



EUROPEAN VOLUNTEER CENTRE

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VOLUNTEERING
INFRASTRUCTURE
IN EUROPE

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AUTHOR

Jugoslav Jevdjic, Youth
Communication Centre/
Omladinski Komunikativni
Centar (OKC)

CO-AUTHOR

Milijana Niskanovic,
Youth Communication
Centre (OKC)

1. VOLUNTEERING INFRASTRUCTURE

CONCEPT DEFINITION

Volunteering in Bosnia and Herzegovina is perceived as activity based on the free will of individuals, for the benefit of another person or the society at large and not motivated by financial gain. However, in the past, when the country was part of the former Yugoslavia, its communist political system created a distorted perception of volunteering, given the use of the term for obligatory “volunteer” work, a common practice of that regime. This heritage still has a negative impact on the promotion and development of volunteering in Bosnia and Herzegovina.

From 1995 after the end of the civil war in Bosnia and Herzegovina, and together with the processes of civil society development and democratisation, volunteering has become more popular, especially amongst youth. There are also examples of various volunteering programmes and Civil Society Organisations (CSOs) that include citizens above the age of 30 who are volunteers. According to the *National Human Development Report - The Ties That Bind: Social Capital in Bosnia and Herzegovina* published by the United Nations Development Programme (UNDP), around 4,5% of Bosnia and Herzegovina citizens are doing or have done some kind of voluntary work in 2008 which is quite low comparing to other countries in Europe¹.

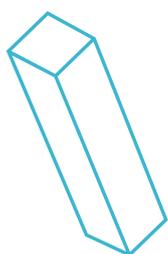
In the Balkan region in general, and in Bosnia and Herzegovina in particular, having a legal framework for volunteering is very important. This importance is given by the mentality of political stakeholders who consider that any area which is not defined by law has no importance in society development processes. In Bosnia and Herzegovina, the Law on Volunteering has been adopted only in one part of the country, in *Republic Srpska (Republika Srpska)*, which is one of the two political entities in Bosnia and Herzegovina, representing nearly half of the country’s territory and having its administrative capital in Banja Luka. The other entity of Bosnia and Herzegovina, the *Federation of Bosnia and Herzegovina*, does not have a law on volunteering.

The Law on Volunteering, adopted by the National Assembly of Republic Srpska in 2008, clearly defines volunteering as “*an activity of interest for Republic of Srpska which contributes to the improvement of the quality of life, the active participation of citizens in social processes and the development of a more humane and equal democratic society.*”²

Regarding the recognition of voluntary work, in the Republic Srpska entity, the Law on University Education gives the possibility of obtaining of credits under the European Credit Transfer and Accumulation System (ECTS) through volunteering in the community, if the respective activity is carried out according to the Law on Volunteering. Another recognition initiative that exists in the Republic Srpska entity, based on the law on volunteering, is the Annual Award given to outstanding volunteers and volunteer involving organisations. This award is a form of public recognition of volunteering and a financial reward, representing 1,000 EUR for the volunteer and 2.500 EUR for the organisation awarded. The Awards are given every

1. UNDP, 2009. “National Human Development Report - The Ties That Bind: Social Capital in Bosnia and Herzegovina”. Available at: <http://www.undp.ba/index.aspx?PID=36&RID=90>

2. National Parliament of Republic Srpska, 2008. “Law on Volunteering of Republic Srpska” (Official Gazette of Republic Srpska No 73/08). (Narodna skupština Republike Srpske – Zakon o volontiranju) A translation in English is available on the Online Community of the European Volunteer Centre at: <http://community.cev.be/download/54/253/LawonVolunteeringRSeng.doc>



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year, in a ceremony, taking place on 5 December – International Volunteer Day. The same Law defines that local municipalities in Republic Srpska have a legal obligation to establish some kind of awarding system for volunteers and organisations at the local level.

The Law on Volunteering in Republic Srpska also sets the type of costs that can be covered by organisations or reimbursed to the volunteer, if incurred in direct link to the volunteering programme or activity. These costs are broadly defined and can include for instance compensation for accommodation, food, travel, insurance, material and working clothes. The coverage of these costs is not obligatory for the organisation hosting the volunteer, but is subject to mutual agreement between the volunteer and volunteering organiser and needs to be defined in the Volunteering Contract. It is obligatory to have such a contract signed, regardless of the type and the length of the volunteering programme or activity.

