

A photograph of three people, two women and one man, smiling and looking at a laptop screen. The man is in the center, leaning forward. The woman on the left is wearing a blue top, and the woman on the right is wearing a purple jacket. The background is slightly blurred, showing what appears to be a classroom or office setting with posters on the wall.

ENABLING YOUTH VOLUNTEERISM FOR A BETTER FUTURE IN JORDAN

FINAL REPORT

Submitted by Dr. Haya Al-Dajani

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- German Jordanian University
- Ghayyer
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- Higher Council for Youth
- Ibsher
- INJAZ
- Jordan River Foundation
- Jordan University of Science and Technology
- JUHOD
- King Abdullah II Fund for Development
- Kulluna al Urdun
- LoYAC
- Ministry of Industry and Trade
- Ministry of Political Development and Parliamentary Affairs
- Ministry of Social Development
- Mujtamaa Shams
- Mutah University
- Roh al Urdun
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- Tech Tribes
- UCAN Unicef
- University of Jordan
- Vet Volunteers
- Yarmouk University
- Y-Peers
- Zikra

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- 101 Youth Association
- ACTED
- Aflamy
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- AIESEC
- Al-Aman Human Rights Center
- All Jordan Youth Commission
- Ana Mish Muhareb Ana Taleb
- Anna Lindh Jordan – RIIFS
- Arab Bank
- Bader Fa Anta Kader
- Beit Al Afyeh

- Community Jo
- Development Unit - Zarqa'a Municipality
- Eye on the Future
- Ghayyer
- Global Platform - ActionAid
- Hashemite University
- Hayat Organization
- Higher Council for Youth
- Ibsher
- INJAZ Jordan
- Jordan River Foundation
- Jordan University of Science and Technology
- JRS (Jesuit Refugee Service)
- JUHOD
- King Abdullah II Fund for Development
- Leaders of Tomorrow
- Madaba Cultural Forum for Children
- Ministry of Industry and Trade
- Mujtamaa Shams
- Mutah University
- Palliative Care
- Regional Network for Women
- Roh al Urdun
- Save the Children
- Shabab4Life
- Sharek
- Takaful
- UCAN Unicef
- UNRWA
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- Wellness House
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ABBREVIATIONS

BC	British Council Amman, Jordan
CV	Curriculum Vitae
FCYO	Funders' Collaborative on Youth Organizing
KAFD	King Abdullah II Fund for Development
MENA	Middle East and North Africa
NGO	Non-Governmental Organisation
NPO	Non-Profit Organisation
UN	United Nations
UNDP	United Nations Development Programme
UNV	United Nations Volunteers

FOREWORD

The Arab Youth Volunteering for a Better Future Project is an initiative led by the United Nations Volunteers (UNV) programme. It is in line with the regional strategies of the United Nations (UN) and United Nations Development Programme (UNDP) and supports the UN Secretary General's Five-Year Action Agenda (January 2012), in which he highlights the importance of working with and for young people as a priority.

This regional initiative aims to harness the power and energy of Arab youth through volunteerism, drawing on the inherent core values of self-help, solidarity and social cohesion.

The Regional Project was launched in April 2013 and it works on awareness raising, strengthening the institutional frameworks of volunteerism, building the capacity of youth and facilitating youth inclusion exchange and supporting youth inclusion in formal structures. It thereby works towards

enhancing their social inclusion and active participation in the socio-economic development of their countries. The Regional Project is implemented in five countries; Egypt, Jordan, Morocco, Tunisia and Yemen.

In fulfilling Output 2 as set out in the UNV Regional Programme Document; Institutional frameworks for volunteerism strengthened in the target countries and the region, the British Council in coordination with UNV are pleased to present this report entitled "Enabling Youth Volunteerism for a Better Future in Jordan". This entails an assessment with clear analysis of the gap between what the youth volunteer wants and what the Jordanian institutional framework allows, a cross comparison between the different institutions, and a set of policy related recommendations. The ultimate goal of this report is the enhancement of an enabling environment for youth volunteerism in Jordan.

EXECUTIVE SUMMARY

Focusing specifically on the challenges of youth in the Arab region, volunteering provides a viable and sustainable means to address the aspirations of youth, and to turn their grievances and frustrations into positive energy.

Studies suggest that civic engagement in socio-economic development contributes to better development results, improves efficiency and targeting of basic services, enhances transparency by improving accountability, and facilitates collective action.

Youth have dynamism and skills that can be harnessed to contribute to the achievement of local, national and global development goals. Similarly, volunteerism can bridge the transition from formal and informal education to paid employment for young people.

Their participation in a range of volunteering activities can enhance their life, leadership, citizenship, and work-related skills and qualifications, and hence improving their readiness for employment and civic engagement.

However, we know very little about youth volunteerism in this region as this topic remains under-researched (Al Gharaibeh,

2010) and often muddled with youth development, career development, employability and / or civic engagement. Thus, this project contributes to bridging the hindering gap in research on this topic, and aims to promote an enabling environment for youth volunteerism in Jordan, through the adoption of a context-appropriate and highly participatory approach that actively engages youth, key decision-makers and multiple stakeholders.

Through the adoption of a mixed method, three dimensional approach entailing a combination of focus groups, stakeholder interviews and a youth survey, this study focused on the promotion of an enabling environment for volunteerism in Jordan. Doing so contributed to the fulfilment of Output 2 as set out in the UNV Regional Programme Document; Institutional frameworks for volunteerism strengthened in the target countries and the region.

Key findings from this study focused on extrapolating a 'snapshot' of Jordan's youth volunteers documenting their motivations for volunteering, barriers to volunteering, and outcomes of volunteering in Jordan. Accompanying this snapshot, is a set of critical

considerations for the Jordanian National Agenda on youth volunteerism, arising from the overall multi-dimensional data analysis undertaken. The critical considerations included:

- Definitions of youth volunteerism
- Funding for youth volunteerism
- Top Down or Bottom Up Organising of the Sector
- Remuneration for Youth Volunteers
- Registration of Youth Volunteer Initiatives
- Voluntary or Compulsory Youth Participation
- Employability of the Youth Volunteers
- Training the Youth Volunteers and Those Organising Youth Volunteer Initiatives and Programmes
- Networking Within the Youth Volunteer Sector
- Impact of Youth Volunteerism on Jordan

Given that the purpose of UNV regional programme involves an enabling environment for youth volunteerism, two models for engaging youth in policy formation and development were presented in this study to ensure their strategic involvement in these developments. Going forward, a number of action-oriented recommendations requiring immediate focus were identified in this study. These are

embedded within the critical considerations identified through the study's three dimensional mixed-methods data collection approach, and presented above. Principally, they include:

- The adoption of the UNDP Systemic Approach to Capacity Development Model through simultaneously executed 'bottom-up' and 'top-down' approaches creating an enabling environment for youth volunteerism in Jordan.
- Engaging the youth in youth volunteerism policy formation and development, as well as building institutional frameworks.
- Collating all existing youth volunteerism policies into one overarching policy framework to deconstruct and then reconstruct.
- Intensifying the institutional role of the university within the youth volunteerism landscape.
- Establishing a youth volunteerism national network through the adoption of a social enterprise model.

At the validation event held on March 1st, 2015, consensus amongst all participants supporting these 5 recommended actions was achieved.

Overall, this study contributes to strengthening Jordan's institutional frameworks for youth volunteerism by:

- Providing an assessment of the institutional obstacles that stand in front of Jordan's youth volunteers, volunteer initiatives and newly registered youth volunteer associations and organisations.
 - Providing a cross comparison between the differing stakeholder institutions involved in youth volunteerism in Jordan.
 - Providing policy related recommendations
 - Analysing the gap between what the youth volunteer want and what the Jordanian institutional framework allows.
-

1. INTRODUCTION

Whilst evidence from various parts of the world shows that youth are engaging in volunteering at a much higher rate than adults (Wilson, 2012), there is significant scope to enhance the enabling of youth volunteerism especially in developing economies where youth are at a high risk of unemployment, disillusionment, marginalization and radicalization (Kennelly, 2011; Assaad and Barsoum, 2007). Within this project, we adopt the United Nations agency definition of youth, as the age cohort between 15-24 (UNDESA).

Focusing specifically on the challenges of youth in the Arab region, volunteering provides a viable and sustainable means to address the aspirations of youth, and to turn their grievances and frustrations into positive energy.

Studies suggest that civic engagement in socio-economic development contributes to better development results, improves efficiency and targeting of basic services, enhances transparency by improving accountability, and facilitates collective action.

Youth have dynamism and skills that can be harnessed to contribute to the achievement of

local, national and global development goals. Similarly, volunteerism can bridge the transition from formal and informal education to paid employment for young people.

Their participation in a range of volunteering activities can enhance their life, leadership, citizenship, and work-related skills and qualifications, and hence improving their readiness for employment and civic engagement.

However, we know very little about youth volunteerism in this region as this topic remains under-researched (Al Gharaibeh, 2010) and often muddled with youth development, career development, employability and / or civic engagement. Thus, this project contributes to bridging the hindering gap in research on this topic, and aims to promote an enabling environment for youth volunteerism in Jordan, through the adoption of a context-appropriate and highly participatory approach that actively engages youth, key decision-makers and multiple stakeholders.

The overall project was undertaken in three phases. The first phase comprised a research study involving focus group

interviews, individual stakeholder interviews and a youth volunteer survey. This was followed by a validation event to verify and confirm the results and recommendations arising from

the data collection. Finally, a debate on the institutionalisation of youth volunteering in Jordan comprised the project's multi-stakeholder engagement event.

2. BACKGROUND

A thorough and comprehensive literature review was undertaken for this project and resulted in a wealth of academic material on youth volunteerism policy predominantly from the contexts of the USA, UK and other European advanced economies. Examples of authoritative works include Zeldin et al (2007), Snyder and Omoto (2008), Elaine et al (2008), Males (2006), Barnett and Brennan (2006), and Hollister (2008). This literature expanded significantly following the publication of William Finnegan's (1998) ethnography entitled 'Cold New World: Growing Up in a Harder Country'. Here, Finnegan (1998) showed how the extent of disconnection and desperation felt by racially and socially diverse groups of American youth was influenced by the rising rates of juvenile crime, disillusionment with the political process, and suburban nihilism.

Since then, there has been a shift towards engaging youth in social, civic and political action and policy making as this strategy would result in their agenda, commitment, passion, leadership and ownership. This approach became known as 'youth organising' (Christens and Dolan, 2011).

Across the world, young people

between the ages of 18-30 are increasingly targeted for volunteering as a means to enhancing their civic engagement and responsibility for community regeneration.

Volunteering is also an effective and uncontroversial mechanism to help youth overcome disillusionment resulting from personal or social difficulties (Sheard, 1995) often associated with the 'problems of youth' (Smith and Doyle, 2002). As a result, youth volunteering policy has developed into a tool to 'responsibilize' younger generations (Dean, 2010). The notion of 'responsibilizing' empowers the youth to take control of their lives and their communities, resulting in enhanced individual and social wellbeing (Clarke, 2005).

As recognised within the UNV Regional Programme Document, while non-formal volunteerism is largely embedded in Jordan's cultural and social values and norms, growth of formal volunteering is hindered by limited institutional frameworks similarly to other countries in the region. Limited laws on civil society and volunteerism, lack of research on volunteerism (Al Gharaibeh, 2010) and weak capacity of NGOs and governments in volunteer

management are some of the main factors limiting growth of volunteering initiatives and engagement of youth in such activities (Salehi-Isfahani and Dhillon, 2008). Indeed in Jordan as elsewhere in the MENA region, youth focused and established organisations have been the 'natural' vehicle for adopting youth volunteerism although they are not volunteering specialists. The recognition that 'not all youth are volunteers and not all volunteering is about youth' is important.

The youth volunteering landscape in Jordan is changing but such developments were not evident within the published literature. Indeed, only a handful of academic articles focusing on volunteer organisations or youth volunteerism in Jordan or more widely in the Middle East region were available and included Al Gharaibeh (2010), Salehi-Isfahani and Dhillon (2008), AlMunajjed et al (2011), Chaaban, (2013), Chahine and Farhat (2014), Ibrahim and Hunt-Hendrix (2011), Jamali (2011), Kurtz and Gomez (2012), Kandil (2004), and Weber (2013). Most literature here focused on youth unemployment and lack of civic engagement. More broadly, youth volunteerism was seen as a component solution for tackling these challenges.

His Royal Highness Crown Prince

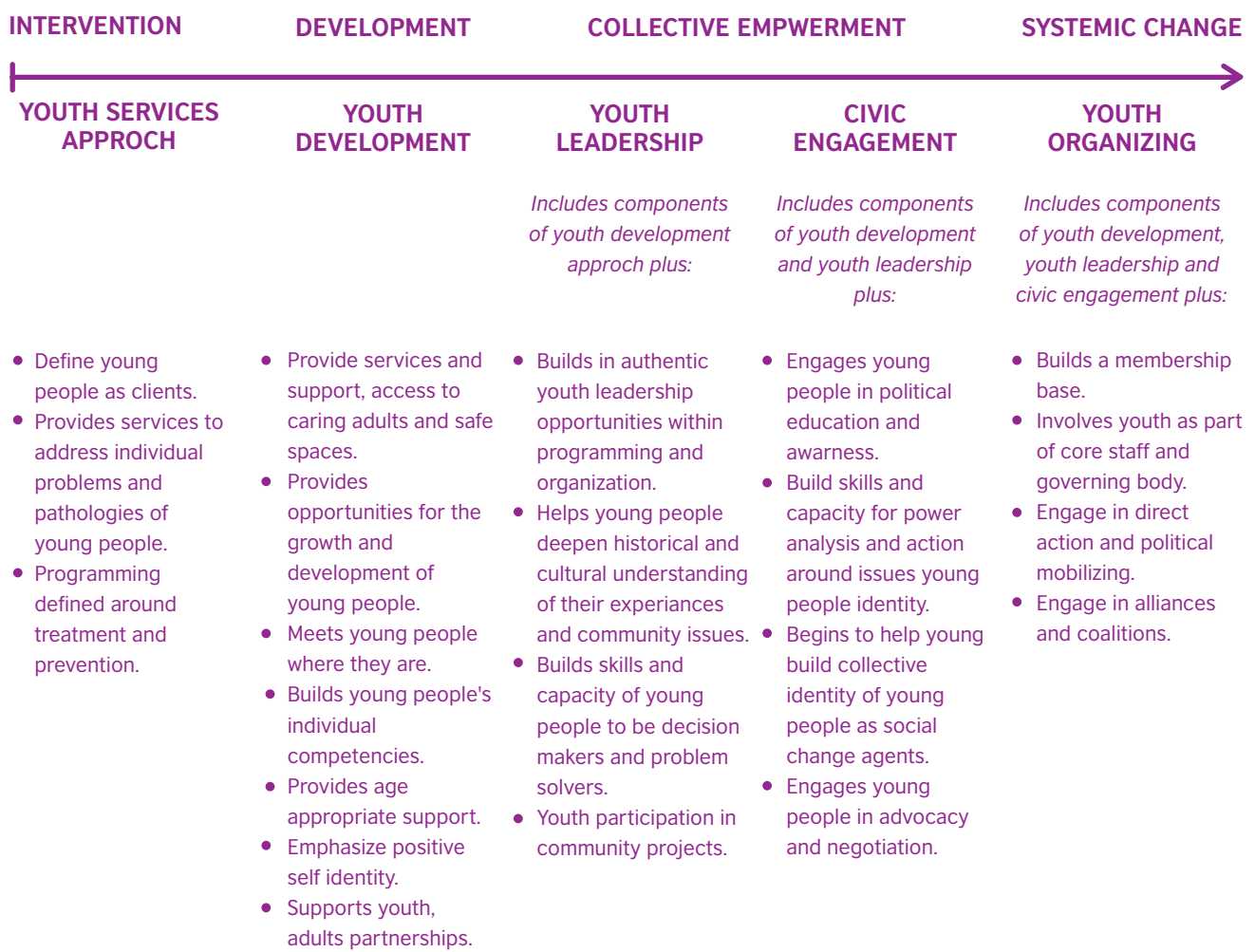
Hussein Bin Abdullah II has embraced the enhancement of youth volunteering in the country, stating that volunteering helps the youth to "develop their personality, interact with the society and [improve their] skills to communicate, plan and work as a team" (Arab Today, 2014).

