit institutions.

- 5.25. In the case of organization-based volunteering, the industry refers to the main economic activity carried out by the unit through which the volunteer work is performed. In the case of direct volunteering, the SNA considers such work as being done for households and therefore assigns it to ISIC Rev. 4 class 9810 — “Undifferentiated goods-producing activities of private households for own use,” — or class 9820 — “Undifferentiated service-producing activities of private households for own use.” But this has the effect of significantly undervaluing much of such work and thereby understating both household consumption expenditures by type of product and the overall scale of goods and services produced in the economy, by industry. For example, if retired accountants provide thousands of hours of free tax preparation assistance to their elderly neighbours, coding this direct volunteer work as undifferentiated service-producing activities of private households for own use significantly understates the scale of accounting services produced in the economy and consumed by households.
- 5.26. While countries are free to use ISIC Rev. 4 codes 9810 and 9820 as the default industry codes for all direct volunteering, Appendix II.D of this *Manual* provides an alternative approach that links the occupation associated with the reported volunteer work to its most appropriate ISIC Rev 4 industry classification, thus permitting a more refined picture of the field or industry associated with the work and allowing a more complete picture of the contribution of volunteer work to the economy. This is in line with international standards on statistics in the informal sector, which recommend coding each activity carried out by an informal sector enterprise separately (International Labour Organization, 1993, para.13). It should be noted that the industry relates in all cases to the type of activity carried out by the volunteer, not to the most common industry where the activity, if paid, is likely to occur. Thus a person providing unpaid medical services to poor children should be coded under the industry equivalent to providing medical treatment (ISIC Rev. 4 class 8620) and not under the industry where paid medical service providers are likely to be employed, namely, hospitals (ISIC Rev. 4 code 8610). Similarly, “domestic cleaners and helpers” should be coded under the activity of cleaning (ISIC Rev. 4 class 8121) and not under the activity where domestic cleaners are likely to be employed, namely, households (ISIC Rev. 4 class 9700).
- 5.27. Two broad options exist for classifying the industries associated with volunteer work. The first of these is the International Standard Industrial Classification (ISIC Rev. 4), or its counterpart in various countries. An alternative aggregation structure that is more understandable to persons familiar with NPIs is available in the International Classification of Nonprofit Organizations (ICNPO). This structure was originally developed by researchers in the Johns Hopkins Comparative Nonprofit Sector Project to provide a more detailed basis for differentiating NPI activities than was available in the previous versions of ISIC, and may be the preferred choice in countries that do not use Rev.4 of ISIC.
- 5.28. Because ISIC Rev. 4, and its national and multinational counterparts are the classifications used in labour force surveys, it is recommended here as the classification structure to use for identifying the industry in which volunteer work occurs, particularly since Rev. 4 has incorporated much of the detail originally available only in the ICNPO. The recommendation is to assign ISIC class codes to the responses to the question “What does the organization do?” in the case of organization-based volunteering. Assigning class codes allows for aggregation for

- publication or disclosure purposes while preserving detail useful for other purposes, such as those described in Chapter 6.
- 5.29. As an aid to coders, Table 5.2 at the end of this chapter provides a listing of ISIC codes likely to be most relevant for nonprofit organizations and volunteer work, and an aggregation structure appropriate for such organizations. Every effort should be made to assign an industry code to all volunteer work, whether through organizations or directly. As a general rule, coders should avoid using the “Not elsewhere classified” category wherever possible.
 - 5.30. In addition, Appendix II.C provides a cross-reference from the fields where volunteering is most likely to occur to the appropriate ISIC Rev. 4 category. It contains terms in common use in the volunteering and nonprofit communities and relates them to ISIC classes. Using such coding will yield a dataset that can be related both to volunteer work statistics and to labour force statistics more generally. The cross-reference was developed from two sources: the previously mentioned *Measuring volunteering: A practical toolkit*, which provides an inventory of activities associated with volunteering in many cultures, and the index items from the International Classification of Nonprofit Organizations (ICNPO). In developing it, care was taken to assign precise class codes and to avoid the use of default “n.e.c.” descriptions as much as possible. Reporting at the ISIC section level is possible for all sections except “Q” and “S,” which should be further broken down. In particular, a further breakdown is required of section “Q — Human health and social work activities” into two groups, and section “S — Other service activities” into four groups as illustrated in Table 5.2 below, in order to provide sufficient detail for depicting the range of NPI activities. Reporting at the section level without this further breakdown is not recommended. (For those familiar with the ICNPO classification structure, Appendix II.E provides a cross-reference between ICNPO and ISIC classifications.
 - 5.31. As mentioned in paragraph 5.22(d) above, coders should be aware that in some countries respondents may identify unpaid work they did with a group of neighbours or community members to build or construct community infrastructure. In such cases, coders should classify these responses in the same way as they classify direct volunteer work, as noted in paragraph 5.23 above, using the cross-reference offered in Appendix II.D.
 - 5.32. In cases where surveys are conducted in person, cards or prompts may be used to help respondents identify the major industry category of the organization through which volunteer work is performed.

Table 5.1
Examples of volunteer occupations associated with ISCO-08 major groups

ISCO major group	Examples of volunteer occupations
1. Legislators, senior officials and managers	Lead or manage a nonprofit organization, association, union, or similar organization. Serve on a board of directors or management committee of an organization Policy and research managers
2. Professionals	Develop emergency preparedness plans for a community Provide pro bono legal or dispute resolution services Manage a programme or organisation designed to collect and analyze data for public information Provide professional social work and counseling services
3. Technicians and associate professionals	Provide emergency medical care Take the lead in planning, managing, or organizing an event Mentor Coach, referee, judge, or supervise a sports team Teaching, training, or tutoring
4. Clerks	Interview other people for the purpose of recording information to be used for research Provide clerical services, filing and copying Help to provide technical assistance at a sporting or recreational event
5. Service workers and shop and market sales workers	Prepare or serve meals for others Help to organize a funeral Contact people to advance a cause by going door-to-door Help with childcare and short-term foster care Provide personal care (e.g., bathing, cooking) for a person in another household
6. Skilled agricultural and fishery workers	Make improvements to the public green areas of your community, by planting trees and other nursery stock Help to transport, gather, or organize a community harvest
7. Craft and related trades workers	Construction, renovation and repairs of dwellings and other structures as help to other households Bicycle repair and maintenance
8. Plant and machine operators and assemblers	Drive others to appointments
9. Elementary occupations	Collect trash, garbage and sort recycling materials Help to clean up after a sporting or recreational event for public entertainment Donate blood or other biological material such as bone marrow or organs

Table 5.2
ISIC aggregation for reporting on industry or field of volunteer work

ISIC Rev. 4 title	ISIC sections	ISIC divisions	ISIC groups	ISIC classes
Agriculture, forestry and fishing	A	01–03	012, 013, 016, 021-024	0129, 0130, 0161- 0164, 0210- 0240
Mining and quarrying	B	05–09		
Manufacturing	C	10–33	170, 181, 182, 329	1709, 1811, 1812, 1820, 3290
Electricity, gas, steam and air conditioning supply	D	35	351	3510
Water supply; sewerage, waste management and remediation activities	E	36–39	360-390	3600, 3811- 3822, 3830, 3900
Construction	F	41–43	410-439	4100, 4210- 4290, 4312- 4390
Wholesale and retail trade; repair of motor vehicles and motorcycles	G	45–47	477	4774
Transportation and storage	H	49–53	492	4922
Accommodation and food service activities	I	55–56	551, 552, 559, 561, 562, 563	5510, 5520, 5590, 5610, 5621, 5629, 5630
Information and communication	J	58–63	581, 582, 591-592, 601-602, 620, 639	5811, 5812- 5820, 5911- 5913, 5920, 6010-6020, 6201, 6202, 6391
Financial and insurance activities	K	64–66	641-649, 651, 653, 661, 663	6419-6430, 6499, 6511, 6512, 6530, 6619, 6630
Real estate activities	L	68	681, 682	6810-6820
Professional, scientific and technical activities	M	69–75	691, 692, 702, 722, 7732, 741-749, 750	6910, 6920, 7020-7220, 7320, 7410- 7490, 7500

Table 5.2 (Cont.)

ISIC Rev. 4 title	ISIC sections	ISIC divisions	ISIC groups	ISIC classes
Administrative and support service activities	N	77–82	781, 799, 810, 812-830	7810, 7990, 8110, 8129-30,
Public order and safety	O	84	841, 842	8411-8413, 8421, 8423
Education	P	85	851-853, 854, 855	8510, 8521, 8522, 8530, 8541-8550
Human health and residential care activities	Q**	86–87	861-869, 871-879	8610-8690, 8710-8790
Social work activities without accommodation	Q**	88	881-889	8810-8890
Arts, entertainment and recreation	R	90–93	900, 910-932	9000, 9101-9103, 9200, 9311-9319, 8321, 9329
Activities of business, employers and professional membership organizations and trade unions	S**	94**	941-942	9411, 9412, 9420
Activities of religious organizations	S**	94**	949**	9491
Grantmaking and giving services	S**	94**	949**	9499**
Activities of other membership organizations, n.e.c.	S**	94**	949**	9492, 9499**
Other service activities	S**	95–96	960	9603, 9609
Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	T	97–98		9700, 9810, 9820
Activities of extraterritorial organizations and bodies	U	99		

Note: ** Indicates a split of a section, division or group.

Source: United Nations (forthcoming), Chapter 6.2.

CHAPTER 6

VOLUNTEER RATE, VALUING VOLUNTEER WORK, AND OTHER USES OF DATA

Introduction

- 6.1. This chapter examines useful analyses that can be carried out with the data generated by implementation of the recommended *Module on volunteer work* as described in Chapter 5. Of special note are procedures for computing a volunteer *rate* and for estimating the economic *value* of volunteer work, both highly useful variables for conveying the scale and contribution of volunteer work and relating volunteer work to other types of labour. In addition, the chapter provides other interesting insights into volunteer work that are made possible by data derived from implementation of the recommended module. The examples cited are intended for illustration purposed only, and countries may develop their own analysis and presentation plans for these data.

Volunteer rate

- 6.2. The volunteer rate is a convenient expression of the extent to which a country's population engages in volunteering. It is computed by dividing the number of volunteers identified through the volunteering module by the relevant population of the country, after applying any weighting factors needed to make the survey respondents representative of the population of the country.
- 6.3. The population against which the volunteers should be compared is the population above the minimum age. As noted in Chapter 3, the recommended minimum age is over 15 years of age, which is the minimum age commonly used for the measurement of employment in labour force surveys in most developed and many developing countries. It seems reasonable to use such a cut-off point for volunteer work because of the difficulty noted in Chapter 3 of determining whether the "non-compulsory" criterion defining volunteer work is met for minors. Countries may choose to use a lower boundary if warranted by local circumstances. In addition, because volunteer work may be carried out by persons who are economically inactive, this *Manual* recommends using the entire adult population instead of the labour force as the base in computing the volunteer rate
- 6.4. Thus the volunteer rate for a country can be computed according to the following formula:

$$\text{Volunteer rate (\%)} = \frac{\text{Estimated number of volunteers in the reference period in the country}}{\text{Population of the country above the minimum age during the reference period}}$$

Estimating the economic value of volunteer work

- 6.5. As previous chapters have indicated, a major objective of the present *Manual* is to provide a basis for estimating the economic value of volunteer work, in part so that this can be included in national accounts statistics, and particularly in the “satellite accounts” on NPIs recommended in the United Nations’ *Handbook on nonprofit institutions*.
- 6.6. Broadly speaking, two general approaches are available to measure the economic value of volunteer and other unpaid work.
- (a) The first — the *opportunity cost approach* — essentially measures the economic value of volunteering to the volunteer. It does so by assigning to the hours of volunteer work the average wage that the volunteer would earn if that volunteer worked at a regular job for those same hours. In some accounts, however, analysts assume that the volunteer time is a substitute for leisure rather than work, in which case the wage assigned to volunteer work is zero.
 - (b) The second approach — the *replacement cost approach* — comes closer to measuring the value of volunteering to the recipient of the volunteer effort, and hence to society at large. It does so by assigning to the hours of volunteer work what it would cost to hire someone for pay to do the work that the volunteer is doing for no pay.⁸
- 6.7. Of the two approaches, the *replacement cost approach* seems most relevant to the objective being sought and is the method this *Manual* recommends. It does not mean, however, that the *Manual* views volunteer labour as a replacement for paid labour or favours policies that replace one with the other, as has been emphasized earlier. Rather, it reflects the consensus among researchers in the field that this is the most reasonable method for estimating the economic value of volunteer inputs (see, for example, Abraham and Mackie 2005; Statistics Canada, 2005). However, this approach is not without its difficulties owing to hypothesized differences in skill and efficiency between a volunteer and a paid employee doing essentially the same job, not to mention differences in wage rates for similar work in different institutional settings (nonprofit organizations, government and for-profit businesses). Several attempts have therefore been made to take account of these differences, as outlined below.
- (a) In the absence of detailed information on the actual work that volunteers perform, the United Nations *Handbook on Nonprofit Institutions in the System of National Accounts* (United Nations 2003, para. 5.33) adopted a fall-back approach developed by Statistics Canada that assigns to volunteer hours the average gross wage for the community, welfare and social service occupation category.⁹

⁸ Other approaches attempt to put a value on the benefits that volunteering produces for the volunteer as well. Measurement difficulties limit the practical application of this approach, however.

⁹ The Canadian occupation NOC-S E212, Community and social service workers, contains occupations coded to ISCO 3412 (most prevalent), 1344, 2226, 2634, 2635, 3259 and 5312.

- (b) Other researchers apply a discount to the wage rate of a paid worker in an occupation to produce a “quality-adjusted replacement cost” for volunteer workers (Abraham and Mackie 2005, p. 70),¹⁰ or utilize other proxies.¹¹
- 6.8. What is clear from this previous work is that using the replacement cost method has hitherto been constrained by the lack of detail on occupation and industry in the datasets employed.
- (a) Time use categories are often so broad that assigning generally used occupational or industry codes is somewhat arbitrary. For example, the International Classification of Activities for Time-Use Statistics (ICATUS)¹² has only two classes in Group 0813 (Organized unpaid volunteer services): volunteer work for organizations (not directly for individuals), and volunteer work through organizations (extended directly to individuals). Group 0811 (Unpaid help to other households) has eight classes, but even this is far less detailed than the classes for providing domestic services for own final use and unpaid care-giving services to household members.
- (b) Special surveys of volunteer work often have specialized and idiosyncratic descriptors of the volunteer work done and the type of organization that benefited from the activity. An example is the set of volunteering supplements to the September Current Population Survey (CPS), the monthly survey of about 60,000 households conducted by the U.S. Census Bureau for the Bureau of Labor Statistics. This survey of organization-based volunteering asks about 13 types of volunteer activity (occupation) and 9 types of organization (industry), but neither set relates easily to established occupational or industry classifications.

Recommended estimation methodology taking advantage of the volunteering module data

- 6.9. The estimation procedure for valuing volunteer work recommended in this *Manual* is the full replacement cost method, i.e. assigning the actual wage¹³ for the occupation and industry of the

¹⁰ To adjust for differences in skill and effort in valuing non-market production in the household, NPI and government sectors, Abraham and Mackie recommend estimating the “quality-adjusted replacement cost” by multiplying the specialist wage W_s by a factor b , “typically between zero and one, that indicates the shortfall (or, in rare cases, excess) of the household member’s productivity in comparison with the specialist’s productivity in that activity.” (Abraham and Mackie 2005, p. 70).

¹¹ Thus, for example, the Australian Bureau of Statistics (2009) used a weighted average wage for all volunteering activity; Statistics New Zealand (2007) applied the equivalent occupational wage to each instance of volunteer activity; Mook (Mook 2007; Mook and Quarter 2003) used average wages in the industries for which the volunteers worked to value the effort; Pho (2008) converted the descriptions of volunteer activities in the U.S. Current Population Survey Volunteering Supplement to their industry/occupational equivalents to obtain a set of wage estimates; and Landefeld et al. (2009) used industry equivalent wage rates reduced by 25 per cent to estimate the value of household production from time use statistics.

¹² See United Nations (2005).

¹³ In this manual, the term “wage” is used in a general way to include any payment as a result of employment. There are various international concepts relating to wages and the most commonly measured, and therefore preferred, relates to “gross earnings.” Countries may choose another measure, such as “net earnings” or “wage rates,”

work performed to each hour volunteered. This estimation procedure avoids some of the pitfalls in the previous studies by making use of the fact that the dataset produced by the recommended volunteer survey module associates with each episode of volunteer hours reported the ISCO-08 occupation of the activity undertaken and the ISIC Rev. 4 industry in which the work was performed.

6.10. In addition to the more refined estimates of the replacement wage used to impute the value of volunteer work, the new dataset resulting from this *Manual* will offer occupational code assignments that are likely to differentiate skill levels more clearly than has been the case in the past. The ISCO-08 coding index, described in more detail in Appendix II, assigns occupational codes to occupational titles or descriptions of tasks performed. In making these assignments, there was a conscious effort not to assign a high skill level unless there was clear justification. Thus, this new survey module dataset has characteristics that make the arbitrary adjustments for skill differentials between volunteers and paid workers less necessary.

6.11. To illustrate, consider Table 6.1 below, which contains data for the United States on employment shares and associated mean hourly wages for all major occupational groups and selected industries chosen because they are likely to contain NPIs. Industries are shown at the most detailed level available, but the occupations shown summarize available four-digit and even five-digit detail. This table illustrates several points:

- (a) The overall wage for a particular occupation is not the same for all industry classes.
- (b) The overall wage for a particular industry is not the same for all occupational classes.
- (c) This diversity is even more pronounced at greater levels of occupational detail.