Neither the law on volunteering, nor other legislation in Bosnia and Herzegovina has any provisions on possible benefits related to tax exemption.

According to the research “*Pro social dimension of volunteering in Bosnia and Herzegovina*”, 2011, the largest percentage, 36.6% of volunteers interviewed participated in volunteering activities for helping other people, 25.2% participated in promotional campaigns, 16.9% provided assistance in the education area and 15.3% participated in environmental activities. The main volunteering motivations pointed out were: wanting to help other people, meeting new people and socialising, having a feeling of usefulness, contributing to the improvement of the society³.

In Bosnia and Herzegovina, the majority of volunteering organisers are civil society organisations but some governmental organisations and public institutions can also be added to this category. According to the Law on Volunteering in Republic Srpska, volunteering is not allowed in the private, for-profit sector. Since in the other entity within Bosnia and Herzegovina there is no Law on Volunteering there is confusion with regards to the definition of volunteering and difficulties in its promotion and development. Moreover, there is no statistical data on volunteers or volunteering organisers in Bosnia and Herzegovina.

Regarding the promotion of volunteering and its coverage in the media, we can say that volunteering is not considered as an interesting topic to cover. From time to time, media follows up on some of the volunteering programmes; this is not done on regular basis and it is more sporadic and ad hoc. Furthermore, there is a general lack of information and knowledge resources available on the Internet in the local language, especially in relation to volunteer management system, legislation and research.

Aiming to improve this situation, the *Youth Communication Centre (OKC)* launched a web portal on volunteering which can be accessed at www.volontiram.ba. Besides general information on volunteering and its benefit to the society and the individuals, visitors can find a lot of information on legislation in Bosnia and Herzegovina and other European countries, examples of good practice, research and methodologies on volunteering. A special section is dedicated to the presentation of the Network of local volunteer centres in Bosnia and Herzegovina “*Volontiram!*” and its members. The web portal also provides news related to volunteering, not only from Bosnia and Herzegovina, but also from other European countries.

3. Youth Communication Centre (OKC) and Network of local volunteer centres in Bosnia and Herzegovina „Volontiram!”, 2011. „Pro social dimension of volunteering in Bosnia and Herzegovina”. Available at: http://www.okcbl.org/publikacije/pdf/pro_social_dimension_of_volunteering_in_bih.pdf

To conclude, in Bosnia and Herzegovina it is no clear understanding of what volunteering infrastructure is and what it should include. The Network of local volunteer centres “Volontiram!” strongly advocates for developed volunteering infrastructure and considers that it should include the following components:

- *Adequate legislation on volunteering applicable for whole country;*
- *Adequate policies and strategies on promotion and development of volunteering in Bosnia and Herzegovina from local to national level;*
- *Adequate operational volunteering structures that support the promotion and development of volunteering (Local Volunteer Centres and National Volunteer Centre).*
- *Adequate funding for the development and implementation of local volunteering programmes, focused on the issues that are most critical at the local level.*

2. VOLUNTEERING LANDSCAPE

The 2011 research “Pro social dimension of volunteering in Bosnia and Herzegovina” can be used to depict the volunteering landscape of Bosnia and Herzegovina. The research was carried out by the Youth Communication Centre (OKC) and the Network of local volunteer centres in Bosnia and Herzegovina “Volontiram!” and within it both volunteers and people who do not volunteer (non-volunteers) were interviewed.

The most illustrative findings in this research are the following:

Socio-demographic sample characteristics

As far as the socio-demographic characteristics of volunteers are concerned we can portray the average volunteer as being female (67.5% of volunteers interviewed were females), secondary school graduate (61.1%), employed for an indefinite period (25.4%) or university student (29.9%). Regarding the education status the study shows that people with higher education are more likely to volunteer.



Volunteering characteristics

Most of the volunteers in Bosnia and Herzegovina engage in the area of providing assistance to other people (36.6%), whereas the least participated in sports and cultural activities. It is important to emphasise that most of the volunteers interviewed (53.1%) had more than one year of volunteering experience. The findings on what motivates volunteers in Bosnia and Herzegovina to get engaged show as prevalent reasons the wish to help others and to contribute to the development of society. Additionally, volunteers mentioned the need to feel useful and the wish to meet other people. For non-volunteers socialising would be the second most convincing aspect and motivating factor.