Today, a number of key players are actively contributing to the modernising and shaping of the youth volunteerism landscape in Jordan. These include amongst others acknowledged in this project; UNV, the British Council, King Abdullah II Fund for Development, Volunteer Jordan, the Higher Council for Youth, LOYAC and INJAZ, Jordan River Foundation, UNFPA and UNICEF. Collectively, such stakeholders aim to improve the capability of institutions to manage the affairs of youth volunteers and to ensure a better use of resources, increase the number of youth volunteers and develop their skills, instil a sense of social responsibility in the youth, and encourage them to 'responsibilize'. The challenge is to operationalize these aims in an effective, efficient, and youth engaging strategic methodology. As engaging youth in "building on existing laws, policies and strategies and / or establishing new ones where they do not exist" (UNV Regional Project Document) in Jordan and other countries within the MENA region

is critical to empowering youth and enabling their effective volunteerism, two models of youth engagement relevant to this purpose are presented here. First, is the Funders' Collaborative on Youth Organizing (FCYO) model for engaging youth. As shown in Figure 1 below, this model entails a staged process of youth

engagement and aims to improve the awareness and understanding of multiple stakeholders engaged with youth. The adoption of such an approach ensures the inclusion and engagement of the youth themselves as organizers and actors within the enabling environment for their volunteerism.

Figure 1: FCYO Model for Youth Engagement

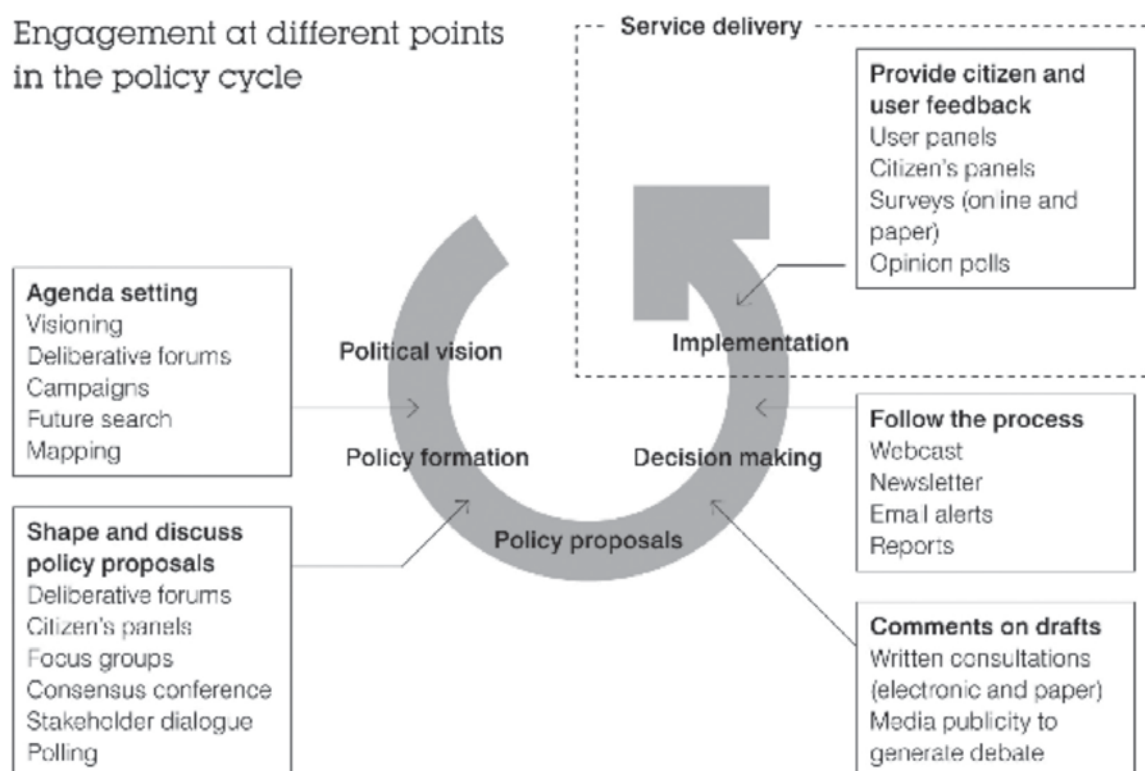


Source: Funders' Collaborative on Youth Organizing (2003: 10)

The second model relevant to enabling youth volunteerism to be presented here is Warburton's (2007) public participation in policy making – see Figure 2 below. This model denotes the importance of public engagement in policy formation “when there is room for change” (Warburton, 2007: 4). Given that the enabling environment for youth volunteerism in Jordan requires the deconstruction and

reconstruction of existing policy complemented by new framework developments, this context confirms the ‘room for change’ purported by Warburton (2007). Thus, this processual model can be adapted and adopted to suit the Jordanian environment and the enabling of youth volunteerism here as the objectives of engaging the youth and other stakeholders in policy formation are clear.

Figure 2: Warburton's Model on Engagement in Policy Formation



Source: Warburton (2007: 4)

These two models jointly complement the aims of youth engagement in the process of policy formation which is a key dimension in enhancing the enabling youth volunteerism landscape in a modern and visionary Jordan. Considering that the fundamental aim of an enabling youth volunteerism landscape and its associated institutional frameworks is the responsabilizing of youth for a better future in Jordan, engaging youth and multiple stakeholders through simultaneously executed

‘bottom-up’ and ‘top-down’ approaches in the effort to strengthen the institutional framework for youth volunteerism, and to develop and enhance relevant policy, is critical for the success of these endeavours. Such engagement can occur through the adaptation and adoption of either the Warburton (2007) Model on Engagement in Policy Formation or the Funders’ Collaborative on Youth Organizing (2003) Model for Youth Engagement, or a combination of these.

3. PURPOSE OF THE STUDY, AIMS AND OBJECTIVES

The overall purpose of this study is to promote an enabling environment for volunteerism in Jordan. Within this overall purpose, this study aims to:

- Provide an assessment of the institutional obstacles that stand in front of Jordan's youth volunteers, volunteer initiatives and newly registered youth volunteer associations and organisations. To fulfil this aim, the following objectives were focused upon:
 - a. Documenting the barriers to youth volunteerism from a variety of stakeholder perspectives.
 - b. Collating the multiple stakeholders' recommendations for overcoming these barriers.
- Analyse the gap between what the youth volunteer wants and what the Jordanian institutional framework allows. To fulfil this aim, the following objectives were focused upon:
 - a. Mapping the volunteering motivations of Jordan's youth from a variety of stakeholder perspectives.
 - b. Documenting the current Jordanian institutional framework, the opportunities and limitations it presents, from a variety of stakeholder perspectives.
- Provide an overview of the different institutions involved in youth volunteerism in Jordan. To fulfil this aim, the following objectives were focused upon:
 - a. Mapping the existing provisions for youth volunteering from a variety of universities, public, private and non-profit organisations.
 - b. Mapping the network between these stakeholder agencies.
- Provide a set of policy recommendations, with specific recommendations to each relevant institution type such as municipalities, parliamentary committees, corporate social responsibility departments, quasi-governmental and non-governmental organisations. To fulfil this aim, the following objectives were focused upon:
 - a. Collating the recommendations on necessary policy developments for enabling the youth volunteerism

landscape, from the perspectives of the multiple stakeholders.

- b. Identifying policy-related agenda items for further research and discussion amongst the key players and multiple stakeholders.

These aims and objectives were achieved through the adoption of a context-appropriate and highly participatory approach

that actively encouraged the involvement of youth, key decision-makers and stakeholders, to take ownership of the outcomes of this study and the ensuing steps. The engagement process was an empowering one for the youth target groups and inclusive of stakeholders at civil society, policy and decision-making levels.



4. METHODOLOGY

4.1 APPROACH

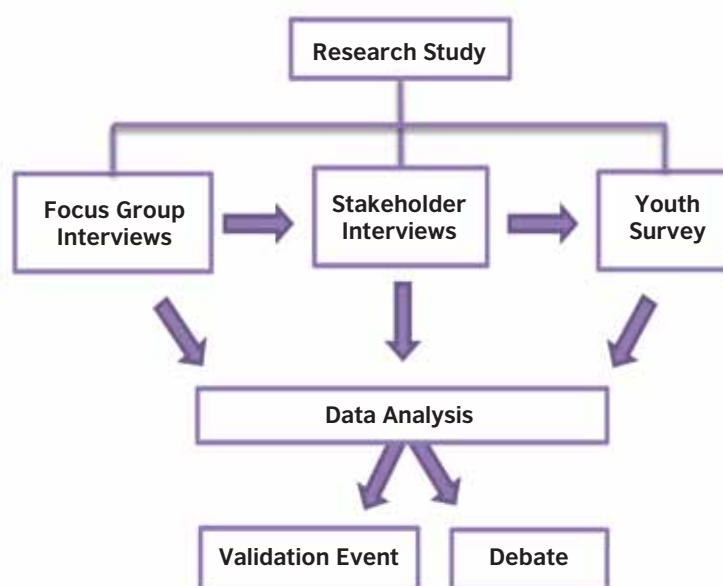
The overall project was undertaken in three phases. The first phase comprised a research study involving focus group interviews, individual stakeholder interviews and a youth volunteer survey. This was followed by a validation event to verify and confirm the results and recommendations arising from the data collection. Finally, a debate on the institutionalisation of youth volunteering in Jordan comprised the project's multi-stakeholder engagement event (see figure 3).

A mixed-method, three dimensional data collection approach was adopted in the research study to maximise the participation of multiple stakeholders and active players within the youth volunteering landscape of Jordan. This approach also permitted the cross-referencing of data collected and its validation from multiple perspectives and stakeholders. Widely acknowledged as a suitable approach for social science research, all three dimensions addressed the study's complementary aims and allowed the capturing of data through the most suitable methods for each target group.

This involved a combination of 3 focus groups, 14 stakeholder interviews and a youth survey comprising 130 participants. This approach ensured that both the complementary and conflicting perspectives between the multiple stakeholders and active players were acknowledged and recognised within this study. To authenticate and legitimize the results and recommendations presented in this report, a validation event was held on March 1st, 2015.

To create awareness about the study, its findings and youth volunteering in general, a debate entitled 'The Jordanian State Should Institutionalise Volunteer Work' was organised as part of this overall project.

Figure 3: Research process



Focus Groups:

The first dimension involved three focus groups conducted in Arabic, held on January 17 and 18, 2015 at the premises of the British Council in Amman, Jordan. Each focus group lasted between 2.5 – 3 hours, and a total of 43 participants attended these focus groups. A concerted effort was made to include representation from:

- NPOs with active volunteer initiatives
- Youth led volunteer initiatives
- Registered organisations supporting youth volunteerism in Jordan

Stakeholder Interviews:

Following the completion of the focus groups, a series of 14 individual semi-structured stakeholder interviews were conducted with representatives from Jordanian universities and public, private and non-profit organisations that currently influence the youth volunteerism landscape. All individual semi-structured stakeholder interviews were conducted in Arabic, between January 17 - 22, 2015.

Youth Volunteerism Survey:

The final dimension of the study entailed a youth volunteerism survey presented as an Arabic SurveyMonkey tool and distributed through the British Council and UNV websites. Data

was collected through this channel between February 1 - 15, 2015. The content of this survey complemented the themes generated from the focus group interviews and individual interviews, and focused on the Jordanian youth's volunteering experience, motivations for volunteering, barriers to volunteering and recommendations for enhancing volunteerism amongst Jordan's youth. This survey comprised a total of 130 cases.

Validation Event:

Once the data analysis and the project interim report were completed, a wide consultation exercise of relevant stakeholders was organised as a day event, running between 9 am and 3 pm on March 1st, 2015 at Century Park Hotel, Amman. The purpose of this event was to achieve consensus amongst the multiple stakeholders, on the results and recommendations of the interim report. The 60 participants attending the Validation Event contributed to the development of this project by:

- Providing feedback and any outstanding or additional information that was not addressed in the interim report.
- Identifying and reviewing stakeholders' needs as presented in the interim report, and to prioritise areas of action on a national level, for further

development by the project stakeholders, state and non-governmental actors.

- Identifying (honing in on) policy level interventions that need to be acted on to progress the recommendations of the interim report.
- Recommending mechanisms for further information and report outcomes dissemination (advocacy and awareness raising).

Further details about the validation event prepared by Leaders of Tomorrow can be found in the Annexes.

Debate:

The British Council and The United Nations Volunteers programme cordially arranged a public debate as part of the project 'Jordan Volunteers for a Better Future'. Entitled 'The Jordanian State Should Institutionalise Volunteer Work', the debate took place on February 25, 2015 from 11.00-13.30pm in the Mudaraj Al Sadaqa at the Princess Sumaya University for Technology. The event was free to attend and open to the public. The audience comprised a mix of male and female youth volunteers, members of NPOs, governmental institutions, universities and members of the public. The overall audience number was 60. The debate was won by the Affirmative side who argued that

the Jordanian State should Institutionalize Volunteer Work. More details about the arguments of the debate can be found in the Annexes.

4.2 RESEARCH TOOLS

The focus group guide, stakeholder interview guide and youth survey questionnaire comprised independent research tools geared towards a particular target group. However, all three tools were thematically consistent to ensure comparability across the three data sets as well as comparison within each data set separately.

The starting point was the development of the focus group guide and once this was finalised, the stakeholder interview guide and the survey questionnaire were drafted. Both the stakeholder interview guide and the survey questionnaire were finalised following the completion of the focus group interviews for two reasons. Firstly, to ensure that all data arising from the focus groups is captured in all the research tools. Secondly, the youth survey questionnaire was piloted with the youth focus group participants and thus, their feedback shaped the finalisation of the survey questionnaire.

The development of all three research tools was embedded within the study's terms of

reference (see Annex A), existing literature on enabling youth volunteerism, the UNV Regional Programme Document, FCYO (2003) model on youth engagement and finally, Warburton's (2007) model on engagement in policy formation.

The English and Arabic versions of the research tools utilized in this study comprising a focus group interview guide, stakeholder interview guide and youth survey questionnaire are available in the Annexes.

4.3 PARTICIPANTS

This section highlights the participants of the focus groups, stakeholder interviews, youth survey and validation event. For the focus groups and stakeholder interviews, the recruitment process was led by UNV in liaison with a local Jordanian consultant.

Recruitment criteria focused on the involvement of the stakeholder organisation within the Jordanian youth volunteering landscape. The recruitment strategy captured the diversity amongst these organisations to ensure that multilateral perspectives informed the study.

Focus Groups: A total of 43 participants attended the focus group interviews. These participants were targeted to reflect the multiple stakeholders involved in Jordan's youth volunteerism landscape; youth volunteers engaged with registered and non-registered initiatives, and youth volunteering funding agencies.

The organisations represented in the focus groups are presented in Table 1 below.

Table 1: Focus Group Interviews Participant Organisations

Registered Organisations supporting Youth Volunteerism	AIESEC Beit Al Afyeh Mujtamaa Shams Roh al Urdun Sharek Takaful Tech Tribes Zikra
Youth Led Volunteer Non- Registered Organisations	Ahl Il Himmeh Ana Mish Muhareb Ana Taleb Bader Fa Anta Kader Eye on the Future

Youth Led Volunteer Non- Registered Organisations	Ghayyer Ibsher Vet Volunteers
NPOs with Volunteer Initiatives	INJAZ Jordan River Foundation JUHOD Kulluna al Urdun UCAN Unicef Y-Peers

Stakeholder Interviews: Within this study, 14 stakeholders were interviewed individually, and the organisations they represented are shown in Table 2 below.

involvement in Jordan's youth volunteerism landscape; government institutions, universities, Non-profit organisations and private sector organisations.

These participants were targeted to reflect the diverse institutional

Table 2: Stakeholder Interview Participant Organisations

Government Organisations	Higher Council for Youth Ministry of Political Development and Parliamentary Affairs Ministry of Industry and Trade Ministry of Social Development
Non-Profit Organisations	LoYAC King Abdullah II Fund for Development
Private Sector Organisations	Arab Bank
Universities	Balqaa University German Jordanian University Hashemite University Jordan University of Science and Technology Mutah University University of Jordan Yarmouk University

Youth Volunteerism Survey:

Within this study, the youth volunteerism survey comprised 130 youth participants. To recruit a sample of youth participants, BC and UNV included a link to the survey on their websites and actively encouraged their partner organisations working with youth

volunteers to do the same. Table 3 below provides descriptive indicators characterising the 95 youth participants (aged under 30) of the survey who are either currently engaged in volunteering or have previous volunteering experience.

Table 3: Descriptive Indicators of the Survey Participants

Gender:	Female: 51% Male: 49%
Average Age:	24 years
Higher education:	Current student: 38% Graduate: 39% Private university: 17% Public university: 83% Did not attend university: 23%
Marital Status:	Single: 84% Engaged: 3% Married: 12% Divorced: 1%
Current Volunteering Status:	Full-time in a registered organisation: 12% Part-time in a registered organisation: 36% Full-time in a non-registered organisation: 7% Part-time in a non-registered organisation: 16% Not involved in volunteering: 29%
Previous Volunteering Experience:	Yes: 75% No: 25%
Current Employment Status:	Full-time: 26% Part-time: 12% Self-employed: 13% Unemployed: 15% Full-time student: 34%
Residence Location	Amman: 57% Irbid: 20% Zarqa: 12% Other locations in Jordan: 11%

Figures 4a and 4b below show the current occupations of the parents of the survey participants. The majority of 'fathers' were retired, employed in the private sector or self-employed. The majority of 'mothers' were home makers, retired, or employed in the public sector.

