**Tool for Evaluating the Impact of Volunteering during the COVID-19 Pandemic**

We need your help!

Countries around the world have had to cope with the COVID-19 pandemic and volunteering has increased during this emergency period. We are now trying to assess the impact of the volunteer work undertaken in our organization during this period.

You and your point of view are important to us in this process. The results of this questionnaire will enable us to improve our activities and assessments concerning the prolonged state of emergency and the Coronavirus crisis, and to prepare ourselves for any similar occurrence in the future.

We would be grateful if you could take the time to fill out this survey. Although COVID-19 is still with us, the questions below refer to volunteer activities you undertook during the lockdown periods that characterized the height of the crisis. **Please focus your answers only on this period**.

Please note that this questionnaire is anonymous and that we will be unable to identify individual respondents.

Thank you for your cooperation! We could never have done it without you.

**So… Let’s get started!**

**How are you connected to our organization?**

* Volunteer.
* Paid staff.

**Did you volunteer in our organization during the COVID-19 pandemic?**

* Yes, I volunteered during the COVID-19 pandemic.
* No, I did not volunteer during the COVID-19 pandemic.

**What is the main reason you did not volunteer during the COVID-19 pandemic?**

* I am part of a high-risk group, or someone I live with is.
* The volunteer activities in the project/program in which I was volunteering was shut down.
* I did not know there were possibilities to volunteer.
* I had to take care of my children and could not help.
* I felt the type of activity put me at greater risk of infection.
* I did not want to.
* No special reason.
* Other.

**To what extent do you agree with the following statements:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| Although I did not volunteer during COVID-19 the organization kept in constant touch with me. |  |  |  |  |  |  |  |
| I was up to date about everything the organization was doing during this period. |  |  |  |  |  |  |  |
| Although I did not volunteer during this period, I felt I was an integral part of the team. |  |  |  |  |  |  |  |
| The fact that I did not volunteer during this period led to a rupture between me and the organization. |  |  |  |  |  |  |  |
| The organization offered me solutions to volunteer from home if I wanted to. |  |  |  |  |  |  |  |
| During my regular voluntary work, we prepared for volunteering in an emergency situation. |  |  |  |  |  |  |  |

**Did you work as a volunteer with our organization before the COVID-19 pandemic?**

* Yes.
* No.
* No, but I volunteered for another organization.
* This was the first time I volunteered.

**During the COVID-19 pandemic, did you volunteer in your usual role?**

* Yes.
* Yes, but online / from home.
* No, my volunteer work was canceled.
* No, the organization changed its mode of activity.
* No, there were other needs or positions to which I was better suited.

**During your pre-COVID voluntary work, was there any preparation for volunteering during an emergency situation?**

* No, none at all.
* Only for volunteer workers predesignated as crisis workers.
* Yes, but only in general terms.
* Yes, there were a clear allocation of duties for a crisis situation, and every volunteer knew what his/her role would be.

**From your experience, how prepared was the organization for the use of volunteers during the emergency situation?**

* Not at all.
* Only slightly.
* Not very prepared.
* Rather prepared.
* Well prepared.
* Very well prepared.

**How often did you volunteer during the COVID-19 pandemic?**

* More than four days a week.
* Between one day a week and four days a week.
* One or two days a month.
* Infrequently.
* I volunteered only once.

**How satisfied are you with your volunteer activity during the COVID-19 pandemic?**

**How significant do you think was the volunteers’ work during the COVID-19 pandemic? How did it affect those receiving services from the organization?**

**Do you think those who received the organization’s services were affected by the fact that during the COVID-19 pandemic part of these services were provided by volunteers and not just the regular staff? If so, how did this affect them? You may select more than one possible answer:**

The service provided:

* Was quick, flexible, and of high quality.
* Would not have been available without volunteers.
* Fitted the needs and culture of those who required it.
* Gave those who required it a feeling that someone cared about them and their problems.
* Enabled people to obtain their basic needs, such as food and medicine.
* Was unaffected by whether it was administered by volunteers or regular staff.
* Other.

**Who managed your volunteer work during the COVID-19 pandemic?**

* A volunteer coordinator or manager who works for the organization.
* The organization’s emergency management officer.
* Different staff members managed the volunteers.
* The volunteers were managed by some other office or body within the organization.
* The volunteers were managed by someone who replaced the volunteer coordinator, who was put on unpaid leave.