Attitudes towards volunteering

Although we can hear often in everyday communication that volunteering is an exploitation of work force, most of those interviewed, both volunteers (80.3%) and non-volunteers (61.4%), disagreed with this statement. Most of the non-volunteers agree with the statement that volunteering can solve problems in their community. There is general agreement with the statement that volunteering is a good way to acquire professional skills, 77,5% of the volunteers and 69% non-volunteers being of this opinion.



Volunteering experience can enrich one's personality according to the majority of the volunteers (90.9%) and of the non-volunteers (76%). Volunteers think that volunteering is an instrument to build the society, beyond its use for gaining valuable experience on the labour market, whereas a higher percentage of non-volunteers considers that volunteering only makes sense if it is related to the occupational status of a person.

It is also interesting to mention that 46.6% of volunteers disagree with the statement that volunteering is for youth, while 44.9% non-volunteers agree with the statement.

Most of the volunteers and non-volunteers agree with the statement that volunteering should be an integral part of education (volunteers 79%, non-volunteers 60.6%) and that employers should consider volunteering experience (volunteers 80.7%, non-volunteers 71.8%). Also, both volunteers and non-volunteers consider that the state should encourage the development of volunteering programmes.

Awareness of volunteering

Data collected in this survey indicates that there is a certain misunderstanding of the concept of volunteering. Most of the interviewees consider that any work without remuneration is volunteering, and that private companies can engage volunteers, which is in fact, in the Republic Srpska in contradiction to the law. Most of them also consider that volunteering is a synonym of humanitarian work. Furthermore, a significant percentage of the interviewees (46%) consider volunteering to be a free of charge internship, with a slight difference between the volunteers and non-volunteers concerning the agreement/disagreement with this statement (50.9% non-volunteers and 60.2% volunteers disagree). The interviewees' areas of preference for volunteering are working with children (57.4%), with youth (44.2%) and in education programmes (43.3%). Comparatively, there is higher interest in volunteering in sports area for the non-volunteers.

Most of the volunteers (57%) stated that they have adequate knowledge in volunteering, while 30.3% non-volunteers stated that their knowledge is mediocre, and 32.9% of them stated that they know little, which indicates that more and better information can increase the number of volunteers. This is also supported by information that most of the non-volunteers (61.5%) expressed their interest in volunteering and eagerness to get more information. As the most efficient way of providing information they have named TV (50.3%), then newspapers (41.3%) and promotional materials (brochures, flyers). Alternative ways of promotion, like Internet and the contact with civil society organisations, should not be neglected.

Personality characteristics of volunteers and non-volunteers

The results were obtained using the International Personality Item Pool Scale⁴, IPIP-50 personality characteristics measurement instrument, which includes social skills and personality characteristics. Findings point out a significant difference between volunteers and non-volunteers regarding certain personality characteristics that are important for cooperation, an active approach, personal growth and participation in social processes. The volunteers are, according to this study, far more extrovert, conscientious, cooperative, open to new experiences and emotionally stable than the non-volunteers.

A detailed analysis indicates that a positive approach to people, the understanding of others, the need to help others, increase along with the duration of volunteering period. Extrapolating, we

Volunteers think that volunteering is an instrument to build the society, beyond its use for gaining valuable experience on the labour market.

4. International Personality Item Pool Scale – IPIP 50, Goldberg, 1999 <http://ipip.ori.org/>

can state that more volunteering will have a positive effect on the humanity, the understanding of others and the cooperation.

Investigating social skills such as initiation of social contact, provision of emotional support, conflict resolution, trust to others and assertiveness, indicates that volunteers have developed more these social skills, in comparison to non-volunteers. Experienced volunteers have more developed social skills such as assertiveness, provision of emotional support to important persons, ability to resolve social conflicts, than the volunteers with less experience, which leads to the conclusion that more volunteering experiences will develop social skills.

With the results from the Metacognitive Awareness Inventory, which is used for measurement of knowledge in cognitive processes (awareness on respective knowledge, mental processes, learning) and regulation of cognitive processes (awareness on need for planning, information management) the study showed difference between the volunteers and non-volunteers. These are rather important findings if we want to think of the role of volunteering in gaining experience and developing competencies. Results indicate that volunteers are more aware of their respective mental processes and learning techniques, and that they are more successful in information management and learning from experience, in relation to the non-volunteers. It has also been determined that longer volunteering experience, of more than one year, has a positive effect on the development of the ability to supervise, to evaluate respective mental processes and to develop skills for better information management (regulation of cognitive processes).