Figure 4a: Is your father currently...

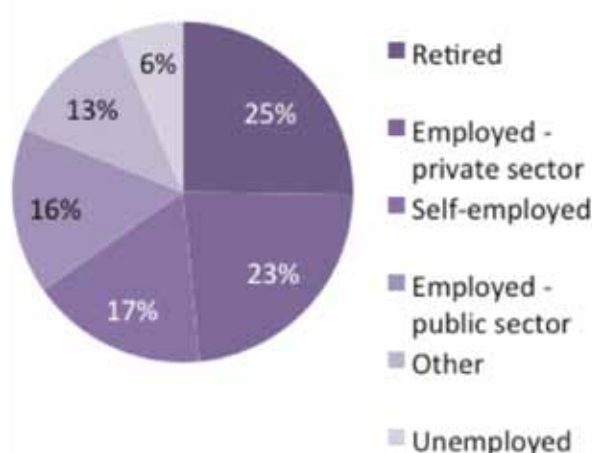
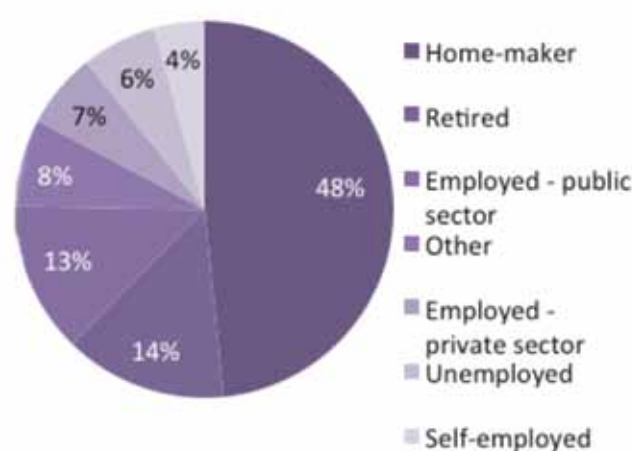


Figure 4b: Is your mother currently...



4.4 VALIDATION EVENT

This event was attended by 60 stakeholders, and the organisations they represented are shown in Table 2 below.

These delegates did not participate in the study's focus groups, stakeholder interviews or youth survey, and were targeted to reflect the diverse institutional involvement in Jordan's youth volunteerism landscape; government institutions, universities,

non-profit organisations and private sector organisations. They were invited through a combination of:

- British Council's database of organisations involved in youth volunteering in Jordan and their contacts
- UNV network of 68 members and their contacts
- Leaders of Tomorrow network of activists, NPOs and universities
- For9a social media channels

Table 4: Validation Event Participant Organisations

Government Organisations	Development Unit - Zarqa'a Municipality Higher Council for Youth Ministry of Industry and Trade
International Agencies	ACTED Global Platform - ActionAid JRS (Jesuit Refugee Service) Save the Children UCAN Unicef UNRWA Y-Peers
Non-Profit Organisations	AIESEC Al-Aman Human Rights Center All Jordan Youth Commission Anna Lindh Jordan – RIIFS King Abdullah II Fund for Development Youth Educational Development Youth Network for Development and Innovation
Non-Profit Organisations with Volunteer Initiatives	101 Youth Association Hayat Organization INJAZ Jordan Jordan River Foundation JUHOD Leaders of Tomorrow Madaba Cultural Forum for Children Palliative Care Regional Network for Women
Private Sector Organisations	Arab Bank
Registered Organisations supporting Youth Volunteerism	Mujtamaa Shams Roh al Urdun Sharek Takaful Zikra
Universities	Hashemite University Jordan University of Science and Technology Mutah University Yarmouk University

Youth Led Volunteer Non-Registered Organisations

Aflamy
Ahl Il Himmeh
Ana Mish Muhareb Ana Taleb
Bader Fa Anta Kader
Beit Al Afyeh
Community Jo
Eye on the Future
Ghayyer
Ibsher
Shabab4Life
Vet Volunteers
Wellness House

4.5 ANALYSIS

All focus group and stakeholder interview data was recorded following the consent of the participants, and analysed through qualitative thematic analysis methods. Since the questions on the focus group interview guide and the stakeholder interview guide mirrored each other, it was possible to thematically cross-compare the data obtained through these two channels. The survey data collated through SurveyMonkey, was analysed quantitatively through the use of SPSS

(Statistical Package for the Social Sciences). The youth survey analysis in this report focuses on the 95 cases with current and / or previous volunteering experience only. From the overall sample of 130 youth participants in the survey, 35 were excluded as they did not have current or past volunteering experience.

Participants and respondents were assured of confidentiality and anonymity in reporting the collected data. However, names of participants who consented to being identified within the report are provided where necessary.

5. RESULTS

This results section highlights the critical issues impacting upon the Jordanian national policy agenda on youth volunteerism as identified through the study's three dimensions; focus group interviews, stakeholder interviews and the youth survey. As can be seen in the ensuing discussion, these issues remain undetermined within the current national agenda and in need of a policy framework to compound them within an effective national strategy for youth volunteerism.

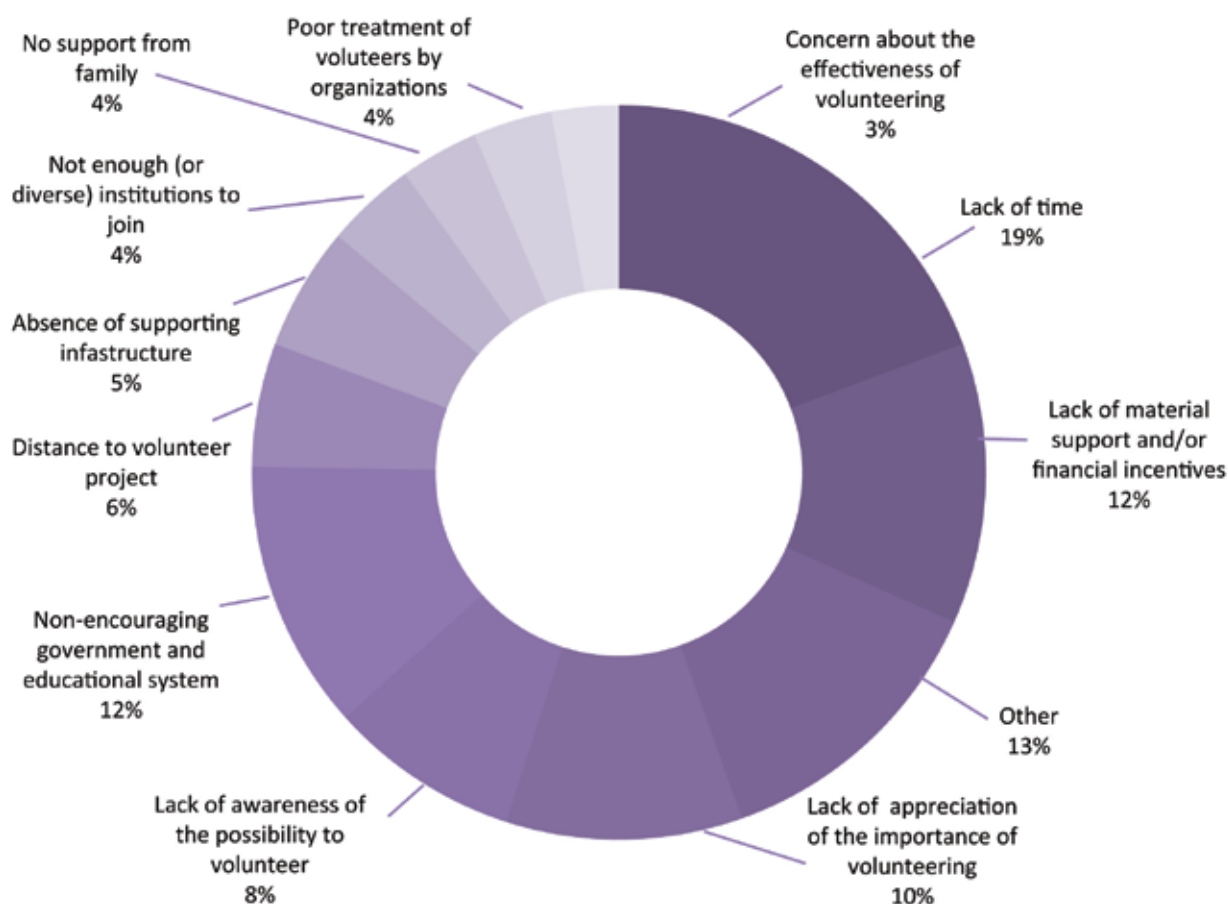


5.1 THE INSTITUTIONAL POLICIES AND FRAMEWORKS HINDERING JORDAN'S YOUTH

Generally, all study participants were aware of, and in agreement about, the existing policy related barriers hindering youth volunteerism in Jordan. The barriers presented in Figure 5

below were captured through the youth survey, where it is clear that for the individual volunteers, not having the time, support nor financial resources, and a non-encouraging government and educational system are the main barriers.

Figure 5: Top Barriers Preventing Jordan's Youth from Volunteering



Extensive discussion and elaboration within the focus group interviews and the individual stakeholder interviews led to the documentation of the following institutional policy issues hindering the engagement of Jordan's youth in volunteerism.

Definitions: Youth volunteerism is neither well-researched nor defined in Jordan and the wider MENA region where volunteerism is mostly associated with the two main themes of religious faith and

charity or 'doing good'. Many participants in the study repeatedly agreed that currently in Jordan, the terms 'youth volunteerism' and 'youth volunteering' are used so loosely that they can apply to any youth activity, irrespective of its objectives, goals, processes or outcomes.

"Honestly, volunteering here means doing charity work and often involves spontaneous activity without a focus or clear vision" (youth focus group participant).

“The UN spells out the volunteering definition and tells us to learn it, but this doesn’t mean that volunteering is implemented in accordance with this definition” (youth focus group participant).

Funding: This refers to the overall financing of youth volunteerism in Jordan. Repeatedly, youth participants and other stakeholders considered the lack of funding to be a principal barrier for enabling youth volunteerism. Financial resources are scarce and appear to be utilized in specific priority sectors that currently do not encompass youth volunteerism. However, perceptions of fund raising were heavily focused on securing grants, charitable donations and / or endowments, rather than the creation of legitimate income-generating sustainable revenue streams that can support the youth volunteer initiative or programme. Such a funding approach complies with the social enterprise model which remains largely misunderstood and misinterpreted by many stakeholders in the Jordanian youth volunteerism landscape. A social enterprise is often either a company limited by guarantee or a registered charity with a social mission and an appropriate ‘asset lock’. Familiar types of social enterprise

include co-operatives and mutuals, social firms (commercial businesses providing people with disabilities, real and integrated employment opportunities), community interest companies (CICs), development trusts, credit unions, and housing associations.

Institutional vs grassroots

organising: This point refers to the effectiveness of youth volunteerism as either an institutionally organised and led programme, or a youth-led grassroots ad hoc activity or initiative. Much evidence of youth-led grassroots ad hoc volunteering activity and examples of institutionally organised and led youth volunteering activity (such as NPO led initiatives involving youth volunteers) were given, but very little evidence of local or national institutional programming such as UN Volunteers, Peace Corps, JICA Volunteers or VSO–ICS etc. was available. Whilst many of the participating stakeholders aspire for such a national institutional volunteering programme to enhance civic engagement and participation amongst the country’s youth, there was also an agreement for encouraging and supporting youth-led grassroots ad hoc activity and initiatives. These are seen as short term responses and reactions to specific events that may inspire the creation of

innovative volunteering programmes or social enterprises. Grassroots ad hoc activity and initiatives often present a substitute vehicle for the exclusion and silencing of youth from legitimate decision making and leadership fora.

Remuneration: “Whatever the remuneration, there must first be a commitment to the volunteering activity. The commitment should be there irrespective of the remuneration” (youth focus group participant).

This denotes the mechanism through which some organisations currently reward volunteers and / or reimburse them for their expenses. Similarly to the other issues in this section, remuneration of youth volunteers was a contested one with polarised views. At one extreme was the view that volunteering should not be rewarded or reimbursed financially as this defeats the very ethos of volunteerism. However, the counterargument was concerned with equal opportunities and access for youth volunteering, ensuring the inclusion rather than marginalisation of economically, socially and / or geographically disadvantaged youth without the means to self-fund their volunteering experience. Thus, many NPOs cover their youth volunteers’ travel, subsistence and other related costs, as well as accommodation where

necessary, through a standardised per diem rate, rather than by the reimbursement of actual costs. However, the per diem rates provided by these organisations are not uniform, and differ from one organisation to the other.

Although the organisations’ intentions for youths’ equal access to volunteering are commendable, they were heavily criticized for kindling a monetary motivation for volunteering as often the per diem rates exceeded the youth volunteers’ real expenses.

Registration of volunteer initiatives: Two opposing views about registration of youth volunteer initiatives were also evident in the qualitative data collection. On the one hand, the youth volunteers and some representatives from non-profit sector organisations, considered registration of volunteer initiatives to be ‘stifling’ and ‘confining’ and thus can negatively impact the youth’s creativity, innovation and spontaneity within volunteerism.

On the other hand, a mix of stakeholders operating within the public, private and non-profit sectors considered registration of youth volunteer initiatives as essential for these initiatives to grow into sustainable, long-term programmes.

In viewing this data from an institutional framework perspective, registration of youth volunteer initiative ought to be considered as a sequential process complementing the growth process of the youth volunteering initiative. In other words, there needs to be an initial 'experimental space' that allows youth to experience the involvement in, and / or organisation of, a volunteering initiative informally without the registration requirement.

However, registration can become a formalisation process and legal obligation once the youth volunteer initiative reaches a specific growth stage determined by its membership size, volume of activity, funding capability threshold, and sustainability potential. These criteria are in need of further development and refinement, and can be established through simultaneous 'bottom up' and 'top down' approaches.

Widespread confusion and inconsistencies about the registration process for youth volunteer initiatives and applicable fees, location, types and conditions of registration, and minimum age requirement for registering, was also apparent and reported by the majority of participants. However, these are set out within the Framework of the Ministry of Social

Development, and are available on their website. Similarly, the registration process and relevant governing regulations determining the criteria for social enterprises and other profit making companies, are also set out within the Framework of the Ministry of Trade and Industry, and are available on their website. Is the issue therefore about the awareness and understanding of the necessary regulations and processes, rather than in the registration process and / or criteria themselves?

Voluntary or compulsory youth participation: "I first started volunteering because my friends kept nagging me to, and slowly slowly I stopped resisting and actually enjoyed it and got hooked into it. So I'd say I became a real volunteer six months after starting volunteering" (youth focus group participant).

This issue was highly divisive and strong opposing views were presented from participants in the qualitative data collection. On the one hand, 'compulsory volunteering' was considered incompatible and an oxymoron as volunteering by its nature and definition must be an elective choice rather than a compulsory action. On the other hand, the compulsory participation of youth in volunteering activity was considered necessary as it

provides access to a beneficial experience that may not be realised or explored by all youth if participation is voluntary. Compulsory participation gives an initial 'taster' from where an informed decision about further voluntary activity can be made by the youth. Indeed, some participants claimed that through compulsory participation, some youth are 'transformed' into model engaged volunteers. Whilst the majority of youth volunteer initiatives and activity occurring within Jordan's universities and other institutions were voluntary rather than compulsory participation programmes, Jordan University runs a 'compulsory' volunteering programme for its students. Here, undergraduate students must complete ten hours of voluntary work during their study period, to be eligible for graduation. Universities are an ideal place for youth to engage in organised extra-curricular volunteering programmes that complement their core curriculum and development of professional skills.

Employability: A number of local and regional youth employability focused NPOs are active in Jordan and achieving high participation rates from university students and graduates in all parts of the country. Such organisations and other youth centred ones offer a

mix of training programmes and related events in employability skills, internships, innovation camps, business start-ups and encourage volunteering activity. However, none of these organisations are youth-volunteering specialists. Whilst the employability training offered is beneficial for youth seeking employment in volunteering organisations as well as for youth starting up a volunteer initiative, a more tailored and specialised offering focused on the youth volunteerism sector would be a critical component of a youth volunteerism enabling environment.

With regards to the potential of volunteering contributing to the youth's enhanced employability, a mix of reactions and experiences were given. Within the non-profit sector, employers insisted on volunteering experience as a prerequisite for employment, and expected to see this on applicants' Curriculum Vitae (CV). However, a majority of youth reported a lack of appreciation for volunteering experience by some potential or prospective non-NPO employers, leading the youth to removing their volunteering section from their Curriculum Vitae (CV). Such short sighted employers often favoured the youth's academic performance, subject specialisation and the university

attended, claiming that volunteering experience was not pertinent to the employment position being applied for. Programmes such as Volunteer Jordan's (Tatawaa) Initiative are already addressing these attitudes and encouraging employers to value the youth volunteerism experience, its transferable skills and relevance to employment.

