

Arab Youth Volunteering for a Better Future

National Consultations:
Country Findings Report
Egypt, Jordan, Morocco,
Tunisia and Yemen - 2012-2013



UN
Volunteers

Inspiration In action

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About UNV

The United Nations Volunteers (UNV) programme is the UN organization that contributes to peace and development through volunteerism worldwide. Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation.

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Foreword

It has been nearly three years since millions of young women and men across the Arab region proved that they are capable and willing to take the future of their societies into their hands. Now, mechanisms are needed to ensure that young people continue to be engaged and empowered in advancing positive change. Volunteerism, which builds on the traditional values of self-help, solidarity and reciprocity that are strong in the Arab nations, is a good means for this.

This is the underlying foundation of the United Nations Volunteers (UNV) programme's Arab Youth Volunteering for a Better Future project, which seeks to channel this potential and strengthen the capacity of youth to effectively engage in the civic and sustainable development of their communities.

Recognizing the need to research the motivations, needs and definitions of youth volunteerism in the Arab states, in 2012 UNV carried out a series of national consultations in the form of workshops. During these workshops, youth from Egypt, Jordan, Morocco, Tunisia and Yemen identified the challenges and opportunities with regards to youth volunteering in the region and came up with practical recommendations for developing the Arab Youth Volunteering for a Better Future project. This report describes those recommendations and the processes that led to them.

In the following chapters you will find the answers to fundamental questions, such as: What is the perception of volunteerism? What are the motivations for volunteering? What actions must be taken to make volunteering possible?

Through the Arab Youth Volunteering for a Better Future project, UNV is focusing on strengthening the capacities of young people, youth-led organizations and public institutions through volunteerism.

This report establishes the groundwork to respond to needs and motivations of volunteering in the Arab region, and helps us ensure that every step we take goes in the right direction to making youth volunteering a positive driver of change in the region.

It is my sincere hope that governments, UN entities, civil society and youth leaders will respond to the voices of youth in the Arab region, take note of the practical and achievable recommendations they are making, and do whatever we can to make them a reality

Sincerely,

A handwritten signature in blue ink, appearing to read 'Richard Dictus', with a horizontal line underneath.

Richard Dictus
Executive Coordinator, United Nations Volunteers



Executive Summary

The State of the World's Volunteerism Report (SWVR) 2011 highlighted the values and contributions of volunteerism as essential to generating well being for people and communities, and as related to key peace and development challenges of the time¹. Recent sociopolitical shifts in the Arab Region call for a revisiting of those contributions within the context of transitions. Recommendations of the United Nations General Assembly resolution 56/38² can be helpful in that regard; it advised on ways in which governments and the United Nations system can support volunteering underscoring the specificity of each context. Among the key considerations were:

- Neglecting to factor volunteering into the design and implementation of policies could entail the risk of overlooking a valuable asset and undermine traditions of cooperation that bind communities together.
- There is not one universal model of best practice, since what works well in one country may not work in another with very different cultures and traditions.

Recognizing those considerations and the need for a deeper understanding of youth volunteerism in the Arab Region, the United Nations Volunteers (UNV) programme launched a regional project called Arab Youth Volunteering for a Better Future, which aims to promote youth volunteering and mobilization, and act as a conduit towards helping it grow.

As a prelude to the pilot project, UNV held consultation workshops in five pilot countries: Egypt, Jordan, Morocco, Tunisia and Yemen. During the consultations, stakeholders within the volunteerism scene in each country (henceforth: participants) were given the opportunity to provide meaningful input that would then feed into the design and implementation of the project. Workshops were held in 2012 and included representatives from civil society organizations, the private sector, media and government. It sought the active participation of young volunteers from central cities and beyond to allow for the representation of excluded voices and enable them to interact with their peers and leaders who have expertise in volunteerism and non-profit management. Under that overarching goal, the consultations aimed to fulfil the following objectives:

- Bringing together relevant stakeholders and engaging them in participatory dialogue.
- Creating an enabling environment for youth-led programme design and implementation.
- Identifying national priorities and potential actions for youth volunteering.
- Laying the foundation for a strong network of youth volunteer activists at the national and regional level.