Volunteers are less prejudiced and more prone than non-volunteers to interact with ethnic and minority groups.

A significant difference has also been determined concerning the social distance and tendency to have prejudices; volunteers are less prejudiced and more prone to interact with certain ethnic and minority groups than non-volunteers. The situation is the same in relation to vulnerable groups, such as disabled, persons suffering from incurable diseases, who are more frequently regarded as neighbours, work colleagues, co-habitants by volunteers than by non-volunteers. According to the study, the degree of tolerance and willingness to interact with different groups increases along with the duration of volunteering experience. This reveals the significant potential of volunteering for decreasing prejudices and developing behavioural forms that support the social inclusion of marginalised groups.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

General overview

During the period 2004-2008 in Bosnia and Herzegovina there were a lot of activities aimed at raising the awareness of our society regarding the need to support volunteering development and its legislative establishment and implementation. These activities followed the establishment of an informal working group that worked on draft of Law on Volunteering at the national level. Unfortunately, even if this draft has been done in 2005, it was never submitted for adoption by the relevant government bodies.

This process has been successfully finished at level of Republic Srpska (one of the two Bosnia and Herzegovina entities) by the creation and adoption of Law on Volunteering of Republic Srpska. During the adoption of the Youth Policy for Republic Srpska in 2006, in partnership with parliamentary political parties, the Youth Communication Centre (OKC) successfully lobbied for the amendment of this document to set as one of the priorities the creation and adoption

of a law on volunteering. On the basis of this amendment and with continuous lobbying, the Ministry for family, Youth and Sport in Republic Srpska established a formal working group for drafting of law at the end of 2007. Besides relevant governmental representatives, representatives of OKC and the Youth Council of Republic Srpska have also been members of this working group. The Parliament of Republic Srpska adopted the Law on Volunteering in July 2008.

In early 2009, OKC and the United Nation Volunteers (UNV) Office in Bosnia and Herzegovina set up a working group for the drafting of a law on volunteering for the other entity in the country, the Federation of Bosnia and Herzegovina. This group gathered various representatives of the civil society sector as well international organisations like UNV and the Office for Security and Cooperation in Europe (OSCE). Throughout the year this working group had more than 10 meetings during which the draft law has been discussed and created. At the end of 2009, the working group lobbied members of parliament to initiate the adoption procedure for this law. The Commission for Youth in the Parliament of the Federation of Bosnia and Herzegovina agreed to include the Law in adoption procedure. However, as there was parallel process led by the Ministry of Justice for the creation and adoption of a Law on Volunteering at the national level, the Commission for Youth in the Federation of Bosnia and Herzegovina Parliament decided to postpone the adoption procedure on a law in the entity, after adoption of the same Law at the national level.



In June 2010, the national Law on Volunteering entered in adoption procedure, but it was not adopted given the lack of support from members of parliament from Republic Srpska. After this adoption failure, the Law on Volunteering no longer entered in adoption procedure, as 2010 has been election year and most of the parliamentary activities had been been frozen in that period. In the beginning of 2011, the working group re-started its activities with the hope that the Law on Volunteering in the other entity, the Federation of Bosnia and Herzegovina, would be adopted during 2011, especially as the year was declared the European Year of Volunteering. On 5 December 2011, the draft of the Law on Volunteering in Federation of Bosnia and Herzegovina entered in official parliament procedure. On April 2012, the draft has been officially adopted by Parliament, and it is expected that final proposal that should be adopted will be in Parliament agenda June – October 2012.

The implementation of the Law on Volunteering of Republic Srpska

Even if the Law on Volunteering of Republic Srpska has been adopted years ago, not many activities to promote and implement it were carried out. The implementation responsibility lies with the Ministry for Family, Youth and Sport, but to date, there is no mechanism in place to monitor and evaluate its implementation, which translates into a non-effectiveness of legislation. The only part of Law that has been fully implemented is the delivery of the Annual Volunteering Awards for an outstanding volunteer and a volunteer involving organisation. The Youth Communication Centre was the first organisation to receive this kind of award in 2009.