Training for Volunteering:

Interestingly, rather than considering training required for volunteering, the youth volunteering experience itself was considered as useful training for enhancing the youth's confidence, maturity, motivation, civic engagement, and developing their skills for leadership, team work, communication, negotiation, time management, fund raising, budgeting, and event planning.

In many ways, the youth's descriptions of the challenges in setting up and running a volunteering activity or initiative can be addressed through adopting the established steps involved in project management or those required in starting up a social enterprise. Offering and requiring such training prior to funding or supporting youth-led volunteering activity and initiatives will enhance the overall volunteer experience and the delivered service, and can

reduce the duplication of activity as market research and a feasibility study will be the first steps undertaken in the start-up design process. Interestingly, such training was not perceived by any participants as a potential barrier to volunteering, but rather as a means to enhancing the volunteering experience and its outputs.

"A key training requirement for all volunteers before they begin volunteering is ethics education which is currently completely lacking in Jordan" (youth focus group participant).

Networking: "We need an official network to bring together the volunteers and the volunteer organisations and other stakeholders too. This will give volunteering sustainability and it should offer training, funding and collaboration ... this is what will enhance youth volunteering in Jordan" (youth focus group participant).

There was a general consensus across the focus group participants and stakeholders that activity and efforts in this landscape need to become better connected. At present, the 'disconnect' between organisations is considerable and significant, resulting in the duplication of efforts and activities, congestion of volunteer initiatives at certain

times of the year, youth volunteer confusion, weariness amongst funding agencies, and a generally tedious environment where youth volunteerism is not reaching its full potential. Through such a network, a coalition and / or commission focusing on enabling youth volunteerism in Jordan can be created.

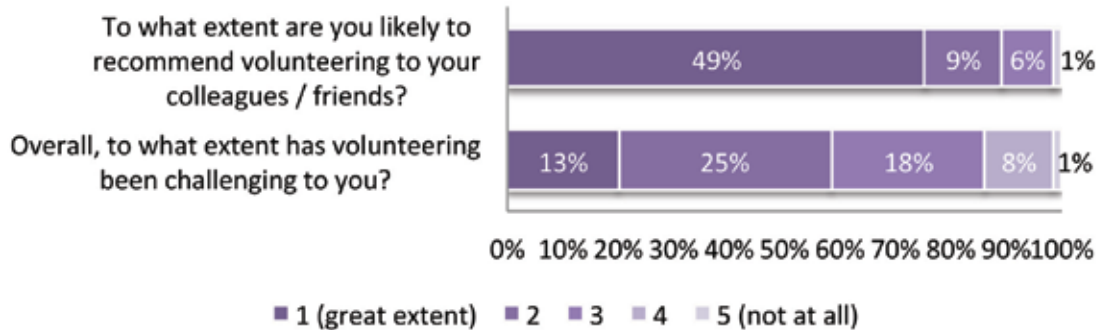
Impact: "I am not against charity but charity is not volunteering. Volunteering has to be cause-based, rights-based and with a strategy so the volunteer is placed in the right location to create sustainable impact. Otherwise, you are doing more harm than good" (youth focus group participant).

What is the potential impact of effective youth volunteerism? The results of this study presented a number of noteworthy impact dimensions, namely the youth themselves, the beneficiaries of the youth's volunteer initiatives, their supporting organisations and the wider community. Firstly, the impact of volunteerism on the individual youth themselves. Without fail, all participants in this study documented the resultant accountability, confidence, maturity, pride, reliability and responsibility that are nurtured and enhanced through the volunteering experience. Youth volunteers reported a 'new found

sense of aptitude and accomplishment' that they acquired through volunteering. Within an enabling environment for volunteerism, the key is to ensure that all youth volunteering activities, initiatives and programmes result in this impact on the participating youth, and to support the youth in transferring these characteristics to other aspects of their lives such as civic engagement, employment, family, and community participation.

With regards to the impact of youth volunteerism on the beneficiaries of the youth's initiatives and / or activities, the participants in this study agreed that their beneficiaries were often pleasantly surprised by the youthfulness of the volunteers. Generally, the youth volunteers impressed an infectious 'can do' attitude onto their beneficiaries and earned their respect. This is clearly demonstrated in the survey's youth participants' likelihood to recommend volunteering to their colleagues and friends. Figure 6 below shows that despite the volunteering being largely challenging to the survey participants, over 80% of them were very likely to recommend volunteering to their friends and colleagues.

Figure 6: Final statements about youth volunteering ...



5.2 THE GAP BETWEEN WHAT THE YOUTH VOLUNTEER WANTS AND WHAT THE JORDANIAN INSTITUTIONAL FRAMEWORK ALLOWS

“When organising a volunteering event, the least of my problems is the volunteers. The main problem is the lack of support and motivation from the institutions that should be helping our youth initiatives”
(youth focus group participant).

Having identified the institutional barriers hindering the youth’s engagement in volunteering, this section focuses on what the youth volunteers want and what the Jordanian institutional framework allows. The results here are informed by the data obtained from the 95 youth with current or previous volunteering experience who participated in the survey.

Characterisation
Trends
Landscape
Experience
Youth
Volunteerism

As Figure 7a below shows, the participants in the survey generally agreed with the data gathered from the focus group interviews and stakeholder interviews that youth volunteerism in Jordan is popular to some extent. Clearly however, there is scope to widen and improve this level of participation once the landscape is more accommodating of the youth's needs and expectations of volunteering.

Figure 7a: To what extent is youth volunteering popular in Jordan

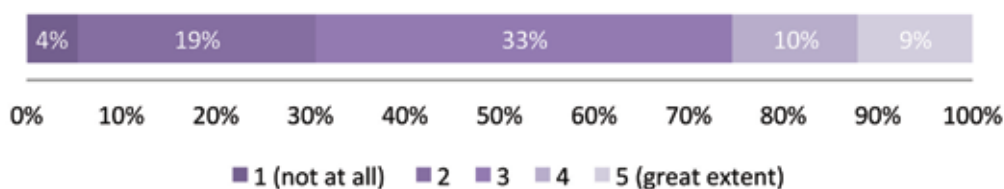


Figure 7b below shows that on average, the majority of the survey's youth participants had been volunteering for approximately 4-5 years, and Figure 7c shows that the majority of participants were first encouraged by their friends.

Figure 7b: How long have you been volunteering?

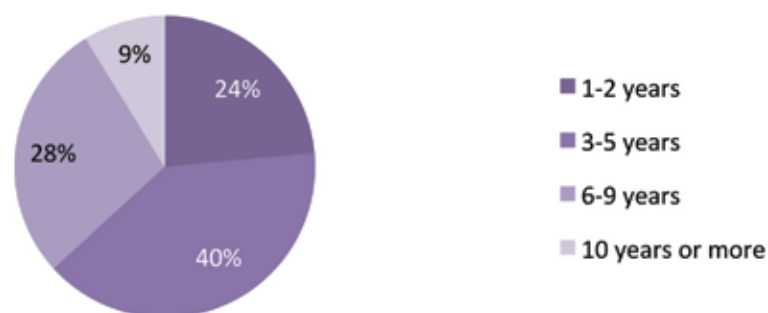
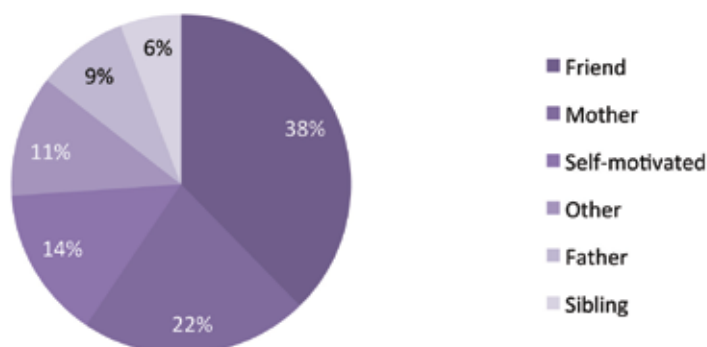


Figure 7c: Who first encouraged you to volunteer?

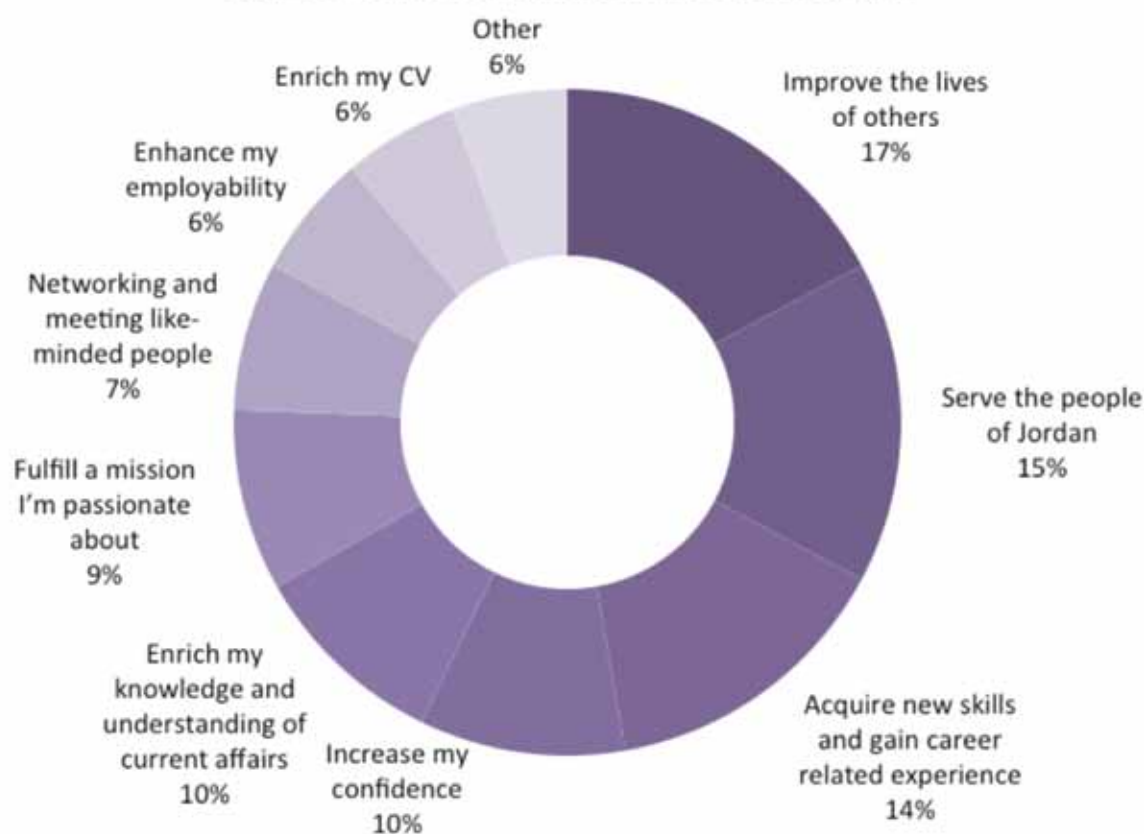


These results indicate that youth volunteering can be a long term commitment for Jordan's youth and that peers are an influential channel through which to promote engagement in volunteerism. Clearly, volunteering offers youth a social space in which to engage with their peers and friends. However, this aspect is absent from the existing Jordanian institutional framework for youth volunteerism.

Whilst the social space for Jordan's youth was a recurring 'want' amongst the survey

participants, it did not feature as a top motivation for volunteering. When asked about their top motivations for volunteering, improving the lives of others, serving the people of Jordan and acquiring new skills and gaining career related experience were the top motives. Such motivations are typical of youth volunteers in other parts of the world too. Enriching their CVs, enhancing their employability and networking and meeting like-minded people on the other hand were the least reported motivations. These results are presented in Figure 8 below.

Figure 8: Youth's Top Motivations for Volunteering



Tied to the youth volunteers' motivations of improving the lives of others, serving the people of Jordan and acquiring new skills and gaining career related experience, youth volunteers repeatedly expressed the lack of recognition and appreciation of their volunteering activity by prospective employers. The transferable skills' pathway from the volunteering activity to paid employment is not sufficiently promoted nor appropriately institutionalised in Jordan as yet. Noteworthy here is the notion that the youth's volunteering motivations identified in this study mirror their paid employment motivations too. However, this proposition requires further research.

Overall, and corroborated through the Arab Voices debate and the Validation event, the gap between what the youth volunteers want and what the Jordanian institutional framework allows, centres on the recognition and engagement of the proactive youth, their volunteerism activity and its outcomes. Rather than strategizing for youth as is currently the case, and allowing their volunteering activity at the peripheries, proactive youth volunteers want to be part of the strategy creation and leadership initiative for designing an enabling youth volunteerism landscape. In other words, they

are craving engagement at the policy level! Giving youth with volunteering experience, the platform to actively voice and enact their vision for youth volunteerism in Jordan, through an institutional and supportive forum or network will positively enhance their civic participation in the country as they acquire 'part ownership' of a nationally beneficial and endorsed contribution to the country's development strategy.

5.3 OVERVIEW OF THE DIFFERENT INSTITUTIONS INVOLVED IN YOUTH VOLUNTEERISM IN JORDAN

"How many orphanages or elderly people's homes or other social development institutions exist in Jordan's rural areas? We need to think outside the big cities especially Amman"
(youth focus group participant).

Through preliminary research aimed at identifying the different institutions involved in youth volunteerism in Jordan, it became apparent that the youth volunteerism landscape is a multilateral one, combining a variety of governmental institutions, local, national and international non-profit and for profit organisations, alongside charitable organisations, universities and the youth volunteers themselves. The focus groups, stakeholder interviews and the validation event captured

this diversity which can be seen through the participants' organisations as documented in 'participants sub-section' of the 'Methodology' section above. Within this landscape, very few organisations are volunteering-only focused such as UNV. The majority of all other stakeholders generally focus on multiple aims for youth. These include education, employability, training, enterprise, political engagement, and social development in a broad sense.

Not all institutions within the youth volunteering landscape are registered or operational. Indeed, the vast majority of youth led volunteering initiatives are legal and operational though not registered, and many more youth and non-youth initiatives located across the country are registered with the Ministry of Social Development or other governmental bodies, but not currently operational.

Given the number of current players in this landscape, leadership is lacking, as is the networking, collaboration and communication between the institutions involved. Whilst this can be rectified through the adoption of cost-effective measures such as the creation of a network, a champion organisation or committee is needed to keep up the momentum and take control of leading such a first step.

Generally, the issues raised here regarding the diversity of institutions involved in the youth volunteering landscape, were endorsed by the participants of the focus groups, stakeholder interviews and the Validation event.

"I don't blame the volunteer, it is not their responsibility to determine the volunteering strategy, or bigger picture. This should be up to the institutions that recruit volunteers and they ought to know the 7 pillars of institutionalising volunteer programmes",
(youth focus group participant).

In March 2015, UNV announced that it was collaborating with the KAFD and INJAZ to launch a national virtual network where matching between volunteers and organisations can occur.

5.4 POLICY RECOMMENDATIONS

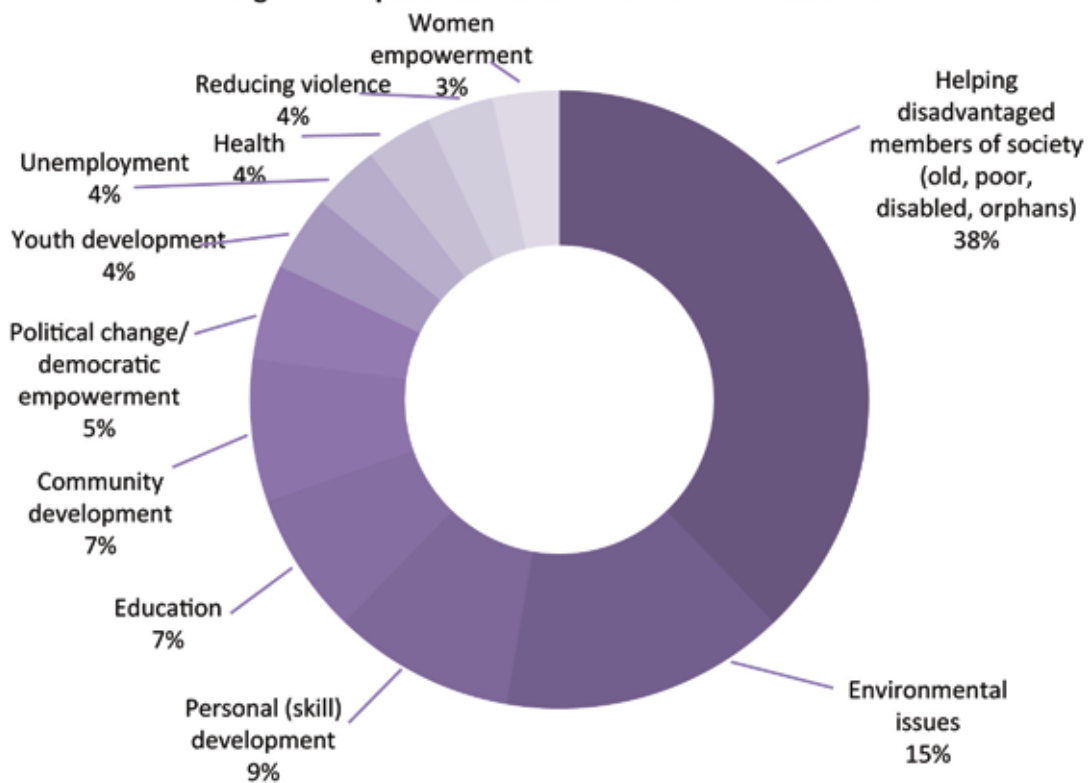
"There needs to be a law that ensures the compatibility between the volunteer and the volunteer work to be undertaken so you can guarantee a certain quality of the delivery",
(youth focus group participant).