Thus, using this more detailed information is likely to provide better estimates of the “quality-adjusted replacement wage” than have been possible in the past.

6.12. If a more precise measurement of the replacement cost is available (e.g., taking account of sex, experience and other factors), it can be used. On the other hand, in the absence of detailed wage data by industry and occupation, the recommendation is to use the best detail available — by occupation or by industry — if the combination is unavailable.

6.13. Where use of the full replacement cost method is not feasible because of data limitations or other factors, the recommendation is to use the best available detail possible. However, in the absence of detailed data, there exist some fall-back positions for estimating the wage of volunteers. These include:

- (a) applying average wages by industry;
- (b) applying average wages by occupation;

depending on data availability and quality and should note this in the metadata. For more information on wage statistics, see the ILO’s discussion of income in the Overview and Topics section of its website: <http://www.ilo.org/global/statistics-and-databases/statistics-overview-and-topics/income/lang--en/index.htm>.

- (c) using a three-fold estimate of wages to differentiate high, medium- and low-skilled workers;
- (d) applying a minimum wage, i.e., either an official minimum wage or the wage of a low-paying occupation such as social work without accommodation (as is used in Canada and as is recommended in the United Nations *Handbook* on nonprofit institutions);
- (e) where no wage data exist at all, interviewing workers in the market place to gain at least a rough estimate of wage rates for various occupations.

Other valuation exercises

- 6.14. If an estimate of the value to the volunteer is desired, then an opportunity cost approach is appropriate (Brown. 1999; Abraham and Mackie, 2005). Here the wage imputed is that for the respondent's normal occupation and industry, which may be part of the standard information in the survey module dataset. If not, links to other datasets may be needed. Landefeld *et al.* (2009) used the average wage for all workers in their opportunity cost estimates, but Pho (2008) was able to use respondents' own wages included in the dataset.

Table 6.1:
Mean hourly wage and share of employment for SOC major groups, in selected NAICS industries

SOC Major group code	Occupation title	All NAICS industries		NAICS 624400 Child day care services		NAICS 711100 Performing arts companies		NAICS 813200 Grantmaking and giving services		NAICS 813300 Social advocacy organizations		NAICS 813400 Civic and social organizations		NAICS 813930 Labor unions and similar labor organizations	
		Percent employ- ment	Mean hourly wage	Percent employ- ment	Mean hourly wage	Percent employ- ment	Mean hourly wage	Percent employ- ment	Mean hourly wage	Percent employ- ment	Mean hourly wage	Percent employ- ment	Mean hourly wage	Percent employ- ment	Mean hourly wage
00-0000	All Occupations	100.00	20.32	100.00	11.32	100.00	22.69	100.00	24.63	100.00	19.37	100.00	13.02	100.00	24.11
11-0000	Management occupations	4.55	48.23	5.09	21.99	4.40	43.42	14.45	47.25	10.92	38.04	4.71	32.78	5.78	47.68
13-0000	Business and financial operations occupations	4.54	31.12	0.37	22.14	3.06	29.37	14.41	29.73	7.81	25.86	2.29	23.07	63.54	24.19
15-0000	Computer and mathematical science occupations	2.45	35.82	0.04	22.70	0.43	25.85	2.60	29.38	1.35	26.01	0.44	23.60	0.56	33.24
17-0000	Architecture and engineering occupations	1.87	34.34							0.19	27.40	0.01	26.31		
19-0000	Life, physical, and social science occupations	0.96	30.90	0.04	28.02	0.27	25.98	1.24	25.79	3.00	26.08	0.24	27.08	0.10	32.39
21-0000	Community and social services occupations	1.38	20.09	2.02	15.43	0.02	18.29	9.17	19.83	17.42	17.38	2.81	16.40	1.05	19.73
23-0000	Legal occupations	0.74	44.36					0.24	46.75	0.92	34.41	0.03	39.45	1.35	43.18
25-0000	Education, training, and library occupations	6.25	23.30	51.36	11.32	2.60	21.39	5.51	18.85	6.22	13.81	5.68	13.37	0.46	25.00
27-0000	Arts, design, entertainment, sports, and media occupations	1.34	24.36	0.09	18.06	52.43	26.58	8.45	26.54	5.49	26.19	3.82	16.24	1.47	27.83
29-0000	Healthcare practitioners and technical occupations	5.23	32.64	0.42	26.98			1.32	30.51	1.37	24.90	0.07	31.08	**	30.46
31-0000	Healthcare support occupations	2.80	12.66	0.16	11.12			0.21	12.88	0.92	10.77	0.07	20.26		
33-0000	Protective service occupations	2.31	19.33	0.08	10.94	0.50	14.69	0.19	12.10	1.87	13.92	6.21	9.58	0.41	14.35
35-0000	Food preparation and serving related occupations	8.46	9.72	3.07	9.54	5.45	9.89	1.26	10.67	1.42	9.76	20.63	9.62	0.05	9.15
37-0000	Building and grounds cleaning and maintenance occupations	3.28	11.72	1.07	10.02	1.13	12.36	0.92	12.37	1.86	11.45	4.99	10.39	0.84	12.73
39-0000	Personal care and service occupations	2.54	11.59	31.49	9.07	8.54	12.07	3.39	10.97	13.35	10.51	29.49	11.54	0.06	17.51
41-0000	Sales and related occupations	10.61	17.35	0.07	10.69	5.58	13.63	6.86	18.75	2.31	18.10	1.88	14.69	0.48	17.28
43-0000	Office and administrative support occupations	17.13	15.49	3.57	13.13	9.78	15.39	27.90	16.69	20.20	15.33	14.87	12.69	22.56	17.65
45-0000	Farming, fishing, and forestry occupations	0.32	11.32							0.30	13.63	**	11.19		
47-0000	Construction and extraction occupations	4.84	20.36			2.20	25.80	0.07	13.59	0.36	19.21	**	19.14	0.07	20.68
49-0000	Installation, maintenance, and repair occupations	3.98	19.82	0.20	13.58	0.56	20.30	0.39	18.03	0.90	15.14	1.04	15.01	0.49	20.02
51-0000	Production occupations	7.34	15.54			0.31	16.82	0.03	14.58	0.07	14.02	0.07	15.58	0.04	22.65
53-0000	Transportation and material moving occupations	7.03	15.12	0.85	10.71	2.68	16.90	1.34	11.89	1.78	11.01	0.54	11.62	0.47	16.51
55-0000	Military-specific occupations														
** Estimates not released															
SOC Standard Occupational Classification															
NAICS North American Standard Industry Classification System															
Source: US Bureau of Labor Statistics. May 2008 National Industry-Specific Occupational Employment and Wage Estimates.															

CHAPTER 7

SURVEY MODULE IMPLEMENTATION AND DATA PRESENTATION

Introduction

- 7.1 This chapter discusses administrative matters related to the implementation of the survey *Module on volunteer work* and offers suggestions for the presentation of data. Most of the administrative matters are common to other surveys, but some are specific to the recommended module . Included are (a) issues related to the characteristics of the labour force surveys that provide the platform for the module, (b) steps to adapt the module to local circumstances, (c) instructions for interviewers, (d) guidance for handling non-response, and (e) tips about reporting the resulting data.

Key features of the data collection platform that can affect the accuracy of the resulting data

- 7.2 Certain characteristics of the survey platform used to collect data on volunteer work can affect data outcomes. This is true of both labour force and other household surveys. Included here are the survey coverage, timing and frequency, method of administration, use of proxy responses, and placement of the recommended *Module on volunteer work*. In particular:
- (a) **Coverage.** Certain population groups are often excluded from labour force surveys, including persons in collective households (e.g. monasteries, hospitals, prisons, work camps and military barracks), persons living in remote areas or areas that are difficult to reach and persons with no fixed address (e.g., homeless or nomadic). These groups will therefore also be excluded from the volunteer work survey module. However, all other persons above the minimum age cut-off point are covered and should be administered the survey module.
 - (b) **Timing and frequency.** The timing of data collection for the survey can affect the volunteering data and should be considered. For one thing, volunteering episodes are often seasonal, increasing for example during the school year or during major religious holidays such as Ramadan or Christmas; they may also be affected by weather patterns such as the harvest and monsoon seasons, and by specific events such as natural disasters, blizzards, floods, typhoons or political campaigns. The timing of regular surveys on volunteer work should take seasonal influences into account. Surveys conducted more frequently than once a year will help to identify seasonal influences. When surveys are conducted only once a year two options are recommended: first, to administer the survey during a month when these influences can be minimized; second, to include questions about major events during the year, as recommended in this *Manual*.

Box 7.1

Typical seasonal or event-specific influences on volunteering

Seasonal influences on volunteer work

Major holidays (Ramadan, Christmas, etc.)

School/business cycle (holidays)

Weather patterns (harvest, winter, monsoon, etc.)

Event-specific influences on volunteer work

Natural disasters (tsunamis, earthquakes, etc.)

Extreme weather (blizzards, typhoons, etc.)

Major political events (elections, wars, terrorist attacks, etc.)

- (c) While this *Manual* recommends that the *Module on volunteer work* be administered at least once a year, it recognizes that some countries will choose to do so less frequently. In these countries, therefore, it is recommended that an annual question be included on the head-count of volunteers in years when the module is not administered; this will provide at least minimal data with which to identify volunteering trends. A suggested wording for this question is presented in Table 7.1 below.

Table 7.1

Suggested annual questions on volunteer work activities in years when the volunteer module is not administered

Step or variable	Question
START	<p>So far I have been asking you about paid work. The next few questions are about <u>unpaid, non-compulsory</u> work that you did, that is, time you gave without pay to activities performed either through organizations or directly for others outside your own household.</p> <p>In the last four weeks (provide dates marking period) did you spend any time on this kind of <u>unpaid</u> activity?</p> <p><i>(If “Yes”, proceed to WORK_01. If “No” or “Not sure” proceed to next portion of survey.)</i></p> <p><i>(Note: Work is understood here to be an activity that could, in principle, be done for pay.)</i></p> <p><i>(Note: Reimbursement of expenses does not disqualify an activity.)</i></p>
WORK_01	<p>In the last four weeks (provide dates marking the period) was any of the unpaid work you did performed for or through any organization?</p> <p><i>(If “Yes”, proceed to HOUR_01.)</i></p>
HOUR_01	<p>Approximately how many hours did you devote to unpaid activities performed for or through organizations in the last four weeks?</p> <p><i>(Record number of hours.)</i></p>
WORK_02	<p>In the last four weeks (provide dates marking the period) was any of the unpaid work you did performed directly for people outside of your household?</p> <p><i>(If “Yes”, proceed to HOUR_02)</i></p>
HOUR_02	<p>Approximately how many hours did you devote to unpaid activities performed directly for people outside your household in the last four weeks?</p> <p><i>(Record number of hours.)</i></p>

- 7.3 **Use of proxy responses.** In general, the administration of the *Module on volunteer work* can follow the same guidelines as the labour force survey that houses it, with one exception. While proxy responses may work satisfactorily in labour force surveys in general, since all qualified respondents are likely to know the employment status of all other household members, their volunteer work may not be as well known to one another. This *Manual* therefore discourages the use of proxy responses for volunteer work and recommends that all target respondents in the household be surveyed. Efforts should therefore be made to contact all household members individually to administer the volunteer supplement, and proxy responses should be used only as

a fall-back when serious efforts have been made to survey every target respondent in the household. Where this is not possible, one member of the household should be randomly selected for the survey and an effort made to ensure that he or she does respond. Countries should not rely on responses only from those who are available to respond to the survey because of possible response bias; those who are more available to respond to the survey are also more likely to volunteer.

- 7.4. **Placement of the volunteer work module.** If the survey platform covers topics other than employment and unemployment, this *Manual* recommends that the *Module on volunteer work* be inserted before any other topic and directly after questions about employment and unemployment.

Procedure for adapting the module

- 7.5 In all likelihood, some adaptation of the survey module will be needed to take account of the local context. Possible adaptations include: (a) translating the module into the local language and selecting the appropriate terms and examples to describe volunteer work; (b) deciding on a minimum age for volunteering, which may differ from the minimum age for inclusion in the labour force; (c) deciding whether filter questions may be needed to check certain features of the definition; (d) selecting the appropriate reference period; (e) determining the appropriate prompts to use; (f) using national occupational and industrial classifications which differ from ISCO-08 and ISIC Rev 4; and (g) determining whether to include questions in order to gather data on additional topics.

- (a) **Terminology.** As discussed in Chapter 3 of this *Manual*, the term “volunteer” or “volunteering” is not widely understood in all parts of the world and has a variety of connotations, both positive and negative. Research in Canada and the United States has shown that certain respondents will report that they did not volunteer when the term “volunteering” is used in the survey instrument. However, these same respondents will report that they “helped” or “donated some time” when prompted (UNECE Volunteer Standardization Task Force, 2007, pp. 11). For this reason, the term “unpaid work” is used in the module, and the term “volunteering” is not used at all. In addition, various prompts are suggested to help respondents to focus on the desired range of activity. To ensure that the set of prompts works as desired, however, it will need to be modified to fit local experience. In addition to reviewing local research on the topic, focus group discussion and advisory panels composed of volunteer experts are two of the best means of adapting the module to the local context.
- (b) **Minimum age.** Countries may choose a different minimum age cut-off point for deciding which volunteer work to consider as being within the scope of the survey. The key factor will be the age at which children can reasonably be considered to be making a non-compulsory decision to engage in volunteer work or not.
- (c) **Reference period.** As noted in Chapter 4 of this *Manual*, volunteer work tends to be a less frequent activity than paid employment, which means that significant dimensions of it may be missed if the reference period is too short. On the other hand, if the reference period is too long the accuracy of the recall declines. Determining the appropriate length of the reference period for the local context depends on how often the module will be implemented in the course of a year.

- i) On the assumption that most countries will incorporate the *Module on volunteer work* into a labour force or other survey at most once a year, this *Manual* proposes a four-week reference period instead of the one-week period common in many labour force surveys. The four-week reference period should be long enough to capture irregular volunteer activity but not so long as to make recall unduly difficult.
 - ii) In addition to the four-week reference period, the module proposes including an additional question to capture activities engaged in only once or twice a year (for instance, around a religious holiday that may not correspond with the timing of the labour force survey).
 - iii) In countries where labour force surveys are continuous and the volunteer supplement included regularly, a shorter reference period (one week) may be used.
- (d) **Initial prompt.** The *Module on volunteer work* presented in this *Manual* proposes a short lead-in question to fix the concept of unpaid volunteer work in the mind of the respondent, followed by a reasonable list of prompts about specific activities, followed by a catch-all prompt question. This approach was chosen after testing a draft module and on the basis of a review by members of the JHU/ILO Technical Experts Group on the Measurement of Volunteer Work. In countries where these concepts are less familiar and where surveys are conducted face to face, however, it may be useful, and possibly culturally appropriate, to offer a longer introductory statement to help respondents understand the focus of the volunteer work survey. In countries where show cards are typically employed in labour force surveys, a show card can be used to convey a range of possible volunteer work activities.
- (e) **Alternative classification structures.** Countries can use their own occupational and industrial classifications for volunteer work. However, the further these classifications diverge from the recommended ISCO and ISIC classifications recommended here, the less a country's data will be comparable with those of other countries.
- (f) **Additional questions.** If it is not deemed too burdensome on either respondents or interviewers, additional questions can be included in the module in order to collect data on a range of other topics that may be of interest locally. A list of possible topics and suggested language for them is proposed in Appendix III.
- (g) **Filter questions.** To ensure that the key features of the definition of volunteer work are properly understood, it may be desirable to add filter questions to the module, to check on such features as whether the volunteer work is a result of legal or other form of compulsion or whether it involves compensation (as opposed to modest reimbursement of expenses). Suggested language for four filter questions addressing the issues of compulsory service, family relationship, compensation, and the domestic vs. international volunteering is suggested below.
- (i) **Compulsory service.** As noted above, work without pay or with limited pay is often required by law or as a condition of receipt of some other benefit. This can occur, for example, when national service is offered as an alternative to mandatory military service or imprisonment for a crime, or as a requirement for graduation from a school. Where this is the case, the resulting unpaid work does not qualify as volunteer work because it violates the non-compulsory criterion of the definition of volunteer work recommended here. To verify that apparent volunteer work is not outside the scope of the survey,

statistical agencies may choose to incorporate a filter question in their volunteer survey module such as that proposed below.

FILTER_A_01	Was this unpaid work required by authorities as part of mandatory national service, by court order, or for some other purpose? (Record response verbatim)
FILTER_A_02	Was this unpaid work required by your employer as a condition of employment or of graduation from your school? (Record response verbatim)

- ii) **Unpaid work for relatives.** The definition of volunteer work recommended in this *Manual* restricts such work to persons outside one's own household. Depending on the living arrangements of communities, however, this criterion may have very different implications in different contexts. Because extended family members (parents, grandparents, aunts, etc.) are more likely to live together in developing than in developed countries, the rate of direct volunteering may be elevated in developed countries and understated in developing countries. To check on this, statistical agencies could usefully add a filter question to determine the extent to which the volunteer work captured in the survey is being done for family members, albeit family members living outside the respondent's actual household.

FILTER_B_01	Was this unpaid work performed for a member of your family who lives outside your household (e.g., a parent, grandparent, aunt, uncle, cousin, sibling, or child of someone living in the household)? (If "Yes", go to FILTER_02, if "No", go to...)
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- (iii) **Compensation.** While volunteer work by definition is work without monetary pay or compensation, some forms of monetary or in-kind exchange may still be possible without violating this feature of the definition. As noted in Chapter 2, volunteers may be reimbursed for out-of-pocket expenses they incur in their assignment, may receive low-value provision of services, such as a meal or transportation, may receive symbolic gifts, which act as expressions of gratitude for the work done, and may in some circumstances receive stipends.