However, at the beginning of 2012, in cooperation with Youth Council of Republic Srpska (RS) and Ministry for Family, Youth and Sport in RS government, Youth Communication Centre started a 2,5 years project with the overall goal to support the creation of sustainable mechanisms for Law implementation such as strategy, local volunteering policies and capacity development of local communities for purposes of Law implementation. This project is financially supported by EU and Ministry funding.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

The Law on associations of citizens and foundations defines the non-profit sector in Bosnia and Herzegovina. This Law regulates procedures for the registration of non-governmental organisations (NGOs) or civil society organisations (CSOs) and the general framework for their operation. Furthermore, in both entities of Bosnia and Herzegovina there is a Law on Youth that regulates the registration of and operational framework for youth organisations. Besides CSOs the non-profit sector includes other types of legal entities such as sport clubs and public institutions operating in different sectors, such as education, health, social care or culture.

According to the Law on Volunteering in Republic Srpska, all legal entities mentioned above are allowed to be volunteering organisers and to engage volunteers. As there is no Law on volunteering in the other part of Bosnia and Herzegovina, it is unclear who can be a volunteering organiser there. This led to examples where entities from the profit sector engaged volunteers, which is against the principles of volunteering, at least as defined by the Law in Republic Srpska. This is yet another reason why adopting a Law on volunteering in the Federation of Bosnia and Herzegovina and/or at the national level is important.

According to the UNDP “National Human Development Report - The Ties That Bind: Social Capital in Bosnia and Herzegovina” there are 12,189 NGOs, local and international, registered in Bosnia and Herzegovina. The figure dates back to 2004 and there is no reliable statistical data that can confirm the exact number and how many of these organisations operate.

The secondary school students’ councils and university students’ organisations form another part of the non-profit sector, relevant to volunteering. These structures are usually based on voluntary work, and the results they achieve through implementation of their programmes would not be possible without volunteers.

Regarding the structures focused on the promotion and development of volunteering, there are local volunteer centres operating in the country, and they are united through the informal network named “Volontiram!”. There is no other specialised structure, although many NGOs use volunteers for the planning and the implementation of various programmes focused on local community needs.

Network of local volunteer centres in Bosnia and Herzegovina “Volontiram!”⁵

As a response to the growing need and requirements of the processes of promotion and development of volunteering in Bosnia and Herzegovina, OKC supported the development of volunteering infrastructure since 2005. This resulted in the development of local volunteer centres in different cities, which formed a network called “Volontiram!”. There are currently 14 local volunteer centres in network, established across the country, in Banja Luka, Bihac, Bijeljina, Brcko, Bugojno, Derventa, Doboj, Mostar, Mrkonjic Grad, Sarajevo, Srebrenica, Trebinje, Tuzla and Zenica.

A Local Volunteer Centre (LVC) represents a basic structure for the encouragement of the citizens to volunteer (in accordance to the main principles of organised work with volunteers)

5. www.volontiram.ba

and for the creation of volunteering programmes in accordance to the needs of the community in which they live.

The vision of the „Volontiram!“ Network is a humane and equal democratic society which actively includes citizens in society processes. „Volontiram!“ is an informal network of local voluntary services in Bosnia and Herzegovina, which contributes to the development of social capacities through activities of promotion and development of volunteering, as a condition for the improvement of the quality of life and for the development of the society altogether.

Strategic objectives of the “Volontiram!” Network:

1. *Established and applied legal framework for volunteering in Bosnia and Herzegovina;*
2. *Volunteering recognised and accepted as a positive social value;*
3. *Established unitary system of volunteering management in Bosnia and Herzegovina;*
4. *Sustainable local voluntary services in Bosnia and Herzegovina;*
5. *“Volontiram!” Network recognised as the centre for information, exchange of experiences and development of innovative methodologies in the area of volunteering on national and international level.*

During 2011 the “Volontiram!” Network has been actively focused on the development of its own internal capacities and the reinforcement of its role regarding development and promotion of volunteering in Bosnia and Herzegovina, as well as on the consolidation of cooperation with all relevant participants in our society.

5. OTHER STAKEHOLDERS

Beside the local voluntary sector in Bosnia and Herzegovina, there are other stakeholders influencing the promotion and development of volunteering. A few of these are governmental stakeholders that support volunteering, like for instance:

The University education law defines it is possible to obtain ECTS credits through being involved in volunteering activities.

