ENABLING YOUTH VOLUNTEERISM FOR A BETTER FUTURE IN JORDAN

FINAL REPORT
Submitted by Dr. Haya Al-Dajani

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ACKNOWLEDGEMENTS

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• AIESEC
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• Ibsher
• INJAZ
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• Jordan University of Science and Technology
• JUHOD
• King Abdullah II Fund for Development
• Kulluna al Urdun
• LoYAC
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• Ministry of Social Development
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• University of Jordan
• Vet Volunteers
• Yarmouk University
• Y-Peers
• Zikra

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• Beit Al Afyeh
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- Development Unit - Zarqa’a Municipality
- Eye on the Future
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- 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
- Vet Volunteers
- Wellness House
- Yarmouk University
- Youth Educational Development
- Youth Network for Development and Innovation
- Y-Peers
- Zikra
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## ABBREVIATIONS

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<th>Abbreviation</th>
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<tr>
<td>BC</td>
<td>British Council Amman, Jordan</td>
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<tr>
<td>CV</td>
<td>Curriculum Vitae</td>
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<td>FCYO</td>
<td>Funders’ Collaborative on Youth Organizing</td>
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<td>KAFD</td>
<td>King Abdullah II Fund for Development</td>
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<td>MENA</td>
<td>Middle East and North Africa</td>
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<td>NGO</td>
<td>Non-Governmental Organisation</td>
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<td>NPO</td>
<td>Non-Profit Organisation</td>
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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.
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.

Analysing the gap between what the youth volunteer want and what the Jordanian institutional framework allows.

Providing a cross comparison between the differing stakeholder institutions involved in youth volunteerism in Jordan.

Providing policy related recommendations.
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 ‘responsibleize’ younger generations (Dean, 2010). The notion of ‘responsibleizing’ 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 Gharaihbeh (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.

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

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<th>INTERVENTION</th>
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<td>Source: Funders’ Collaborative on Youth Organizing (2003: 10)</td>
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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

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 responsibilizing 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
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.

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
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 
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>
<thead>
<tr>
<th>Registered Organisations supporting Youth Volunteerism</th>
<th>AIESEC</th>
<th>Beit Al Afyeh</th>
<th>Mujtamaa Shams</th>
<th>Roh al Urdun</th>
<th>Sharek</th>
<th>Takaful</th>
<th>Tech Tribes</th>
<th>Zikra</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Led Volunteer Non-Registered Organisations</td>
<td>Ahl Il Himmeh</td>
<td>Ana Mish Muhareb Ana</td>
<td>Taleb</td>
<td>Bader Fa Anta Kader</td>
<td>Eye on the Future</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Within this study, 14 stakeholders were interviewed individually, and the organisations they represented are shown in Table 2 below. These participants were targeted to reflect the diverse institutional involvement in Jordan’s youth volunteerism landscape; government institutions, universities, Non-profit organisations and private sector organisations.

**Stakeholder Interviews**: Within involvement in Jordan’s youth volunteerism landscape; government institutions, universities, Non-profit organisations and private sector organisations.

Table 2: Stakeholder Interview Participant Organisations

| Youth Led Volunteer Non-Registered Organisations | Ghayyer |
| NPOs with Volunteer Initiatives | INJAZ |
| | Jordan River Foundation |
| | JUHOD |
| | Kulluna al Urdun |
| | UCAN Unicef |
| | Y-Peers |
| 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%  
<table>
<thead>
<tr>
<th></th>
<th>Male: 49%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Age</td>
<td>24 years</td>
</tr>
</tbody>
</table>
| 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.

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                     |
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.

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
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.
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 volunteering.

