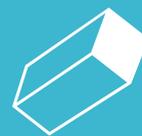




EUROPEAN VOLUNTEER CENTRE



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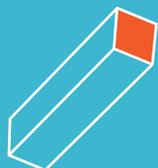
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CHAPTER

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VOLUNTEERING  
INFRASTRUCTURE  
IN EUROPE

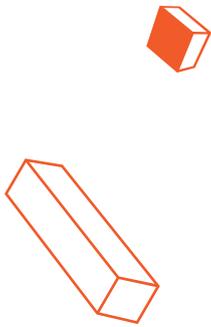


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# 1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering in Spain has come a long way since the return to democracy more than three decades ago and finds itself now in a moment of redefining its identity and place in the social, economic and political landscape and is thereby characterised by a similar complexity with that of the current Spanish society. When looking at volunteering infrastructure in Spain one must take into account the complexity of the administration in the country which influences the organisation of the civil society and of the voluntary sector in particular.

There are four levels of administration in Spain: the state/national level managing matters of general interest; the regional (autonomous community) governments, in charge of matters of interest in the 17 autonomous communities plus 2 autonomous cities (Ceuta and Melilla in Northern Africa); the province level (diputaciones) focuses on matters that are specific to the 50 provinces, and the local level, the one which is closest and most directly in touch with citizens, has competencies with regards to local community participation and citizenship. This political and administrative structure has as consequence the organisation of the volunteering sector at three or four level. An exhaustive analysis of the volunteering infrastructure in Spain would therefore require reference to be made to all these level. This chapter will only touch upon the national level, with some examples and references made concerning the regional level.

Given the above-mentioned complexity of the administrative apparatus, and the enormous diversity between the regions of Spain, in terms of size, population, economic development, culture, landscape etc., it is nearly impossible to have a uniform analysis of the volunteering infrastructure in Spain. Each region, province and locality has its own mechanisms designed to support, promote, channel, enhance and finance volunteering within its area of responsibility.

Volunteering infrastructure in Spain can however be considered under two approaches: on the one hand, the public infrastructure, and on the other hand the infrastructure of the volunteer sector itself, which is closely linked to the third sector, citizens' participation and is, in a way, a reflection of Spain's administrative structure.

Following Max Weber’s two main logics on social activism, which set distinctions between the purposive/instrumental rationality (logic) and the value/belief-oriented rationality (logic), we can identify a reasoning that led to the creation of volunteering infrastructure both “vertically”, in terms of infrastructure created by the state and “horizontally”, when it comes to infrastructure created by the volunteering movement. The infrastructure for volunteering has been constituted on the basis of ideological reasons and sometimes seeking compliance with other values and purposes aimed at achieving a rationalization of the sector.

**Table 1. Logic Purposive and Value Oriented Rationality**

<p>The logic of ideas Ideological logic</p>	<p>With the logic of ideas we refer to ideologies underlying political parties/political groups and therefore to those who govern at any given time an administration and that have an impact in the infrastructures of volunteering. The ideologies are fundamental to understand the infrastructure of volunteering in Spain. The territorial organisation of the Spanish State generates different ideas at national, regional, province and municipality levels. This means that we have similar ideas (conservative, liberal, socialist) or very diverse ones that are then mirrored into measures and services equally similar or different depending on the territory.</p>
<p>Normative logic</p>	<p>By normative logic we mean the set of rules and laws (in any form: Law, Decree, Order, Statute of Autonomy, etc.) that have been used by governments to regulate volunteering or the regulations that the organisations themselves have made.</p>
<p>Organisational and Executive Logic</p>	<p>Here we refer to agencies that manage volunteering policies that different administrations put forward. Such bodies can be only administrative or also mixed, that meaning that there is participation of the voluntary movement.</p>
<p>Control Logic</p>	<p>By control logic we mean all the instruments that governments have created to control the organised voluntary movement. These control systems have an accreditator or enabler character since they are used to legalise and by that empower an organisation or to accredit them in order to finance them.</p>
<p>Economic Logic</p>	<p>We understand that economic logic is what allows volunteering organisations to create different sets of funding.</p>
<p>Informational Logic</p>	<p>The means by which the national and regional governments advertise volunteering. Media, publications, events etc.</p>