**Concerning the COVID-19 pandemic, to what extent would you agree with the following statements:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| Throughout this period, I felt a meaningful connection to the organization and was an integral part of its activities. |  |  |  |  |  |  |  |
| The organization succeeded in adjusting the volunteer positions to better suit the crisis. |  |  |  |  |  |  |  |
| I had a clear notion of my role and of what was expected of me during this period. |  |  |  |  |  |  |  |
| The organization provided me with training to better handle the changing reality and its effect on my role as a volunteer. |  |  |  |  |  |  |  |
| The organization was concerned for the safety and health of all its volunteers during this period. |  |  |  |  |  |  |  |
| I knew who to talk to in the organization about my volunteer work during this period. |  |  |  |  |  |  |  |
| The organization provided me with coaching, supervision, and support to help my volunteer work during this period. |  |  |  |  |  |  |  |
| The organization expressed appreciation for its volunteers. |  |  |  |  |  |  |  |

**To what extent do you think the organization would have been able to accomplish its goals during the pandemic without the help of volunteers?**

**We will now ask you a few questions whose purpose is to understand how volunteering affected you personally. To what extent did your volunteer work during the COVID-19 pandemic:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| Increase my sense of meaning during this period. |  |  |  |  |  |  |  |
| Expose you to greater health risks. |  |  |  |  |  |  |  |
| Improve your physical and mental health. |  |  |  |  |  |  |  |
| Help you keep busy during the crisis. |  |  |  |  |  |  |  |
| Decrease your anxiety during the crisis. |  |  |  |  |  |  |  |
| Make you feel you were doing something to help the national/global struggle against the virus and the crisis. |  |  |  |  |  |  |  |
| Develop new abilities and skills (technological skills, time management skills, teamwork, interpersonal communication, and more). |  |  |  |  |  |  |  |
| Enable you to gain experience in new fields of volunteer work. |  |  |  |  |  |  |  |

**To what extent did volunteering during the pandemic affect you in the following aspects?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| It increased my expenditure (more money was needed for volunteer activities, for equipment, travel, etc.). |  |  |  |  |  |  |  |
| It increased my experience and connections. |  |  |  |  |  |  |  |
| It enabled me to use my unpaid leave/the period of occupational instability to acquire new skills, get to know new fields, and create connections that would help me when I returned to the job market. |  |  |  |  |  |  |  |
| It strengthened my sense of trust in people and other companies. |  |  |  |  |  |  |  |
| It strengthened my sense of belonging to a community: geographically, culturally, religiously, virtually, or otherwise. |  |  |  |  |  |  |  |
| It helped me create profound connections with people from my community/neighborhood that are likely to continue once the crisis has passed. |  |  |  |  |  |  |  |
| It helped me get to know people of diverse backgrounds (culture, age, gender) and interests. |  |  |  |  |  |  |  |

**Did volunteering during the pandemic influence your sense of trust in local and national government as well as state institutions?**

* My trust in local and national government and state institutions increased.
* My trust in local and national government and state institutions remained the same.
* My trust in local and national government and state institutions decreased.
* My trust in local government increased, but my trust in national government and state institutions decreased.
* My trust in local government remained the same, but my trust in national government and state institutions decreased.
* My trust in local government decreased, but my trust in national government and state institutions remained the same.

**During the pandemic, who was affected by your volunteer work?**

Please select all relevant answers:

* Me.
* Those who received the services I provided.
* My friends and/or family.
* The members of the organization where I was volunteering.
* The staff members in the organization where I was volunteering.
* The partners in the organization where I was volunteering.
* The members of the community where I volunteer.
* Israeli society in general.
* Other.

**Before the pandemic, to what extent did you feel volunteering had a significant impact on our society?**

**To what extent do you think that after the pandemic has passed you will continue to volunteer?**

**What is the most significant change or experience that you had as a result of the COVID-19 pandemic? Please type your answer here:**

**Finally, we need a few personal details about you:**

This data is collected for statistical purposes only.

**Gender**

* Male.
* Female.
* Other.

**Age**

**Occupational status during the COVID-19 pandemic:**

* Self-employed.
* Retired.
* Part-time job.
* Full-time job.
* Unpaid leave.

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**Thank you for filling out this survey!**

**During the pandemic period, did you continue working for our organization?**

* Yes, as usual.
* Yes, from home.
* Partially from home and partially from the office.
* I was put on unpaid leave.
* I was fired.
* I never worked for the organization.