**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 criticised 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.
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.
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**

<table>
<thead>
<tr>
<th>4%</th>
<th>19%</th>
<th>33%</th>
<th>10%</th>
<th>9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>10%</td>
<td>20%</td>
<td>30%</td>
<td>40%</td>
</tr>
<tr>
<td>50%</td>
<td>60%</td>
<td>70%</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>100%</td>
<td>1 (not at all)</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

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?**

- 1-2 years: 24%
- 3-5 years: 40%
- 6-9 years: 28%
- 10 years or more: 9%

**Figure 7c: Who first encouraged you to volunteer?**

- Friend: 38%
- Mother: 14%
- Self-motivated: 11%
- Other: 9%
- Father: 22%
- Sibling: 6%
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.
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.

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 volunteering. 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).
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 responsibilizing 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
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 responsibilizing 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.
REFERENCES


Governmentality_and_Youth_Volunteering_Policy.pdf


and Voluntary Sector Quarterly, 41(2), 176-212.

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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respond to the RFP (EoI)</td>
<td>10th July 2014</td>
</tr>
<tr>
<td>Draft Study Framework (Concept Note) to be submitted to UNDP</td>
<td>30th July 2014</td>
</tr>
<tr>
<td>Implementation of study as per agreed strategic Action Plan</td>
<td>December 2014 – January 2015</td>
</tr>
<tr>
<td>Validation activities coordinated by British council and UNV</td>
<td>February 2015</td>
</tr>
<tr>
<td>Submission of final study report</td>
<td>1st March 2015</td>
</tr>
</tbody>
</table>
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.

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

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

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

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?

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

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?

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،
وببرامج الأمم المتحدة للمتطوعين
والترك، نود أن نشكركم على المشاركة
في دراستنا. نحن نؤمن عالياً وجهات
نظركم وآرائكم التي سوف تساهم في
تحسين صورة العمل التطوعي للشباب
الأردني.
سَوَّف تكون في أعلى القائمة
والمحاطات الثلاثة التي سوف تكون
في أسفل القائمة؟

ب. من وجهة نظركم، أو من هذه
المجالات تحصل على أكثر قدر من
الدعم من الهيئات الحكومية أو/أو
المنظمات الدولية، وأي من هذـه
المجالات أقل حصولاً على الدعم؟
لماذا؟

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

ما هو الفرق بين المنظمات التطوعية
المسلمة وغير مسلمة؟ يرجى مشاركتنا
وجهات نظركم.

ب. أينما هو الأرضي في العمل
التطوعي؟ يرجى شرح وجهة نظركم.

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

أ. إذا ما كنا نتمتع قائمة المعايـق
في ترتيب معين، ما هي المعايـق
الثلاثة التي سوف تكون في أعلى
القائمة والمعايـق الثلاثة التي
سوف تكون في أسفل القائمة؟

ب. من وجهة نظركم، ما هي أكثر
الطرق فعلية للتعامل على هذه
المعايـق؟ ومادا، وكيف يمكن
تحقيق ذلك؟

ما هي توصياتكم حول كيف يمكن
تحسين العمل التطوعي في الأردن؟
يرجى شرح إجابكم على الصعيد
الحكومي/الثقافي/الرياضي.

أ. إذا ما كنا نتمتع قائمة
المجالات/المواضيع هذه في ترتيب
معين، ما هي المجالات الثلاثة التي
هـل ترغبون في إضافه أي نقاط أو
ملاحظات أخرى؟ هل لديكم أية أسئلة؟

- لا يزال هناك جدال حول مدى
مغزى ومثيرة للجدل
الوظيفي

- حقق نهجكم لتشجيع العمل التطوعي
خبـى من أمثالكم، واعطكم عن العمل
التطوعي

- جعلكم على معرفة بأنظمة الدعم
والعملات المتاحة في الأردن لمبادرات
التطوع

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

- ما هي المعايـق التي تمـنع الشباب
الأردني من المشاركة في العمل
التطوعي؟ يرجى شرح وجهة نظركم.

- إذا ما كنا نتمتع قائمة المعايـق
في ترتيب معين، ما هي المعايـق
الثلاثة التي سوف تكون في أعلى
القائمة والمعايـق الثلاثة التي
سوف تكون في أسفل القائمة؟

- من وجهة نظركم، ما هي أكثر
الطرق فعلية للتعامل على هذه
المعايـق؟ ومادا، وكيف يمكن
تحقيق ذلك؟

- ما هي توصياتكم حول كيف يمكن
تحسين العمل التطوعي في الأردن؟
يرجى شرح إجابكم على الصعيد
الحكومي/الثقافي/الرياضي.