Table 2. Logics (1) of the Vertical Infrastructure for Volunteering

The logic of ideas. Ideological (2)	Conservative. Liberal. Social-Democrat Mixed-Mediterranean	Which are present in governments: general, regional or provincial/ local.	
Normative logic	Standards and Regulations for establishment, operation, funding of voluntary organisations.	Type	Law, Decree, Order, Statute of Autonomy
		Scope	National, Autonomous, Provincial, Regional, Local
		Extension	All types of volunteering: social, environmental, cultural, civic volunteering, etc.
Organisational and Executive Logic	Public Organisational Structure	General admin. bodies, autonomous and provincial	<ul style="list-style-type: none"> <li>Ministry, Departments, Agencies, Offices, etc.</li> <li>Directorate (Welfare, Culture, Education, Justice, Interior, Environment)</li> <li>Provincial Delegation</li> </ul>
			<ul style="list-style-type: none"> <li>Joint bodies: Administration and voluntary organisations of coordination and consultation.</li> <li>Public foundations.</li> <li>Unique entities: ONCE, Red Cross, Caritas.</li> <li>Boards, Commissions, Institutions</li> </ul>
	Volunteering plans	Extension or field	National, Autonomous, Provincial, Regional, Local
Control Logic	Registers with accreditor and enabler character	General or specific	National, Autonomous, Provincial, Regional, Local
		Territorial scope	Associations, Foundations by volunteering areas (social, cultural, environment, development cooperation)
Economic Logic	Programmes	Grants and/or concerts and/or agreements	Indirect: Universities, etc. Directly to NGOs: National, Autonomous, Provincial, Regional, Local
Informational Logic	Promotion and support. Analysis and Diagnosis	Conferences and workshops	National, Autonomous, Provincial, Regional, Local
		Publications Web, Media	National, Autonomous, Provincial, Regional, Local
		Observatories, Studies	National, Autonomous, Provincial, Regional, Local
		Conferences and meetings Reports, Surveys	National Congress, Congress or Conferences Autonomous, Provincial, Regional, Local

Table 3. Logics of Horizontal Volunteering Infrastructure

		Primary volunteering organisations	Secondary volunteering organisations
Ideological	Conservative Liberal Social-Democrat Dissident	Religious Civic (political) Environmental Philanthropic	Different schools of thought coexist and socio-political analysis
Normative logic	Private-public standard. National or regional ethical codes. (Plataforma del Voluntariado de España, PVE)	<ul style="list-style-type: none"> <li>Legal statutes or attested documents (National, Autonomous, Provincial, Regional, Local)</li> <li>Internal regulations</li> </ul>	Statutes (Platforms, coordinators) Code of Ethics Statements Manifestos
Organisational and Executive Logic	Public-private organisational structure	Organisations (Federations, networks or platforms)	Coordinators, Platform Networks (National, Autonomous, and Provincial)
		Directive bodies Executive bodies Control bodies	Joint bodies: Councils, National and Regional Committees
		Mixed bodies	
Control Logic	Records	Internal volunteers or federal entities	Associated members.
Action Logic	Plans, programs and projects		
Economic Logic		Grants and concerts. Donations. Remunerated activities.	Grants and concerts. Donations.
Informational Logic	Promotion, support. Analysis and Diagnosis	Publications, studies. Web, Media	Publications, studies Web Media. Observatories Conferences and meetings. Reports, Surveys, etc.

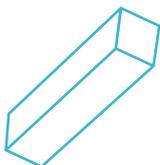


(1) Each of these logics in the creation and maintenance of the infrastructures are done at national, regional, provincial or even at local level.

(2) The ideas underlying the design, implementation and functioning of the infrastructures are essential since they mark their direction and shape and they can even be in contradiction because the different levels of the administrative bodies can be influenced by different ideas.