Similarly to the focus group and stakeholder interviews, the survey youth participants were asked to identify the priority areas for youth volunteerism in

Jordan. Figure 9 below identifies these priority areas and shows that helping disadvantaged members of society, such as orphans, the elderly and the disabled, was the top priority (27%), followed by environmental issues (14%). Issues that were

youth focused appeared to be less of a priority amongst the participants. Thus, from a policy angle, it is necessary to prioritize a national strategy that focuses the youth's volunteering activity and initiative within their priority areas.

Figure 9: Top Priorities for Jordan's Youth Volunteers:



In considering this approach, the following policy recommendations addressing the institutional barriers to youth volunteerism in Jordan, resulted from the data gathered in the focus groups and stakeholder interviews. At the validation event held on March 1st, consensus was achieved for all policy recommendations presented

here, except for the recommendation relating to Voluntary or compulsory youth participation.

Definitions: A definition that encompasses the diversity of extant volunteering activity, initiatives and programmes whilst remaining true to the essence of the volunteerism ethos, is

necessary to differentiate between, and accommodate both short-term responsive volunteering activity for addressing specific crises, and long-term sustainable programmes that proactively create and innovate solutions to social, economic and / or political challenges. Such a definition must also distinguish between youth-led volunteerism and the broader volunteering initiatives and programmes that target youth. Whilst such definitions may be available in the wider literature, in policy and practice, this definition should be context specific to reflect the reality of the activity as well as the parameters of the policy framework governing it.

Funding: Whilst an initial injection of funding through grants, donations, contributions and endowments will be necessary in creating the youth volunteerism enabling environment, more sustainable financing streams and responsible spending processes, need to be identified and created for the long-term so that the youth volunteerism sector can become largely self-sustaining, possibly through the adoption of a social enterprise model.

Institutional vs grassroots

organising: Rather than opting for either an institutional or grassroots organising approach,

it will be more impactful to identify how both approaches can complement and enrich each other by adopting simultaneous 'top down' institutional and 'bottom up' grassroots organising.

Remuneration: To avoid kindling a monetary motivation for volunteering, two alternative solutions are recommended for a youth volunteering enabling environment. Firstly, to adopt the INJAZ Jordan model of providing the transport, meals, accommodation etc. for all participating volunteers at no cost to the individuals. Secondly, to reimburse actual costs and expenses through an expenses claim form accompanied by receipts, copies of tickets etc. The second recommendation is logistically apposite, and trains the youth volunteers in widely practised financial management processes.

Registration of volunteer

initiatives: Registration of youth volunteer initiatives ought to be considered as a sequential process complementing the growth process of the youth volunteering initiative. In other words, there needs to be an initial 'experimental space' that allows youth to experience the involvement in, and / or organisation of, a volunteering initiative informally without the registration requirement.

However, registration can become a formalisation process and legal obligation once the youth volunteer initiative reaches a specific growth stage determined by its membership size, volume of activity, funding capability threshold, and sustainability potential. These criteria are in need of further development and refinement, and can be established through simultaneous 'bottom up' and 'top down' approaches.

A standardised and up-to-date information pack about relevant organisational types (for example volunteer initiative, volunteer organisation, non-profit organisation, social enterprise, limited liability company etc), and their registration criteria and processes, should be developed, continuously updated, and made freely available through universities and other channels with direct access to youth, and those organisations enabling youth volunteerism in Jordan.

Voluntary or compulsory youth participation: Universities are an ideal place for youth to engage in organised extra-curricular volunteering programmes that complement their core curriculum and development of professional skills. The King Abdullah II Fund for Development team at the Hashemite University is working on such programming and agrees that embedding such

extra-curricular programming is resource intense, and needs to be institutionalised rather than ad hoc and student-led.

Employability: Two overarching issues to be addressed here centre on distinguishing between youth employability and youth volunteering programming and a cultural shift amongst prospective employers. Both of these aspects will contribute to enhancing the enabling environment for youth volunteerism in Jordan.

Training for Volunteering: To offer effective and impactful youth-volunteering start-up and social enterprise training programmes, institutional capacity building is necessary, as it will be essential to ensure that those delivering this training are experienced and specialised to do so. In addition, a campaign to create awareness and understanding about the uniqueness and benefits of youth volunteering start-ups and social enterprises amongst the catalysts who have access to the youth is necessary as currently both these models are not correctly understood and there are many misconceptions about them.

Such training may also lead to an increase in long-term sustainable and registered youth-led volunteering initiatives as the

training will provide the space and place for critical thinking and research rather than action only.

Such training should be specifically specialised for youth-volunteering start-ups and social enterprises, and its completion can become a requirement for registration and funding. However, this training should not be confused with general employability or career development training programmes.

Networking: The creation of a virtual and physical network that fosters collaboration as well as competition amongst the stakeholders involved is necessary. Such a network will increase awareness of and about youth volunteerism activity occurring across the country through for example, a shared calendar of events, and will foster and enhance potential inter-agency collaboration resulting in more effective and impactful youth volunteerism initiatives. Such a national network can also act as a lobbying group, become a key partner for international youth volunteering initiatives, and act as the national Jordanian agency for youth volunteerism. To be an exemplar of sustainable youth volunteering organisation, a social enterprise model for such a network should be adopted. Through such a network, a

coalition and / or commission focusing on enabling youth volunteerism in Jordan can be created.

Impact: The youth volunteers are excellent role models as well as ambassadors of volunteerism, creating awareness about and promoting volunteering, and potentially widening participation from an often overlooked population. Converting the ‘beneficiaries’ into volunteers to help themselves, enhances their active engagement and sense of ownership and responsibility in improving and developing their own communities. Such an impact reflects significantly on both the organisations that enable and support youth volunteering as well as the wider community in which youth volunteering occurs. Thus, a youth volunteer ambassador programme will be a welcome component to engaging youth in the volunteerism enabling landscape.

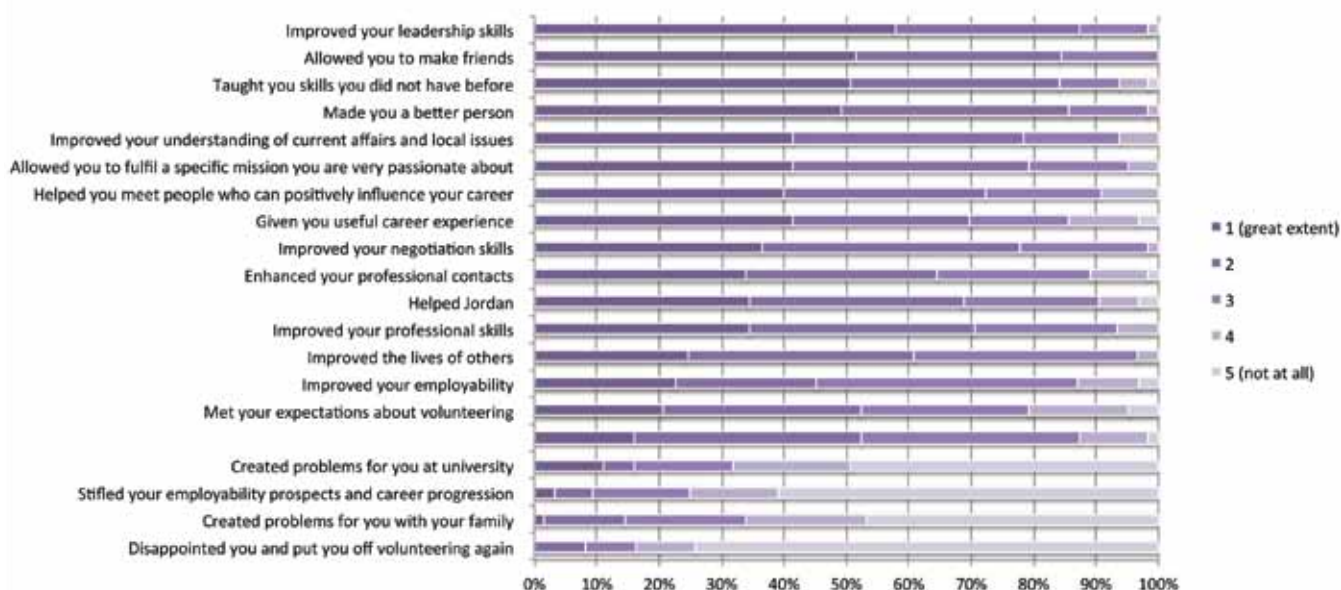
Overall and as can be seen from Figure 10 below, a multitude of outcomes of youth volunteering as assessed by the youth survey participants are generally positive and rewarding. Only a small number were disappointed by their volunteering experience, or experienced problems at university or with their families due to their participation in volunteering. In conclusion

therefore, an improved enabling landscape for youth volunteerism in Jordan will allow and secure a wider diverse range of youth in engaging in volunteerism and reaping the benefit that this offers individually and for the wider community in which it occurs.

“Initially I got involved in volunteering because I didn’t

know what else to do but with time, my self-esteem and confidence increased, and I became aware of myself, my talents, my leadership, and how I was actually helping and giving to others. I developed a sense for helping others to avoid suffering from the things that I did”
(youth focus group participant).

Figure 10: To what extent has youth volunteering:



6. CONCLUSIONS

This study explored the enabling of a youth volunteerism landscape in Jordan and sought to inform the strengthening of the institutional framework for doing so. The results achieved, culminated in critical considerations for the Jordanian National Agenda on youth volunteerism. At the strategic macro level, these were associated with notions of defining youth volunteerism, funding for this sector, how to most effectively organise and network the sector, and how to ensure that it delivers optimum impact on the Jordanian society and its economic, political and social institutions, the individual youth volunteer, and the communities targeted by the youth volunteer initiatives and programmes. At an operational level, the critical considerations presented involved participation, employability, and training of youth volunteers as well as the registration of their volunteer initiatives and / or programmes and finally, remuneration of volunteering.

Engaging youth and multiple stakeholders through simultaneously executed 'bottom-up' and 'top-down' approaches in the effort to strengthen the institutional framework for youth volunteerism, and to develop and

enhance relevant policy, is critical for the success of these endeavours. Such engagement can occur through the adaptation and adoption of either the Warburton (2007) Model on Engagement in Policy Formation or, the Funders' Collaborative on Youth Organizing (2003) Model for Youth Engagement, or a combination of these.

Considering that the fundamental aim of an enabling youth volunteerism landscape and its associated institutional frameworks is the responsabilizing of youth for a better future in Jordan, a number of recommendations for immediate consideration embedded in the data collected from the youth and other multiple stakeholders were presented in this study. To this extent, this study provided an effective channel for broadcasting the voices of the Jordanian youth volunteers.

7. LOOKING FORWARD – RECOMMENDED ACTIONS FOR AN ENABLING AND EFFECTIVE YOUTH VOLUNTEERISM LANDSCAPE IN JORDAN

To achieve the overall purpose of the study, the results and analysis from the focus group interviews, stakeholder interviews and youth survey, led to six overarching, noteworthy, and prioritised recommended considerations requiring immediate attention for creating effective institutional and legal frameworks for promoting youth volunteerism in Jordan. These are as follows:

- Complementary and simultaneously executed ‘bottom-up’ and ‘top-down’ approaches (as recommended by the UNDP Systemic Approach to Capacity Development Model) to:
 - a. Defining ‘youth volunteerism’ to establish the framework and parameters of what youth volunteerism does and does not entail.
 - b. Creating a 5 year youth volunteerism national strategy.
 - c. Creating a virtual and physical network through the adoption of a social enterprise model, for all stakeholders involved in and to give the ownership of this space to the network members. Issues to consider here involve criteria of the network, registration status of the network, sustainability of the network.
 - d. Encouraging and promoting multi-organisational and cross-sectoral collaborations on youth volunteering initiatives.
 - e. Overcoming the institutional obstacles and barriers that currently hinder and thwart youth volunteering in Jordan.
 - f. Ensuring equal opportunities and access to youth volunteerism.
 - g. Rewarding youth volunteerism.
- Identifying existing youth volunteerism policies and collating these within one overarching policy framework to deconstruct and then reconstruct with the involvement of multiple stakeholders. Ensuring that this policy framework is publically and widely available to enhance awareness and consistent dissemination amongst all stakeholders involved.
- Acknowledging the youth’s volunteering motivations and

opportunities, and to embed and reflect these within a future Jordanian institutional framework determining whether youth volunteerism should be voluntary or obligatory.

volunteerism related institutions across the country.

- Intensifying the institutional role of the university within the youth volunteerism landscape.
- Correcting the masculinization of current youth volunteerism institutions and avoiding this within a youth volunteerism enabling environment in Jordan.
- Ensuring transparency and consistency in strategy, aims, rewards, recruitment criteria, funding etc., amongst all youth

These six recommendations were prioritised in this study as they reflected the participants' proposals as well as those discussed in the literature on enabling youth volunteerism. A validation event was held on March 1st, 2015 in Amman – Jordan, and hosted by BC Jordan. Through this practical and engaging session, consensus was achieved for all recommendations except recommendation 3 whereby the validation event participants remained polarised as to whether youth volunteering should be obligatory or voluntary.

Each of these six recommendations requires substantial, considered and detailed planning, leading to an operational strategy to be actioned by those spearheading the recommended action. The engagement of youth with volunteering experience here is essential to ensure their commitment to, and ownership of, these initiatives. This can be envisioned and actioned through the adaptation and adoption of either the Warburton (2007) Model on Engagement in Policy Formation or, the Funders' Collaborative on Youth Organizing (2003) Model for Youth Engagement, or a combination of these. Considering that the fundamental aim of an enabling youth volunteerism landscape and its associated institutional frameworks is the responsabilizing of youth for a better future in Jordan, engaging youth and multiple stakeholders through simultaneously executed 'bottom-up' and 'top-down' approaches in the effort to strengthen the institutional framework for youth volunteerism, and to develop and enhance relevant policy, is critical for the success of these endeavours.

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ANNEXES OVERVIEW

Annex A:	Terms of Reference
Annex B:	Focus Group Interview Guide
Annex C:	Stakeholder Interview Guide
Annex D:	Youth Questionnaire
Annex E:	Validation Event Summary Report
Annex F:	Debate Event Summary Report
Annex G:	List of key informants and study participants

ANNEX A: TERMS OF REFERENCE

UNV- British Council partnership

Arab Youth Volunteering for a Better Future Report

Terms of Reference–External Consultant

Background: The Arab Youth Volunteering for a Better Future Project is an initiative led by the United Nations Volunteers (UNV) programme. It is in line with the regional strategies of the United Nations (UN) and United Nations Development Programme (UNDP) and supports the UN Secretary General’s Five-Year Action Agenda (January 2012), in which he highlights the importance of working with and for young people as a priority. This regional initiative aims to harness the power and energy of youth through volunteerism, drawing on the inherent core values of self-help, solidarity and social cohesion. The Regional Project was launched in April 2013 and it works on awareness raising, strengthening the institutional frameworks of volunteerism, building the capacity of youth and facilitating youth inclusion exchange and supporting youth inclusion in formal structures. It thereby works towards enhancing their social inclusion and active participation in the socio-economic development of their countries. The Regional

Project is implemented in five countries; Egypt, Jordan, Morocco, Tunisia and Yemen.

The British Council in coordination with UNV will lead an assessment (a report about “Institutional Assessment on the Enabling Environment for Volunteerism”) with clear analysis of the gap between what the youth volunteer want and what the institutional framework allows, a cross comparison between the different institutions and a set of policy recommendations, with specific recommendations to each institution as well as interviews with the municipalities, the relevant parliamentary committees and CSR departments, quasi-governmental and non-governmental organizations. The assessment ultimate goal is to lead to an enabling environment for volunteerism in Jordan.