Although the consultations were conducted in 2012, this report, consolidated in 2013, reflects on input from participants to define a path forward for the project in the region. Similarities across the five countries were noted emphasizing the benefit of a regional lens as well as a multi-stakeholder strategy. Those can be summarized as follows:

A Holistic Approach to Volunteerism

Within the context of rapid transitions, a “piecemeal” approach with a focus on policy or capacity building or research is not enough. A holistic approach within which each of those foci would

proceed in parallel was emphasized. A need was articulated to establish a conduit to help those initiatives exchange experience as well as grow into sustainable entities. This conduit can operate at the national level but can also benefit from a regional lens.

Knowledge Leadership

The lack of reliable data poses a serious challenge to sustaining and expanding volunteerism projects and initiatives. Existing research is dispersed and, at times, lacking in rigor and accuracy. There is a need to carve out a space for knowledge leadership within the region and to encourage the generation of indigenous qualitative and quantitative research. Volunteerism projects and initiatives can also benefit from an emphasis on participatory research methods.

Consolidating a Community of Practice

Building the capacity of those engaged in volunteerism activities and initiatives in the basics of strategic planning, budgeting and management can help create a community of practice. Mastering those important skills seems critical to the survival and expansion of those initiatives.

Focusing on Policy and Bringing National Recognition of Volunteerism

Walking the tightrope of policymaking is important; the need to bring national recognition of the values of volunteerism was emphasized. The role of the state in regulating and expanding activities was considered critical to its expansion. A variety of ways were suggested: creating a regulatory framework, adopting a national strategy and/or issuing a national definition of volunteerism.

Securing Funding

The financing of volunteerism initiatives and the voluntary sector was underscored; basic resources are needed to initiate volunteer programmes or engage in voluntary activities. Given the high unemployment rates for youth and the benefits that volunteerism brings with regards to employability, different volunteer initiatives should take into consideration reasonable “incentives” or associated costs to ensure their sustainability.



Young volunteers participate in Youth Volunteer Summer Camp in Jordan (by WupY-PS/UNV, 2013)

1 Complete report is available [here](#).

2 Resolution 56/38 is available [here](#).

Introduction

The past two years have witnessed rapid shifts in the political, social and economic landscape of the Arab region. In Egypt and Tunisia, demands for social justice and problems such as high unemployment and a severe economic downturn are central. Yemen has experienced a form of economic recovery, but industries such as tourism and construction remain paralyzed.³ Countries that have not experienced major changes in the political scene are still affected by regional unrest. Jordan was adversely affected by regional turmoil especially in Egypt and economic growth in Morocco, averaging at 4% from 1980-2010, has slowed down.⁴

The citizen activism space, nevertheless, has flourished. As citizens continue to mobilize for change, there is a need to honour this expansion and safeguard against the diffusion of this energy to ensure that it is geared towards the realization of key aspirations that underpin citizen engagement; primarily, inclusive growth and a democratic path forward. Between make-shift hospitals and night watches, the growth of citizen mobilization since 2011 has been predominantly uninstitutionalized in the region. There are examples, nevertheless, of major organizations that rely primarily on volunteers in their activities, such as Resala, in Egypt, which now has around 100,000 young volunteers.

Around the world, volunteerism has contributed to building sustainable livelihoods and value-based notions of well-being. Engaging in volunteer efforts helps individuals realize the inherent value of their knowledge, skills and social networks as assets to themselves, their families and their communities. Evidence suggests that volunteer engagement promotes civic values and social cohesion and increases the feeling of being part of society. These values are extremely relevant in strengthening the capacity of the most vulnerable, such as youth, to achieve secure livelihoods and to enhance their physical, economic, spiritual and social well-being. Moreover, volunteering can reduce social exclusion and other forms of inequality that are often perceived by young people as being barriers to their full participation in their communities and broader society.⁵

Key problems such as poverty, lack of government transparency and accountability, and the presence of a large percentage of educated but dissatisfied youth remain critical in the Arab Region and are inadequately addressed by new and old regimes. As the region gropes through an uncertain political climate, what is clear is that the region's problems require a new approach – it is not “business as usual” – and for this to happen, an accurate “bottom-up” understanding of the landscape is needed.

Recognizing the need for a nuanced and deeper understanding of youth volunteerism in the region, the UNV-led project *Arab Youth Volunteering for a Better Future* aims to promote youth volunteering and mobilization. As a prelude to the pilot project and as a key part of the programme development process, UNV has launched consultation workshops in five pilot countries: Egypt, Jordan, Morocco, Tunisia and Yemen.