- أ. إذا ما كنا نتمتع قائمة
المجالات/المواضيع هذه في ترتيب
معين، ما هي المجالات الثلاثة التي
هـل ترغبون في إضافه أي نقاط أو
ملاحظات أخرى؟ هل لديكم أية أسئلة؟
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، وسيقوم الوصول إليها فقط من قبل الباحثين المشاركين في هذا المشروع.

ومع ذلك، فإن المعلومات حول هذه الدراسة، ويرجى الاتصال بالسيدة/ دىالا الصمادي في المجلس الثقافي البريطاني على : diala.smadi@britishcouncil.org

وهل بإمكاننا بدأ نتاقم أنفسنا، يرجى إطلاعنا على بعض المعلومات التي تتصل بكم. وما الذي تقومون به حالياً (هل أنتم في الجامعة، أو تعملون، أو تعملون في عمل تطوعي؟)

من ممكن يقوم بالمشاركة حاليًا، أو شارك في السابق في مبادرات تطوعية - يرجى منكم إعلامنا على تجربتكم.

يرجى منكم وصف عملكم التطوعي لنا (نوع المنظمة، الموقع، المنصب، ومنى (بدائم) ومسؤلياتكم، 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

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 share your views with us.

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 أفاق قابليتهم للتوظيف والإجازاتهم تتقدم في مسيرتهم المهنية بإلغاء قضايا غير مراعاة وجدلية أو جعل الشباب يتركون فيها
النتيجة في حب عملهم ويتظاهرون عن الإضراب في العمل التطوعي من جديد disregarding

وما هي الطرق التي تختلف فيها منظمات التطوع غير المسجلة عن المنظمات التطوعية الأخرى أو تنشئة فيها مثلها تزودنا بها؟
وما هو الفرق بين المنظمات التطوعية المسجلة والمنظمات التطوعية غير المسجلة؟ نرجو تزودنا بها؟
وينبغي، 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 نتعلم منها مثل ذلك?
تحديثا عن الحواجز للعمل التطوعي، كيف يمكن تشجيعه وتحسينه، ولماذا هذا أمر جيد، ولكن ماذا عن عوامل أو سبلات العمل التطوعي للشباب في الأردن؟ وكيف يمكن أن يؤدي العمل التطوعي للشباب إلى (i) تجربة و (ii) تجربة مهنية (iii) تجربة ثقافية؟ وما الذي نعتقد أنه ينبغي القيام به لضمان عدم تكرار هذه التجارب؟ هل من أمثلة تبادر إلى ذهنك؟
كيف يؤدي برنامج العمل التطوعي للشباب إلى...

التنبؤ بمشكلاتهم في الجامعة (يرتكبهم عن فراغهم)
التنبؤ بمشكلاتهم مع أسرهم
التنبؤ بمشكلاتهم على مستوى البلد (مظاهرات/تحدي الأمن/تحدي معايير اجتماعية، الخ).
النهوض ببيئة مواتية للعمل التطوعي في الأردن
وجهات نظر أصحاب المصلحة

نود أن نفهم بشكل أفضل العمل التطوعي بين الشباب الأردني، وكيف تعمل الأنظمة والإجراءات القانونية التي تحقق ذلك، أو كيف يمكن تحسينها. هذا سوف سيساعدنا في المقام الأول على تأثير استراتيجيات وممارسات الدعم من أجل تعزيز مبادرات التطوع التي تعودها شباب الأردن، ثانياً، لتشجيع المزيد من العمل التطوعي ما بين الشباب في جميع أنحاء البلاد. وسنستمر التعامل مع كافة المعلومات التي تزودتنا بها ذكر أسماء ومسيرة، ولا يمكن الوصول إليها إلا من قبل الباحثين المشاركين في هذا المشروع - ما لم نعطنا الأردن إقتصاص أحوالكم.