- Whether the monetary exchange determines that the observed unpaid work is within or outside the scope of volunteer work will depend on local circumstances and customs, because the value of the wage foregone or the gift received by the volunteer is likely to vary from place to place. Each country should make these determinations in accordance with local customs, and the survey administrators could include decisions taken in this respect in the survey instructions.
- To make sure survey respondents understand this aspect of volunteer work in the same way as the survey designers, it may be useful to add a filter questions asking

specifically about any such compensation. The possible wording of a filter question to this effect is proposed below.

FILTER_C_01	Did you receive or do you expect to receive anything in exchange for your help/work? Y/N <i>If "No" go to ACT_02</i>
FILTER_C_02	What did you receive or do you expect to receive for your help/work? <i>Record verbatim</i>
FILTER_C_03	What is the approximate value of what you received or expect to receive for your help/work? <i>Record value in currency units.</i>

- (iv) **International volunteer work.** Not all volunteer work is done for people in one's own country. To differentiate between the portion of volunteer work carried out by respondents in one's own country from that carried out in other countries, a filter question such as the one suggested below could be used.

FILTER_D_01	Did you do this unpaid work (abroad/outside this country)? <i>(Record response verbatim)</i>
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Training of interview managers, operators and coders

- 7.6. Volunteer work involves a number of concepts that are likely to be unfamiliar to the teams responsible for operating labor force or other social surveys. Special training will therefore be required to make all those involved in this survey work—supervisors, survey designers, interviewers, coders, and data entry personnel—familiar with the concepts involved. Among the major concepts that will need to be emphasized during this additional training are these: the defining features of volunteer work, the range of volunteer work that respondents in their country might do, the distinction between remuneration and reimbursement of expenses, types of compulsion that disqualify a form of unpaid work from being considered volunteer work, the handling of proxy responses for this activity, and any socio-cultural aspects that might affect responses, including sensitivity to religious or cultural holidays that may affect response rates. Survey teams will also need to be made familiar enough with local realities to judge when prompts will be needed to avoid inappropriate or misunderstood responses.
- 7.7. Training will be necessary for the national accounts staff called on to interpret the results of the surveys and to integrate them into other statistical systems, including the satellite accounts recommended in the United Nations *Handbook* on nonprofit institutions.

- 7.8. Part Three of the 2005 United Nations publication *Guide to producing statistics on time use: Measuring paid and unpaid work* offers some practical suggestions for implementing a survey with vocabulary unfamiliar to the staff and other team members involved (United Nations, 2005).

Handling of non-respondents

- 7.9. Non-response can be a problem in a survey of volunteer work. Since responding to a survey is itself an act similar to volunteering, non-response may compromise the representation of the sample and produce biased estimates since non-volunteers may choose not to respond, boosting the estimate of the share of respondents who volunteer. Indeed Abraham et al. (Abraham 2008, p. 3) suggest that the growth in the United States volunteering rate reported in Gallup surveys from 1977 to 1991 may be largely a reflection of declining response rates among non-volunteers. However, evidence of the seriousness of non-response bias in volunteer surveys is inconclusive. On the one hand, an analysis of the American Time Use Survey (ATUS) suggests that non-response bias is a fact for both volunteering rates and volunteering hours.¹⁴ However, experience from Statistics Canada indicates that non-response was not a major factor in its studies of volunteering.¹⁵ Given the brevity of the recommended volunteer survey module and the fact that it is designed to be attached to a labour force survey, which is mandatory in many countries, non-response should be minimized. Nevertheless, steps should probably be taken to limit further the possibilities of non-response bias. Since non-response results from either non-contact or refusal, both problems should be addressed.¹⁶

¹⁴ Using a dataset consisting of a random subsample of respondents and non-respondents to the American Time Use Survey (ATUS) that was previously part of the CPS volunteering supplement, Abraham et al. (2008) estimated CPS volunteer rates and average hours for the full overlap sample, for ATUS respondents and for ATUS non-respondents. Both volunteer rates and volunteer hours differed for respondents and non-respondents, both in the aggregate and for a number of demographic and other subgroups, suggesting that standard non-response bias adjustments are unlikely to be adequate. However, bivariate or multivariate inferences about the relationship of volunteering to respondent characteristics are relatively immune to non-response bias.

¹⁵ When Statistics Canada changed the platform for its 2004 Canada Survey of Giving, Volunteering and Participating, the resulting volunteer rate of 45 per cent was much higher than that found in the 2000 National Survey of Giving, Volunteering and Participating, which was 27 per cent. Although there were reasons to suspect that volunteering might be more prevalent in 2004 than in earlier years, questions remained. Response rates were much lower for the new stand-alone survey than those for earlier surveys, which were supplements to the Labour Force Survey. Complicating the analysis were changes in the questionnaire and in the sampling frame, where the new random-digit-dialing sample provided limited information for non-response adjustment. Fortunately Statistics Canada had also conducted a 2004 Follow-up Survey of Giving, Volunteering and Participating, using the old questionnaire and methodology, so it was possible to compare 2004 volunteer rates generated using the two methodologies. They turned out to be similar, and the analysts concluded that the increase in volunteering was a real phenomenon (Statistics Canada 2006a).

¹⁶ See Groves and Couper (1998, pp. 295-321) and Groves (2006, p. 263).

- (a) Minimizing non-contact involves such measures as repeated follow-ups, contacting those likely to be difficult to reach early in the process to ensure adequate follow-up time, and use of advance letters explaining the survey in mail and face-to-face surveys.
- (b) Minimizing refusal involves such measures as training interviewers in the art of persuasion and explaining the purpose of the survey to prospective respondents in ways that will pique their interest (Groves, 2006, p. 664-5).
- (c) If non-response bias is deemed to be a significant problem, the use of statistical techniques to gauge and correct it may be considered. Such techniques are discussed in Groves (2006), Little and Vartivarian (2003), Groves et al. (2006), and Abraham et al., (2006).¹⁷ Groves notes, however that “all these adjustment techniques require assumptions that groups of respondents and non-respondents share response propensities *and* distributional properties on survey measures.” It is generally impossible to test these assumptions, and caution is therefore advised in applying these techniques to volunteering surveys.

Presentation of data

7.10. This section of the *Manual* describes eight data tables that can be constructed from the survey data. Samples of these tables are appended to the end of this chapter. They are intended as illustrations rather than as required formats, however. The tables are designed to provide summary data for all the variables collected using the survey module, with detail by type of volunteer work (direct for households, or for or through organizations), volunteer characteristics, the occupational characteristics of the work performed, and the industry/field in which the work took place. To the extent feasible, reporting on volunteer work should follow a reporting structure that is comparable with that used for paid work. In particular:

- (a) Table 7.2, Population age 15 and above, number of volunteers, volunteer rate, volunteer hours, and value of volunteer work, by type of volunteering and volunteer characteristics describes volunteers by the type of volunteering (direct or organization-based) and demographic characteristics. It shows volunteer rates, numbers and hours separately for (1) the total amount of volunteer work, (2) volunteer work for or through organizations, and (3) volunteer work directly for other households. Data are shown in the aggregate with detail by various demographic characteristics of volunteers: sex, age, marital status, etc. Suggested detail within each characteristic is provided, though it is understood that countries may prefer to use local conventions.
- (b) Table 7.3, Number of volunteers, volunteer hours, and value of volunteer work, by type of volunteer occupation and sex of volunteer, shows the volunteer occupations by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in the aggregate, with detail by ISCO-08 at the highest level of aggregation for purposes of illustration. Data are also shown separately for men and women.

¹⁷ These statistical adjustments include weighting class adjustments, propensity models, calibration methods, and post-stratification using subclasses (Groves, 2006, p. 653).

- (c) Table 7.4, Number of volunteers, volunteer hours, and value of volunteer work, by industry of volunteer work and sex of volunteer, shows the industry in which the volunteer work took place by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. . Data are shown in the aggregate, with detail by ISIC at the highest level of aggregation for purposes of illustration. Data are also shown separately for men and women.
 - (d) Table 7.5, Number of volunteers, volunteer hours, and value of volunteering, by ICNPO field of volunteer work and sex of volunteer, shows the ICNPO industry in which the volunteer work occurred by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in the aggregate, with detail by ICNPO for countries that wish to maintain comparability with previous reports using this classification. Data are also shown separately for men and women.
 - (e) Table 7.6, Organization-based volunteer work, by type of organization, type of volunteer occupation, and sex of volunteer, disaggregates the “organization-based work” columns of Table 7.2 by type of organization — NPIs, business, government, or other organizations. Data are also shown separately for men and women.
 - (f) Table 7.7, Organization-based volunteer work, by type of organization, sex of volunteer, and industry in which volunteer work is done, gives similar detail by industry. Data are also shown separately for men and women.
 - (g) Table 7.8, Direct volunteer work: number of volunteers, total hours volunteered, and value of volunteer work, by volunteer characteristics and pattern of volunteering, shows the number of direct volunteers and total hours volunteered (1) in total, (2) by those who volunteer only in this form, and (3) by those who also volunteered for or through organizations. Data are shown in the aggregate, with detail by various demographic characteristics of volunteers: sex, age, marital status, etc. Suggested detail within each characteristic is provided, though it is understood that countries may prefer to use local conventions.
 - (h) Table 7.9, Number of volunteers, volunteer hours, and value of volunteer work, by type of paid work occupation and sex of volunteer, shows the paid occupations of the volunteers (to develop estimates of the opportunity cost of the volunteer work) by volunteer numbers and hours separately for (1) volunteer work for or through organizations and (2) volunteer work directly for other households. Data are shown in the aggregate, with detail by ISCO-08 at the highest level of aggregation for purposes of illustration. Data are also shown separately for men and women.
- 7.11. In order to generate these tables, it will be necessary not only to report the hours volunteered for each activity but also to calculate the total hours volunteered, the total volunteer hours in each occupation, and the total volunteer hours in each industry. Hours should be reported on an annual basis. If another basis is used, this should be noted in the tables.

Access to data

- 7.12. Countries should inform the ILO Department of Statistics of the issuance of data resulting from the implementation of this *Manual*. Resulting data and reports should be conveyed to Department of Statistics, International Labour Office, 4 route des Morillons, 1211 Geneva 22, Switzerland, or by email to stat@ilo.org.

- 7.13. The resulting data on volunteer work are likely to attract a great deal of interest. To maximize the impact of these data, statistical authorities should consider releasing volunteer work module data at a public launch event that involves members of the volunteering and nonprofit community. In addition to release of the data in local languages, release of reports in official ILO languages will help facilitate international dissemination.
- 7.14. Wherever consistent with national law and practice, microdata on volunteer work should be made publicly available for study.

Table 7.2

Population age 15 and above, number of volunteers, volunteer rate, volunteer hours, and value of volunteer work, by type of volunteering and volunteer characteristics

Volunteer Characteristics	Total country population age 15 and above	Total volunteer work				Organization-based volunteer work				Direct volunteer work			
		Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M
TOTAL (unduplicated count)													
Sex													
Male													
Female													
Age													
15-24													
25-44													
45-64													
65+													
Marital status													
Never married													
Married													
Widowed, divorced, or separated													
Education													
No formal education													
Some primary education													
Some secondary education													
Some university education													
Labour force status													
Employed													
Unemployed													
Not in the labour force													
Household income (National median=													
Poor (less than 50% of median)													
Middle (50 to 150% of median)													
Well-off (over 150% of median)													
Presence of children													
No children present in household													
Children in household													
Ethnicity													
Categories ILO or local convention													
Other characteristics of local interest													
Categories ILO or local convention													

Note: Because a person may volunteer both for organizations and directly, the volunteer rate and the number of persons volunteering are not additive, i.e., B≠F+J and C≠G+K

Table 7.3

Number of volunteers, volunteer hours, and value of volunteer work, by type of volunteer occupation and sex of volunteer

Volunteer Occupations, ISCO	Total volunteer work			Organization-based volunteer work			Direct volunteer work		
	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I
Total	<i>Same total reported in Table 7.2 Column B</i>			<i>Same total reported in Table 7.2 Column F</i>			<i>Same total reported in Table 7.2 Column F</i>		
1. Legislators, senior officials and managers									
2. Professionals									
3. Technicians and associate professionals									
4. Clerks									
5. Service workers and shop and market sales workers									
6. Skilled agricultural and fishery workers									
7. Craft and related trades workers									
8. Plant and machine operators and assemblers									
9. Elementary occupations									
0. Armed forces									
Men									
<i>By ISCO categories as above</i>									
Women									
<i>By ISCO categories as above</i>									

Note: Because a person may volunteer both for organizations and directly, the number of persons volunteering is not additive, i.e., $A \neq D+G$

Note: Because a person may engage in more than one volunteer episode involving more than one occupation, the number of occupations reported will exceed the total number of volunteers in the country (as reported in 7.2 - Column B). Therefore, the totals recorded in columns A, D, and G should be taken from the corresponding totals in Table 7.2.

Table 7.4
Number of volunteers, volunteer hours, and value of volunteer work,
by industry of volunteer work and sex of volunteer

ISIC section	Industry of Volunteer Work, ISIC	Total volunteer work			Organization-based volunteer work			Direct volunteer work		
		Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
		A	B	C	D	E	F	G	H	I
	Total	<i>Same total reported in Table 7.2 Column B</i>			<i>Same total reported in Table 7.2 Column F</i>			<i>Same total reported in Table 7.2 Column J</i>		
A	Agriculture, forestry and fishing									
B	Mining and quarrying									
C	Manufacturing									
D	Electricity, gas, steam and air conditioning supply									
E	Water supply; sewerage, waste management and remediation activities									
F	Construction									
G	Wholesale and retail trade; repair of motor vehicles and motorcycles									
H	Transportation and storage									
I	Accommodation and food service activities									
J	Information and communication									
K	Financial and insurance activities									
L	Real estate activities									
M	Professional, scientific and technical activities									
N	Administrative and support service activities									
O	Public order and safety									
P	Education									
Q**	Human health and residential care activities									
Q**	Social work activities without accommodation									
R	Arts, entertainment and recreation									
S**	Activities of business, employers and professional membership organizations and trade unions									
S**	Activities of religious organizations									
S**	Grantmaking and giving services									
S**	Activities of other membership organizations, n.e.c.									
S**	Other service activities									
T	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use									
U	Activities of extraterritorial organizations and bodies									
	Men									
	<i>By ISIC categories as above</i>									
	Women									
	<i>By ISIC categories as above</i>									

** Indicates a split of a section, division or group.

Note: Because a person may volunteer both for organizations and directly, the number of persons volunteering is not additive, i.e., A≠D+G

Note: Because a person may engage in more than one volunteer episode in more than one industry, the number of persons volunteering in different industries (Column A) will exceed the total number of volunteers in the country (as reported in 7.2 - Column B). Therefore, the totals recorded in columns A, D, and G should be taken from the corresponding totals in Table 7.2.

Table 7.5

Number of volunteers, volunteer hours, and value of volunteering, by ICNPO field of volunteer work and sex of volunteer

ICNPO field	Industry of Volunteer Work, ICNPO	Total volunteer work			Organization-based volunteer work			Direct volunteer work		
		Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
		A	B	C	D	E	F	G	H	I
	Total	<i>Same total reported in Table 7.2 Column B</i>			<i>Same total reported in Table 7.2 Column F</i>			<i>Same total reported in Table 7.2 Column J</i>		
1	Culture and recreation									
2	Education and research									
3	Health									
4	Social services									
5	Environment									
6	Development and housing									
7	Law, advocacy and politics									
8	Philanthropic intermediaries and voluntarism promotion									
9	International									
10	Religion									
11	Business and professional associations, unions									
12	Not elsewhere classified									
	Men									
	<i>By ICNPO categories as above</i>									
	Women									
	<i>By ICNPO categories as above</i>									

Note: Because a person may volunteer both for organizations and directly, the number of persons volunteering is not additive, i.e., $A \neq D+G$

Note: Because a person may engage in more than one volunteer episode in more than one industry, the number of persons volunteering in different industries (Column A) will exceed the total number of volunteers in the country (as reported in 7.2 - Column B). Therefore, the totals recorded in columns A, D, and G should be taken from the corresponding totals in Table 7.2.

Table 7.6

Organization-based volunteer work, by type of organization, type of volunteer occupation, and sex of volunteer

Volunteer Occupations, ISCO	Total organization-based volunteer work			Volunteer work for or through NPIs			Volunteer work for or through business			Volunteer work for or through government			Volunteer work for or through other organizations		
	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Total	<i>Same total reported in Table 7.2 Column F</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>		
Legislators, senior officials and managers															
Professionals															
Technicians and associate professionals															
Clerks															
Service workers and shop and market sales workers															
Skilled agricultural and fishery workers															
Craft and related trades workers															
Plant and machine operators and assemblers															
Elementary occupations															
Armed forces															
Men															
<i>By ISCO categories as above</i>															
Women															
<i>By ISCO categories as above</i>															

Note: Because a person may volunteer both for NPIs, businesses, government and other organizations, the number of persons volunteering is not additive, i.e., $A \neq D+G+J+M$

Note: Because a person may engage in more than one volunteer episode involving more than one occupation, the number of persons volunteering for organizations (Column A) may not equal the total number of persons volunteering for organizations in the country (as reported in 7.2 - Column F). Therefore, the total recorded in column A should be taken from the corresponding total in Table 7.2. The totals in columns D,G,J, and M should be unduplicated counts of the people volunteering in these categories.