Methodology

The consultations helped gather data that would inform the design and implementation of the Arab Youth Volunteering for a Better Future project. Since participants came from a diverse array of backgrounds, the consultation process was able to bring a broad range of perspectives and ideas from stakeholders in identifying challenges and designing opportunities for action for the

3 See: [Reuters](#). “Yemen Economy Starts to Recover from Political Crisis.” February 2013.

4 See: [International Monetary Fund](#). “Morocco: Selected Issues.” May 2013.

5 UN Volunteers “State of the World’s Volunteerism Report 2011” pp xxii.

programme. Participatory Learning and Action (PLA) methodology was thus selected for the consultation workshops.

PLA methods are essentially about empowering unheard voices and engaging various stakeholders in problem identification as well as resolution. To unlock ideas, PLA ensured that key stakeholders — particularly youth — were involved in the design of activities under the programme. An environment of trust was thus established which enabled facilitators, experts, and stakeholders to examine the situation through a shared, systematic process of learning and analysis. The process involved the following:

- Laying down core concepts.
- Identifying opportunities and motivation factors in small groups and in plenary.
- Identifying challenges in small, focused group discussions.
- Designing responses (objectives, activities) to overcome these challenges based on the situation analysis.

Throughout the workshop, participants were urged to forge partnerships to carry out the initiatives they came up with themselves. By identifying key stakeholder groups, participants were also given the opportunity to reflect on the importance of forging partnerships to achieve optimal results. In addition, small group discussions provided a more comfortable space for participants to voice their opinions and work towards solutions.⁶ External experts were actively engaged in this process as catalysts to workshop stakeholders, giving momentum to the thinking process and participating in the development of creative and innovative solutions. Following the workshop, they were also able to further analyse the information and ideas generated during the course of the consultations.

By allocating specific themes to working groups, discussions remained focused on the task at hand. Workshops addressed the identification and development of opportunities for action in small working group sessions. The facilitators also joined individual working groups on a rotational basis. In doing so, they were able to ask questions, steer and re-orient the discussions in the event that the working groups were deviating from the main topics or were unable to compromise on issues. Visual materials such as flipcharts and presentations were developed by facilitators and participants and proved to be useful in providing participants with a clear understanding of the issues.

There were limitations to having representative participation. For instance, high numbers of individuals from urban areas and government representatives were not able to attend the full workshop. Development agencies had the highest percentage of participation and, as such, posed a risk to balanced representation. However, these limitations were mitigated by the wide demographic representation of the participants regarding social status, age and gender, as well as in the ownership which participants obtained over the programme design.

Workshop Format

The workshop was divided into three main parts: Setting the Scene, Issue Identification and Project Development, with an evaluation questionnaire at the closing. The first part focused on kick-starting the group dynamics through a series of interactive exercises aimed at getting

6 VSO toolkit: Participatory Approaches: [A Facilitator’s Guide](#).

to know one other, setting personal objectives and expectations and introducing the general objectives of the workshop. Participants were invited to discuss the definition of volunteering and the motivations for engaging in volunteerism. Next, participants were divided into working groups according to thematic discussions: the enabling environment, organizational level and individual level. These groups were asked to identify barriers and issues, and develop activities to address them, including the identification of key stakeholders and anticipated outcomes. These activity suggestions provided inspiration for the development of project ideas which was the last part of the workshop.

In order to achieve maximum input from all participants, each thematic working group was invited to provide input and feedback on the others' proposed activities. Groups were, in this manner, able to prioritise their activities and incorporate ideas and suggestions from their peers and other stakeholders. Participants were subsequently invited to vote on the proposed activities developed by other groups. This helped each working group prioritise its activity development, as well as being an innovative way of engaging participants outside of their own working groups.

Although discussions were left free and unrestricted to allow for participants to discuss different issues openly, suggestions were classified according to the capacity development framework developed by UNDP⁷. This framework seeks to identify the barometers of capacity development where capacity is grown and nurtured:

An Enabling Environment

Setting the overall scope for capacity development, the enabling environment is the system in which individuals, organizations and society as a whole operates. This includes legislation, social norms and balances, and both written and unwritten rules—all of which are important determinants for civic engagement.

Organizational Effectiveness

An enabling environment provides building blocks which determine the level of effectiveness of an organization's internal structures, policies and procedures. With an enabling environment in place, organizations will be empowered to bring together all relevant stakeholders and individuals to harness capacities in such a way that the potential for organizational growth is maximized.