In the Republic of Srpska entity, the Law on University education gives the possibility to obtain European Credit Transfer System (ECTS) credits through volunteering. By initiative and support of OKC, one of the two public universities in this entity has defined of adequate model for students to obtaining ECTS credits through volunteering; this model was finished in 2011 and put it in practice in the school year 2011-2012.

Furthermore, in the period 2012-2013, the Youth Communication Centre will provide support for the establishment of this possibility in the other public university (Istocno Sarajevo) and in private universities across Republic Srpska.

In the same entity, the Ministry for Family, Youth and Sport delivers the annual awards for an outstanding volunteer and one volunteering organiser on 5 December, International Volunteer Day. The same Ministry provides financial support, every year, in the form of small grants for voluntary activities planned and implemented by secondary school students' councils.

Regarding the profit sector, there are not many examples of their support towards volunteering. Corporate Social Responsibility (CSR) is still something new in Bosnia and Herzegovina and not so much used at this point. Some of the international corporations that operate in Bosnia and

Herzegovina include CSR in their policy, however this has not been done in a systematic way and nor has it been promoted within the communities. In the future, CSR will definitely be an interesting topic to be developed and promoted by the business sector. The civil society sector in Bosnia and Herzegovina is not entirely prepared for these processes, with some exceptions, such as CSR Plus, the consultancy agency focused on the promotion and development of corporate social responsibility in Bosnia and Herzegovina⁶.

Regarding the international organisations and institutions actively involved in promotion and development of volunteering, these are United Nation Volunteers (UNV) in Bosnia and Herzegovina and the Office for Security and Cooperation in Europe (OSCE) Bosnia and Herzegovina. These two international organisations through their various programmes provided support to volunteering, especially in area of lobbying for volunteering legal framework and for the recognition of volunteering by local governments.

Unfortunately the Delegation of the European Commission in Bosnia and Herzegovina still does not provide specific funding for promotion and development of volunteering in Bosnia and Herzegovina, even if some of the projects funded by this institution include volunteering as tool or methodology for project implementation. This is mainly due to the non-recognition of volunteering by the state government which is the one defining priorities for the Instrument for Pre Accession (IPA) funding, in negotiation in European Union. More efforts should be made by civil society sector in aiming to lobby the state government to include volunteering as one of the priorities in frame of the IPA funding.

6. CSRPlus, <http://www.odgovornost.ba/>

6. FUNDING OPPORTUNITIES

Currently in Bosnia and Herzegovina there is no funding focused on the promotion and development of volunteering or of the volunteering infrastructure. Some of the international donor organisations recognise importance of volunteering and require or welcome the contribution of volunteering and volunteers to project implementation. The lack of funding situation should change in the future because these opportunities do not meet the need for more work on the promotion and development of volunteering in Bosnia and Herzegovina.

Regarding the governmental funds, one of the examples is the funding of voluntary actions planned and implemented by secondary school student's councils. The Ministry for Family, Youth and Sport in Government of Republic of Srpska administers this funding.



7. REGULAR AND SYSTEMATIC RESEARCH

In the period 2003 – 2011, in Bosnia and Herzegovina, there has not been much research focused on volunteering and its impact on individuals and society. Even if done systematically the research is not enough, as it is not carried out on a regular basis. It is questionable how to keep research on volunteering relevant in Bosnia and Herzegovina, given the difficulty in securing the funds for its implementation.

The research done in this period and which include Bosnia and Herzegovina are following:

It's questionable how to keep research on volunteering relevant in Bosnia and Herzegovina, given the difficulty in securing the funds for its implementation.

Voluntarism and public institution (2004): Research implemented in Bosnia and Herzegovina, Croatia and Montenegro in cooperation with public institutions from these countries aiming to investigate present development of volunteering and volunteer engagement in these institutions. The research was made in the framework of the South East European Youth Network (SEEYN) and implemented by its members, the Youth Communication Centre in Bosnia and Herzegovina, Volunteer Centre Zagreb in Croatia and Asocijacija za demokratski prosperitet – Zid (ADP – Zid) in Montenegro

SEE Volunteers in SEE (2005): Research implemented at level of the South East Europe (SEE) region that looked at the legal framework for volunteering in SEE countries and did a comparative analysis with existing legislatives in other European countries. The research also investigated the development of volunteering by interviewing volunteers and volunteer involving organisations in SEE region. The research was made in framework of a regional project including seven countries: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Romania, Serbia and Montenegro.