Table 7.7

Organization-based volunteer work, by type of organization, sex of volunteer, and industry in which volunteer work is done

ISIC section	Industry of Volunteer Work, ISIC	Total organization-based volunteer work			Volunteer work for or through NPIs			Volunteer work for or through business			Volunteer work for or through government			Volunteer work for or through other organizations		
		Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Total hours volunteered, 12 months	Value of volunteer work
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Total	<i>Same total reported in Table 7.2 Column B</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>			<i>Unduplicated count</i>		
A	Agriculture, forestry and fishing															
B	Mining and quarrying															
C	Manufacturing															
D	Electricity, gas, steam and air conditioning supply															
E	Water supply; sewerage, waste management and remediation activities															
F	Construction															
G	Wholesale and retail trade; repair of motor vehicles and motorcycles															
H	Transportation and storage															
I	Accommodation and food service activities															
J	Information and communication															
K	Financial and insurance activities															
L	Real estate activities															
M	Professional, scientific and technical activities															
N	Administrative and support service activities															
O	Public order and safety															
P	Education															
Q**	Human health and residential care activities															
Q**	Social work activities without accommodation															
R	Arts, entertainment and recreation															

Table 7.7

Organization-based volunteer work, by type of organization, sex of volunteer, and industry in which volunteer work is done
(continued)

S**	Activities of business, employers and professional membership organizations and trade unions														
S**	Activities of religious organizations														
S**	Grantmaking and giving services														
S**	Activities of other membership organizations, n.e.c.														
S**	Other service activities														
T	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use														
U	Activities of extraterritorial organizations and bodies														
	Men														
	<i>By ISIC categories as above</i>														
	Women														
	<i>By ISIC categories as above</i>														

** Indicates a split of a section, division or group.

Note: Because a person may volunteer both for NPIs, businesses, government and other organizations, the number of persons volunteering is not additive, i.e., $A \neq D+G+J+M$

Note: Because a person may engage in more than one volunteer episode in more than one industry, the number of persons volunteering for organizations (Column A) may not equal the total number of persons volunteering for organizations in the country (as reported in 7.2 - Column F). Therefore, the total recorded in column A should be taken from the corresponding total in Table 7.2. The totals in columns D,G,J,and M should be unduplicated counts of the people volunteering in these categories.

Table 7.8

Direct volunteer work: number of volunteers, total hours volunteered, and value of volunteer work, by volunteer characteristics and pattern of volunteering

Volunteer Characteristics	Total country population age 15 and above	Total volunteer work				Organization-based volunteer work				Direct volunteer work			
		Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M
TOTAL (unduplicated count)													
Sex													
Male													
Female													
Age													
15-24													
25-44													
45-64													
65+													
Marital status													
Never married													
Married													
Widowed, divorced, or separated													
Education													
No formal education													
Some primary education													
Some secondary education													
Some university education													
Labour force status													
Employed													
Unemployed													
Not in the labour force													
Household income (National median=													
Poor (less than 50% of median)													
Middle (50 to 150% of median)													
Well-off (over 150% of median)													
Presence of children													
No children present in household													
Children in household													
Ethnicity													
Categories ILO or local convention													
Other characteristics of local interest													
Categories ILO or local convention													
Note: Because a person may volunteer both for organizations and directly, the volunteer rate and the number of persons volunteering are not additive, i.e., B≠F+J and C≠G+K													

Table 7.9
Number of volunteers, volunteer hours, and value of volunteer work,
by type of paid work occupation and sex of volunteer

Paid Work Occupation of Volunteers	Total country population age 15 and	Total volunteer work				Organization-based volunteer work				Direct volunteer work			
		Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work	Number of persons volunteering	Volunteer rate	Total hours volunteered, 12 months	Value of volunteer work
	A	B	C	D	E	F	G	H	I	J	K	L	M
TOTAL (unduplicated count)													
1. Legislators, senior officials and managers													
2. Professionals													
3. Technicians and associate professionals													
4. Clerks													
5. Service workers and shop and market sales workers													
6. Skilled agricultural and fishery workers													
7. Craft and related trades workers													
8. Plant and machine operators and assemblers													
9. Elementary occupations													
0. Armed forces													
Unemployed													
Not in the labour force													
Men													
<i>By ISCO categories as above</i>													
Women													
<i>By ISCO categories as above</i>													
Note: Because a person may volunteer both for organizations and directly, the volunteer rate and the number of persons volunteering are not additive, i.e., B≠F+J and C≠G+K													

Appendix I

Survey module coding book

Step or variable	Question	Coding
RS_RULE	<i>[Please indicate whether the information in this questionnaire pertains to the respondent him/herself or to other members of the household.]</i>	01 if respondent answers for him/herself 02 if other members of the household provide proxy response
START	So far I have been asking you about paid work. The next few questions are about <u>unpaid non-compulsory</u> work that you did, that is, time you gave without pay to activities performed either through organizations or directly for others outside your own household. <i>[Note: Work is understood here to be an activity that could, in principle, be done for pay.]</i> <i>[Note: Reimbursement of expenses does not disqualify an activity.]</i>	n.a.
WORK_01	In the last four weeks <i>[provide dates marking the period]</i> did you spend any time on this kind of <u>unpaid</u> activity? <i>[If "Yes", proceed to WORK_02. If "No" or "Not sure", proceed to PROMPT_01]</i>	01 Yes 02 No 09 Don't know/Not sure
WORK_02	Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don't you start with the <u>unpaid</u> work that [you did most recently/on which you spent the most time]. <i>[Record response verbatim for subsequent occupational coding.]</i> <i>If respondent mentions more than one type of activity, differentiate answers from WORK_02 to WORK_03 by a, b, c, at end of each stated activity</i>	WORK_021 Record response verbatim. WORK_022 Assign activity code from ISCO-88 Index
HOUR_01	I would like to determine the total number of hours you did this <i>[repeat back to the respondent the first activity they reported, then repeat HOUR_01 through TYPE_ORG04 for each additional activity mentioned]</i> in the last four weeks. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity? <i>[If "Yes", record number of hours indicated and go to TYPE_ORG01. If "No", or "Not sure", go to HOUR_02]</i> <i>If respondent reports a volunteer activity that is carried out concomitantly with paid work, then this activity would not qualify as volunteer work.</i> <i>If respondent reports a volunteer activity that is carried out concomitantly with unpaid work for a member of the respondent's household, then ask the respondent to estimate the amount of time attributable to the volunteer activity]</i>	Record response verbatim or enter estimation based on HOUR_01 and HOUR_03.
HOUR_02	If you do not recall the total number of hours, could you perhaps recall how many times you engaged in this activity in the last four weeks? <i>[Record response verbatim for subsequent frequency coding]</i>	Enter the number of times
HOUR_03	And how many hours did you spend doing this <u>unpaid</u> work [the last time you did it/on average each time you did it]? <i>[Record response verbatim]</i>	Enter the number of hours
TYPE_ORG01	Did you do this <u>unpaid</u> work for or through an organization? <i>[If "No", code [direct] and go to WORK_03.]</i>	01 Yes 02 No 09 Don't know
TYPE_ORG02	What is the name of the organization for which you did this <u>unpaid</u> work? <i>[Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned, repeat questions TYPE_ORG03-04 for every organization.]</i>	TYPE_ORG021 Record response verbatim TYPE_ORG022 Assign industry code from ISIC, Rev.4 Index (leave blank if answer to TYPE_ORG-1 is "No" or "Don't know") TYPE_ORG032 Assign sector code (leave blank if TYPE_ORG01 is "Don't know")

Step or variable	Question	Coding
		00 Direct volunteering (if TYPE_ORG01 is "No") 01 Charity/nonprofit organization/NGO/union/religious organization 02 Business 03 Government 04 Other, including community 09 Don't know/Not sure
TYPE_ORG03	<p>If name of organization is not in code book, or if no code book is used, ask What does this organization do? ____ (80 spaces)</p> <p><i>[Record response verbatim for subsequent industry coding.]</i></p>	TYPE_ORG031 Record response verbatim TYPE_ORG032 Assign industry code from ISIC, Rev.4 Index (leave blank if answer to TYPE_ORG-1 is "No" or "Don't know")
TYPE_ORG04	<p>I will now read you a list of four types of organization. Please tell me which best describes the organization for which you worked.</p> <p>A. Charity/nonprofit organization/NGO/union/religious organization B. Business C. Government D. Other, including community E. Not sure</p> <p><i>[Record response verbatim for subsequent sector coding.]</i> <i>[If respondent mentions more than one type of activity, ask questions from HOUR_01 to TYPE_ORG04 for each activity separately. Then proceed to WORK_03]</i></p>	TYPE_ORG041 Record response verbatim TYPE_ORG042 Assign sector code (leave blank if answer to TYPE_ORG01 is "Don't know") 00 Direct volunteering (if TYPE_ORG01 is "No") 01 Charity/nonprofit organization/NGO/union/religious organization 02 Business 03 Government 04 Other, including community 09 Not sure
WORK_03	<p>Is there any other <u>unpaid</u> non-compulsory time you gave without pay to activities performed either through organizations or directly for others outside your own household <i>[provide dates marking the period]</i>?</p> <p><i>[If "Yes", go to WORK_02. If "No", proceed to END]</i></p>	01 Yes 02 No
PROMPT_01	<p>Sometimes people don't think of some activities as <u>unpaid</u> work. I will read you a list of examples of this kind of activity. If you gave any time without pay to these activities during the past four weeks <i>[provide dates marking the period]</i>, please respond with a "Yes" to each as I read them out. Otherwise, say "No."</p>	n.a.
PROMPT_02	<p>Did you do any <u>unpaid</u> work for a community organization, such as fundraising, providing administrative support, or serving on the board of a school, library, health care center, NGO, club, union, religious congregation, or association?</p> <p>___ Yes/___ No</p> <p><i>[Note: The specific examples of activity considered to be within the scope of the survey may vary from country to country. However the overall types of activity should remain the same in order to maintain international comparability.]</i></p>	01 Yes 02 No
PROMPT_03	<p>Did you clean or improve your community (e.g. picking up rubbish) or work to improve the water supply, parks, or roads?</p> <p>___ Yes/___ No</p>	01 Yes 02 No

Step or variable	Question	Coding
PROMPT_04	Did you organize an event, such as a community gathering, a sporting or cultural activity, a religious celebration, or a political event to make others aware of an issue? ___ Yes/___ No	01 Yes 02 No
PROMPT_05	Did you provide any <u>unpaid</u> assistance to persons outside your household (such as the elderly, children, the poor or disaster victims), prepare and serve food, or transport persons or goods? ___ Yes/___ No	01 Yes 02 No
PROMPT_06	Did you conduct any <u>unpaid</u> coaching, officiating or counselling, or provide any free medical care or legal advice, or gather information or scientific data? ___ Yes/___ No	01 Yes 02 No
PROMPT_07	<i>[If respondent says "yes" to any one of the questions in PROMPT_02 to PROMPT_06, say: "You said that you [read back the examples provided for the questions they responded "Yes" to: 1. worked for a community organization, 2. worked to clean or improve your community, 3. worked to organize an event, 4. provided assistance to persons outside of your household, and/or 5. Provided coaching, counseling, medical legal, or food or transport services.]</i> <i>Ask questions from WORK_02 to TYPE_ORG04 for each activity. If respondent says "No", proceed to END]</i>	n.a.
END	End of survey module	n.a.

Additional questions if survey is annual

Step or variable	Question	Coding
SPECIAL	Additional questions if survey is annual.	n.a.
SPECIAL_01	People often do <u>unpaid non-compulsory</u> work just a few times a year for special events. In the past twelve months, did you give any time without pay to activities performed either through organizations or directly for others outside your own household for a special event that you have not reported on this survey because it did not take place in the past four weeks? <i>If "Yes", proceed to SPECIAL_02. If "No" or "Don't know/Not sure", proceed to END]</i>	01 Yes 02 No 09 Don't know/Not sure
SPECIAL_02	Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don't you start with the work that [you did most recently/on which you spent the most time]. <i>[Record response verbatim for subsequent occupational coding.]</i>	SPECIAL_021 Record response verbatim. SPECIAL_022 Assign activity code from ISCO-88 Index
SPECIAL_03	I would like to determine the total number of hours you did this <i>[repeat back to the respondent the first activity he/she reported, then repeat questions from SPECIAL_03 to SPECIAL_09 for each additional activity mentioned]</i> in the last twelve months. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity? <i>[If "Yes", record number of hours given, and then go to SPECIAL_06. If "No", or "Don't know/Not sure", go to SPECIAL_04</i> <i>If respondent reports a volunteer activity that is carried out concomitantly with paid work, then this activity would not qualify as volunteer work.</i> <i>If respondent reports a volunteer activity that is carried out concomitantly with unpaid work for a member of the respondent's household, then ask the respondent to estimate the amount of time attributable to the volunteer activity]</i>	Record response verbatim or enter the value estimated from SPECIAL_04 and SPECIAL_05

Step or variable	Question	Coding
SPECIAL_04	If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks? <i>[Record response verbatim for subsequent frequency coding]</i>	Record the number of times.
SPECIAL_05	And how many hours did you spend doing this unpaid work the last time you did it [or on average each time you did it]? <i>[Record response verbatim]</i>	Record the number of hours
SPECIAL_06	Did you do this <u>unpaid</u> work for an organization? <i>If "No", code [direct volunteering] and go to END.</i>	01 Yes 02 No
SPECIAL_07	What is the name of the organization for which you did this work? <i>[Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned – repeat questions Special_08-09 for every organization]</i>	Record response verbatim TYPE_ORG071 Record response verbatim TYPE_ORG072 Assign industry code from ISIC, Rev.4 Index (leave blank if answer to TYPE_ORG-1 is "No" or "Don't know") TYPE_ORG072 Assign sector code (leave blank if answer to TYPE_ORG01 is "Don't know") 00 Direct volunteering (if TYPE_ORG01 is "No") 01 Charity/nonprofit organization/NGO/union/religious organization 02 Business 03 Government 04 Other, including community 09 Don't know/Not sure
SPECIAL_08	<i>If name of organization is not in code book, or if no code book is used, ask</i> What does this organization do? ____ (80 spaces) <i>[Record response verbatim for subsequent industry coding.]</i>	SPECIAL_081 Record response verbatim SPECIAL_082 Assign code from ISIC, Rev.4 index (leave blank if answer to SPECIAL_06 is "No" or "Don't know")
SPECIAL_09	I will now read you a list of four types of organizations. Please tell me which of these best describes the organization for which you worked. A. Charity/nonprofit organization/NGO/union/religious organization B. Business C. Government D. Other/Not sure <i>[Record response verbatim for subsequent sector coding.]</i> <i>[If respondent mentions more than one type of activity, ask questions from SPECIAL_03 to SPECIAL_09 for each activity separately].</i>	SPECIAL_91 Record response verbatim SPECIAL_92 Assign sector code (leave blank if answer to SPECIAL_06 is "Don't know") 00 Direct volunteering (if answer to SPECIAL_06 is "No") 01 Charity/nonprofit organization/NGO/union/religious organization 02 Business 03 Government 04 Other 09 Don't know/Not sure
END	End of survey module	n.a.

n.a. = not applicable.

Appendix II

Tools for classification of volunteer work

- II.1. In order to estimate the amount of labour services that households give to one another and the distribution of such services among fields, and in order to calculate the value of volunteer work as recommended in the United Nations *Handbook on Nonprofit Institutions in the System of National Accounts*, data collected using the recommended survey module is classified in two ways:
- (a) by the skill or occupational requirements of the work performed;
 - (b) by the activity or industry for which the work was performed.
- II.2. In order to ensure a reasonable degree of comparability in the data assembled in different countries, this *Manual* recommends using well-established standard classifications of occupation and industry as the agreed classification systems. One of the great advantages of measuring volunteer work through labour force surveys is that these surveys use standard classifications of occupations and activities/industries that are readily adaptable to the classification of volunteer work and have survey interviewers and coders who are familiar with these classification structures.
- II.3. More specifically, this *Manual* recommends the use of:
- (a) ISCO-08 and comparable national classifications for the classification of volunteer work occupations;
 - (b) ISIC Rev. 4, NACE, NAICS, ANZSIC and comparable national or regional equivalents for the classification of the field or industry of volunteer work.
- II.4. This Appendix presents a number of tools that should be helpful to coders in applying the classification structures recommended in the *Manual* for classifying both the *occupations* and the *industries* associated with volunteer work.
- II.5. It should be emphasized that, although the examples and coding aids discussed in this Appendix relate to ISCO-08 and ISIC Rev. 4, the choice was dictated by the desire to have a common standard for illustration purposes. In practice it is expected that countries will use their national or regional classifications and adapt the coding aids to their own needs and circumstances.
- II.6. More specifically, the tools included in this Appendix are as follows:
- (a) Appendix II.A: Distinctive volunteer work activities coded to ISCO-08**
- Provides a cross-reference between activities that are typical of volunteer work and the ISCO-08 occupational classifications to which they most closely correspond.

(b) Appendix II.B: Index of additional detail available in ISIC, Rev. 4, codes to depict organization-based volunteer work activities

Provides additional detailed breakdown of certain ISIC, Rev 4, categories so as to permit more refined identification of volunteer work industries.

(c) Appendix II.C: Alphabetical list of common NPI and volunteer-work industry descriptions coded to ISIC, Rev. 4

Provides an alphabetical cross-reference between industries commonly encountered in volunteer work and their corresponding ISIC, Rev. 4, industry classification.

(d) Appendix II.D: Index of ISCO-08 and ISIC, Rev. 4, codes for direct volunteer wactivities

Provides a cross-reference for identifying appropriate ISIC, Rev. 4, industrycodes for direct volunteer work.

(e) Appendix II.E: Cross-reference between the International Classification of Nonprofit Organizations (ICNPO) industry classification coded to ISIC, Rev. 4, groups

Provides a cross-reference between ICNPO industry groups and ISIC, Rev. 4, equivalents for countries implementing the United Nations *Handbook on Nonprofit Institutions in the System of National Accounts* and using the ICNPO classification structure recommended there.