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

سيستغرق حديثنا اليوم حوالي ساعة، وأنا فعلاً متحمس لzure افكار تعمهم منظمتهم للعمل التطوعي، على الأخص تجارب مبادرات التطوع التي تقدمها الشباب، وآمل أن نستلم أيضاً معهودة أراملكم حول ما إذا تم تمكنكم أو عدم تمكنكم من العمل التطوعي في الأردن، وما الذي ينتج عن ذلك، 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 أن منظمتك ذاتها منظمة تطوعية أو مبادرة تطوعية؟ إن كنت كذلك، أخبرني كيف بدأت وقم بوصف مسيرتها منذ نشأتها حتى الآن.

 بصورة عامة، ما هي درجة انتشار العمل التطوعي بين الشباب في الأردن؟ وكيف يمكن تحسينه؟

ما هي توصياتك العملية/خطواتك
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
- Self-employed
- Part-time employment
- 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?

<table>
<thead>
<tr>
<th>Not at all</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Great Extent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

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:

| 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 |

<table>
<thead>
<tr>
<th>Not at all</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Great Extent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>
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:

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.
في القائمة أدناه، نرجو وضع دائرة حول أعلاى ثلاثة حوافز تشجعتك على التطوع:

- تعزز قابليتي للتوظيف
- اكتساب مهارات جديدة وخبرة مرتبطية بالمسيرة المهنية
- زيادة ثقتي

إثراء سيرتي الذاتية:
- إثراء شعب الأردن
- خدمة شعب الأردن

تحسين حياة الآخرين:
- التشبيك والإنذار بأشخاص تفكيرهم مماثل
- سوء مهتمة أنا متحمس لها
- الإشارة بأشخاص ذوي نفوذ
- آثار معرفتي وفهمي لشؤون الحالية

غير ذلك; نرجو التحديد.

<table>
<thead>
<tr>
<th>إلى حد كبير</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>لا على الإطلاق</th>
</tr>
</thead>
</table>

17. عموماً، أي حد كان العمل التطوعي ينطوي على تحدي بالنسبة لك؟

18. إلى أي حد من المرجح أن تتضمن إملاك أو أصدقائك بالإخراج في عمل تطوعي؟

نرجو استخدام هذه المساحة لإطلاعنا على أي ملاحظات أخرى لديك:

بالنسبة عن المجلس الثقافي البريطاني، وبرنامج الأمم المتحدة للمتطوعين وانترκ، نود أن نشكركم على تعبيت هذا الاستبيان والمشاركة في دراستنا. نحن ننصح عالياً وجهات نظركم وأراءكم التي سوف تساهم في تحسين صورة العمل التطوعي للشباب الأردني.
<table>
<thead>
<tr>
<th>إلى حد كبير</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>لا على الإطلاق</th>
</tr>
</thead>
</table>

0. نردو 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 قابلتيك للتوظيف
- عالك مهارات لم تكن أخصبها من قبل
- ساعد الأردن
- منحك خبرة مفيدة للمسيرة المهنية
- عز من علاقاتك المهنية
- حسن من مهاراتك القيادية
- ساعدك على الإلتقاء بأشخاص ممكنهم أن يؤثروا إيجابياً على مسيرتك المهنية
- سمح لك بتشكيل صداقات مع أشخاص لم تكن للتقى بهم عبرقنوات أخرى
- نصح لك بإداء مهمة معينة
- أن متحمس جداً بما
- جعلك شخصاً أفضل
- حسن من مهاراتك على التفاوض
- حسن من مهاراتك المهنية
- تسبب في مشاكل لك في الجامعة
- تسبب في مشاكل لك مع أسرتك
- حد من احتمالات قابلتيك للتوظيف
- ومن تقدمك في المسيرة المهنية
- لي توقعاتك بشأن التطوع
- خيب أملك وجعلك أن تقبل على العمل التطوعي من جديد
- جعلك على معرفة بأنظمة الدعم والإجراءات المتوفرة في الأردن للمبادرات التطوعية
9. هل أن والدك حالياً (ترجو وضع دائرة حول الخيار الملائم): يعمل في القطاع الحكومي/ يعمل في القطاع الخاص/ يعمل لحسابه الخاص/ عاطل عن العمل/ متقاعد/ غير ذلك (ترجو التحديد).