Individual Engagement and Empowerment

In addition to providing channels for experience, knowledge and skill development, organizational effectiveness and an enabling environment are core requirements to maximizing individual engagement. An environment that empowers individuals to build their capacities through increased access to resources and experiences will, in turn, further enhance an organization's effectiveness, thus contributing to the development of an enabling environment.

7 UNDP. "A Capacity Development: A UNDP Primer." October 2009.



Young volunteer plants a tree during the Caravan of Volunteerism in Tunisia (Lotfi Ghariani/UNV, 2013)

Chapter One Egypt



National UN Volunteer during follow-up activities after the national consultations in Egypt (UNV, 2012)

According to the Egypt Human Development Report (2010)⁸, the youth bulge first appeared in 1995 and is expected to last until 2045. Those young men and women fall within the 18 to 29 age group, an estimated 23.5% of the total population in 2010, or 19.8 million individuals. Prior to the January 25 Revolution, with youth facing high rates of unemployment, limited job security and stability, and with a majority of new entrants finding employment within the informal economy (Assaad 5)⁹, those numbers were mostly addressed as a problem and a serious hindrance to development. It was only with the advent of the Arab Awakening, and what became known as a “youth quake”, that an asset-based approach and a shift from “problem” to “opportunity” were adopted regarding youth.

It is important, however, to look at those shifts within context and as part of a continuum. The Population Council’s Survey on Young People in Egypt (SYPE)¹⁰ in 2009, which covered a nationally-representative sample of 15,029 young people (ages 10-29), concluded that young people in Egypt are disengaged and that only 2% of the youth population participate in volunteer work. This stands in contrast to the unprecedented citizen engagement by youth during and following the January 25 Revolution and to a gradual shift in the definition of volunteerism that had been taking place in the period leading up to it, which points to a gap in our understanding of volunteerism in Egypt. Hesham El Rouby, Chairman of Etijah and Youth Association for Population and Development Civil Society Organizations (CSOs) reflects on shifts in the discourse and relates that in the last ten years:

There has been progress in public understanding of volunteerism, the word volunteerism in Egypt used to mean either volunteering in the military or to volunteer donations. It was also more attributed towards work done by females rather than males, since there had been a cultural understanding that girls were more likely to volunteer with time and effort compared to boys. But I see now advancements in its definition as it has become associated with development, because volunteer work adds great personal benefit to the volunteer, including ideas, skills, and expertise.

The opportunities and motivations for volunteerism have been directly impacted by shifts in the socio-political and economic environment and became the locale in which those shifts have become visible. With a changing space for activism, volunteerism became an outlet for young undergraduates and/or university graduates to develop their skills and engage in various community activities. For women, it has become a way to socialize and to escape the strictures of traditions that confined them to their homes. The religious discourse is also prevalent in volunteerism. In a study conducted by Barbara Ibrahim and Leah Hunt Hendrix (2011)¹¹, they underscore how young volunteers in Resala, an NGO with around 100,000 volunteers in all 29 governorates in Egypt, “framed” their activities within a religious language (16). In post-January 25, nationalistic sentiments were brought to the foreground as one of the primary motivations of volunteerism, adding a new layer to our understanding of youth engagement.

Furthermore, a better understanding of the environment and dynamics of volunteerism in Egypt can be approached at three levels; enabling environment (policy and culture), institutional and individual. Regarding policy, the UN Youth Report (August 2010-2011) concludes that youth in

8 Complete report is [available](#).

9 Assaad, Ragui and Ghada Barsoum. “Youth Exclusion in Egypt: In Search of Second Chances.” Middle East Youth Initiative Working Papers, 2007.

10 Complete report is [available](#).

11 Ibrahim, Barbara and Leah Hunt-Hendrix. “Youth, Service and Pathways to Democracy in Egypt.” Voices on Arab Philanthropy and Civic Engagement. Cairo: John D. Gerhart Center for Philanthropy and Civic Engagement, 2011. .

the Arab region have generally been addressed through “unsustainable sectoral programmes and projects” rather than national policies. As mentioned in the report, in more than half of the countries in the Arab region, youth are almost entirely excluded from participation within parliaments, reaching a low of 7%. Out of the 22 countries in the region, only nine have either developed youth policies or have drafts. Only four countries (of which Egypt is one) have established youth-related legislative committees. The impact and effectiveness of those committees and policies are, nevertheless, questionable. While the January 25 Revolution has sparked an interest in the role of youth, this has not yet been supported by or manifested at the policy level.