## Functionality of the different infrastructures

The different actors forming the infrastructure for volunteering fulfil a variety of roles, according to the logic or reasons that inspired them and the form they take. Volunteer organisations, in their vast majority, take the legal form of associations or, less frequently, foundations. The exception to this are organisations considered a “unique entity” (Entidades Singulares), which are overseen by the state, such as the *Spanish Red Cross*, *Caritas*, *National Organisation for the Blind (ONCE)*, which play a major role in social policy and also have large volunteering programmes. In order to ensure coordination and have a stronger weight in dialogue with different stakeholders, volunteer organisations created networks at different levels. Such are for instance the provincial networks (federations or platforms), regional platforms and national ones respectively. These bodies have the role of promoters and supporters of volunteering. For an organisation, belonging to a network or platform supposes legal and social support, as well as a self-acceptance of internal regulations and code of ethics.



On the other hand, government bodies have also established structures aimed to keep volunteering under the radar, promote, organise, promote and fund volunteering. The forms that these bodies have adopted are: Directorate General within a Ministry, Councils in some of the regional governments, regional agencies of volunteerism or institutes for volunteering in others and offices for volunteering in many provinces and cities in Spain. In most regions, these structures have joint, public and NGO participation.

Governmental structures for volunteering have certain control mechanisms over organisations, not only in terms of their registration policy but also through their funding policies. One may argue the degree of independence of voluntary organisations if we consider that public authorities can decide on the needs and issues in the volunteering sector for which funding is dedicated.

The role of analysis, research and dissemination of information is carried out mainly by platforms and volunteer resource centres, whether alone or in collaboration with public entities at the national or regional level. The national platform and some of the regional structures established Volunteer Observatories<sup>1</sup> for this purpose. Their efforts are disseminated through digital magazines, newsletters, publications and events, such as congresses, conferences and training courses.

## 2. VOLUNTEERING LANDSCAPE

The most widely accepted definitions of volunteering could be considered those that have been included in the different laws that have been published. In Spain there is currently one national law on volunteering and 15 regional laws, presented under the sub-chapter on legal framework.

According to Spain’s Law 6/1996 on Volunteering, the concept of volunteering refers to general

1. Such are the observatories established geographically: Observatorio Nacional del Voluntariado, or thematically: Observatorio Andaluz de Voluntariado Universitario, Observatorio de Voluntariado Corporativo etc.

activities, developed by individuals, provided they are not carried out under an employment relationship, civil service, commercial or any other form of payment and meet the following requirements:

1. *Are characterised by altruism and solidarity.*
2. *Are carried out by free will, without any personal or legal obligation.*
3. *Are carried out without payment, without prejudice to the right to reimbursement of expenses incurred in the performance of the voluntary activity.*
4. *Are developed through private or public organisations and under programmes or projects.*

The law excludes therefore all forms of voluntary action that is isolated, sporadic or carried out by individuals for family reasons, friendship or good neighbourliness, and makes specific reference to the fact that the role of voluntary activity is in no case to replace remunerated work.

In Spain, there is currently a void in terms of data on volunteering nationwide. This aspect was highlighted by researchers in the field and was also one of the findings in the reports “*Diagnosis on the status of volunteering in Spain*” (2005, 2011) prepared by the Plataforma del Voluntariado de España (PVE) and published by the Ministry of Labour and Social Affairs and Ministry of Health, Social Policy and Equality respectively, and which in 2005 revealed “the absence of data or updated statistics on volunteering in Spain” and the “absence of a reliable record of volunteer organisations”, confirming in 2011 that the problems identified previously, regarding the lack of data, “remain valid”. There are serious contradictions or methodological shortcomings with translate into results limiting themselves to specific sectors or specific geographical areas.

Meanwhile, the report “*Study on Volunteering in the European Union*” (2010) states “There is no exact information on the number of volunteers in Spain. However, according to the data gathered through the interviews, the number of volunteers in 2005 reached 5 millions, which represents 12% of the population. Other sources suggest that the number of volunteers stood at around 1.1 million in 2002”.