Intended Outcome: This report aims to provide an assessment of the institutional obstacles that stand in front of individual volunteers, volunteer initiatives and newly registered youth volunteer associations and organizations. In particular, the report will help respond to the following questions: what are the policies, legislations and informal arrangement that restrict

volunteerism in Jordan and what are the set of recommendations that would create a more enabling environment for youth volunteerism. The assessment will contribute to the project's output to have institutional frameworks for volunteerism strengthened, and will be an important input to policy dialogues between decision makers and young volunteers.

The report will be developed in English and then be translated into Arabic. The final version will be presented to UNV and recommendations discussed in a debate between youth and policy makers. The debate will aim to create a shift in the institutional and legal frameworks for promotion of youth volunteerism and engagement for peace and development activities in Jordan.

By July 2014 the consultant will submit to the British Council a Strategic Action Plan for the The Arab Youth Volunteering for a Better Future Project assessment report in Jordan which will include:

- Assess the environment of volunteerism in Jordan in terms of what the volunteers are doing on the ground.
- To map out key institutions which young volunteers mainly interact with, such as, universities, Ministry of Social Development, Minister of

Planning and International Cooperation and Ministry of Trade & Industry.

- What leverage the institutions (universities, ministries) provide to encourage Volunteers.
- To map out the different requirements and conditions that key institutions use to facilitate young people's volunteering initiatives and organizations.
- Finding the obstacles Young people face with several institutions when planning their volunteer activities.
- The report will give recommendation to develop standards to support volunteering by bridging the gap between the national institutions on one hand and youth volunteers on the other.
- A description of the methodology used in order to develop the data included in the Strategic Action Plan

Consultant will work on:

- To develop an action plan which outlines the assessment and mapping methodology, process and implementation.
- To outline the level of effort and define number of days (timeline) required.
- To submit a study report in Arabic and English within delivery timeline (Set according to Action plan)
- Attend validation activities where possible.

Outputs timeframe:

Respond to the RFP (Eol)	10th July 2014
Draft Study Framework (Concept Note) to be submitted to UNDP	30th July 2014
Implementation of study as per agreed strategic Action Plan	December 2014 – January 2015
Validation activities coordinated by British council and UNV	February 2015
Submission of final study report	1st March 2015

ANNEX B: ENGLISH AND ARABIC VERSIONS OF THE FOCUS GROUP INTERVIEW GUIDE

The Perspectives of Jordanian Youth on Volunteerism

We would like to better understand volunteerism from the perspective of Jordan's youth. This will firstly help us to frame support policies and services to enhance the volunteer initiatives led by Jordan's youth, and secondly, to encourage more volunteering amongst youth across the country. All data you share with us will be handled anonymously and confidentially, and will only be accessed by the researchers involved in this project.

For further information about this study, please contact: Ms Diala Smadi at the British Council on diala.smadi@britishcouncil.org.

Our focus group discussion will run for about two hours today and I'm really keen to learn about your volunteering experiences as well as your opinions about how volunteering is or is not enabled in Jordan, what works, what does not and how the situation can be improved so that volunteering amongst the youth of Jordan can be enhanced.

- Can we please start with introductions. Please share with

us something about yourself, what you are currently doing (are you at university, employed, volunteering etc)

- Who is currently, or was previously involved in a volunteer initiative – can you please share with us your experience. Please describe your volunteering to us (the type of organisation, location, position, when you started, your responsibilities, etc)
- How did you first get involved in volunteering? And who encouraged you? And discouraged you? Do you have any volunteer role models? Who are they?
- What motivated you to volunteer? (probe for personal and professional development, employability, networking, nationalism, altruism)
- Probe for - examples of how their volunteering has:

Improved your understanding of current affairs and local issues

Improved the lives of others

Improved your employability

Taught you skills you did not have before

Helped Jordan

Given you useful career experience

Enhanced your professional contacts

Improved your leadership skills

Helped you meet people who can positively influence your career

Allowed you to make friends with people you would not meet through other channels

Allowed you to fulfil a specific mission you are very passionate about

Made you a better person

Improved your negotiation skills

Improved your professional skills

Created problems for you at university (distraction from their studies)

Created problems for you with your family

Created problems at the country level (demonstrations / challenging security / challenging social norms etc)

Raised / got young people involved in undesirable and controversial issues

Stifled your employability prospects and career progression

Met your expectations about volunteering

Disappointed you and put you off volunteering again

Made you aware of the support systems and processes available in Jordan for volunteer initiatives

prevent Jordan's youth from volunteering? Explain your view please.

- a. If we were to rank this list of barriers, which would be the top 3 and the bottom 3?
- b. In your view, what are the most effective ways for overcoming these barriers? Why? How can these be achieved?

- What are your recommendations for how volunteering in Jordan can be improved? Explain your answer please. At the structural / government / culture / family etc levels

- What are the areas that Jordan's youth are most interested in addressing through volunteering initiatives? Explain your view please.

- a. If we were to rank this list of areas / topics, which would be the top 3 and the bottom 3?
- b. In your view, which of these areas receive most support from Government and or international agencies, and which ones the least? Why?

- Overall, how widespread is volunteering amongst youth in Jordan? Explain your view please

- What are the barriers that

- In what ways are youth-led volunteer organisations similar / different to other voluntary organisations? Please share your views with us.

- And what is the difference

between registered volunteer organisations and non-registered volunteer organisations? Please share your views with us.

- In your opinion, which is more effective for youth, registered or non-registered volunteer orgs? Youth-led or other voluntary organisations. Why? Can you share an example with us?
- Who would recommend volunteering to your colleagues / friends? Why? And who wouldn't? Why?
- We've talked about the motivations to volunteer, how it can be encouraged and the experience improved and why it is a good thing, but what about the drawbacks or disadvantages of volunteering in Jordan?

Please explain your answer by giving an example of how volunteering can be (or has been) i) challenging and ii) hindering and / or iii) a negative experience that you don't want to repeat! What do you think needs to be done to ensure that such experiences are not repeated?

- Any other points or comments you would like to add? Any questions that you would like to ask?

On behalf of the British Council, UN Volunteers and INTRAC, thank you for completing this questionnaire and participating in our study. Your insights are greatly appreciated and will contribute to improving the Jordanian youth volunteering landscape.

بالنيابة عن المجلس الثقافي البريطاني،
وبرنامج الأمم المتحدة للمتطوعين
وانتراك، نود أن نشكركم على المشاركة
في دراستنا. نحن نشمن عالياً وجهات
نظركم وآراءكم التي سوف تساهم في
تحسين صورة العمل التطوعي للشباب
الأردني.

سوف تكون في أعلى القائمة
والمجالات الثلاثة التي سوف تكون
في أسفل القائمة؟

ب. من وجهة نظركم، أي من هذه
المجالات تحصل على أكبر قدر من
الدعم من الهيئات الحكومية و/أو
الوكالات الدولية، وأي من هذه
المجالات الأقل حصولاً على الدعم؟
لماذا؟

زاد/نتج عنه مشاركة الشباب في قضايا
غير مرغوبة ومثيرة للجدل

ضيق من فرصكم في التوظيف والتقدم
الوظيفي

حقق توقعاتكم بشأن العمل التطوعي

خيب من آمالكم و أبعدكم عن العمل
التطوعي

جعلكم على معرفة بأنظمة الدعم
والعمليات المتاحة في الأردن لمبادرات
التطوع

• ما هي أوجه التشابه/الاختلاف بين
المنظمات التطوعية الشبابية والمنظمات
التطوعية الأخرى؟ يرجى مشاركتنا
وجهات نظركم.

• ما هو الفرق بين المنظمات التطوعية
المسجلة وغير مسجلة؟ يرجى مشاركتنا
وجهات نظركم.

• برأيكم، ما هو الأكثر فعالية للشباب،
المنظمات التطوعية المسجلة أو غير
المسجلة؟ المنظمات التطوعية الشبابية
أو غيرها من المنظمات التطوعية. لماذا؟
هل بإمكانكم إعطائنا بعض الأمثلة؟

• مَنْ من شأنه أن يُوصي بالعمل التطوعي
لزملائك/أصدقائك؟ لماذا؟ ومن لن
يوصي؟ لماذا؟

• لقد تحدثنا عن الحافز للمشاركة في
العمل التطوعي، وكيف يمكن تشجيع
وتحسين التجربة ولماذا العمل التطوعي
هو أمر جيد، ولكن ماذا عن مساوئ أو
سلبيات العمل التطوعي في الأردن؟
يرجى توضيح إجاباتكم من خلال إعطاء
مثال عن كيف يمكن أن يكون العمل
التطوعي (أو كان) (i) صعباً و(ii) معيقاً و/أو
(iii) يشكل تجربة سلبية لا تريدون تكرارها!
ماذا برأيكم يجب القيام به لضمان عدم
تكرار مثل هذه التجارب؟

• هل ترغبون في إضافة أي نقاط أو
ملاحظات أخرى؟ هل لديكم أية أسئلة؟

• بشكل عام، ما مدى انتشار العمل
التطوعي بين الشباب في الأردن؟ يرجى
شرح وجهة نظركم.

• ما هي المعوقات التي تمنع الشباب
الأردني من المشاركة في العمل
التطوعي؟ يرجى شرح وجهة نظركم.

أ. إذا ما كنا لنضع قائمة المعوقات
في ترتيب معين، ما هي المعوقات
الثلاثة التي سوف تكون في أعلى
القائمة والمعوقات الثلاثة التي
سوف تكون في أسفل القائمة؟

ب. من وجهة نظركم، ما هي أكثر
الطرق فعالية للتغلب على هذه
المعوقات؟ ولماذا؟ وكيف يمكن
تحقيق ذلك؟

• ما هي توصياتكم حول كيف يمكن
تحسين العمل التطوعي في الأردن؟
يرجى شرح إجاباتكم. على الصعيد
الهيكلية/الحكومي/الثقافي/الأسري،
الخ.

• ما هي المجالات التي يكون الشباب
الأردني أكثر اهتماماً في معالجتها من
خلال مبادرات التطوع؟ يرجى شرح وجهة
نظركم.

أ. إذا ما كنا لنضع قائمة
المجالات/المواضيع هذه في ترتيب
معين، ما هي المجالات الثلاثة التي

وجهات نظر الشباب الأردني بشأن العمل التطوعي

- نود أن نفهم بشكل أفضل وجهة نظر الشباب الأردني بشأن العمل التطوعي. وسوف يساعدنا ذلك في المقام الأول على صياغة سياسات وخدمات الدعم لتعزيز المبادرات التطوعية التي يقودها الشباب الأردني، وثانياً، لتشجيع المزيد من العمل التطوعي ما بين الشباب في جميع أنحاء البلاد. وكافة البيانات التي سوف يتم تزويدنا بها سوف يتم التعامل معها بسرية، وسيتم الوصول إليها فقط من قبل الباحثين المشاركين في هذا المشروع.
- ولمزيد من المعلومات حول هذه الدراسة، يرجى الاتصال بالسيدة / ديانا الصمادي في المجلس الثقافي البريطاني على diala.smadi@britishcouncil.org
- زاد من فهمكم للشؤون الحالية والقضايا المحلية
- عمل على تحسين حياة الآخرين
- عمل على تحسين قابليتكم للتوظيف
- تعلمتم مهارات لم تكن لديكم من قبل
- ساعد الأردن
- أعطاكم خبرة مفيدة لمسيرتكم المهنية
- عزز من معارفكم المهنيين
- عمل على تحسين مهارتكم القيادية
- ساعدكم على الالتقاء بأشخاص بإمكانهم التأثير بشكل إيجابي على مسيرتكم المهنية
- أتاح لكم فرصة إكتساب اصدقاء لم تكونوا لتلقوا بهم من خلال قنوات أخرى
- أتاح لكم إنجاز مهمة محددة أنتم شغوفين جداً بشأنها
- جعل منكم أشخاصاً أفضل
- حسن من مهارتكم في التفاوض
- حسن من مهارتكم المهنية
- خلق مشاكل لكم في الجامعة (قام بتشيتتكم عن دراستكم)
- خلق مشاكل لكم مع اسرتكم
- خلق مشاكل على مستوى البلد (مظاهرات، تحديات أمنية/ تحديات للعادات الإجتماعية، الخ.)

اليوم، سوف تستمر مناقشات مجموعة التركيز لمدة ساعتين وأنا حريصة جداً على معرفة المزيد عن تجاربكم في العمل التطوعي بالإضافة الى آرائكم حول كيفية تمكين أو عدم تمكين العمل التطوعي في الأردن، ما هي الأمور التي تنجح والأمور التي لا تنجح، وكيف يمكن تحسين الوضع حتى يمكن تعزيز العمل التطوعي بين الشباب الأردني.

- هل بإمكاننا البدء بتقديم أنفسنا. يرجى إطلاعنا على بعض المعلومات التي تتعلق بكم، وما الذي تقومون به حالياً (هل أنتم في الجامعة، أو تعملون، أو تعملون في عمل تطوعي، الخ.)

- من منكم يقوم بالمشاركة حالياً، أو شارك في السابق في مبادرات تطوعية – يرجى منكم إطلاعنا على تجربتكم. يرجى منكم وصف عملكم التطوعي لنا (نوع المنظمة، والموقع، والمنصب، ومتى بدأتهم، ومسؤولياتكم، الخ.)

- كيف شاركت للمرة الأولى في عمل

ANNEX C: ENGLISH AND ARABIC VERSIONS OF THE STAKEHOLDER INTERVIEW GUIDE

Promoting an enabling environment for volunteerism in Jordan – Stakeholder Perspectives

We would like to better understand volunteerism amongst Jordan's youth, and how existing systems and processes that enable this are working and / or can be improved. This will firstly help us to frame support policies and services to enhance the volunteer initiatives led by Jordan's youth, and secondly, to encourage more volunteering amongst youth across the country. All data you share with us will be handled anonymously and confidentially, and will only be accessed by the researchers involved this project—unless you give us permission to quote you.

For further information about this study, please contact: Ms Diala Smadi at the British Council on diala.smadi@britishcouncil.org.

Our discussion today will take about an hour and I'm really keen to learn about how your organisation supports volunteering and especially youth-led volunteer initiatives experiences. I'm also interested to learn your opinions on how volunteering is or is not enabled

in Jordan, what works, what does not and how the situation can be improved so that volunteering amongst the youth of Jordan can be enhanced.

- Please tell me about your organisation and how it supports volunteerism in Jordan. Is your organisation itself a voluntary org or volunteer initiative? If so, can you tell me how it was started, and describe its journey from start up until now.
- Overall, how widespread is volunteering amongst youth in Jordan? Explain your view please.
- In your opinion, what motivates Jordan's youth to volunteer? (probe for personal and professional development, employability, networking, nationalism, altruism).
- In your opinion, how does volunteering, improve the youth's:

understanding of current affairs and local issues

employability and skills (leadership, networking, problem solving, communication etc)

Helped Jordan

Fulfilment of a specific mission

they are passionate about

Make them more responsible citizens

Awareness of the support systems and processes available in Jordan for volunteer initiatives

Other

share your views with us.

- What are the barriers that prevent Jordan's youth from volunteering? Explain your view please.
 - a. If we were to rank this list of barriers, which would be the top 3 and the bottom 3?
 - b. In your view, what are the most effective ways for overcoming these barriers? Why? How can these be achieved?
- What are your practical / next steps recommendations for overcoming these barriers and creating an enabling environment for youth volunteerism? How feasible are these suggestions? Explain your answer please. (probe for the roles of NGOs, Universities, Government, private sector orgs, funding agencies etc).
- In what ways are youth-led volunteer organisations similar / different to other voluntary organisations? Please share your views with us.
- And what is the difference between registered volunteer organisations and non-registered volunteer organisations? Please
- And in your opinion, which is more effective for youth, registered or non-registered volunteer orgs? Youth-led or other voluntary organisations. Why? Can you share an example with us?
- We've talked about the motivations to volunteer, how it can be encouraged and the experience improved and why it is a good thing, but what about the drawbacks or disadvantages of youth volunteering in Jordan? In what ways might youth volunteering i) challenge and ii) hinder and / or iii) be a negative experience? What do you think needs to be done to ensure that such experiences are not repeated? Any examples you can think of?
- In what ways would you say youth volunteering:
 - Creates problems for them at university (distraction from their studies)
 - Creates problems for them with your families
 - Creates problems at the country level (demonstrations / challenging security / challenging social norms etc)
 - Stifles their employability prospects and career progression
 - Raises / gets young people involved in undesirable and controversial issues

Disappoints them and puts them off volunteering again

Other

- And to end on a positive note, what are the areas that Jordan's youth are most interested in addressing through volunteering initiatives? Explain your view please.
 - a. If we were to rank this list of areas / topics, which would be the top 3 and the bottom 3?
 - b. In your view, which of these areas receive most support from Government and or international agencies, and which ones the least? Why?
- Any other points or comments you would like to add?
- Any questions that you would like to ask?