According to a mapping of youth volunteerism in Egypt conducted by UNV in 2011, Egypt has neither adopted a formal definition nor laws or policies on volunteerism. Although Egypt co-sponsored, with 141 member states, the ratification of the UN General Assembly A/RES/57/106 (adopted on 26 November 2002) calling upon stakeholders to support volunteerism as a strategic tool to enhance economic and social development, no laws or policies have been passed to facilitate volunteerism at the national or local level, and the Civil Society Organization Law (Law No. 84 for the Year 2002) is among the most restrictive in the world (UNV, 2009). Drafts of a new civil society law were circulated in parliament in the period prior to the presidential run-offs, but now with a dissolved parliament, those drafts are likely to be pushed aside until Egypt’s elections are finalized and a new parliament elected. This uncertainty is both a challenge and an opportunity. While it implies the need to lobby for a civil society law that protects freedom despite changing players in the political realm, it also shows that there is an opportunity to build a more open regulatory environment that would promise a more open civil society in Egypt.

At the level of culture, motivations to volunteer (or not volunteer) are embedded in social and cultural norms. Religious discourses of “doing good” as a path to God were quite prevalent prior to the Revolution, as well as issues of gender and the need for socialization, as were attempts to counter a generation gap that was both a demographic and cultural phenomenon. The mass mobilization of the Revolution has shifted both the dynamics and motivations for volunteerism in different ways. An analysis of these changes is yet to be developed. However, it remains the case that a nationalistic discourse which crosses paths with new and shifting political realities in Egypt is now perceptible within the realm of volunteerism.

At the micro-level of institutions and the development of new constituencies, the January 25 Revolution has engendered a number of new institutionalized and informal/non-institutionalized forms of engagement like night watches, graffiti painting, make-shift hospitals in squares around the country and the use of social media to mobilize resources both from the resident citizens and from the diaspora. In Egypt, student unions have been reenergized on university campuses and informal forms of engagement in the public realm have been on the rise, albeit with some setbacks. A major shift in strategies is not perceptible in institutionalized forms of volunteerism but new constituencies are forming that garner volunteer energies. A major spike in initiatives by youth was visible during and after the ouster of Mubarak. However, the sustainability of those initiatives remains questionable. Social media platforms such as Twitter and Facebook remain a central mechanism for citizen engagement. There is a new sense of empowerment, but this sense is to a great extent mercurial and highly dependent on the political environment. Promising examples like Nebny Foundation, which was established and run by youth and relies heavily on volunteerism, nevertheless exist.

It is within this context that the UNV consultation workshop was held in Cairo, 11-12 April 2012. It included representatives from civil society organizations, the private sector, media and government. It sought the active participation of young volunteers from beyond Alexandria and Cairo to allow for the representation of excluded voices and enable them to interact with their peers and with leaders who have expertise in volunteerism and non-profit management.

OPPORTUNITIES FOR ACTION

The smaller working groups were invited to identify challenges and discuss opportunities to address various levels of action. Each level poses specific challenges and needs specific activities and actions in order to address them. The division into smaller working groups, each with a specific focus, allowed for the development of comprehensive individual projects which will foster a strong culture of youth volunteering at all levels:

Enabling Environment: Policy and institutional mechanisms on youth and volunteering

Participants asserted the need to bring legal recognition of volunteerism/volunteering activities on a national level by means of integrating volunteerism into the Egyptian constitution, developing clear policies that define duties of and responsibilities towards volunteers, and actively involve relevant stakeholders: youth, civil society organizations, religious leaders, government, private sector and media.

Participants pointed to a number of barriers to the establishment of an enabling environment for volunteerism in Egypt. Those challenges went beyond policy-related issues to institutional shortcomings and the social and cultural sphere, wherein certain accepted norms disabled the flourishing of youth volunteerism. At the institutional and policy level, they highlighted a lack of a motivating infrastructure and absence of volunteer management capacity, monopoly of leadership by an older generation, a strict and hindering regulatory environment and the absence of a supportive national policy on youth. Institutional exclusion of youth is also paralleled by a culture of exclusion that has led to a lack of awareness of volunteerism beyond the more economically-privileged centers of Cairo and Alexandria. A culture of exclusion is embedded in a generation gap that favors the older generation over the younger one: while the January 25 Revolution had brought to the foreground the critical role of youth in driving change, one that was applauded by the public, an acknowledgement of this role appears to have been short-lived. In the public perception, youth are slowly getting consigned to the margins, especially with their failure to organize under a clear leadership and to solidify their presence. January 25 did shake this culture of exclusion to its foundations, but more organized strategic approaches need to be administered to guarantee the sustainability of this change and its resonance on the ground.