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**The Spanish Law on Volunteering makes specific reference to the fact that voluntary activity is not intended to replace remunerated work.**

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The study of PVE entitled “*The profile of volunteering within Plataforma del Voluntariado de España*” (2008) focused on social volunteering counted around 800,000 volunteers in Spain. This figure is similar to that provided by the Yearbook of the Fundación Luis Vives, where the Social Action Third Sector (Tercer Sector de Acción Social-TSAS) is considered to gather around 873,171 volunteers, of which nearly three in each ten volunteer in a “unique entity” type of organisation.

Meanwhile the March Barometer<sup>2</sup> of the Centre for Sociological Research Study No. 2864, issued in March 2011 concluded that around 31% of the population 18 years and older declare having volunteered at some point, in one of the areas specified. Other sources estimate that 17% of the adult population has carried out volunteer work in 2011.

There is therefore great ambiguity about the data collected, ranging from 800,000 volunteers to an estimated 3,300,000 people. The figures are so different that the reliability of these surveys can be questioned.

In terms of gender, according to the TSAS Yearbook (2010) here are more women (63.1%) volunteering than males (36.9%). As for the age of the volunteers, according to the same study

2. CIS-Centro de Investigaciones Sociológicas. 2011. Estudio nº 2.864. Barómetro de marzo. Available at: [http://www.cis.es/cis/opencms/-Archivos/Marginales/2860\\_2879/2864/Es2864.pdf](http://www.cis.es/cis/opencms/-Archivos/Marginales/2860_2879/2864/Es2864.pdf)

shows that, within the entities responding to the survey, about half of volunteers were under the age of 35, more concretely the proportions were: 42.6% of the volunteers were 18 and 35 years, 32.5% were 36 to 55 years, whereas 22.3% were senior volunteers, above 56 years, of the latter over a third were above the age of 65.

## Perception on volunteering

Given the lack of general studies that we have in Spain, there are no general surveys on volunteering. The diagnosis made in 2011 about volunteering states that in Spain there are no measurements on the social image of volunteering, in other words how society sees volunteers, or on the phenomenon of volunteering in the field of social action.

It also adds that, in general, being a volunteer is associated with *the idea of joint action, unselfish and the concern of the general well being of the society in which he lives*. In this sense it can be said that “solidarity” is an important value for the Spanish society. According to the data of the Eurobarometer (Spring 2008), for Spanish citizens the value of solidarity was slightly above the European average. Solidarity is a value as important as “freedom” and would be the seventh most important out of the twelve values that the EU considers as European values.

The experience of volunteer organisations shows that society highly values volunteering and solidarity, although citizens in general are yet to include volunteering and solidarity in their basic culture as a core form of social participation. Organisations are supportive of the idea that schools should join the effort of educating for values and promote volunteering and solidarity.

In 2001 *Fundación Lealtad* came into being. *“Fundación Lealtad is an innovative nonprofit institution founded in Spain in 2001. Its mission is to promote the trust and confidence of the Spanish society in NGOs, to achieve an increase in donations as well as any other type of collaboration with NGO. It offers individuals and companies independent, objective and consistent information on NGOs, to help them decide which NGO to collaborate with, and guide them monitoring their donations. This information is based on the analysis of transparency that Fundación Lealtad provides free of charge to those NGOs who voluntarily request it.”*<sup>3</sup>

## Current overview of volunteering

Over the past two decades volunteering in Spain has been evolving, adapting, modifying its profile and functionality under the welfare state. Along with the traditional care-charity volunteering, more modern, professionalised, innovative forms and areas for volunteering appeared.

The information society and new technologies also influenced the approach to volunteering and its organisation. *Online volunteering* has an increasing impact and e-activism developed as advocacy strategy. The increase in life expectancy and improved health and living conditions resulted in a growing interest for *older people* to volunteer. *Environmental volunteering* is emerging, to support social ecology and environmental activism, thus going beyond the classic conservationism approach. *Volunteering associated with major events and emergencies* has considerably increased, as short-term involvement. *Corporate volunteering* and *employee volunteering* are new ways to volunteer, which derived from the concept of corporate social responsibility; they are still incipient but have a great potential for expanding.