Appendix II.A

Common volunteer work activities coded to ISCO-08

- II.7. Most occupations commonly performed by volunteers are similar to paid occupations and can be coded using standard ISCO methods. However, there are some occupations that are unique to volunteering, typical of it, or likely to be described by respondents in ways that differ from answers they would give in describing paid work.
- II.8. To assist coders who may not be familiar with volunteer occupations, Appendix II.A presents a partial list of these unique or distinctive volunteer occupations and provides a cross-reference to the ISCO-08 codes to which they best correspond. The list is not exhaustive and can be modified to accommodate local customs and expanded to allow for coding of verbatim responses. The volunteer work occupational descriptors used in Appendix II.A were derived from a variety of existing volunteering survey instruments, enhanced with additional occupational detail.¹

Distinctive volunteer work activities coded to ISCO-08

ISCO-08 code	Volunteer activity
1114	Serve on the board or governing committee of an organization
1114	Set up a political party
2164	Develop emergency preparedness plans for your community
2421	Serve on a planning or management committee
2432	Campaign for a cause
2432	Disseminate information addressing public concerns
2432	Fundraising professionals
2432	Leading of conferences
2611	Provide pro bono legal or dispute resolution services
2635	Organise and coordinate the response to a disaster or crisis situation
2635	Social work and counseling professionals
2652	Perform music, sing, contribute or display your work of art at a cultural event
2655	Act at a cultural event
3112	Make improvements to the public areas of your community, such as roads, bridges, water supplies, electricity, public utilities
3258	Disaster relief workers
3258	Provide emergency medical care

¹ Including *Measuring volunteering: A practical toolkit (2001)* produced by Independent Sector and United Nations Volunteers, ICATUS and surveys from several countries.

ISCO-08 code	Volunteer activity
3323	Shopping for/purchasing of goods as help to other households
3332	Event planners, organisers, or managers
3343	Help set up a programme or meeting to solve a problem affecting your community
3411	Provide pro bono legal services at a paraprofessional level
3412	Community organisers
3412	Counselors, dispute resolution facilitators, and providers of emotional support to others
3412	Provide clerical support to others in paying taxes, paying bills, banking, or filling out forms
3412	Mentoring
3412	Organise others or set up a programme to solve a problem
3412	Provide emergency or crisis counseling
3413	Prepare pamphlets and other advertising to disseminate information
3413	Usher or greet
3421	Take part as an athlete, player, contestant, team member or participant in a sporting or recreation event for public entertainment whose main purpose was to serve a public cause
3422	Coach, referee, judge, or supervise a sports team
4414	Writing letters to public authorities to draw public attention to a problem faced by the community
4419	Provide assistance to others managing or planning an event
5120	Cooking for collective celebrations or preparing meals as help to other households
5131	Serving meals as help to other households
5152	Household management as help to other households
5152	Provide shelter to victims of a natural disaster
5162	Providing companionship
5163	Help organise a funeral or provide undertaking services for a funeral
5164	Personal care/assistance, pet care
5164	Provide pet care help to someone you know, such as a friend, colleague, neighbour or relative not in your household
5242	Display your craft at a cultural event
5243	Canvassing, or contacting people to advance a cause, by going door-to-door.
5244	Canvassing, or contacting people to advance a cause, by using the telephone.
5311	Babysitting and childcare as help to other households.
5311	Short-term foster care
5312	Assisting in educational programmes, and assisting in teaching or training others to acquire new skills.
5321	Health care assistants
5322	Adult /personal care and assistance as help to other households
5322	Providing home health aid
5322	Support and help the elderly or disabled in their home
5411	Extinguish fires after a disaster
5414	Maintain order in the community or at an event: for example, by patrolling public areas, keeping vigil to deter illegal activities, or defending members of the community from being victimised.
5419	Save victims of a natural disaster from immediate danger, by evacuating flood or fire victims, removing the bodies of people who were killed by a disaster, searching for people trapped in the disaster areas, searching for people lost in the wilderness, mountains or at sea.

ISCO-08 code	Volunteer activity
5419	Search and rescue workers
6113	Make improvements to the public green areas of your community, by planting trees and other nursery stock
6310	Help to transport, gather, or organise a community harvest
6330	Help to transport, gather, or organise community fishing, hunting, trapping, or gathering
7111	Construction, renovation and repairs of dwellings, historical sites, buildings and other structures as help to other households
8322	Help to transport resources for the community
8322	Driving, providing car, taxi, or van transportation to people or transporting goods.
9111	Domestic helping, cleaning, laundering, housekeeping services for others.
9112	Clean up after an event
9213	Help to bring in or gather supplies that are vital for the community such as water and firewood
9214	Help others to make improvements to the public green areas of the community by providing garden and horticultural labour
9312	Help others to make improvements to the public areas of the community, such as roads, bridges, water supplies, electricity, public utilities
9313	Help in the construction, renovation and repairs of dwellings and other structures as help to other households
9313	Prepare for a natural disaster by protecting buildings and other structures
9331	Transportation assistance to other households, had and pedal vehicle
9332	Transportation assistance to other households, animal drawn vehicle
9412	Assist others to prepare and serve food as help to other households
9520	Fundraising, by collecting money in the street (tin shakers)
9613	Removing debris after a natural disaster
9621	Delivering messages, packages, etc.
9629	Donate blood or other biological material such as bone marrow or organs

Appendix II.B

Additional detail available in ISIC, Rev. 4, codes to depict organization-based volunteer work activities

- II.9. In general, ISIC, Rev.4, contains sufficient detail on the industries in which organization-based volunteers work. It is a considerable improvement over ISIC, Rev.3, which had too little detail on membership organizations, social work without accommodation and other areas in which nonprofit institutions have been found to be active. However, the level of detail recommended for two ISIC groups is still insufficient to capture important distinctions between two groups of organizations in the nonprofit sector: ISIC groups 889 (Other social work activities without accommodation) and 949 (Activities of other membership organizations).
- II.10. Additional detail on these two ISIC groups is provided in the section of ISIC, Rev. 4, on alternative aggregations [United Nations 2008]. The table below presents these NAICS-inspired alternative structures for ISIC, Rev.4, groups 889 and 949.

ISIC Rev. 4 class	ISIC Rev. 4 description
8890	Other social work activities without accommodation
8891	Child and youth service activities
8892	Other individual and family service activities
8893	Community food and housing service activities
8894	Temporary shelters
8895	Emergency and relief activities
8896	Vocational rehabilitation and habilitation activities
8897	Child day care service activities
8898	Charitable or other supporting activities aimed at social work
8899	Other social work activities without accommodation n.e.c.
9491	Activities of religious organizations
9492	Activities of political organizations
9493	Grantmaking and giving activities
9494	Activities of human rights organizations
9495	Activities of environmental, conservation and wildlife organizations
9496	Activities of other social advocacy organizations
9497	Activities of cultural or recreational associations (other than sports or games)
9498	Activities of other civic and social organizations
9499	Activities of other membership organizations n.e.c.
9603	Funeral and related activities
9609	Other personal service activities n.e.c.
9700	Activities of households as employers of domestic personnel

n.e.c. = not elsewhere classified

Appendix II.C

Alphabetical list of common NPI and volunteer-work industry descriptions coded to ISIC, Rev. 4²

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
5510	Accommodation, short-term housing, hostels, shelters
5510	Accommodation, short-term housing, hostels, shelters
5510	Accommodation, short-term housing, hostels, shelters, multiple occupancy
5510	Accommodation, short-term housing, hostels, shelters, time share
6920	Accounting organizations
6920	Accounting, bookkeeping and auditing activities; tax consultancy
9492	Activities and services to support the placing of particular candidates into political office
6619	Activities auxiliary to financial service activities (e.g., credit counseling, loan counseling)
7810	Activities of employment placement agencies
6420	Activities of holding companies
8423	Administrative services related to the detention or rehabilitation of criminals
8891	Adoption services
8522	Adult/continuing education
7420	Advertising and photography services
7420	Advertising services, full
9496	Advocacy organizations
8690	Ambulance services
8690	Ambulance services
8690	Ambulatory services and paramedical emergency care
9321	Activities of amusement parks and theme parks
7220	Analysis in the policy area
7220	Analysis in the social sciences
7500	Animal hospitals
7500	Animal protection and welfare
7500	Animal protection and welfare services
7500	Animal shelters and humane societies
9103	Aquariums
9103	Arboreta
7110	Architectural and engineering activities and related technical consultancy
7110	Architectural and engineering activities and related technical consultancy, residential
7110	Architectural and engineering activities and related technical consultancy, non-residential
7110	Architectural and engineering activities and related technical consultancy, historical restoration
7110	Architectural and engineering activities and related technical consultancy, landscape
9000	Architectural associations

² ISIC codes 8891-8899 and 9493-9499 are described in “Alternative aggregation for data reporting on the non-profit institutions sector,” in United Nations [2008], pp. 282-286.

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
9000	Architecture
9101	Archive services
9102	Art museums
9491	Associations and auxiliaries of religious congregations and organizations supporting and promoting religious beliefs, services and rituals
9491	Associations of congregations
5920	Audio publishing organizations, non-musical
9000	Ballet companies
9411	Bankers' association
5630	Beverage serving activities
8690	Blood, sperm and organ bank services
6920	Bookkeeping organizations
9103	Botanical and zoological gardens
9103	Botanical gardens
9103	Botanical, zoological and nature reserve services
8891	Boys clubs
8129	Building and industrial cleaning activities (e.g., street sweeping, snow removal, vocational development)
8129	Building and industrial cleaning activities, disinfecting and exterminating
8129	Building and industrial cleaning activities, other sanitation services
8129	Building and industrial cleaning activities, specialized cleaning
8129	Building and industrial cleaning activities, window cleaning
4210	Building of infrastructure like airfield runways;
4210	Building of infrastructure like bridges and elevated highways
4210	Building of infrastructure like railways
4210	Building of infrastructure like roads;
4210	Building of infrastructure like tunnels;
3900	Building remediation services
9411	Business and employers associations
9411	Business associations
8530	Business management schools
5520	Camp sites, camp grounds, recreational vehicle parks and trailer parks
8896	Career counseling, testing, and related services
9000	Ceramic art
8898	Charitable or other activities aimed at social work
8897	Child day care
8890	Child day care services
8897	Child development centers
8690	Childbirth and related services
8891	Child-mentoring groups
9000	Choral societies
9491	Churches
9495	City and highway beautification programs
9498	Civic associations

ISIC Rev. 4 class	Common NPI and volunteer work activity fields
9494	Civil rights associations
8895	Clothing distribution centers
9329	Coin-operated amusement machine services
3812	Collection of hazardous waste (e.g., collection of batteries)
3600	Collection, purification and distribution of water, community development organizations (e.g., hydroelectric projects)
3600	Collection, purification and distribution of water, natural
9102	Collections and collectors pieces of zoological, botanical, mineralogical, anatomical, historical, ethnographic or numismatic interest; antiques
9102	Commemoration of historical events
9101	Commemorative funds and associations
9498	Community and neighborhood organizations
9493	Community foundations
8690	Community mental health centers
3811	Community or area cleanup and beautification
6202	Computer consultancy and computer facilities management activities
6201	Computer programming activities, configuring software for clients
9491	Congregations
9495	Conservation and preservation of natural resources, including land, water, energy, and plant resources for the general use and enjoyment of the public
4290	Construction of civil engineering projects (e.g., dams and dykes and sports facilities), community development, sheltered workshops
4290	Construction of civil engineering projects, dams
4290	Construction of civil engineering projects, harbours and waterways
4290	Construction of civil engineering projects, mining
4100	Construction of housing
4100	Construction of housing, 1- and 2-family
4100	Construction of housing, multifamily
4100	Construction of housing, prefabricated constructions
4290	Construction of other civil engineering projects, other manufacturing
4290	Construction of other civil engineering projects, other sport and recreation facilities
4290	Construction of other civil engineering works
4220	Construction of utility projects (e.g., irrigation systems, sewage systems), community development, sheltered workshops
4220	Construction of utility projects, aqueducts
4220	Construction of utility projects, irrigation and flood control
4220	Construction of utility projects, local cables
4220	Construction of utility projects, local pipelines
4220	Construction services for aqueducts
4290	Construction services for dams
4290	Construction services for harbours and waterways
4210	Construction services for infrastructure like airfield runways;
4210	Construction services for infrastructure like bridges and elevated highways
4210	Construction services for infrastructure like railways

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
4210	Construction services for infrastructure like roads;
4210	Construction services for infrastructure like tunnels;
4220	Construction services for irrigation and flood control
4220	Construction services for local cables
4220	Construction services for local pipelines
4290	Construction services for mining
4290	Construction services for other civil engineering works
4290	Construction services for other industrial plans
4290	Construction services for outdoor sport and recreation facilities
4100	Construction services, 1- and 2-family
4100	Construction services, multifamily
9496	Consumer protection associations
3900	Containment, control and monitoring services
9493	Corporate foundations
8522	Correspondence schools
9312	Country clubs
9000	Creative, arts, and entertainment activities (e.g., ballet companies, activities of sculptors, painters, ceramic artists, choral societies, dance troupes, dissemination of visual arts, theater productions)
8892	Credit counseling/money management services
8423	Crime prevention and public policy
8423	Crime prevention to promote safety and precautionary measures among citizens
8899	Crisis intervention
9497	Cultural and recreational associations
8542	Cultural education organizations (e.g., dance, arts, drama, music education)
9000	Culture and arts
9102	Culture museums
9000	Dance troupes
8891	Delinquency prevention services
8620	Dental services
9101	Design centers
9499	Development assistance associations
6810	Development of housing
6810	Development of housing, rental or leasing services
6810	Development of housing, trade services of residential buildings
6810	Development of housing, trade services of time-share properties
6810	Development of housing, trade services of vacant and subdivided land
8690	Diagnostic imaging services
8895	Disaster/emergency prevention and control
9000	Display of visual arts and architecture
3822	Disposal of hazardous waste (e.g., electronic waste disposal)
9492	Dissemination of information
9000	Dissemination of visual arts and architecture;
3510	Distribution of electrical energy, wind farms, hydroelectric projects
9700	Domestic services for households

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
9497	Drawing associations
8891	Drop-out prevention
9411	Economic development
8510	Education at elementary level
8510	Education at pre-primary level
8510	Education at primary level
8521	Education at secondary level
8550	Educational support
3510	Electricity distribution services
3510	Electricity transmission services
8510	Elementary and primary education
8690	Emergency medical services
7820	Employment agencies, temporary staffing-to-permanent
7110	Engineering activities and related technical consultancy
7110	Engineering activities and related technical consultancy, industrial and manufacturing
7110	Engineering activities and related technical consultancy, other
7110	Engineering activities and related technical consultancy, power projects
7110	Engineering activities and related technical consultancy, telecommunications and broadcasting
7110	Engineering activities and related technical consultancy, transportation
7110	Engineering activities and related technical consultancy, waste management projects
7110	Engineering activities and related technical consultancy, water and sewage projects
9411	Entrepreneurial programs
9495	Environmental beautification and open spaces
7490	Environmental consulting organizations
9495	Environmental organizations
9498	Ethnic associations
5621	Event catering, community development and vocational training
9499	Exchange/friendship/cultural programs.
8110	Facilities support activities (e.g., vocational training, sheltered workshop)
8892	Family life/parent education
8690	Family planning services
8892	Family services
8894	Family violence shelters and services
9411	Farmers' association
161	Farming cooperatives, sustainable agriculture organizations
9493	Federated, collective fundraising organizations
5913	Film distribution, licensing services for the right to use entertainment, literary or artistic originals
5913	Film distribution, motion picture, videotape, and television programme distribution services
5912	Film post-production, animation services
5912	Film post-production, audiovisual editing services
5912	Film post-production, captioning, titling, and subtitling services organization, audiovisual editing organizations (e.g., organizations serving the deaf)
5912	Film post-production, captioning, titling, and subtitling services
5912	Film post-production, colour correction and digital restoration services

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
5912	Film post-production, other
5912	Film post-production, transfers and duplication of masters services
5912	Film post-production, visual effects services
5911	Film production
5911	Film production, content on physical media
5911	Film production, film and video downloads
5911	Film production, licensing services
5911	Film production, motion picture film, exposed and developed
5911	Film production, originals
5911	Film production, production services
5911	Film production, streamed video content
6920	Financial auditing organizations
6419	Financial services such as credit and savings associations
6419	Financial services, business non-mortgage loan services
6419	Financial services, credit card
6419	Financial services, deposit services corporate
6419	Financial services, other
6419	Financial services, other credit-granting services
6419	Financial services, personal non-mortgage loans
6419	Financing of housing
8690	First aid training and services
8530	First stage tertiary education
9311	Fitness and wellness centers
9311	Fitness centers
8893	Food banks
8421	Foreign economic aid organizations
8421	Foreign military aid organizations
8891	Foster care
9493	Fund-raising organizations
9603	Funeral and related activities
9200	Gambling and betting activities
8620	General medical services
8411	General public administration activities (e.g., quasi-governmental bodies, tribal councils, standard-setting groups)
8411	General public administration activities, administrative services
8411	General public administration activities, fiscal and financial services
8411	General public administration activities, other
8411	General public administration activities, public services provision organizations
8411	General public administration activities, research and development
8411	General public administration activities, social planning and statistical services
3811	General waste collection services, other
7110	Geological and geophysical consulting organizations
7110	Geophysical service organizations
8891	Girls clubs