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

| منتشر الى حد كبير | 5 | 4 | 3 | ليس منتشرًا على الإطلاق | 1 |

12. في رأيك، ما هي المجالات الثلاثة الرئيسية التي يهمها الشباب الأردني في معالجتها من خلال مبادرات التطوع:

أ. 
ب. 
ج. 

13. في رأيك، ما هي المعيقات الثلاثة الرئيسية التي تحول دون تطوع الشباب الأردني:

أ. 
ب. 
ج. 

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

أ. 
ب. 
ج. 

نرجو تعبئة بقية الاستبيان فقط إذا كنت منخرطاً حالياً في عمل تطوعي أو كنت منخرطاً في الماضي في عمل تطوعي.
8أ. هل لديك تجربة أخرى سابقة في التطوع؟
(نرجو وضع دائرة حول الخيار المناسب):
نعم (نرجو الإشارة إلى السؤال 8أ أدوه)
لا (نرجو الإشارة إلى السؤال 8ب أدوه)

نرجو أن تصف لنا تجربتك السابقة في العمل التطوعي:

القطاع الذي تعمل فيه المؤسسة التطوعية
 موقع المنظمة التطوعية
 في أي سنة تم إنشائها?
 هل هذه المنظمة يقودها الشباب؟
 منصبك
 تاريحك بداية وانتهاء عملك

نرجو أن تصف مسؤولياتك:

نرجو إخبارنا الآن كيف أصبحت أولًا منخرطا في العمل التطوعي:

وإلاً نرجو إخبارنا من كان الشخص الأول الذي شجعته على التطوع:

الأم الأب أخ أقرياء أخرون صديق
 معلم غيرهم (نرجو التحديد)

هل قام أحد المذكورين تاليًا بتثبيطك عن التطوع
 (نرجو وضع دائرة حول كل ما ينطبق):

الأم الأب أخ أقرياء أخرون صديق
 معلم غيرهم (نرجو التحديد)

8ب. نرجو إخبارنا كيف أصبحت أولًا منخرطا في التطوع:

وإلاً نرجو إخبارنا من كان أول شخص شجعته على التطوع:

الأم الأب أخ أقرياء أخرون صديق
 معلم غيرهم (نرجو التحديد)

هل قام أحد المذكورين تاليًا بتثبيطك عن التطوع
 (نرجو وضع دائرة حول كل ما ينطبق):

الأم الأب أخ أقرياء أخرون صديق
 معلم غيرهم (نرجو التحديد)
ENABLING YOUTH VOLUNTEERISM FOR A BETTER FUTURE IN JORDAN

ANNEXES OVERVIEW

The topic is specialized in...

The year of graduation is...

Name of the university you graduated from:

Do you (your voluntary work)

(University / Government)

Do you (your voluntary work)

Currently, are you

Always work full time

Part-time work

Work for your personal account

Unable to work

We recommend a description of your current job:

The sector you work in

The institution for which you are responsible

The location of the institution where you work

In which year was it established?

Contact

You have a

A. Always work full time in a registered organization

B. Part-time work in a registered organization

C. Always work full time in an unregistered organization

D. Part-time work in an unregistered organization

E. Not a participant in any voluntary work

We recommend a description of your voluntary work:

The sector you work in

The location of the voluntary organization

In which year was it established?

Contact

We recommend a description of your responsibilities:

We recommend a description of your voluntary work:

We recommend a description of your responsibilities:
وجهات نظر الشباب الأردني بشأن العمل التطوعي

قبل البحاثين المشاركة في هذا المشروع، نرجو مساعدتنا من خلال الإجابة على كل الأسئلة الواردة في هذا الاستبيان.