It should equally be noted that there are critical aspects in the current state of volunteering in Spain. There is a shift in the motivational process towards a self-centred focus, reinforcing one's

3. [www.fundacionlealtad.org](http://www.fundacionlealtad.org)

CV, expanding the social network, from the initial, solidarity driven motivation. There is also the tendency to institutionalise and “instrumentalise” volunteering, whether this is done by NGOs or public institutions, employees, businesses, media etc. These trends run the risk of not capitalising on spontaneous volunteers and become overly focused on market principles, such as management, effectiveness, efficiency, profitability.

Moreover, the state has transferred to the third sector social responsibilities that were, should or could be of the state. These transfers are caused by the change in the concept of citizenship and the growth of the third sector. The third sector has in fact grown significantly in the past decades, and these changes were driven by social dynamics and, supported by the state, the third sector found itself in a process of institutionalisation and empowerment in the delivery of social services. Within the third sector, voluntary organisations play a significant role, especially in the context of social policies and have increasingly gained an image as service providers, to the detriment of their initial alternative ethics essence.



### 3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

There is a complex legal framework for volunteering in Spain, following the complexity of the country’s administrative structure. Below are the laws on volunteering that exist in Spain at the national and regional levels.

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#### General legislation - National level

Law 6/1996, January 15th, of volunteering.  
Law 23/1998, July 7th, on International Cooperation and Development  
Order of October 11th, 1994, in which the voluntary activity is regulated in the public centres that teach the general system.  
Order of October 9th, 1995, that regulates cultural volunteering.

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#### General legislation - Regional level

Law 9/1992, October 7th, on Social Volunteering in Aragon.  
Law 3/1994, May 19th, on Social Volunteering in the Community of Madrid.  
Law 4/1995, March 16th, on Volunteering in Castile - La Mancha.  
Law 1/1998, February 5th, on Social Volunteering in Extremadura.  
Law 2/1998, March 27th, on Volunteering in Navarra.  
Law 7/1998, May 6th, on Volunteering in Rioja.  
Law 4/1998, May 16th, on Volunteering in Canary Islands.  
Law 3/1998, May 18th, on Volunteering in Balearic Islands.  
Law 17/1998, June 25th, on Volunteering in Basque Country.  
Law 3/2000, December 22nd, on Volunteering in Galicia.  
Law 4/2001, June 19th, on Volunteering in Valencia Community.  
Law 7/2001, July 12th, on Volunteering in Andalusia.  
Law 10/2001, November 12th, on Volunteering in the Principality of Asturias.  
Law 5/2004, October 22nd, on Volunteering in Murcia.  
Law 8/2006, October 10th, on Volunteering in Castile and León.

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In Spain, the competency on volunteering at the national level is split between several ministries. As such, the Ministry of Health, Social Services and Equality has a Sub-directorate for NGOs and Volunteering, dealing with volunteering issues in general. Within this Ministry these is an important consultative body, the State Council of Social Action NGOs, which gives

a platform for dialogue between social NGOs and the national government. The Institute for Youth, INJUVE - Youth Institute, under the same Ministry is tasked to promote volunteering among young people and manage European programmes, such as the European Volunteer Service. The Directorate for Civil Protection, within the Ministry of Interior is the governmental body responsible for civil protection volunteers. The Ministry of Environment, Agriculture and Fisheries is responsible environmental volunteering, and the Ministry of Culture for cultural volunteering.

Similarly, at the regional government level there are departments (*consejerías*), replicating the role of directorates in the ministries at the regional level, in the field of social services, environment, culture etc. These have therefore legislative and policy competences on volunteering at the regional/autonomous community level, environmental or cultural volunteering being for instance linked to these regional government departments. In local administration, at provincial or city level, there are also usually personnel responsible for social, civil protection, environmental and cultural services, who will deal with volunteering matters in the respective area of responsibility.