**How familiar are you with the volunteer activities of our organization in pre-COVID times?**

For example: working directly with volunteers, a general knowledge of volunteer activities, impressions from other members of staff, etc.?

**Did volunteer work continue in your organization during the COVID-19 pandemic?**

* Yes, there were no significant changes.
* Yes, but there some things were done differently (different roles, working from home, etc.).
* Some forms of work continued while others did not.
* No, volunteer work was halted entirely.
* I’m not sure.

**During the pandemic, were you in touch with the volunteers who worked for the organization also before COVID-19?**

* Yes. (Please let us know how).
* With some of them.
* No.

**How closely were you in contact with volunteers during the pandemic?**

**How often did you work directly with organization volunteers during the pandemic?**

* On a daily basis.
* At least once a week.
* At least once every two weeks.
* At least once a month.
* Infrequently.
* Not at all.

**What was your role with regards to the organization’s volunteers during the pandemic?**

* I had a position managing volunteers.
* I supervised volunteers directly.
* I helped supervising volunteers.
* My team includes volunteers.
* I had no direct contact with volunteers.
* Other.

**To what extent are you satisfied with the volunteer activities undertaken by the organization during the pandemic?**

**To what extent do you think the organization’s volunteer activities helped those receiving the organization’s services?**

**To what extent do you think volunteering during the pandemic helped strengthen existing partnerships and create new ones?**

**It is important for us to understand the effects of volunteer work on an organizational level: To what extent do you think the volunteers’ work during the pandemic helped the following organizational aspects?**

Please respond concerning effects that would not have taken place had activities been undertaken by the regular staff of employees.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| Team development (leadership abilities, management, technology, finances, etc.). |  |  |  |  |  |  |  |
| Diversifying the organization’s manpower. |  |  |  |  |  |  |  |
| Expanding the possibility of responding to all the demands of the organization’s clients. |  |  |  |  |  |  |  |
| Greater awareness of community needs/needs of those receiving the organization’s services. |  |  |  |  |  |  |  |
| Increased team motivation. |  |  |  |  |  |  |  |
| Providing culturally appropriate responses to the broad spectrum of service receivers. |  |  |  |  |  |  |  |

**It is important to us to understand how your work with the organization’s volunteers influences you personally. To what extent do you think your work with volunteers during the pandemic directly contributed to your development in the following aspects:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| It contributed to my personal and professional abilities (confidence, management skills, interpersonal skills, working with clients, and more). |  |  |  |  |  |  |  |
| It helped me create new social contacts. |  |  |  |  |  |  |  |
| It helped strengthen my sense of trust in others. |  |  |  |  |  |  |  |
| It contributed to my sense of belonging to the national/global struggle against the pandemic. |  |  |  |  |  |  |  |
| It strengthened my sense of community belonging. |  |  |  |  |  |  |  |
| It helped me get to know a wide range of people, belonging to a variety of cultures, ages, genders, who pursue a range of different interests. |  |  |  |  |  |  |  |
| It contributed to my mental and physical wellbeing. |  |  |  |  |  |  |  |
| It helped me get through the crisis, the lockdowns, and the complex pandemic period. |  |  |  |  |  |  |  |

**To what extent do you think the organization would have been able to perform its duties during the pandemic without the help of volunteers?**

**To what extent do you agree with the following statements regarding the management of volunteers during the pandemic?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **Not at all** | **2** | **3**  **To some extent** | **4** | **5** | **6**  **To a great extent** | **Not relevant** |
| During the pandemic, the volunteers felt a real connection to the organization and were an integral part of its work. |  |  |  |  |  |  |  |
| The organization successfully adapted volunteer positions to best fit the specific needs of the pandemic period. |  |  |  |  |  |  |  |
| The organization provided training for the changing reality and its impact on volunteers’ roles. |  |  |  |  |  |  |  |
| The organization provided for the safety and health of its volunteers, including those who were unable to volunteer due to health risks. |  |  |  |  |  |  |  |
| The organization was grateful to its volunteers. |  |  |  |  |  |  |  |
| Volunteer activity during the pandemic was well-prepared by professional volunteer management before the pandemic and good organization emergency protocols. |  |  |  |  |  |  |  |

**Did your exposure to volunteer work in the organization change your opinion about using volunteers in the organization?**

**We would be happy for any further comments – either positive or negative – you might have about the influence of volunteer work during the COVID-19 pandemic, and its influence on you, the organization, stakeholders, beneficiaries, and the community:**