ومزيد من المعلومات حول هذه الدراسة، يرجى الاتصال بالسيدة/ ديالا الصمادي في المجلس الثقافي البريطاني على

diala.smadi@britishcouncil.org

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

2. كم عمرك؟

3. هل أنت (نرجو وضع دائرة حول الخيار الملائم):  
   أعزب  
   خاطب  
   متزوج  
   مطلق

4. نرجو إعلامنا في أي مدينة تعيش:

5. هل أنت حاليا طالب جامعة بدوام كامل:  
   نعم (نرجو الإشارة إلى السؤال أدناه)  
   لا (نرجو الإشارة إلى السؤال أدناه)

6. نرجو إخبارنا:
   ما الشهادة التي تدرس للحصول عليها:
   الدكتوراه/ 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

7. هل تخرجت من الجامعة:  
   نعم/ لا
   إذا كانت الإجابة نعم، نرجو إعلامنا على الشهادة التي حصلت عليها:
   الدكتوراه/ 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

<table>
<thead>
<tr>
<th>Validation Event</th>
<th>1st of March 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location / Venue Project / Initiative</td>
<td>The Century Park Hotel – Amman</td>
</tr>
<tr>
<td>Project / Initiative</td>
<td>Enabling Youth Volunteerism in Jordan</td>
</tr>
</tbody>
</table>

### Speakers

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Sami Hourani</td>
<td>Leaders of Tomorrow</td>
</tr>
<tr>
<td>Suzan Al Hilo</td>
<td>UNV</td>
</tr>
<tr>
<td>Dr. Haya Al-Dajani</td>
<td>INTRAC</td>
</tr>
</tbody>
</table>

### 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](http://goo.gl/4BtDKk)
The project for report development completed the qualitative and quantitative data collection phases, and has prepared for subsequent phases.

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.

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.

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

### Participant recruitment platforms

<table>
<thead>
<tr>
<th>Platform</th>
<th>FB Post Reach</th>
<th>Twitter Post Reach</th>
</tr>
</thead>
<tbody>
<tr>
<td>For9a Post Reach</td>
<td>+3K</td>
<td></td>
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<tr>
<td>FB Post Reach</td>
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<td></td>
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<tr>
<td>Twitter Post Reach</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

### Participant demographic

<table>
<thead>
<tr>
<th>Category</th>
<th>Target Group</th>
<th>Actual Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age Range</td>
<td>+18</td>
<td>+18</td>
</tr>
<tr>
<td>No. of Participants</td>
<td>50</td>
<td>+60</td>
</tr>
<tr>
<td>Geographical Distribution</td>
<td>national</td>
<td>Amman, Irbid, Zarqa’a, Madaba, Karak</td>
</tr>
<tr>
<td>Gender Ratio</td>
<td>1:1</td>
<td>Male count 37</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Female count 23</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percentage 39% F, 61% M</td>
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</table>

### The event preparation process

The event preparation process involved several steps to ensure the successful execution 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. 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

A 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

<table>
<thead>
<tr>
<th>Face to Face*</th>
<th>Digital**</th>
<th>Indirect***</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>+20K</td>
<td>+5K</td>
</tr>
<tr>
<td></td>
<td>+18K</td>
<td></td>
</tr>
</tbody>
</table>

Media coverage links on Social Media

Facebook
- http://goo.gl/cR0uoq
- http://goo.gl/zsZ660
- http://goo.gl/gJcZyF
- http://goo.gl/mLq0i2
- http://goo.gl/BWSzNn
- http://goo.gl/1ALuva

Twitter
- http://goo.gl/MT84A9
- http://goo.gl/rQRxuL
Links to Photos and Videos taken by the organizers:
http://goo.gl/StG0St

Reach types and explanation:

* Face to face reach: People who physically participated in the event. Attendance sheets, score cards an 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.

- **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.