There are a series of issues in the current legislation on volunteering. For instance, there is some ambiguity in the legislation that allows for the term “volunteer” to be used in different situations where volunteering may be questionable, such as members of professional associations, non-democratic organisations, corporate organisations, political activists etc.

There is also a need for more clarity in the legislation with regards to the role of organisations and volunteers in providing community services within the welfare state. This is also the case for volunteers’ insurance and reimbursement of direct costs incurred, for the participation of volunteer organisations in the policymaking, and for funding for volunteering infrastructure.

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

The structure of the non-profit sector in Spain is complex, reflecting the complex administrative structure of the state at different levels, national, regional, provincial and local. These aspects as well as the networking within the non-profit sector involved in volunteering are explained also in the first sub-chapter, particularly under the functionality of the different infrastructures.

The main non-governmental structure for volunteering coordination, promotion, advocacy and support, at the national level is *Plataforma del Voluntariado de España (PVE)*. PVE was established in 1986 and currently comprises 78 organisations at regional and local level, including regional and provincial platforms, “unique entities”, such as the Spanish Red Cross, Caritas, ONCE, Spanish branches of international organisations such as Medecins du Monde etc., which according to the internal surveying account for 900,000 volunteers across Spain. The PVE is considered to be a benchmark for the coordination and systematisation of voluntary action in Spain.

Most of the autonomous communities have regional platforms or voluntary associations fulfilling the same function. National and regional platforms in many cases act as resource centres for volunteering, and carry out activities of promotion, consulting, training, research and advocacy. There are other networks not exclusively dedicating their efforts to volunteering

but closely linked to it, such as the *Platform of NGOs of Social Action* and the *Coordinator of Development NGOs, The European Network for Combating Poverty and Social Exclusion in Spain (EAPN-ES)*.

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All Spanish savings banks have the obligation to dedicate effort and funding to social matters, the so-called “obra social” - the bank often also support volunteering by funding or by promoting corporate volunteering programmes.

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Recently, the *Spanish Third Sector Platform* came into being, encompassing mostly volunteer organisations, and aiming to be an agent of cohesion and coordination to defend the value of the social NGOs, the welfare state, social rights, and better the public-private partnership for the benefit of disadvantaged people. The seven organisations that make up the new initiative are the Platform of NGOs of Social Action, Plataforma del Voluntariado de España (PVE), the European Anti-Poverty and Social Exclusion in Spain (EAPN), the Spanish Representatives of People with Disabilities (CERMI), the Spanish Red Cross, Caritas Spain and the Spanish National Organisation of Blind (ONCE).

Other organisations and networks that bring together multiple organisations that provide services to entities or volunteers are *COCENFE*, the network of organisations of disabled people and foundations such as the *Fundación Luis Vives*, working to strengthen the social third sector.

The networking and cooperation between different volunteer organisations in Spain is a relatively recent. There are still some features of individualism among organisations, including some competitiveness, however there is consensus in understanding the need to join efforts to better support and voice volunteering in Spain.

## 5. OTHER STAKEHOLDERS

Volunteering in Spain is mainly supported by public and non-governmental, volunteer organisations. Public authorities develop policies and programmes aimed to promote and support volunteering at the national, regional, provincial and local levels. For instance, a type of volunteering that is encouraged directly by the government is volunteering at public events, sports competitions, and cultural and social events. Civil protection is equally an important state-supported area; municipalities have a large number of civil protection volunteers, however they have a special status with respect to the volunteering sector.

Other public entities that directly promote volunteering are universities. Nearly all Spanish universities have their own programme of promotion of volunteering, in collaboration with NGOs, and of recognition of volunteering. In these universities, there are for instance systems that enable students to obtain credits in exchange for their voluntary social commitment and volunteering experience, under the European Credit Transfer and Accumulation System (ECTS)<sup>4</sup>.

In addition to the above, there are entities dedicating effort and funding to social matters, the so-called “obra social” that all Spanish saving banks are obliged to have. Savings banks in Spain are private entities with a strong representation of public authorities in their management bodies. These entities often have programmes to promote and support voluntary, either by way of funding or by promoting corporate volunteering programmes. Some examples are Obra Social La Caixa of the La Caixa Savings, Obra Social Caja Madrid etc.