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
9493	Grant-giving services
9493	Grant-making and giving activities
9493	Grant-making foundations
8890	Guidance and counseling n.e.c. relating to children
8891	Guidance and counseling related to children
8610	Gynecological and obstetrical services for inpatients
8894	Halfway homes
8894	Halfway houses
3811	Hazardous waste treatment services
8620	Health clinics
8690	Health education
8620	Health treatment, primarily outpatient
8530	Higher education
8530	Higher learning, providing academic degrees
9497	Historical societies
9102	History museums
8810	Homemaker services
8710	Homes for the frail elderly
8730	Homes, other than nursing homes
9103	Horticultural programs
8610	Hospitals
8893	Housing assistance
9499	Housing associations
4321	Housing development, building homes for disadvantaged groups, community development, sheltered workshops
4321	Housing development, burglar alarm system installation
4322	Housing development, drain laying services
4321	Housing development, electrical wiring
4330	Housing development, fencing and railing services
4321	Housing development, fire alarm installation
4330	Housing development, floor and wall tiling services
4322	Housing development, gas fitting installation services
4330	Housing development, glazing services
4322	Housing development, heating equipment installation services
4330	Housing development, joinery and carpentry services
4330	Housing development, other building completion and finishing services
4330	Housing development, other floor laying, wall covering and wall papering services
4330	Housing development, other installation services n.e.c.
4330	Housing development, painting services
4330	Housing development, plastering services
4321	Housing development, residential antenna installation
4322	Housing development, ventilation and air conditioning equipment installation services
4322	Housing development, water plumbing services
9494	Human rights organizations

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
9497	Humanistic societies
7120	Improvement of product control and quality (e.g., consumer safety organizations, environmental testing, product certification)
7120	Improvement of product control and quality, composition and purity testing
7120	Improvement of product control and quality, integrated mechanical and electrical systems
7120	Improvement of product control and quality, other technical testing and analysis
7120	Improvement of product control and quality, physical properties analysis and testing
7120	Improvement of product control and quality, road transport vehicles
3821	Incineration of non-hazardous waste
8892	Income support and maintenance
9493	Independent public-law foundations
6920	Individual tax preparation organizations, tax counseling services
8129	Industrial cleaning activities, sweeping and snow removal
8897	Infant care centers
8810	In-home services
8610	Inpatient care and treatment for the mentally ill
8710	Inpatient convalescent care
8710	Inpatient health care and rehabilitative therapy to individuals suffering from physical impairments due to injury, genetic defect, or disease and requiring extensive physiotherapy or similar forms of care
8549	Institutions engaged in providing education and training in addition to the formal educational system
6511	Insurance providers, accidental death and dismemberment (e.g., mutuals)
6512	Insurance providers, credit and surety (e.g., mutuals)
6512	Insurance providers, freight (e.g., mutuals)
6512	Insurance providers, general liability (e.g., mutuals)
6512	Insurance providers, health (e.g., mutuals)
6511	Insurance providers, life (e.g., mutuals)
6512	Insurance providers, marine, aviation, and transport (e.g., mutuals)
6512	Insurance providers, motor vehicles (e.g., mutuals)
6512	Insurance providers, other non-life (e.g., mutuals)
6512	Insurance providers, property (e.g., mutuals)
6512	Insurance providers, travel (e.g., mutuals)
7210	Interdisciplinary research and experimental development
7220	Interdisciplinary research and experimental development
9496	International disaster and relief organizations
9494	International human rights and peace organizations
6202	IT design and development organizations
6202	IT management service organizations
6202	IT network management services
6202	IT support services organizations
8891	Job programs for youth
8896	Job training programs
9420	Labour unions
4922	Land transport service organizations (e.g., bus services, shuttle services, charter services)

ISIC Rev. 4 class	Common NPI and volunteer work activity fields
4922	Land transport service organizations, coach charter services
4922	Land transport service organizations, interurban scheduled road transport services
4922	Land transport service organizations, interurban special-purpose scheduled road transport services
4922	Land transport service organizations, local special-purpose scheduled road transport
4922	Land transport service organizations, non-scheduled long-distance bus and coach services
4922	Land transport service organizations, other land transportation services
4922	Land transport service organizations, passenger car rental services
4922	Land transport service organizations, rental services of buses and coaches
4922	Land transport service organizations, road transport services of passengers by man- or animal-drawn vehicles
4922	Land transport service organizations, sightseeing services
4922	Land transport service organizations, taxi services
9103	Landscape services
8130	Landscape services and maintenance services for public parks, community gardens, public spaces or buildings
9497	Language associations
8530	Law schools
9412	Lawyers association
6910	Legal services
6910	Legal services, advice, and assistance in dispute resolution and court-related matters.
6910	Legal services, criminal law
6910	Legal services, legal documentation and certification
6910	Legal services, other fields of law
6910	Legal services, other n.e.c.
9497	Leisure clubs
9101	Libraries
9101	Library and archive services
9101	Library services
9000	Licensing for right to use literary or artistic originals
5820	Licensing services for the right to use computer software
5812	Licensing services for the right to use databases
5912	Licensing services for the right to use entertainment, literary, or artistic originals
8423	Lifeboat services, etc.
8690	Lifeline programs
9497	Literary societies
5920	Live recording organizations
9498	Local development organizations
9493	Lotteries
8521	Lower secondary education, general
8522	Lower secondary education, technical and vocational
6820	Management, leasing of housing
6820	Management, leasing of housing except time-share
6820	Management, leasing of housing, time-share
3290	Manufacture of articles for festivities and carnivals

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
3290	Manufacture of articles for personal use, community development organizations, sheltered workshops
3290	Manufacture of brooms, brushes, sweepers
3290	Manufacture of button molds
3290	Manufacture of buttons and fasteners
1709	Manufacture of carbon paper
3290	Manufacture of cigarette lighters, hair pins, hair curlers, pads for the application of cosmetics, scent sprays
3290	Manufacture of date, sealing or numbering stamps, hand printing sets, typewriter ribbon, ink pads
1709	Manufacture of envelopes, cards, stationary, cardboard
1709	Manufacture of filter blocks
3290	Manufacture of globes
3290	Manufacture of items using human hair, wig-makers
1709	Manufacture of labels
3290	Manufacture of other articles n.e.c.
1709	Manufacture of other paper and paperboard
1709	Manufacture of paper products, community development organizations, sheltered workshops
3290	Manufacture of parts for umbrellas, walking sticks, whips
3290	Manufacture of pens, pencils, drawing tools
1709	Manufacture of registers, account books, notebooks, diaries, letter pads, binders, file covers
3290	Manufacture of safety headgear
1709	Manufacture of textile wall coverings
1709	Manufacture of toilet paper, towels, handkerchiefs, sanitary napkins, napkins for babies
3290	Manufacture of umbrellas, walking sticks, whips
1709	Manufacture of wallpaper
9411	Manufacturers' association
7110	Map-making service organizations
7320	Market research and public opinion polling
8893	Material assistance
9412	Medical association
8690	Medical laboratory services
7210	Medical research
8530	Medical schools
9499	Membership organizations n.e.c.
9499	Membership organizations n.e.c.
9498	Membership organizations providing services to members and local communities
9498	Men's and women's clubs
9498	Men's social and civic organizations
8610	Mental health treatment, hospital
8720	Mental health treatment, private practices and clinics
7110	Mineral exploration and evaluation organizations
9491	Monasteries
9491	Mosques
5920	Motion pictures and video production organizations

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
5920	Motion pictures and video production organizations, originals
9102	Museum services except historical sites and buildings
9102	Museums
9102	Museums
5920	Music and audio publishing organizations, licensing services for the right to use entertainment, literary or artistic originals
9000	Music ensembles
5920	Music publishing organizations
5920	Music publishing organizations, musical audio downloads
5920	Music publishing organizations, printed
5920	Music publishing organizations, sound media
5920	Music publishing organizations, streamed audio content
9495	Natural resources conservation and protection
8690	Nature cure centers
9103	Nature reserves
6391	News agency organizations, audiovisual media
6391	News agency organizations, newspapers
8549	Night schools
3811	Non-hazardous recyclable materials collection, other
3811	Non-hazardous recyclable materials collection, residential (i.e., collection of paper)
3811	Non-hazardous recyclable materials preparation, consolidation, and storage
8897	Nurseries
130	Nurseries, community development organizations
8730	Nursing homes for the severely handicapped
8690	Nursing services
9000	Opera companies
5629	Operation of food concessions, canteens and cafeterias, community development and vocational training
9000	Orchestras
5812	Organizations compiling directories and lists
5812	Organizations compiling facts/information
9495	Organizations promoting anti-litter campaigns
9412	Organizations promoting, regulating, and protecting professional interests
9496	Organizations providing and supporting apprenticeship programs
9496	Organizations providing and supporting internships
8549	Organizations providing and supporting on-the-job training, and other training programs
8549	Organizations providing and supporting professional training, and other training programs
8893	Organizations providing cash assistance and other forms of direct services to persons unable to maintain a livelihood
8895	Organizations providing food, clothing, shelter, and services to refugees and immigrants
8893	Organizations providing food, clothing, transport, and other forms of assistance
8892	Organizations providing geriatric care
8899	Organizations providing housing search, legal services, and related assistance
8893	Organizations providing temporary shelters to the homeless

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
8421	Organizations supporting diplomatic affairs and consular services. Development of information for distribution internationally and use abroad.
8895	Organizations that collect, channel, and provide aid to other countries during times of disaster or emergency
9494	Organizations that promote and monitor human rights and peace internationally
9495	Organizations that promote clean air
9495	Organizations that promote clean water
9495	Organizations that promote radiation control
9495	Organizations that promote recycling programs
9495	Organizations that promote reducing and preventing noise pollution
8896	Organizations that promote self-sufficiency and income generation through job training and employment
9495	Organizations that promote solid waste management
9497	Organizations that promote the interests of, or provide services to, members belonging to a specific ethnic heritage
9495	Organizations that promote treatment of hazardous wastes and toxic substances
9420	Organizations that promote, protect, and regulate the rights and interests of employees
9496	Organizations that protect the rights and promote the interests of specific groups of people (e.g., the physically handicapped, the elderly, children, and women)
8690	Organizations that provide primarily outpatient health services
9499	Organizations that recruit, train, and place volunteers and promote volunteering
8895	Organizations that work to educate or otherwise prepare individuals to cope with the effects of disasters
8895	Organizations that work to prevent, predict, control, and alleviate the effects of disasters
9411	Organizations that work to promote, regulate, and safeguard the interests of special branches of business
9494	Organizations that work to protect or preserve individual civil liberties and human rights
8895	Organizations that work to provide relief to disaster victims
9496	Organizations working towards improving the institutional infrastructure and capacity to alleviate social problems and to improve general public well being
9498	Organizations working towards improving the quality of life within communities or neighborhoods
9000	Original works of authors, composers sculptors and other artists except performing artists, painters and sculptors
9329	Other amusement and recreation activities (e.g., recreational fairs, recreational parks)
7020	Other business consulting services
9498	Other civic and social organizations
9498	Other civic betterment and community facility support services
5629	Other contract food services
5590	Other dormitories and unit accommodation services n.e.c.
8549	Other educational and training, n.e.c.
3900	Other environmental protection services n.e.c.
6499	Other financial service activities, except insurance and pension funding activities, n.e.c
8690	Other health services
8690	Other human health services, n.e.c.

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
3821	Other landfill services, non-hazardous waste
3821	Other non-hazardous waste treatment and disposal services
1709	Other paper article manufacturing services
9000	Other performing arts and live entertainment
5819	Other publishing and sales activities
9329	Other recreation and amusement services n.e.c.
3900	Other remediation services
5610	Other restaurant and mobile food service activities (e.g., food preparation and delivery to disadvantaged groups, job training)
8610	Other services for inpatients
8810	Other services geared towards senior citizens, except residential nursing homes
3290	Other services provided to manufactures
8890	Other social services without accommodation
8810	Other social services without accommodation for disabled adults
8810	Other social services without accommodation for disabled children
8810	Other social services without accommodation for the elderly
8890	Other social services without accommodation n.e.c.
9496	Other special group advocacy
9319	Other sports and recreational sports services
8620	Outpatient services and counsel in acute mental health situations
8620	Outpatient therapeutic care
8620	Outpatient treatment for mentally ill patients
9497	Painting associations
9000	Paintings, drawings, pastels, etc, originals
8549	Paralegal training
6920	Payroll service organizations
6630	Pension fund management (e.g., teacher retirement funds)
6530	Pension funding (e.g., teacher retirement funds)
6530	Pension funding (e.g., teacher retirement funds)
9000	Performing arts
9411	Performing arts associations
9000	Performing arts centers
9000	Performing arts companies
9000	Performing arts event production and presentation
9000	Performing arts event promotion and organization
9000	Performing arts facility operation
8892	Personal counseling
9609	Personal service activities (e.g., massage salons, genealogical organizations, dating services, pet boarding and training services)
9609	Personal service activities, other
9609	Personal service activities, physical well being
7420	Photographic activities, event photography and videography
7420	Photographic activities, event photography, advertising services
7420	Photographic activities, other

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
7420	Photographic activities, plates, film, paper
7420	Photographic activities, plates, film, paper
7420	Photographic activities, processing
7420	Photographic activities, restoration and retouching services
7420	Photographic activities, specialty
9497	Photographic societies
8690	Physical therapy centers
8690	Physiotherapeutic services
9498	Playground associations
9497	Poetry and literary societies
8423	Police and fire protection services
9492	Political fundraising
9492	Political parties and organizations
9495	Pollution abatement and control
9499	Poor people's cooperatives
6630	Portfolio fund management (e.g., teacher investment funds)
8530	Post-secondary non-tertiary education, general
8530	Post-secondary non-tertiary education, technical and vocational
8510	Pre-school organizations other than day care
9102	Preservation of historical and cultural artifacts
9102	Preservation of historical sites and buildings
8610	Primarily inpatient medical care and treatment
8620	Primary health care services
1811	Printing
8423	Prison alternatives
9493	Private foundations
8423	Probation and parole programs
3510	Production of electrical energy, wind farms, hydroelectric projects
9000	Production of visual arts and architecture
3510	Production, transmission and distribution of electricity and electrical services community development organizations (e.g., wind farms, hydroelectric projects)
9412	Professional associations
9499	Programs and projects that promote social and economic development abroad
9499	Programs and services designed to encourage mutual respect and friendship internationally
8892	Programs and services for self-help and personal development
9498	Programs and services to encourage and spread civic mindedness
9411	Programs and services to improve economic infrastructure and capacity
8423	Programs and services to reintegrate offenders
9103	Programs to preserve the parks, green spaces, and open spaces in urban or rural areas
7110	Project management service organizations for construction
7110	Project site master planning organizations
9497	Promotion and appreciation of the humanities
9496	Protection of consumer rights
9312	Provision of amateur sport

ISIC Rev. 4 class	Common NPI and volunteer work activity fields
9319	Provision of physical fitness
9319	Provision of physical fitness
9499	Provision of recreational facilities and services to individuals and communities
9319	Provision of sport competition events;
9319	Provision of sport competition services
9319	Provision of training
8610	Psychiatric hospitals
8610	Psychiatric services for inpatients
8423	Public administrative services related to law courts
8423	Public administrative services related to other public order and safety issues
8549	Public health and wellness education
8690	Public health promotion
9492	Public relations
7020	Public relations services
5811	Publishing books on a fee or contract basis
5811	Publishing of books
5811	Publishing of books, advertising space or time
5811	Publishing of books, audio books on physical media
5811	Publishing of books, children's
5811	Publishing of books, films and video content on physical media
5811	Publishing of books, general reference
5811	Publishing of books, licensing services for the right to use entertainment, literary or artistic originals
5811	Publishing of books, maps and hydrographic charts non-book
5811	Publishing of books, on-line
5811	Publishing of books, other n.e.c.
5811	Publishing of books, professional, technical and scholarly
5811	Publishing of books, text-based disks, tapes or other physical media
5811	Publishing of books, textbooks
5812	Publishing of directories and mailing lists
5813	Publishing of newspapers and periodicals, on a fee or contract basis
5813	Publishing of newspapers and periodicals, on-line
5813	Publishing of newspapers, business, professional or academic other than daily
5813	Publishing of newspapers, daily
5813	Publishing of newspapers, general other than daily
5813	Publishing of newspapers, journals, newsletters, and periodicals
5813	Publishing of newspapers, other than daily
5813	Publishing of newspapers, text-based physical media
5812	Publishing of other materials, sales of advertising
5819	Publishing of other on-line content n.e.c.
5819	Publishing of postcards
5819	Publishing of printed pictures or designs
5812	Publishing of text-based disks, tapes, other physical media
5819	Publishing of trade advertising material
5819	Publishing of transfers and printed calendars

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
5819	Publishing on a fee or contract basis
5812	Publishing organizations
6010	Radio stations
6010	Radio stations, broadcast originals
6010	Radio stations, broadcasting services
6010	Radio stations, channel programme
6010	Radio stations, home programme distribution basic
6010	Radio stations, home programme distribution discretionary
6010	Radio stations, home programme distribution pay-per-view
6010	Radio stations, programme production services
6010	Radio stations, sale of advertising time
9499	Reading promotion
6820	Real estate activities, escrow agencies, housing intermediation and counseling agencies
9497	Recreation and social clubs
9329	Recreation, and other specialized services
8893	Recreation, meal programs
5520	Recreational and vacations camp services
3830	Recycling and recovery of metal waste and scrap
3830	Recycling and recovery of non-metal waste and scrap
3830	Recycling and recovery of reclaimed rubber
3830	Recycling and recovery of waste and scrap, community development organizations, sheltered workshops for disadvantaged groups
8895	Refugee assistance
8413	Regulation of administrative services related to the distributive and catering trades, hotels, and restaurants
8413	Regulation of agriculture, forestry, fishing, and hunting
8413	Regulation of agriculture, forestry, hunting, energy, mining, manufacturing, construction, trades, economic, and labour (e.g., governing boards of professions, trade associations, quasi-governmental bodies, tribal councils)
8413	Regulation of economic, commercial, and labour affairs
8413	Regulation of fuel and energy
8413	Regulation of mining, manufacturing, and construction
8413	Regulation of multipurpose development projects
8412	Regulation of the activities of providing education
8412	Regulation of the activities of providing health care
8412	Regulation of the activities of providing health care, education, cultural services and other social services (e.g., governing boards of professions, bar association, quasi-governmental bodies, tribal councils)
8412	Regulation of the activities of providing housing and community amenities
8412	Regulation of the activities of providing recreation, culture, and religion
8413	Regulation of tourism
8413	Regulation of transport and communication
8690	Rehabilitation
4390	Rehabilitation of housing, community development, sheltered workshops