**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.

- **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

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amani Al Dabbas</td>
<td>All Jordan Youth Commission</td>
</tr>
<tr>
<td>Obada Khalil Ahmad Jebreel</td>
<td>Volunteer</td>
</tr>
<tr>
<td>Zina Ishaq Nimri</td>
<td>AnnaLindh Jordan - RIIFS</td>
</tr>
<tr>
<td>Sara Ibrahim Alotaiby</td>
<td>Bader</td>
</tr>
<tr>
<td>Dr. Hiba Issa Haddadeen</td>
<td>Madaba Cultural Forum for Children</td>
</tr>
<tr>
<td>Bara'ah Ahmad Batainah</td>
<td>Community Jo</td>
</tr>
<tr>
<td>Thawab Mohammad Ibrahim Hilal</td>
<td>Volunteer</td>
</tr>
<tr>
<td>Rami Naes</td>
<td>Volunteer</td>
</tr>
<tr>
<td>Moh'd Esmat Siouri</td>
<td>Badir</td>
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<tr>
<td>Eid Salah Jabaihy</td>
<td>Volunteer</td>
</tr>
<tr>
<td>Wasfi Al Momani</td>
<td>Development Unit - Zarqa'a Municipality</td>
</tr>
<tr>
<td>Naser Al Hawamde</td>
<td>The Ministry of Industry</td>
</tr>
<tr>
<td>Ahmad Al Otoom</td>
<td>The Ministry of Industry</td>
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<tr>
<td>Hany Rahahleh</td>
<td>Volunteer</td>
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<tr>
<td>Sami Hamdan</td>
<td>AIESEC</td>
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<tr>
<td>Laeqah Khalil Alkhasawneh</td>
<td>101 Youth Association</td>
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<tr>
<td>Razan Tayseer Alazzam</td>
<td>101 Youth Association</td>
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<tr>
<td>Noor Fawzi Maloul</td>
<td>YED Organization</td>
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<tr>
<td>Zeyad Khalil Khlifat</td>
<td>AFALMYY</td>
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<tr>
<td>Hamza Abdallah Abualhaija</td>
<td>Shabab4Life</td>
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<tr>
<td>Malek Z. Abu Ghanemeh</td>
<td>Eye On Future</td>
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<tr>
<td>Alaa Farhan</td>
<td>Volunteer</td>
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<tr>
<td>Haya Hasan Maharmeh</td>
<td>Jordan River Foundation</td>
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<tr>
<td>Sana Tamimi</td>
<td>The World in Your Hands</td>
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<tr>
<td>Laith Khatatbeh</td>
<td>Youth Network for Development and Innovation</td>
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<td>Laith Abu Taleb</td>
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<td>Mohammad Yassin</td>
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<td>Al Motasem billah Hamad</td>
<td>Icivil-team</td>
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<tr>
<td>Ahmad Sulaiman AL Tahaineh</td>
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<tr>
<td>Name</td>
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<tr>
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<tr>
<td>Eva Omran</td>
<td>Acted</td>
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<td>Salah Ikrai</td>
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<td>Faten Tawalbeh</td>
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<td>Manal Alabalat</td>
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<td>Mohammad Ali Omran</td>
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<tr>
<td>Ola Al Marayha</td>
<td>Volunteer</td>
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<td>Eman Abu Ranneh</td>
<td>Volunteer</td>
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<td>Adeeib Hadi</td>
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<td>Mohamed Alshabani</td>
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<tr>
<td>Mohammad Abu Zaid</td>
<td>Leaders of Tomorrow</td>
</tr>
<tr>
<td>Rasha Nofal</td>
<td>UNRWA</td>
</tr>
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<td>Abdelrahman Rayeq Ismail</td>
<td>Leaders of Tomorrow</td>
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<tr>
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<td>Alaman</td>
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<tr>
<td>Dr. Laith Rousan</td>
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<td>Samih Dwairi</td>
<td>Haya Association</td>
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<td>Saif Al Lahham</td>
<td>Global Platform - ActionAid</td>
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<tr>
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<td>Mutah University</td>
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<tr>
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