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4. Course descriptions contain ‘learning outcomes’ (i.e. what students are expected to know, understand and be able to do) and workload (i.e. the time students typically need to achieve these outcomes). Each learning outcome is expressed in terms of credits, with a student workload ranging from 1 500 to 1 800 hours for an academic year, and one credit generally corresponds to 25-30 hours of work. [http://ec.europa.eu/education/lifelong-learning-policy/ects\\_en.htm](http://ec.europa.eu/education/lifelong-learning-policy/ects_en.htm)

Businesses also have a role to play in supporting and promoting volunteering. Corporate social responsibility is a relatively new matter in Spain, meaning that the promotion of corporate volunteering is still in development. Yet there are already some great experiences among companies developing employee volunteer programmes for its employees, either directly or through their own foundations, such as Fundacion Telefonica, Alcoa Foundation etc., or members of the Club Sostenibilidad.

## 6. FUNDING OPPORTUNITIES

The Diagnosis on Volunteering developed by the PVE and published by the Ministry of Health, Social Services and Equality states<sup>5</sup> that “The Central Government and the regional governments fund programs and activities developed by volunteers in NGOs, but there are no public data available on what economic element is linked to voluntary activities. Beyond of what exists in the State Budget, and their equivalents in the Autonomous Communities as well as the granting of funds. It is also difficult to find information on how much do the Autonomous Communities invest in volunteering, in relation to what they’re supposed to do and, therefore, to evaluate the changes. As the Spanish Volunteering Platform stated, “only the Andalusia Plan and the Basque Plan on Volunteering show the economic items necessary for the implementation of each of the actions. In the rest of the plans it doesn’t appear at all or it only indicates that it is the government of the community the one in charge of distributing the budget items.”

With regards to the sources of funding, volunteer organisations<sup>6</sup> are still heavily depending on the state, estimated to providing in average about 57% of the funding, whereas private funding is situated around 38%. Governmental funds can be obtained only by those organisations that have national presence. Foundations receive from the state 39 % and are self-funded in a proportion of 43%.

Sources of funding			Source: (JA)(2004:139) and compiled by the author.
	Donations	4.85%	
	Private donations	9.54%	
	Fees	11.21%	
	Sale/jobs	7.09%	
	Raffles and lotteries	2.32%	
	Community subsidies	0.97%	
	State subsidies	9.35%	
	Municipal subsidies	12.94%	
	Regional subsidies	41.49%	
	Other forms	0.81%	

5. Diagnóstico de la situación del voluntariado de acción social en España (2011). Madrid. Ministerio de sanidad, política social e igualdad.

6. Rodríguez Cabrero, G.,(Coor.) (2003:181)

## 7. REGULAR AND SYSTEMATIC RESEARCH

During the last 20 years several renowned researchers have worked on volunteering, basically, describing and analysing different aspects of it. Given the complexity of the phenomenon it is difficult to analyse volunteering without needing to split it into different elements for study, from different perspectives, such as psychological, sociological, economical, political etc. All these research studies have led to theories and models of interpretation, which depict the diversity of volunteering.

There are however structural constraints in carrying out research in the sector, and most of the studies and reports have described the difficulties they face. Some of the difficulties described by researchers are: the difficulty of defining a volunteer and volunteering; the lack of accurate statistics that would allow probabilistic analysis; the weak collaboration of organisations that can provide accurate data on volunteering; the lively and dynamic character of volunteering; the institutionalization of volunteering; the incommensurability of altruism; the strong dispersion of information sources within the public administration.

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**The concept of quality in volunteering is relatively new - there is little awareness of it on the side of volunteer organisations.**

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As previously mentioned, several Volunteering Observatories have been established at the national and regional level in order to study and analyse volunteering

permanently. Progress has been made in the research on volunteering and that is reflected in the production of literature (systematisation of practices, scientific articles, doctoral studies dissertations, regional research etc.). However, with the exception of specific studies, literature is generally based on secondary sources. It can be said that in the last five years there has been little information on volunteering in Spain based on primary sources, and that the lack of uniform and comparable data on volunteering at regional and national level is a major challenge faced by researchers in the field.