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
4390	Rehabilitation of housing, concrete
4390	Rehabilitation of housing, foundations
4390	Rehabilitation of housing, framing
4390	Rehabilitation of housing, masonry
4390	Rehabilitation of housing, pile driving
4390	Rehabilitation of housing, roof framing
4390	Rehabilitation of housing, roofing and waterproofing
4390	Rehabilitation of housing, scaffolding
4390	Rehabilitation of housing, special trades n.e.c.
4390	Rehabilitation of housing, structural steel erection
8423	Rehabilitation of offenders
8610	Rehabilitative medical services
9491	Religious congregations and organizations supporting and promoting religious beliefs, services and rituals
9491	Religious services
1820	Reproduction of recorded media
7210	Research and development originals, science and technology
7220	Research and development originals, social sciences
7210	Research and experimental development in agricultural sciences
7210	Research and experimental development in chemistry and biology
7220	Research and experimental development in economics
7220	Research and experimental development in languages and literature
7220	Research and experimental development in law
7210	Research and experimental development in medical sciences and pharmacy
7220	Research and experimental development in other humanities
7210	Research and experimental development in other natural sciences
7220	Research and experimental development in other social sciences
7220	Research and experimental development in psychology
7210	Research and experimental development in the physical sciences
7210	Research in biotechnology
7210	Research in engineering
7210	Research in engineering, other engineering and technology
7220	Research in policy studies
7210	Research in science and technology
7220	Research in social sciences
7210	Research in the life sciences
7220	Research in the policy area.
7220	Research in the social sciences
7210	Research on specific diseases, disorders, or medical disciplines
7990	Reservation services, accommodation
7990	Reservation services, bus
7990	Reservation services, event tickets and entertainment
7990	Reservation services, rail transportation
7990	Reservation services, time-share exchange

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
7990	Reservation services, transportation arrangement
7990	Reservation services, vehicle rental
8720	Residential care
8790	Residential care activities for adults (e.g., half-way homes, homeless shelters, safe houses)
8790	Residential care activities for children (e.g., orphanages, half-way homes, homeless shelters, safe houses)
8720	Residential care services for adults suffering from mental retardation, mental health illnesses, or substance abuse
8720	Residential care services for children suffering from mental retardation, mental health illnesses, or substance abuse
8730	Residential care services for disabled adults
8730	Residential care services for disabled young persons
8730	Residential care services for the elderly
8710	Residential health care other than by hospitals
5610	Restaurants and mobile food service activities (e.g., food preparation and delivery to disadvantaged groups, job training)
5610	Restaurants and mobile food service activities (e.g., food preparation and delivery to disadvantaged groups, job training)
4774	Retail sale of second-hand goods, second-hand stores (e.g., Goodwill Industries)
9411	Rural development assistance
7110	Rural land planning organizations
5812	Sale advertising space in print media
5813	Sale of advertising space in print media
5813	Sale of internet advertising space
5819	Sale of internet advertising space
5812	Sale of other advertising space or time
9103	Sanctuaries and refuges
3821	Sanitary landfill services, non-hazardous waste
8690	Sanitation screening for potential health hazards
8549	Schools of continuing studies
9102	Science museums
7490	Scientific and technical consulting organizations
9497	Sculpture associations
8530	Second stage tertiary education
8521	Secondary education
8522	Secretarial schools
164	Seed banks
8892	Self-help and other personal social services
9491	Seminaries
4220	Septic system installation services
9498	Service clubs
8892	Services for the elderly
8892	Services for the handicapped
8892	Services for the handicapped

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
9411	Services furnished by business and employers associations
9495	Services furnished by environmental advocacy groups
9494	Services furnished by human rights organizations
9492	Services furnished by political organizations
9412	Services furnished by professional organizations
9319	Services of athletes
9000	Services of authors, composers, and other non-performing artists
9000	Services of performing artists
9312	Services of sports clubs
9312	Services of sports clubs
9420	Services provided by trade unions
9498	Services provided by youth associations
7500	Services providing care to farm and household animals and pets
1812	Services related to printing
8891	Services to children
8892	Services to families
8895	Services to persons in need of immediate care
8891	Services to youth
8894	Services, counsel, and advice to victims of crime
8896	Sheltered workshops
3830	Ship-breaking and other dismantling of wrecks
8690	Shock/trauma programs
9491	Shrines
9491	Similar organizations promoting religious beliefs and administering religious services and rituals
8892	Single parent agencies and services
4312	Site preparation for construction, draining of agricultural or forestry land, community development organizations, sheltered workshops
4312	Site preparation for construction, excavating and earthmoving services, community development organizations, sheltered workshops
3900	Site remediation and clean-up services, air
3900	Site remediation and clean-up services, environmental cleanup services, decontamination activities, (e.g., removing land mines, cleaning up oil spills, brown fields, and other toxic spaces)
3900	Site remediation and clean-up services, soil and groundwater
3900	Site remediation and clean-up services, surface water
8899	Social development.
8890	Social work activities without accommodation (e.g., welfare, counseling, service, refugee, referral service, adoption activities, community activities, disaster relief, child care, day care services, etc.)
5820	Software publishing (e.g., publishing of open-source software)
5820	Software publishing on a fee or contract basis
5820	Software publishing, application software downloads
5820	Software publishing, computer game software
5820	Software publishing, database management
5820	Software publishing, development tools and programming languages
5820	Software publishing, general business productivity and home use applications

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
5820	Software publishing, network software, open-source software
5820	Software publishing, on-line games
5820	Software publishing, on-line software
5820	Software publishing, other application software
5820	Software publishing, software originals
5820	Software publishing, system software downloads
5920	Sound editing organizations
5920	Sound recording organizations
5920	Sound recording organizations, originals
7410	Specialized design activities, design originals
7410	Specialized design activities, industrial design
7410	Specialized design activities, interior design
7410	Specialized design activities, other
8620	Specialized medical services
8522	Sponsored literacy and reading programs
9319	Sports and recreational sports events promotion services
9311	Sports and recreational sports facility operation services
8541	Sports education organizations (e.g., camps, football instruction, yoga instruction, martial arts instruction)
9499	Squatters' associations
7810	Staffing agencies
5590	Student dormitories, student residences
8899	Suicide prevention
8899	Support groups
240	Support services for sustainable forestry, community development organizations
9319	Support services related to sports and recreation
9319	Support services to hunting
8899	Support to victims of assault and abuse
7110	Surface surveying service organizations
8610	Surgical services for inpatients
163	Sustainable agriculture, cocoa bean preparation, fair trade food preparation activities
162	Sustainable agriculture, livestock cooperatives
129	Sustainable forestry, Christmas trees
129	Sustainable forestry, community development organizations
129	Sustainable forestry, natural rubber
129	Sustainable forestry, other raw vegetable materials, n.e.c.
129	Sustainable forestry, tree farms
129	Sustainable forestry, vegetable materials for plaiting, stuffing, padding, dyeing, tanning
220	Sustainable logging, community development organizations
220	Sustainable logging, community development organizations
220	Sustainable logging, fuel wood
220	Sustainable logging, wood charcoal
230	Sustainable natural resource use organizations, community development organizations
230	Sustainable natural resource use, mushrooms and truffles

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
230	Sustainable natural resource use, natural cork
230	Sustainable natural resource use, natural gums
230	Sustainable natural resource use, natural gums or other resins
230	Sustainable natural resource use, natural rubber
230	Sustainable natural resource use, other berries
230	Sustainable natural resource use, other parts of plants suitable for ornamental purposes
230	Sustainable natural resource use, wild edible products
210	Sustainable silviculture, community development organizations
210	Sustainable silviculture, community development organizations
9491	Synagogues
7020	Technical and managerial consulting
7020	Technical and managerial consulting, business process management
7020	Technical and managerial consulting, financial management
7020	Technical and managerial consulting, human resource management
7020	Technical and managerial consulting, marketing management
7020	Technical and managerial consulting, operations management
7020	Technical and managerial consulting, other management services except construction
7020	Technical and managerial consulting, strategic management
7020	Technical and managerial consulting, supply chain and other management
8522	Technical and vocational training specifically geared towards gaining employment
7120	Technical testing and analysis (e.g., consumer safety organizations, environmental testing, product certification)
7490	Technical, environmental, and translation consultants
7490	Technical, environmental, and translation consultants, other
9102	Technology museums
8891	Teen pregnancy prevention
6020	Television stations, broadcast originals
6020	Television stations, broadcasting services
6020	Television stations, channel programme
6020	Television stations, home programme distribution basic
6020	Television stations, home programme distribution discretionary
6020	Television stations, home programme distribution pay-per-view
6020	Television stations, programme production services
6020	Television stations, programming and broadcasting activities
6020	Television stations, sale of advertising time
9491	Temples
7820	Temporary employment agency activities
8894	Temporary housing
8894	Temporary shelters
9000	Theater companies
7990	Tour guide services
7912	Tour operator services
9499	Touring clubs
7990	Tourism promotion organizations, regional/community development (e.g., promoting ecotourism)

ISIC Rev.	Common NPI and volunteer work activity fields
4 class	
	activities, volunteer vacations)
8522	Trade schools
7490	Translation and interpretation services
3510	Transmission of electrical energy, wind farms, hydroelectric projects
8899	Transport facilities
7911	Travel agency activities, accommodation reservation services
7911	Travel agency activities, air reservation services
7911	Travel agency activities, cruise reservation services
7911	Travel agency activities, package tour reservation
7911	Travel agency activities, Regional/community development, tourism (e.g., promoting ecotourism activities, volunteer vacations)
8895	Travelers aid
3821	Treatment and disposal of non-hazardous waste (e.g., composting organizations)
3822	Treatment of hazardous waste (e.g., electronic waste recycling)
6430	Trusts, funds and similar financial entities
9603	Undertaking services
9810	Undifferentiated goods-producing activities of private households for own use
9820	Undifferentiated service-producing activities of private households for own use
8530	Universities
8521	Upper secondary education, general
8522	Upper secondary education, technical and vocational
7110	Urban planning organizations
8620	Vaccination centers
7500	Veterinary services for farm animals
7500	Veterinary services for pet animals
7500	Veterinary services, other
8894	Victim support
7990	Visitor information organization, regional/community development
9000	Visual arts
9000	Visual arts, architecture, ceramic art
8899	Vocational counseling and guidance
8896	Vocational rehabilitation
8810	Vocational rehabilitation for disabled
8890	Vocational rehabilitation for unemployed
	Vocational rehabilitation for unemployed
8899	Vocational training and guidance
8522	Vocational/technical schools
8423	Volunteer fire departments
9499	Volunteerism promotion and support
1709	Wadding of textile materials
9102	War memorials
3600	Water distribution
3600	Water distribution
3600	Water distribution services

ISIC Rev. Common NPI and volunteer work activity fields

4 class

3600	Water distribution services
4220	Water well drilling services
7490	Weathering forecasting and meteorological organizations
8890	Welfare services without accommodation
9311	Wellness centers
9103	Wildlife preservation and protection
9103	Wildlife preservation and protection
9498	Women's social and civic organizations
5590	Workers dormitories, migrant worker housing, worker residences
8891	YMCA
8690	Yoga clinics
8891	Youth centers and clubs
8891	Youth services and youth welfare
8891	YWCA
9103	Zoos

n.e.c. = not elsewhere classified

Appendix II.D

ISCO-08 and ISIC, Rev. 4, codes for direct volunteer work activities

ISCO-08	ISCO description	ISIC, Rev. 4	ISIC description
2341	Primary school teachers	8510	Pre-primary and primary education
2342	Early childhood educators	8510	Pre-primary and primary education
2353	Other language teachers	8549	Other education n.e.c.
2355	Other arts teachers	8542	Cultural education
2356	Information technology trainers	8522	Technical and vocational secondary education
2359	Teaching professionals not elsewhere classified	8549	Other education n.e.c.
3123	Construction supervisors	4100	Construction of buildings
3323	Buyers	9609	Other personal service activities n.e.c.
3341	Office supervisors	8211	Combined office administrative service activities
3344	Medical secretaries	8211	Combined office administrative service activities
3412	Social work associate professionals	8892	Other individual and family service activities
3422	Sports coaches, instructors and officials	8541	Sports and recreation education
3423	Fitness and recreation instructors and program leaders	8541	Sports and recreation education
3435	Other artistic and cultural associate professionals	9000	Creative, arts and entertainment activities
3512	Information and communications technology user support technicians	6209	Other information technology and computer service activities
4110	General office clerks	8211	Combined office administrative service activities
4411	Library clerks	9101	Library and archives activities
4419	Clerical support workers not elsewhere classified	8211	Combined office administrative service activities
5120	Cooks	5610	Restaurants and mobile food service activities
5131	Waiters	5610	Restaurants and mobile food service activities
5152	Domestic housekeepers	9700	Activities of households as employers of domestic personnel
5153	Building caretakers	8110	Combined facilities support activities
5162	Companions and valets	9700	Activities of households as employers of domestic personnel
5164	Pet groomers and animal care workers	9609	Other personal service activities n.e.c.
5311	Child care workers	8897	Child day care service activities
5312	Teachers' aides	8550	Educational support activities
5322	Home-based personal care workers	9700	Activities of households as employers of

ISCO-08	ISCO description	ISIC, Rev. 4	ISIC description
			domestic personnel
5329	Personal care workers in health services not elsewhere classified	9700	Activities of households as employers of domestic personnel
6113	Gardeners, horticultural and nursery growers	8130	Landscape care and maintenance service activities
7111	House builders	4100	Construction of buildings
7112	Bricklayers and related workers	4390	Other specialized construction activities
7113	Stonemasons, stone cutters, splitters and carvers	4390	Other specialized construction activities
7114	Concrete placers, concrete finishers and related workers	4390	Other specialized construction activities
7115	Carpenters and joiners	4330	Building completion and finishing
7119	Building frame and related trades workers not elsewhere classified	4330	Building completion and finishing
7121	Roofers	4390	Other specialized construction activities
7122	Floor layers and tile setters	4330	Building completion and finishing
7123	Plasterers	4330	Building completion and finishing
7124	Insulation workers	4329	Other construction installation
7125	Glaziers	4330	Building completion and finishing
7126	Plumbers and pipe fitters	4322	Plumbing, heat and air-conditioning installation
7127	Air conditioning and refrigeration mechanics	4322	Plumbing, heat and air-conditioning installation
7131	Painters and related workers	4330	Building completion and finishing
7132	Spray painters and varnishers	4330	Building completion and finishing
7133	Building structure cleaners	4330	Building completion and finishing
7231	Motor vehicle mechanics and repairers	4520	Maintenance and repair of motor vehicles
7234	Bicycle and related repairers	9529	Repair of other personal and household goods
7311	Precision-instrument makers and repairers	9529	Repair of other personal and household goods
7313	Jewellery and precious-metal workers	9529	Repair of other personal and household goods
7317	Handicraft workers in wood, basketry and related materials	9524	Repair of furniture and home furnishings
7318	Handicraft workers in textile, leather and related materials	9529	Repair of other personal and household goods
7319	Handicraft workers not elsewhere classified	9529	Repair of other personal and household goods
7323	Print finishing and binding workers	9529	Repair of other personal and household goods
7411	Building and related electricians	4321	Electrical installation

ISCO-08	ISCO description	ISIC, Rev. 4	ISIC description
7412	Electrical mechanics and fitters	4321	Electrical installation
7421	Electronics mechanics and servicers	9521	Repair of consumer electronics
7422	Information and communications technology installers and servicers	9521	Repair of consumer electronics
7522	Cabinet-makers and related workers	4330	Building completion and finishing
7531	Tailors, dressmakers, furriers and hatters	9529	Repair of other personal and household goods
7536	Shoemakers and related workers	9523	Repair of footwear and leather goods
7544	Fumigators and other pest and weed controllers	8110	Combined facilities support activities
8322	Car, taxi and van drivers	4922	Other passenger land transport
8342	Earthmoving and related plant operators	4312	Site preparation
9111	Domestic cleaners and helpers	9700	Activities of households as employers of domestic personnel
9121	Hand launderers and pressers	9601	Washing and (dry-) cleaning of textile and fur products
9214	Garden and horticultural labourers	8130	Landscape care and maintenance service activities
9312	Civil engineering labourers	4290	Construction of other civil engineering projects
9313	Building construction labourers	4100	Construction of buildings
9331	Hand and pedal vehicle drivers	4922	Other passenger land transport
9331	Hand and pedal vehicle drivers	4922	Other passenger land transport
9332	Drivers of animal-drawn vehicles and machinery	4922	Other passenger land transport
9332	Drivers of animal-drawn vehicles and machinery	4922	Other passenger land transport
9412	Kitchen helpers	5610	Restaurants and mobile food service activities
9611	Garbage and recycling collectors	3811	Collection of non-hazardous waste
9612	Refuse sorters	3830	Materials recovery
9613	Sweepers and related labourers	8129	Other building and industrial cleaning activities
9621	Messengers, package deliverers and luggage porters	5320	Courier activities
9622	Odd job persons	9700	Activities of households as employers of domestic personnel

n.e.c. = not elsewhere classified

Appendix II.E

Cross-reference between the International Classification of Nonprofit Organizations (ICNPO) industry classification and ISIC, Rev. 4, groups

Group	Description	ISIC	ISIC
		section	division
1	Culture and recreation	C**, J**, M**, P**, R**, S**, O**	18, 58**, 59, 60, 63, 74**, 84**, 85**, 90, 91, 92, 93**, 94**
2	Education and research	J**, M**, O**, P**	58**, 72, 74**, 84**, 85**
3	Health	O**, P**, Q**	84**, 85, 86**, 87**, 88**
4	Social services	O**, Q**	84**, 87**, 88**
5	Environment	A**, E**, M**, N**, O**, R**, S**	01**, 02, 38, 39, 74**, 75,
			81**, 84**, 91**, 94**
6	Development and housing	C**, D, E**, F**, G, H, I**, J**, K**, L, M**, N**, O**, P**	17, 32, 35, 36, 41-43**, 47, 49, 55**, 56, 58**, 62, 64**-66, 68, 69**, 70, 71**, 74**, 78, 79, 81**, 84**, 85**, 88**, 94**, 96
		Q**, S**	
7	Law, advocacy and politics	M**, O**, Q**, S**	69**, 71**, 84**, 88**, 94**
8	Philanthropic intermediaries and voluntarism promotion	S**	94**
9	International	O**, Q**, S**	84**, 88**, 94**
10	Religion	S**	94**
11	Business and professional associations, unions	S**, O**	84**, 94**
12	Not elsewhere classified		

** Indicates a split of a section, division or group.

Appendix III

Additional data elements

Introduction

- III.1 As noted in Chapter 5, the integration of a volunteer module into established labour force or other household surveys necessarily restricts the range of topics that can be covered, so as to limit the burden on the survey platform. The five core data items outlined in Chapter 5 were therefore selected as the minimum needed to portray the economic scale of volunteer work and to meet the requirement of integrating a picture of volunteer work into the satellite accounts on NPIs called for in the United Nations *Handbook* on nonprofit institutions.
- III.2 Some countries may wish to add other data items to the proposed survey module where there is local interest and where the resources are available to do so. For the sake of international comparison, however, it is recommended that none of the five core data elements be omitted.