On behalf of the British Council, UN Volunteers and INTRAC, thank you for completing this questionnaire and participating in our study. Your insights are greatly appreciated and will contribute to improving the Jordanian youth volunteering landscape.

الحد من آفاق قابليتهم للتوظيف وإحرازهم تقدم في مسيرتهم المهنية
إثارة قضايا غير مرغوبة وجدلية أو جعل الشباب ينخرطون فيها
التسبب في خيبة أمل لهم ويثيهم عن الإنخراط في العمل التطوعي من جديد
غير ذلك

المستقبلية للتغلب على هذه المعوقات وخلق بيئة مواتية للعمل التطوعي للشباب؟ إلى أي درجة هذه المقترحات قابلة للتطبيق؟ نرجو شرح إجاباتك. (ابحث في أدوار المنظمات غير الحكومية، والجامعية، والحكومة، ومنظمات القطاع الخاص، ووكالات التمويل، الخ.)

- ما هي الطرق التي تختلف فيها منظمات المتطوعين التي يقودها الشباب عن المنظمات التطوعية الأخرى أو تتشابه فيها معها نرجو تزويدنا بأرائكم؟
- وما هو الفرق بين المنظمات التطوعية المسجلة والمنظمات التطوعية غير المسجلة؟ نرجو تزويدنا بأرائكم.
- وبرأيكم، ما هي المنظمات التطوعية الأكثر فعالية للشباب، المسجلة أو غير المسجلة؟ المنظمات التطوعية التي يقودها الشباب أو غيرها من المنظمات التطوعية. لماذا؟ هل من الممكن أن تطلعنا على مثال عن ذلك؟
- تحدثنا عن الحوافز للعمل التطوعي، كيف يمكن تشجيعه وتحسين التجربة، ولماذا هذا أمر جيد، ولكن ماذا عن عيوب أو سلبيات العمل التطوعي للشباب في الأردن؟؟ وكيف يمكن أن يؤدي العمل التطوعي للشباب إلى (i: تحدي، وii) فرض عوائق و/أو iii) تجربة سلبية؟ مالم الذي تعتقد أنه ينبغي القيام به لضمان عدم تكرار هذه التجارب؟ هل من أمثلة تتبادر إلى ذهنك؟
- كيف يؤدي برأيك العمل التطوعي للشباب إلى:
- الحد من آفاق قابليتهم للتوظيف وإحرازهم تقدم في مسيرتهم المهنية
- إثارة قضايا غير مرغوبة وجدلية أو جعل الشباب ينخرطون فيها
- التسبب في خيبة أمل لهم ويثيهم عن الإنخراط في العمل التطوعي من جديد
- غير ذلك
- ما هي الطرق التي تختلف فيها منظمات المتطوعين التي يقودها الشباب عن المنظمات التطوعية الأخرى أو تتشابه فيها معها نرجو تزويدنا بأرائكم؟
- وما هو الفرق بين المنظمات التطوعية المسجلة والمنظمات التطوعية غير المسجلة؟ نرجو تزويدنا بأرائكم.
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- كيف يؤدي برأيك العمل التطوعي للشباب إلى:
- الحد من آفاق قابليتهم للتوظيف وإحرازهم تقدم في مسيرتهم المهنية
- إثارة قضايا غير مرغوبة وجدلية أو جعل الشباب ينخرطون فيها
- التسبب في خيبة أمل لهم ويثيهم عن الإنخراط في العمل التطوعي من جديد
- غير ذلك

التسبب بمشاكل لهم في الجامعة (يشتملهم عن دراستهم)

التسبب بمشاكل لهم مع أسرهم

التسبب بمشاكل على مستوى البلد (مظاهرات/تحدي الأمن/تحدي معايير اجتماعية، الخ.)

النهوض ببيئة مواتية للعمل التطوعي في الأردن - وجهات نظر أصحاب المصلحة

التطوعي بين الشباب في الأردن؟ نرجو أن تشرح رأيك.

- في رأيك، ما الذي يحفز الشباب الأردني على المشاركة في العمل التطوعي؟ (تقصي عن التطور الشخصي والمهني، والقابلية للتوظيف، والتشبيك، والقومية، الإيثاري).

- في رأيك، كيف يؤدي العمل التطوعي بالنسبة للشباب الى تحسين ما يلي:

فهمهم للشؤون الحالية والقضايا المحلية
القابلية للتوظيف والمهارات (القيادة، والتشبيك، وحل المشكلات، والتواصل، الخ).
مساعدة الأردن
أداء مهمة معينة هم متحمسون لها
جعلهم مواطنين يتمتعون بقدر أكبر من المسؤولية
معرفة أنظمة وعمليات الدعم المتوفرة في الأردن لمبادرات التطوع
غير ذلك

- ما هي المعوقات التي تمنع الشباب الأردني من المشاركة في العمل التطوعي؟ يرجى شرح وجهة نظرهم.

أ. إذا كان عليك أن تضع قائمة المعوقات في ترتيب معين، ما هي المعوقات الثلاثة التي سوف تكون في أعلى القائمة والمعوقات الثلاثة التي سوف تكون في أسفل القائمة؟

ب. من وجهة نظرهم، ما هي أكثر الطرق فعالية للتغلب على هذه المعوقات؟ ولماذا؟ وكيف يمكن تحقيق ذلك؟

نود أن نفهم بشكل أفضل العمل التطوعي بين شباب الأردن، وكيف تعمل الأنظمة أو الإجراءات القائمة التي تحقق ذلك، و/أو كيف يمكن تحسينها. هذا سوف سيساعدنا في المقام الأول على تطوير سياسات وخدمات الدعم من أجل تعزيز مبادرات التطوع التي يقودها شباب الأردن، وثانياً، لتشجيع المزيد من العمل التطوعي ما بين الشباب في جميع أنحاء البلاد. وسيتم التعامل مع كافة المعلومات التي تزودونا بها بدون ذكر أسماء وبسرية، ولا يمكن الوصول اليها الا من قبل الباحثين المشاركين في هذا المشروع - ما لم تعطونا الإذن بإقتباس أقوالكم.

ولمزيد من المعلومات حول هذه الدراسة، يرجى الاتصال بالسيدة / ديانا الصمادي في المجلس الثقافي البريطاني على diala.smadi@britishcouncil.org

سيستغرق حديثنا اليوم حوالي ساعة، وأنا فعلاً متحمس لمعرفة كيف تدعم منظمتكم العمل التطوعي، على الأخص تجارب مبادرات التطوع التي يقودها الشباب. وأنا مهتم أيضاً بمعرفة آرائكم حول ما إذا تم تمكين او عدم تمكين العمل التطوعي في الأردن، وما الذي ينجح ولا ينجح، وكيف يمكن تحسين الوضع بحيث يتم تعزيز العمل التطوعي بين الشباب في الأردن.

- أرجو أن تخبرني عن منظمتك وكيف تدعم العمل التطوعي في الأردن. هل ان منظمتك ذاتها منظمة تطوعية او مبادرة تطوعية؟ إن كانت كذلك، أخبرني كيف بدأت وقم بوصف مسيرتها منذ نشأتها حتى الآن.

- بصورة عامة، ما هي درجة انتشار العمل
- ما هي توصياتك العملية/خطواتك

ANNEX D: ENGLISH AND ARABIC VERSIONS OF THE YOUTH QUESTIONNAIRE

The Perspectives of Jordanian Youth on Volunteerism

We would like to better understand volunteerism from the perspective of Jordan's youth. This will firstly help us to frame support policies and services to enhance the volunteer initiatives led by Jordan's youth, and secondly, to encourage more volunteering amongst youth across the

country. All data you share with us will be handled anonymously and confidentially, and will only be accessed by the researchers involved this project. Please help us by completing ALL questions in this questionnaire.

For further information about this study, please contact: Ms Diala Smadi at the British Council on diala.smadi@britishcouncil.org

1. Are you *(please circle the appropriate choice):* male female

2. How old are you?

3. Are you *(please circle the appropriate choice):*
Single / engaged / married / divorced

4. Please tell us which city you live in:

5. Currently, are you a full-time university student:

Yes *(please go to question 5a below)*

No *(please go to question 5b below)*

5a. Please tell us:

the degree you are working towards:

Diploma, BA / BSc, MA / MSc, PhD

the subject area you are specialising in:

the expected year of graduation:

the University name:

Is this a *(please circle the appropriate choice):*

Public / Private University

5b. Please tell us:

Have you already graduated from university: yes / no

If yes, please tell us the degree you obtained:

Diploma, BA / BSc, MA / MSc, PhD

The subject area you specialised in:

Your year of graduation:

The name of University you graduated from:

Is this a *(please circle the appropriate choice)*:

Public / Private University

6. Are you currently in *(please circle the appropriate choice):*

Full-time employment part-time employment

self-employed unemployed

Please describe your current job to us:

Sector in which the volunteer
organisation operates

Location of the volunteer
organisation

Which year was it established?

Is this organisation youth led?

Your position

Your start date

Please describe your responsibilities:

7. Are you currently in *(please circle the appropriate choice):*

a. full-time volunteering with a registered organisation

b. part-time volunteering with a registered organisation

c. full-time volunteering with a non-registered organisation

d. part-time volunteering with a non-registered organisation

e. not involved in any volunteering

Please describe your current volunteering to us:

Sector in which the volunteer
organisation operates

Location of the volunteer
organisation

Which year was it established?

Is this organisation youth led?

Your position

Your start date

Please describe your responsibilities:

8a. Do you have other previous volunteering experience?

(please circle the appropriate choice):

Yes (please go to question 8a below)

No (please go to question 8b below)

Please describe your previous volunteering experience to us:

Sector in which the volunteer organisation operates

Location of the volunteer organisation

Which year was it established?

Is this organisation youth led?

Your position

Your start and finish dates

Please describe your responsibilities:

Now please tell us how you first became involved in volunteering:

And now please tell us who was the first person to encourage you to volunteer:

Mother Father Sibling Other relative Friend

Teacher Other (please specify)

And did anyone of the following discourage you from volunteering (circle all that apply):

Mother Father Sibling Other relative Friend

Teacher Other (please specify)

8b. Please tell us you first became involved in volunteering:

And now please tell us who was the first person to encourage you to volunteer:

Mother Father Sibling Other relative Friend

Teacher other (please specify)

And did anyone of the following discourage you from volunteering (circle all that apply):

Mother Father Sibling Other relative Friend

Teacher Other (please specify)

9. Is your father currently *(please circle the appropriate choice):*

employed public sector / employed private sector /
self-employed / unemployed / retired / other *(please specify)*

10. Is your mother currently *(please circle the appropriate choice):*

employed public sector / employed private sector /
self-employed / unemployed / home-maker / retired /
other *(please specify)*

11. In your opinion, how widespread is volunteering among youth in Jordan?

Not at all				Great Extent
1	2	3	4	5

12. In your opinion, what are the top 3 areas that Jordan's youth are most interested in addressing through volunteering initiatives:

- a. _____
- b. _____
- c. _____

13. In your opinion, what are the top 3 barriers that prevent Jordan's youth from volunteering:

- a. _____
- b. _____
- c. _____

14. What are your top 3 recommendations for how volunteering in Jordan can be improved:

- a. _____
- b. _____
- c. _____

Please complete the remainder of the questionnaire only if you are currently involved in volunteering or have been involved in volunteering in the past.

15. Please indicate to what extent has your own volunteering:	Not at all 1	2	3	4	Great Extent 5
Improved your understanding of current affairs and local issues					
Improved the lives of others					
Improved your employability					
Taught you skills you did not have before					
Helped Jordan					
Given you useful career experience					
Enhanced your professional contacts					
Improved your leadership skills					
Helped you meet people who can positively influence your career					
Allowed you to make friends with people you would not meet through other channels					
Allowed you to fulfil a specific mission you are very passionate about					
Made you a better person					
Improved your negotiation skills					
Improved your professional skills					
Created problems for you at university					
Created problems for you with your family					
Stifled your employability prospects and career progression					
Met your expectations about volunteering					
Disappointed you and put you off volunteering again					
Made you aware of the support systems and processes available in Jordan for volunteer initiatives					

16. On the list below, please circle the top three motivations that encouraged you to volunteer:

Enhance my employability

Acquire new skills and gain career related experience

Increase my confidence

Serve the people of Jordan

Enrich my CV

Improve the lives of others

Networking and meeting like-minded people

Fulfil a mission I'm passionate about

Meeting influence people

Enrich my knowledge and understanding of current affairs

Other: please specify:

	Not at all 1	2	3	4	Great Extent 5
17. Overall, to what extent has volunteering been challenging to you?					
18. To what extent are you likely to recommend volunteering to your colleagues / friends?					

Please use this space to share with us any other comments you have:

On behalf of the British Council, UN Volunteers and INTRAC, thank you for completing this questionnaire and participating in our study.

Your insights are greatly appreciated and will contribute to improving the Jordanian youth volunteering landscape.

١٦. في القائمة أدناه، نرجو وضع دائرة حول أعلى ثلاثة حوافز شجعتك على التطوع:

تعزيز قابليتي للتوظيف
اكتساب مهارات جديدة وخبرة مرتبطة بالمسيرة المهنية
زيادة ثقتي
خدمة شعب الأردن
إثراء سيرتي الذاتية
تحسين حياة الآخرين
التشبيك والالتقاء بأشخاص تفكيرهم مماثل
أداء مهمة أنا متحمس لها
الالتقاء بأشخاص ذوي نفوذ
إثراء معرفتي وفهمي للشؤون الحالية
غير ذلك: نرجو التحديد

إلى حد كبير ٥	٤	٣	٢	لا على الإطلاق ١
				١٧. عموماً، لأي حد كان العمل التطوعي ينطوي على تحدي بالنسبة لك؟
				١٨. إلى أي حد من المرجح أن تنصح زملائك أو أصدقائك بالانخراط في عمل تطوعي؟

نرجو استخدام هذه المساحة لإطلاعنا على أي ملاحظات أخرى لديك:

بالنيابة عن المجلس الثقافي البريطاني، وبرنامج الأمم المتحدة للمتطوعين وانتراك، نود أن نشكركم على تعبئة هذا الاستبيان والمشاركة في دراستنا. نحن نشمّن عالياً وجهات نظركم وآراءكم التي سوف تساهم في تحسين صورة العمل التطوعي للشباب الأردني.

٥ إلى حد كبير	٤	٣	٢	لا على الإطلاق ١	١٥. نرجو أن تشير إلى أي حد أدى عملك التطوعي إلى تحقيق ما يلي:
					حسن من فهمك للشؤون الحالية والقضايا المحلية
					حسن من حياة الآخرين
					حسن من قابليتك للتوظيف
					علمك مهارات لم تكن اكتسبتها من قبل
					ساعد الأردن
					منحك خبرة مفيدة للمسيرة المهنية
					عزز من علاقاتك المهنية
					حسن من مهاراتك القيادية
					ساعدك على الالتقاء بأشخاص يمكنهم أن يؤثروا إيجابياً على مسيرتك المهنية
					سمح لكل بتشكيل صداقات مع أشخاص لم تكن لتلتقي بهم عبر قنوات أخرى
					سمح لك بأداء مهمة معينة
					أن متحمس جداً لها
					جعلك شخصاً أفضل
					حسن من مهاراتك على التفاوض
					حسن من مهاراتك المهنية
					تسبب بمشاكل لك في الجامعة
					تسبب بمشاكل لك مع أسرتك
					حد من احتمالات قابليتك للتوظيف ومن تقدمك في المسيرة المهنية
					لبي توقعاتك بشأن التطوع
					خيب أملك وجعلك لاتقبل على العمل التطوعي من جديد
					جعلك على معرفة بأنظمة الدعم والإجراءات المتوفرة في الأردن للمبادرات التطوعية

٩. هل أن والدك حاليا (نرجو وضع دائرة حول الخيار الملائم):
يعمل في القطاع الحكومي / يعمل في القطاع الخاص / يعمل لحسابه الخاص /
عاطل عن العمل / متقاعد / غير ذلك (نرجو التحديد).

١٠. هل أن والدتك حاليا (نرجو وضع دائرة حول الخيار الملائم):
تعمل في القطاع الحكومي / تعمل في القطاع الخاص / تعمل لحسابها الخاص
/ عاطلة عن العمل / ربة بيت / متقاعدة / غير ذلك (نرجو التحديد).

١١. في رأيك، الى أي درجة العمل التطوعي منتشر بين الشباب في الأردن؟

ليس منتشرا على الإطلاق ١	٢	٣	٤	منتشر الى حد كبير ٥
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١٢. في رأيك، ما هي المجالات الثلاثة الرئيسية التي يهتم الشباب الأردني في
معالجتها من خلال مبادرات التطوع:

أ. _____

ب. _____

ج. _____

١٣. في رأيك، ما هي المعوقات الثلاثة الرئيسية التي تحول دون تطوع
الشباب الأردني:

أ. _____

ب. _____

ج. _____

١٤. ما هي التوصيات الثلاثة الرئيسية لكيف من الممكن أن يتم تحسين
التطوع في الأردن:

أ. _____

ب. _____

ج. _____

نرجو تعبئة بقية الاستبيان فقط إذا كنت منخرطا حاليا في عمل تطوعي او
كنت منخرطا في الماضي في عمل تطوعي.