Pro-social values/behaviour and employability amongst young people in SEE and the impact of volunteer work camps (2007): the aim of this research, published by SEEYN, was to increase the knowledge base of the non-profit sector in the field of voluntary service in SEE, based on a theoretical background and using practical examples.

Pro social dimension of volunteering in Bosnia and Herzegovina (2011): this research investigated the presence of volunteering in Bosnia and Herzegovina, its impact on the development of social competences, pro-social personal characteristics and critical judgment among interviewees of different ages (volunteers and non volunteers). The research also investigated the present level of social distance towards marginalised groups among volunteers and non-volunteers. This is most recent study and provides more concrete findings than the previous ones.

Any research on volunteering in Bosnia and Herzegovina is implemented by local and international civil society organisations. Governmental and public institutions do not have established operational research methodologies focused on volunteering and its impact to society, which is something that should change as soon as possible. This is especially related to Republic Srpska entity where volunteering legislative is adopted and where there is the need to establish research on volunteering aiming to monitor and evaluate the implementation of law and the development of volunteering in general.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

The Law on Volunteering in Republic Srpska entity widely defines certain principles in organised voluntary work, as follows:

- The principle of equal treatment of volunteers and beneficiaries of voluntary work;
- The principle of protection of beneficiaries of voluntary work;
- The principle of prohibiting the exploitation of volunteers;
- The principle of protection of minor volunteers, and the person partially or completely deprived of work abilities;
- The principle of volunteering as non paid activity;
- The principle of volunteering based on free will and solidarity;
- The principle of international volunteering.

Local volunteer centres in the network “Volontiram!” define and use volunteer management systems aiming to establish quality standards for volunteering. These local volunteer centres provide support and training on volunteer management quality standards to interested CSOs and other non-profit parties interested to engage volunteers or which already actively include volunteers in their work.

Some CSOs through their internal rules and procedures define principles and quality standards related to engagement and work with volunteers. There is no empirical data that can illustrate percentages of these CSOs and implementation of these internal rules and procedures in reality.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Through the development of the local volunteer centres and of the network “Volontiram!” qualitative and quantitative information on volunteering opportunities has been increased at

If development of local and national infrastructures will intensify the volunteering opportunities and programmes will increase.

least in the communities where these structures operate. Through these structures, citizens interested to volunteer, can obtain information on where, how and when they can volunteer in their local communities.

At this point around 5,000 citizens are recorded in databases of local volunteer centres as willing to volunteer. In their work local volunteer centres are continuously confronted with lack of volunteering possibilities, meaning that there are more volunteers than placements available.

A large number of communities that do not have local volunteer centres awareness about volunteering opportunities is mainly raised by individual CSOs in frame the framework of their recruitment campaigns. These campaigns are mostly promoted through Internet presentations; however there are some positive examples of when these campaigns were widely promoted through various national and local media (written and electronic).

In Bosnia and Herzegovina there is still very little information on volunteering possibilities from local to national level. By more intensive development of local and national volunteering infrastructures these issue could be overcome causing the increasing of number of volunteers, but also volunteering programmes.

10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant country specificities have been outlined.

11. RECOMMENDATIONS

As already mentioned the research “Pro social dimension of volunteering in Bosnia and Herzegovina” stated a set of recommendations needed for further development and promotion of volunteering in Bosnia and Herzegovina.

The recommendations are based on research findings and present situation of volunteering in Bosnia and Herzegovina and these are divided into five main categories:

1. Recommendations for governments and relevant ministries

- To establish legal regulation for volunteering on all Bosnia and Herzegovina territory as a key condition for the encouragement of the development of volunteering, which is important for the development of the society in Bosnia and Herzegovina
- To harmonise the Law on Labour and the Law on Volunteering of the Republic of Srpska in order to solve terminology ambiguities that originated from legal definitions of these terms;
- To develop and approve important documents such as policies and strategies on development of volunteering which would define the directions for the development of volunteering and ways on how to stimulate and evaluate it;
- To plan and separate funds on all levels intended for the promotion of volunteering and the development of volunteering programmes as a measure for stimulation of social cohesion, solidarity, humanness and lifelong learning;
- To include volunteering in the system of primary, secondary school and faculty education, taking into consideration its’ potential for the development of a personality or society;
- To create a list of criteria which socially recognise and stimulate volunteering in the form of awards, scholarships and other benefits for the citizens who contributed with their volunteering engagement, as well as of legal elements that contribute to the development of volunteering;
- To promote volunteering with the organisation of events that will serve to represent the actual situation regarding volunteering on entity and state level, to exchange positive practice, to point out achieved results, to evaluate them, and to define the direction of the development of this area such as conferences, round tables, etc.