## 8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

In Spain, in the field of volunteering, ethics and quality are not seen as interrelated. The concept of quality volunteering is relatively new and there is little awareness of it on the side of volunteer organisations. Thus only large national organisations have begun processes to improve operations, practices and to evaluate results. Governmental institutions are trying to promote a quality approach with NGOs, with the aim of improving their efficiency and effectiveness.

There is a Code of Ethics for volunteering and volunteer organisations, designed by the Plataforma del Voluntariado de España and approved by its General Assembly in 2000. Moreover, organisations working in cooperation for development adopted their own ethical code in 1998 and revised it in 2008.

Different governmental bodies implement other systems of quality control of volunteering, but these control systems are almost always linked to funding processes.

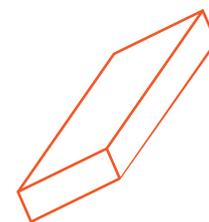
## 9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

The dissemination and encouragement to volunteer are carried out by different entities in Spain. According to surveys made, the main and most efficient way to attract and recruit volunteers in Spain is personal testimonies. Most organisations therefore disseminate their activities and recruit volunteers through its committed members. The volunteering platforms are the national, regional and provincial level, promote volunteering, recruit and orient volunteers towards different organisations.



There are several websites that are an important resource for the diffusion, guidance and referral of volunteers in our country, such as [www.hacesfalta.org](http://www.hacesfalta.org). There are also institutional campaigns, carried out in regions and municipalities on significant dates, such as the International Volunteer Day.

## 10. ADDITIONAL COUNTRY SPECIFICITIES



As previously mentioned, particularly in the context of the current economic crisis, the state has transferred some responsibilities for social services delivery to the third sector. This resulted in an empowerment of the third sector, which in the last years grew into an overburdening in terms of expectations from voluntary organisations to tackle social problems. These developments make volunteering lose some of its essence of ethical alternative to the established socio-economic systems and turn it more and more into a service provider, which can lead to contradictions if not confrontations with other organisations and even with the market.

The lack of reliable data on volunteering poses serious problems in completing studies and analysis on volunteering. It becomes therefore a challenge for the coming years to create a system that allows accurate data to be produced, avoiding excessive control which would eliminate the essence of volunteering. This problem is twofold.

On the one hand voluntary organisations are not overly concerned about knowing the real micro and macro data on volunteering. This is a great unconsciousness because in this way, it will be difficult to know the size and characteristics of volunteering, to promote and advance it, and to empower volunteer organisations by having evidence based information on the important role they play in the society. In many cases organisations do not have reliable data on the number of volunteers and basic data on them. At best, they have a record of personal data that serves recruitment purposes, but cannot feed into a broader profiling of volunteering.

On the other hand public authorities do not seem to have realised the important role that volunteering not only as a service provider but also as a backbone and catalyst of values in our society. A reflection of this lack of understanding is the fact that, to date, there isn't any basic study from the national or regional Statistical Institutes on volunteering.

# 11. RECOMMENDATIONS

From a Spanish perspective, it is fundamental to implement measures without which any analysis of volunteering in Spain would be incomplete.

First and foremost it is necessary to measure volunteering in Spain, both carried out individually and within organisations, determine its size, impact and characteristics and use this data to inform volunteering policy or policy in area that have an impact on volunteering. In that sense the methodology recommended to be used is the International Labour Organisation Manual on the Measurement of Volunteer Work issued in 2011.

Moreover, it is necessary to define the role of volunteering and voluntary organisations within the welfare state, even more in the context of the current economic crisis. There needs to be more clarity on responsibility boundaries with regards to the role that governmental entities are taking up or leaving void, and the role that volunteers and volunteer organisations are willing and able to assume.

Thirdly but not lastly, there needs to be more consistency, countrywide, with regards to the funding made available for volunteer organisations.

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