٨. هل لديك تجربة أخرى سابقة في التطوع؟

(نرجو وضع دائرة حول الخيار الملائم):

نعم (نرجو الانتقال الى السؤال ٨ أدناه)

لا (نرجو الانتقال الى السؤال ٨ب أدناه)

نرجو أن تصف لنا تجربتك السابقة في العمل التطوعي:

القطاع الذي تعمل به المؤسسة التطوعية

موقع المنظمة التطوعية

في أي سنة تم إنشائها؟

هل هذه المنظمة يقودها الشباب؟

منصبك

تواريخ بداية وانتهاء عملك

نرجو أن تصف مسؤولياتك:

نرجو إخبارنا الآن كيف أصبحت أولاً منخرطاً في العمل التطوعي:

والآن نرجو إخبارنا من كان الشخص الأول الذي شجعك على التطوع:

الأُم الأب أخ أقرباء آخرون صديق

معلم غيرهم (نرجو التحديد)

هل قام أحد من المذكورين تالياً بتثبيطك عن التطوع

(نرجو وضع دائرة حول كل ما ينطبق):

الأُم الأب أخ أقرباء آخرون صديق

معلم غيرهم (نرجو التحديد)

٨ب. نرجو إخبارنا كيف أصبحت أولاً منخرطاً في التطوع:

والآن نرجو إخبارنا من كان أول شخص شجعك على التطوع:

الأُم الأب أخ أقرباء آخرون صديق

معلم غيرهم (نرجو التحديد)

هل قام أحد من المذكورين تالياً بتثبيطك عن التطوع

(نرجو وضع دائرة حول كل ما ينطبق):

الأُم الأب أخ أقرباء آخرون صديق

معلم غيرهم (نرجو التحديد)

الموضوع الذي تخصصت فيه:

السنة التي تخرجت فيها:

إسم الجامعة التي تخرجت منها:

هل هي (نرجو وضع دائرة حول الخيار الملائم):
جامعة خاصة / حكومية

٦. هل أنت حاليا (نرجو وضع دائرة حول الخيار الملائم):

تعمل بدوام كامل
تعمل لحسابك الخاص
بدوام جزئي
عاطل عن العمل

نرجو وصف عملك الحالي لنا:

القطاع الذي تعمل به المؤسسة
التي أنت موظف فيها

موقع المنظمة التي تعمل بها

في أي سنة تم إنشائها؟

منصبك

التاريخ الذي بدأت فيه عملك

نرجو وصف مسؤولياتك:

٧. أنت حاليا (نرجو وضع دائرة حول الخيار الملائم):

أ. متطوع بدوام كامل في منظمة مسجلة

ب. متطوع بدوام جزئي في منظمة مسجلة

ج. متطوع بدوام كامل في منظمة غير مسجلة

د. متطوع بدوام جزئي في منظمة غير مسجلة

و. غير مشارك في أي عمل تطوعي

نرجو وصف عملك التطوعي الحالي لنا:

القطاع الذي تعمل به المؤسسة التطوعية

موقع المنظمة التطوعية

في أي سنة تم إنشائها؟

هل هذه المنظمة يقودها الشباب؟

منصبك

التاريخ الذي بدأت فيه عملك

نرجو وصف مسؤولياتك:

وجهات نظر الشباب الأردني بشأن العمل التطوعي

قبل الباحثين المشاركين في هذا المشروع. نرجو مساعدتنا من خلال الإجابة على كل الأسئلة الواردة في هذا الاستبيان.

ولمزيد من المعلومات حول هذه الدراسة، يرجى الاتصال بالسيدة / ديانا الصمادي في المجلس الثقافي البريطاني على diala.smadi@britishcouncil.org

نود أن نفهم بشكل أفضل وجهة نظر الشباب الأردني بشأن العمل التطوعي. وسوف يساعدنا ذلك في المقام الأول على صياغة سياسات وخدمات الدعم لتعزيز المبادرات التطوعية التي يقودها الشباب الأردني، وثانياً، لتشجيع المزيد من العمل التطوعي ما بين الشباب في جميع أنحاء البلاد. وكافة البيانات التي سوف يتم تزويدنا بها سوف يتم التعامل معها بسرية، وسيتم الوصول إليها فقط من

١. هل أنت (نرجو وضع دائرة حول الخيار الملائم): ذكر أنثى

٢. كم عمرك؟

٣. هل أنت (نرجو وضع دائرة حول الخيار الملائم): أعزب / خابط / متزوج / مطلق

٤. نرجو إعلامنا في أي مدينة تعيش:

٥. هل أنت حالياً طالب جامعة بدوام كامل: نعم (نرجو الانتقال الى السؤال ٥أ أدناه) لا (نرجو الانتقال الى السؤال ٥ب أدناه)

٥أ. نرجو إخبارنا:

ما الشهادة التي تدرس للحصول عليها:
الدبلوم، بكالوريوس في العلوم/ الآداب، ماجستير في العلوم/ الآداب، الدكتوراة
الموضوع الذي تخصص فيه:
السنة المتوقعة للتخرج:
إسم الجامعة:

هل هي (نرجو وضع دائرة حول الخيار الملائم): جامعة خاصة/ حكومية

٥ب. نرجو إخبارنا:

هل تخرجت من الجامعة: نعم / لا
إذا كانت الإجابة نعم، نرجو إطلاعنا على الشهادة التي حصلت عليها:
الدبلوم، بكالوريوس في العلوم/ الآداب، ماجستير في العلوم/ الآداب، الدكتوراة

ANNEX E: REPORT ON THE VALIDATION EVENT

Enabling Youth Volunteerism in Jordan Validation Event Report

Submitted by Leaders of Tomorrow, March 2015



Event Details

Validation Event	1st of March 2015
Location / Venue Project / Initiative	The Century Park Hotel – Amman
Project / Initiative	Enabling Youth Volunteerism in Jordan

Speakers

Name	Position/Organization
Dr. Sami Hourani	Leaders of Tomorrow
Suzan Al Hilo	UNV
Dr. Haya Al-Dajani	INTRAC

Participants

Please describe the Recruitment methods for the event

1. The British Council provided a list of invitees consisting of 68 names. Leaders of Tomorrow's team contacted the invitees through phone, Fax and Emails.
2. Leaders of Tomorrow created an additional invitees list for activist, NGO representatives and universities representatives. Leaders of Tomorrow's team contacted the invitees through phone, Fax and Emails.
3. For9a team created a call for participants on For9a.com and promoted the opportunity on social media. 161 Application were submitted by the end of Saturday, the 28th of February 2015, 25 Applicants were chosen from For9a applicants.
<http://goo.gl/4BtDKk>

Participant recruitment platforms

For9a Post Reach +3K	FB Post Reach 9876	Twitter Post Reach -
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Participant demographic

	Target Group	Actual Participants
Age Range	+18	+18
No. of Participants	50	+60
Geographical Distribution	national	Amman, Irbid, Zarqa'a, Madaba, Karak
Gender Ratio	1:1	Male count 37 Female count 23 Percentage 39% F, 61% M

The event preparation process

The preparations started after a meeting with Ms. Diala Smadi, British Council Jordan, Saad Khrais and Haitham Kukhun represented Leaders of Tomorrow at the meeting that discussed the nature and expected outcomes of the workshop.

For9a team was contacted to use For9a platform to ensure a wider participation in the workshop.

Dukan Fann were contacted to provide visual documentation for the event through Photography, pre-event VOXPOP video and during the event video report.

Several hotels were contacted for quotes and the Century Park Hotel was selected after consulting the British Council Jordan. Booking was made for the 1st of March 2015.

Leaders of Tomorrow's team extracted and summarized information from the draft report to be used in infographics.

The nature of the event

The project for report development completed the qualitative and quantitative data collection phases, and has

developed an initial overview of the emerging themes related to needs and barriers of an enabling environment for youth

volunteerism. These findings will be further synthesized and analyzed, and will require a wide consultation exercise of relevant stakeholders to present, discuss and validate the responses and the write-up of the findings before official submission of the final report. This final consultation exercise is proposed to be set up in the format of consensus workshop activity.

The definition of the proposed consensus workshop is a structured participatory process, which leads the group to a consensus on the way forward for the stakeholders. Consensus does not mean that everyone agrees. It means that there is a common understanding in the target audience that enables them to move forward together.

Consensus is reached when all the participants are willing to move forward together, even when they do not agree on all the details. The consensus workshop enables people to think together, plan together and to work together as a team. The workshop is proposed to be anchored around one or two core questions that will set the framework for the recommendations of the report.

Leaders of Tomorrow provided a set of tools to ensure a successful participatory process, these tools were:

Presenting Leaders of Tomorrow as a success story.

Extracting and summarizing information from the draft report into infographics. In total 2 infographics were produced before the workshop
Producing a 5-minute VOXPOP to address the opinions of Jordanian youth, activists and experts on the key findings of the draft report.

Media coverage for the event through social media, social media specialists and tweeps will cover the event, and visual documentation such as video and photography. You can find a sample of video reports produced by our team on: <http://youtu.be/onjzrTjOBdE>

FOR9A platform was used to ensure wider participation from all of the concerned sectors. For9a team launched and processed a public call for participants and selected additional participants to join the invitees for the Validation and Consensus Workshop.

Logistical Management:
Leaders of Tomorrow's team provided logistical

management services for the event. These services included setting up the Workshop Venue, preparing the participants' seating and handling unexpected events to ensure a smooth and successful workshop.

Workshop outcomes

Consensus on the results and recommendations was achieved. The only point where consensus was not achieved focused on

whether youth volunteerism should be voluntary or mandatory.

Challenges of the planning and preparation phase

The invitees list provided by the British Council and UNV contained several wrong contact information; this challenge was

handled by using Leaders of Tomorrow's database and For9a.com to invite activists and representatives of NGOs.

Challenges of the execution phase

We faced technical challenges with the projectors compatibility in the first session of the workshop which caused a 20 Minutes delay on the workshop's

program. The Century Park Hotel technicians changed the projectors and cables with compatible ones.

Reach

Face to Face*

60

Digital**



+20K



+18K

Indirect***

+5K

Media coverage links on Social Media

Facebook

<http://goo.gl/cR0uoq>

<http://goo.gl/zsZ860>

Twitter

<http://goo.gl/gJcZyF>

<http://goo.gl/mLq0i2>

<http://goo.gl/BWSzNn>

<http://goo.gl/1ALuva>

<http://goo.gl/MT84A9>

<http://goo.gl/rQRxuL>

<http://goo.gl/x0DgKX> <http://goo.gl/dhEOHy> <http://goo.gl/W7C2KU> <http://goo.gl/vDRikl>

Links to Photos and Videos taken by the organizers:
<http://goo.gl/StG0St>

Partners

British Council United Nations Volunteers INTRAC

Report Date: 5th of March 2015

Contact Person: Mr Haitham Kukhun

Reach types and explanation:

- * **Face to face reach:** People who physically participated in the event. Attendance sheets, score cards and event photos support these numbers.
- ** **Digital:** People who viewed and interacted with the event online through facebook pages, twitter account, Leaders of Tomorrow and For9a facebook pages and websites. All these numbers are taken from Facebook statistics, twitter reach, and google analytics official reports.
- *** **Indirect:** People who learnt about the event through their family members or friends, people who passed by the event but did not participate

ANNEX F: REPORT ON THE DEBATE EVENT

Debate on Institutionalizing Volunteerism in Jordan

25.02.2015

Princess Sumaya University

The debate aimed at raising the method of dialogue and soliciting opinion on institutionalizing volunteering by the Jordanian state.

Bushra Al Mubaideen: a 21 year old university student majoring in French literature, she is currently in her 3rd year and an active volunteer.

The first argument was presented by youth in favour of the institutionalization of volunteering and the second argument opposed this.

● **Affirmative Team Members:**

Sara Barbarawi: a 21 year old active volunteer, she is a 3rd year university student majoring in political science at the University of Jordan.

Raed Gharaibeh: a 22 year old volunteer from Irbid, he is a 3rd year student at Jordan University of Science and Technology, studying veterinary medicine.

Majd al-Rawashdeh: a university graduate specialising in Computer Science, she is also a volunteer from Karak.

● **Opposing Team Members:**


Yara Njadat: a 25 year old recent graduate from Yarmouk University, she is currently a practising lawyer.

Anas Talalqa: a 22 year old university student specialising in civil engineering, and a volunteer.

● **The debate was won by the affirmative team and their arguments focused on the following points:**

- a. Institutionalizing volunteering allows for its operation within the boundaries of the state's law and therefore, determines and promotes volunteerism.
- b. Through institutionalization, financing and funding volunteerism can become monitored to provide equal opportunities to access, and prevents fraudulent activities within the sector.
- c. In reality, there is no contradiction or conflict between volunteerism and the State's aims, objectives and strategy. Thus, the State supports volunteering as it aligned with their overall interests of social

development and
community engagement.

- d. Through institutionalization, volunteering will be better managed to avoid wastage or resources.
 - e. The volunteers themselves favour institutionalization as it protects and certifies their activity, can provide sustainability, and earn the trust of the community where volunteering occurs.
 - f. Existing policies and regulations on volunteering require amendment to reflect and engage a wide spectrum of institutions such as universities and private sector employers, and to recognize the wide occurring across the country.
 - g. Finally, the affirmative team recommended the creation of a database through which the various stakeholders involved in this landscape can be legitimized.
- 

ANNEX G: LIST OF KEY INFORMANTS AND STUDY PARTICIPANTS

Name	Organization
Amani Al Dabbas	All Jordan Youth Commission
Obada Khalil Ahmad Jebreel	Volunteer
Zina Ishaq Nimri	AnnaLindh Jordan - RIIFS
Sara Ibrahim Alotaiby	Bader
Dr.Hiba Issa Haddadeen	Madaba Cultural Forum for Children
Bara'ah Ahmad Batainah	Community Jo
Thawab Mohammad Ibrahim Hilal	Volunteer
Rami Naes	Volunteer
Moh'd Esmat Siouri	Badir
Eid Salah Jabaihy	Volunteer
Wasfi Al Momani	Development Unit - Zarqa'a Municipality
Naser Al Hawamde	The Ministry of Industry
Ahmad Al Otoom	The Ministry of Industry
Hany Rahahleh	Volunteer
Sami Hamdan	AIESEC
Laeqah khalil Alkhasawneh	101 Youth Association
Razan Tayseer Alazzam	101 Youth Association
Noor Fawzi Maloul	YED Organization
Zeyad Khalil Khlifat	AFALMY
Hamza Abdallah Abualhaija	Shabab4Life
Malek Z.Abu Ghanemeh	Eye On Future
Alaa Farhan	Volunteer
Haya Hasan Maharmeh	Jordan River Foundation
Sana Tamimi	The World in Your Hands
Laith Khatatbeh	Youth Network for Development and Innovation
Laith Abu Taleb	Community
Mohammad Yassin	Community
Al Motasem billah Hamad	Icivil-team
Aseeed Zakarneh	Acted
Ahmad Sulaiman AL Tahaine	Volunteer

Eva Omran	Acted
Salah Ikrai	Ebsher
Faten Tawalbeh	JRS
Manal Alabalat	Regional Network for Women
Mohammad Ali Omran	Injaz
Ahmad Alkhawaja	Volunteer
Ashraf Ahmad	All Jordan Youth Commission
Safa' AlThaher	Wellness House
Dr.Mohammad Bushnaq	Palliative Care
Mahamoud Nabulb	Tammey
Ahmad Yousef Alkhawaja	Volunteer
Sara Ibrahim Alotaiby	Bader
Mohammad Hamdan	Volunteer
Ola Al Marayha	Volunteer
Eman Abu Ranneh	Volunteer
Adeeb Hadi	Volunteer
Mohamed Alshabani	Volunteer
Mohammad Abu Zaid	Leaders of Tomorrow
Rasha Nofal	UNRWA
Abdelrahman Rayeq Ismail	Leaders of Tomorrow
Ahmad Nedal Awwad	Alaman
Dr. Laith Rousan	Jordan University of Science and Technology
Samih Dwairi	Haya Association
Ibtesam Zedan	Haya Association
Sarah Abu Jad Allah	Development Unit - Zarqa'a Municipality
Saif Al Lahham	Global Platform - ActionAid
Mustafa Faisal Douglas	Volunteer
Abdallah Aljbour	Save the Children
Dr. Suliman Salem Sarairah	Mutah University
Amal Mohammad Al Qaissi	Balqa University

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