2. Recommendations for local authorities

- To create local volunteering policies that will define the directions for the development of volunteering programmes that are in accordance to the needs of the community and the models of stimulation of the development of volunteering programmes;
- To stimulate the development of the volunteering infrastructure by supporting the establishment and continuous work of volunteering services as structures within which it will be possible to engage the citizens as volunteers and to create volunteering programmes in accordance to the requirements of the community;
- To define the list of criteria for recognition and evaluation of exemplary volunteers and organisers of volunteering programmes, as well as of legal subjects that support volunteering locally;
- To apply various methods in order to promote volunteering locally: organisation of conferences, highlighting examples of good practice, financing projects that contribute to the increase of volunteers and fulfilling the needs of the community.



3. Recommendations for civil society organisations

- To follow the activities of the governments and relevant ministries regarding legal regulation of volunteering and its' implementation, and intervene in this effect in order to efficiently solve any issues in the volunteering field;
- To develop programmes that are in accordance to the needs of the community: providing assistance to children and youth, sports activities and activities in the area of informal education in order to engage as more as possible citizens and to create services that will assure a higher level of social inclusion for the population groups who are in the risk of the same, e.g. children, youth, returnees, Roma and people with disabilities;
- To include volunteers in their programmes and activities, especially in the activities that refer to provision of support to the vulnerable population groups;
- To organise volunteering activities in accordance to the main principles of volunteering;
- To continuously promote volunteering activities and programmes, to work on raising the awareness of the population on the significance of volunteering, and to create volunteering programmes in order to include as many citizens as possible.



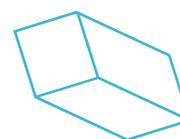
4. Recommendations for the media

- To continuously follow the activities of the governments and relevant ministries regarding legal regulation of volunteering and its' implementation.
- To continuously promote volunteering, point out examples of good practice and to assure the space for the discussion on the relevant issues of this area.

5. Recommendations for international organisations/ institutions and donors

To fully include and support volunteering as an activity of general benefit for the development of the society and the contribution to resolution of specific issues, particularly regarding reconciliation process, increase of tolerance and building of active citizenship within the existing and future policies, strategies and programmes of support for the development of a democratic society in Bosnia and Herzegovina,

- To establish specific support programmes for development of volunteering infrastructure and volunteering programmes on all levels, and to strengthen inter sectoral cooperation in this area;
- To support programmes and activities in order to exchange knowledge and experiences in the volunteering area between Bosnia and Herzegovina and other countries in the world in form of conferences, seminars, trainings, study visits and projects of cross-border cooperation.



Resources

CSRPlus <http://www.odgovornost.ba/>

Omladinski Komunikativni Centar www.okcbl.org

Network of local volunteer centres in Bosnia and Herzegovina “Volontiram!” www.volontiram.ba

The South East European Youth Network www.seeyn.org

National Parliament of Republic Srpska, 2008. *Law on Volunteering of Republic Srpska (Official Gazette of Republic Srpska No 73/08)*. Available at: http://www.narodnaskupstinars.net/cir/zipovi/zak/Zakon_o_volontiranju.zip

The Youth Communication Centre (OKC) and Network of local volunteer centres in Bosnia and Herzegovina „Volontiram!“, 2011. *Pro social dimension of volunteering in Bosnia and Herzegovina*. Available at: http://www.okcbl.org/images/biblioteka/pro_social_dimension_of_volunteering_in_Bosnia_and_Herzegovina.pdf

United Nations Development Programme (UNDP), 2009. *National Human Development Report - The Ties That Bind: Social Capital in Bosnia and Herzegovina*. Available at: <http://www.undp.ba/index.aspx?PID=36&RID=90>