Additional data items

- III.3 The inclusion of additional questions by statistical offices is optional and depends solely on the local ability to incorporate them questions into the survey platform. A brief overview of additional data elements that have been collected in other surveys is provided below.
- (a) **Ongoing commitment to volunteering/History of volunteering:** to gauge the extent to which individuals volunteer regularly over time, or have volunteered in the past, and to what extent the pool of volunteers is being refreshed by newcomers to volunteering.
 - (b) **Reasons for volunteering:** to determine the respondents' personal reasons for engaging in volunteer activity, such as helping a cause in which they believe personally, supporting friends who volunteer, improving their job skills, networking in the community, religious beliefs, etc.
 - (c) **How volunteers are recruited:** to gain insight into how volunteers are recruited by people or organizations (e.g. friends or co-workers, through an agency, or responding to advertisements on television or the radio).
 - (d) **Social network and demographic predictors of volunteering:** to determine the socioeconomic characteristics of volunteers, such as education, income level, religion and country of birth and to explore the life experiences or relationships which are predictors of volunteer activity (for example, to determine whether the children of parents who volunteer, members of a religious organization or those who were members as children, or people who engage in higher levels of civic activities are more likely to volunteer.)
 - (e) **Characteristics of volunteers' relationship with the community:** to identify whether volunteers have a different engagement or outlook from other groups vis-à-vis their community, whether they have a higher or lower levels of trust than other segments of the population, and how their place in the community affects volunteer rates.

- (f) **Relationship between volunteers and donations of money:** to gauge the relationship between volunteers, those who donate time, and those who donate money.
- (g) **Employer support for volunteering:** to assess the degree of encouragement and incentive to volunteer employees receive from their employers (for example, in the form of time off or the possibility of changing or reducing their work load, the use of work facilities or equipment in their volunteer work, or recognition by their employer for the volunteer work they engage in).
- (h) **Barriers to volunteering/Reasons for ceasing to volunteer:** to identify respondents' reasons for not volunteering (because they do not have time, are unable to make a long-term commitment, have given enough time already, have not been asked, give money instead of time, have no interest in volunteering, suffer from health or physical problems, do not know how to become involved, cannot afford the financial cost of volunteering, are dissatisfied with a previous experience).

Appendix IV

Treatment of volunteer work by the International Labour Organization and the System of National Accounts

Introduction

IV.1 This appendix describes the relationship between volunteer work and the concept of employment in international statistical systems. It shows how most volunteer work is considered to be within what, in System of National Accounts (SNA) terms, is seen as the production boundary of the economy, as well as within the internationally-understood concept of employment.

The 2008 System of National Accounts

IV.2 According to the 2008 SNA, the production of market and non-market institutional units is within the production boundary of the economy. This includes the production of corporations or quasi corporations, household unincorporated market enterprises, governments and non-profit institutions serving households. The production of households that produce goods exclusively for their own final use is also within the production boundary. The production of households which produce services exclusively for own final use is included in the production boundary only as regards the production of housing services in owner-occupied dwellings and the production of domestic and personal services by paid domestic staff. The output of housing services for owner-occupied dwellings can be equated with the rental that would be paid for similar accommodation by persons who own their own housing; it does not entail any labour input and therefore is not relevant to the measurement of volunteer work. Domestic and personal services by paid domestic staff comprise all services rendered by paid domestic workers; as the labour is paid, it is not relevant to the measurement of volunteer work. The production of all other services by households for own final use are unpaid and, while productive, are not included in the SNA production boundary. Typically these are unpaid household services, such as cooking, cleaning and looking after the children of the household.

IV.3 The SNA, in line with the international definition of employment, regards all labour inputs in market and non-market institutional units as being employed, as illustrated in Figure IV.1. Thus, organization-based volunteer work is conceptually included in the SNA, and the workers involved are considered to be employed. However, in the System of National Accounts the value of volunteer work in market and non-market institutional units is measured by the costs to the establishment. Thus, if no remuneration or limited remuneration is provided, the value of the volunteer work is estimated to be either zero, or as the cost associated with a stipend or other limited form of compensation. No imputation of the value of the volunteer services is made (Chapter 19, 2008 SNA).³ Similarly, direct

³ There is one exception to the non-imputation rule, however. The SNA suggests that the imputed value of volunteering is necessary in community construction projects only. "If a group of individuals agrees to construct a building or structure, for example a school or a well, these individuals are regarded as being in the labour force and receive mixed income for their efforts. Because it is difficult to value such projects, unless a direct comparison can be made with a similar building, the value of construction should be based on the costs incurred. Labour is a

volunteering (by individuals, as help to other households) in the production of goods is conceptually included in the SNA production boundary. However, direct volunteering in the production of services is not included because the production of unpaid services by these institutional units is also not included in the production boundary. Such volunteers providing services to groups of other individuals “are not regarded as employed but rather engaging in a leisure pursuit, however worthy their efforts might be.” [United Nations et al. 2008, Chapter 19.39].

- IV.4 Unpaid workers producing goods and services for their own households’ final use are not considered volunteer workers, and are thus outside the scope of volunteer work as understood here.

significant input into construction projects, so its value must be included as part of the total costs using wage rates paid for similar kinds of work on local labour markets.” (Chapter 19.41)

Figure IV.1

**Classification of workers in relation to the production boundary of the
System of National Accounts**

Category of worker		Labour inputs to units which are:			
		a	b	c	d
		Market producers	Non-market producers	Household producers for own final use	
		Corporations or quasi-corporations	Household unincorporated market enterprises	Government or NPISHs	Households producing for own final use
1	Employees (paid in cash or in kind)	employed	employed	employed	employed
2	Self-employed in market producer units	employed	employed		
3	Self-employed in own household, that produce for own final use	goods			employed
4		services			not employed
5	Volunteer workers in market enterprises, non-market organizations or households other than their own	goods	employed	employed	employed
6		services	employed	employed	not employed

Notes

a,b Market producer units may barter and consume part of their production.

1d These are **paid domestic employees**. A paid domestic employee is a person engaged by a household to render domestic services for payment in cash or in kind.

2 These units may also produce some goods or services for own final use. This category includes the production of goods and services that are exchanged for other goods and services (barter), as well as self-employed workers rendering domestic services to households in exchange for remuneration.

2a This refers to members of producers' cooperatives in countries where they are not treated as employees but as self employed.

3d These are **subsistence workers**. According to the international definition of employment, these workers are included in employment if their production comprises an important contribution to the total consumption of the household. In practice, the production for for own final use of these household units is included in the SNA if the amount of the good produced for own final use within households is believed to be quantitatively important in relation to the total supply of that good in the country.

4d These are **unpaid household service providers**. Household service providers (also known as domestic workers) work in households that render services to themselves with respect to the maintenance, protection and care of the household's members (including pets), premises and equipment. They may include activities common to maids, cooks, waiters, valets, butlers, laundresses, gardeners, gatekeepers, stable-lads, chauffeurs, caretakers, governesses, babysitters, tutors and personal secretaries. The output of these services are consumed by the household to which the services are rendered. The production of these unpaid household services is excluded from the SNA.

5,6 **Volunteer workers** are persons who work without pay in activities performed either through an organization or directly for others outside their own household. A volunteer worker works in units that produce goods or services. Such units may be market enterprises, non-market organizations or other households.

5a,5b, 6a,6b These are **volunteer workers** in market enterprises that produce goods or services. The production of these units is included in the SNA but there is ambiguity in the current international definition of employment concerning the inclusion of these workers in employment.

5c, 6c These are **volunteer workers** in non-market organizations that produce goods or services. The production of these units is included in the SNA but there is ambiguity in

Source: ILO Department of Statistics

The International Labour Organization

- IV.5 Most volunteers are employed according to the concept of employment, which includes “all persons of either sex who furnish the supply of labour for the production of economic goods or services within the production boundary as defined by the United Nations systems of national accounts and balances.” (Resolution concerning statistics of the economically active population, employment and unemployment, 13th ICLS). In line with this concept, employment includes in principle all volunteers working through organizations, as well as those working directly for other households that produce goods. Only volunteers who provide services directly to other households are excluded. In practice, however, the operational definition of employment does not include volunteers explicitly. Indeed, according to the current operational definition, the “employed” comprise only those persons above a specified age who, during a short reference period, either one week or one day, did some work for wages or salaries, for profit or for family gain. Volunteers, who do not work for wages, salaries, profit or family gain, do not fall into either of these categories. At the time the operational definition of employment was adopted in 1982, volunteer work was not explicitly discussed by labour statisticians. Since then, however, the inherent gap between the SNA production boundary and the operational definition of employment has been addressed in international guidelines, including most notably the 2010 Recommendations for the Census.⁴ Figure IV.2, which is a different way of looking at Figure IV.1, presents different “forms” of employment (including volunteer work) in the context of the production boundary of the SNA.
- IV.6 In this framework, volunteer workers are considered to be employed when they work in units that produce either goods or services for any market or non-market producers. The only exception is that volunteer work in the production of services to household producers for their own final use is excluded. As noted above, this type of volunteer work is also excluded from the SNA.
- IV.7 This and other issues of the current international definition of employment are being currently discussed at the international level, with a view to the adoption of a revised definition at a forthcoming International Conference of Labour Statisticians.

Current treatment of volunteer work in practice

- IV.8 While most volunteer work is thus included in employment in theory, in practice countries tend to exclude volunteer work from their actual measurement of employment, or at least they do not include it explicitly. That said, it can happen that volunteer workers are counted as employed in practice, depending on how they answer the standard survey questions on employment (for example, if they consider that they did work during the reference period).
- IV.9 Developed countries in general exclude most unpaid work from their measurement of employment. The only unpaid work they capture relates to what is known as “contributing family workers” (or unpaid family workers), who are family members who work in a family business producing goods for sale or barter in the market. This means in effect that most developed countries exclude subsistence agriculture and any production of goods for

⁴ cf. *Principles and recommendations for population and housing censuses*, Revision 2 (New York, United Nations, 2008), para. 2.268.

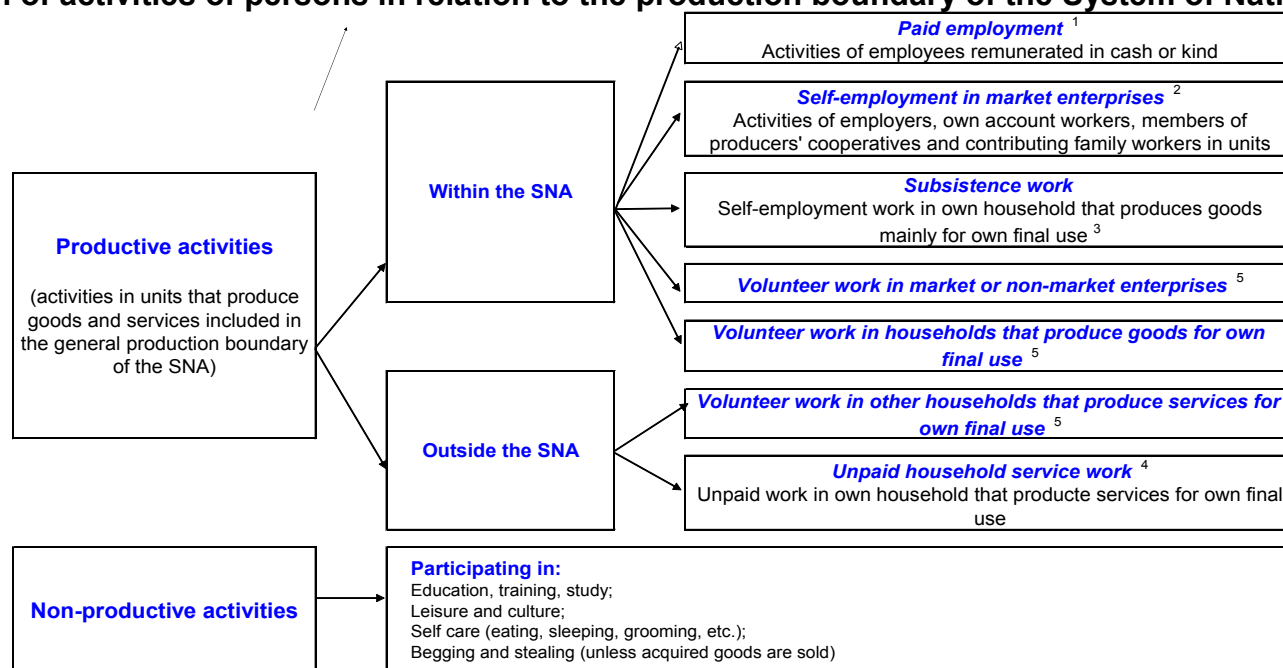
the consumption of their households, as well as all volunteering. Some of these countries do nevertheless produce estimates of the value of this production and of the number of workers concerned. At the same time, there are some developed countries, mostly Eastern European, that are currently including subsistence agriculture within employment. And, of course, many developing nations include these activities within employment as well.

Approach adopted by the Manual on the measurement of volunteer work

IV.10 As noted previously, this *Manual* recommends an approach that embraces all forms of volunteer work, whether direct or organization-based and whether goods-producing or service-producing, irrespective of whether a country includes it in employment or not.

Figure IV.2

Classification of activities of persons in relation to the production boundary of the System of National Accounts



Notes

- 1 This includes domestic paid employment.
- 2 All activities in this category occur in household unincorporated market enterprises. These units may also produce some goods or services for own final use. Includes the production of goods or services that are exchanged for other goods or services (barter). Includes self employed workers rendering domestic services to households, in their capacity as operating unincorporated enterprises, in exchange for remuneration.
- 3 These are considered in employment if such production comprises an important contribution to the total consumption of the household.
- 4 Household services (also known as domestic work) are services related to the maintenance, protection and care of the household's members (including pets), premises and equipment. They may include activities common to maids, cooks, waiters, valets, butlers, laundresses, gardeners, gatekeepers, stable-lads, chauffeurs, caretakers, governesses, babysitters, tutors and personal secretaries. The output of these services is consumed by the household to which the services are rendered. Household services may be paid or unpaid. When paid, the worker may be in paid employment or self employment and is a person engaged by households to render household services for payment in cash or in kind. When unpaid, the worker may provide the service to his or her own household (i.e., as an unpaid household service) or to another household (i.e., as volunteer work in the production of services by households).
- 5 Volunteer work is work that individuals do without pay in activities performed either through an organization or directly for others outside their own household. Volunteer work may be carried out in units that produce goods or services. Such units may be market enterprises, non-market organisations or households other than their own that produce for own final use.

Source: ILO Department of Statistics

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Manual on the measurement of volunteer work

This manual presents a data collection strategy for measuring volunteer work that is cost-effective and reliable. It provides a definition of volunteer work, a measurement methodology to identify volunteer workers and their characteristics, and an estimation methodology to value their work. The 18th International Conference of Labour Statisticians discussed and approved the Manual in 2008, making this the first-ever internationally sanctioned guidance to national statistical agencies for generating official statistics on volunteer work, using a common definition and approach.

The manual is meant to serve as a reference for statisticians to measure volunteer work, as well as a guide to researchers, policy makers and others who wish to understand and use the resulting statistics. The manual is intended to help raise awareness of the need for statistics on volunteer work, a crucial labour resource that improves the quality of life everywhere in the world. The manual, therefore, is an integral part of ILO's commitment to decent work.

Under the auspices of the ILO Department of Statistics, the manual was prepared by researchers at the Johns Hopkins Center for Civil Society Studies in cooperation with an international Technical Experts Group and with support from United Nations Volunteers. Its publication coincides with the 10th anniversary of the United Nations International Year of the Volunteer (IYV 2001), that called on governments to recognize and improve their measurement of volunteer work.

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