This culture of exclusion is closely tied to patriarchal cultural norms that circumvent the role of women. Issues regarding the empowerment of women have become the locale within which different political, social and cultural forces are at play. Restrictions over the participation of women in volunteering activities highlight a culture of confinement that engenders exclusion. Women are, for example, not regarded as capable of leadership and are not allowed to engage in all activities, as men are. Irrespective of those restrictions, volunteerism remains an outlet for women to become an active part of the public realm.

To address those challenges, participants suggested a number of priorities that can be administered at the national level, with specific focus on the regulatory environment and the role of the state in ratifying and supporting youth engagement and volunteerism. Those included:

- Developing laws that facilitate and support the emergence of youth organizations with interests in community service and volunteerism,
- Instituting new policies that open up opportunities for youth to play leadership roles in youth-targeting organizations and gaining legal recognition of volunteers and volunteering activities in the Egyptian Constitution.
- Expanding funds made available to youth and volunteering organizations through the involvement of the Ministry of Finance, Parliament and the Egyptian Cabinet was also suggested.

ORGANIZATIONAL EFFECTIVENESS: CAPACITY DEVELOPMENT TO STRENGTHEN YOUTH ACTION FOR DEVELOPMENT AND YOUTH PLATFORMS FOR EXCHANGE OF KNOWLEDGE AND EXPERIENCES

Participants asserted the importance of building innovative platforms that would help create synergies among youth volunteers and youth organizations, of developing guides on best practices in youth volunteerism and of instituting effective strategic planning and management in youth volunteering activities and programmes.

Participants pointed out a number of challenges at the organizational level which included governance problems, a lack of best practices in youth volunteerism and an inadequate understanding of the motivations for and potential of volunteerism. Those challenges need to be understood and placed within context. On the one hand, shortcomings in volunteer management are to a great extent a reflection of shortcomings in good governance in Egypt's civil society in general, a reality that brings to the foreground the need to "professionalize" the sector. On the other hand, even within established organizations, volunteer management remains a resource that is not yet tapped into or understood within the Egyptian context. On governance issues, participants mentioned red tape and bureaucracy, impeded communication between volunteers, the community and the organization in which they are volunteering (and between organizations in general), lack of leadership, strategic planning or vision, and, finally, absence of monitoring and evaluation. They expressed a need for the recognition of opportunity and a conscious effort by an organization's leadership to unearth the creativity of volunteers and sustain their interest and energy.

Based on the above issues, participants identified a number of priorities that included:

- Developing innovative communication mechanisms that would help create synergies and linkages between volunteers and the organizations in which they volunteer.
- Building the capacity of organizations to develop mechanisms to identify opportunities for young volunteers to discover their strengths, as part of an organization's structure and strategic plan.
- Producing knowledge and guides on best practices in volunteerism were also highlighted as a need in order to inform youth engagement programmes and help them network with one another.
- Developing a national strategy on youth.

- Amending Egypt's civil society law.
- Developing mechanisms to facilitate youth volunteerism.
- Developing linkages and synergies among important stakeholders while grounding this in quantitative and qualitative research on youth in Egypt.

Partners suggested by the participants included local initiatives as well as national and international organizations such as the Association for Development of Local Community, Qaliubiyya, Zidny Initiative, Qabila, Eyoun Masr Association, Association of the Arts for Development, Egyptian Federation for Scouts and Girl Guides, student unions, the Egyptian Media Professionals Association, Y-Peer, Plan International, Egyptian Youth Federation and the Arab League.

INDIVIDUAL ENGAGEMENT AND EMPOWERMENT: CREATING YOUTH VOLUNTEER PROGRAMMES TO FACILITATE AN ENABLING ENVIRONMENT FOR EMPLOYMENT, ENTREPRENEURSHIP, POLITICAL INCLUSION, CITIZENSHIP AND PROTECTION OF RIGHTS, AND EDUCATION

Participants asserted the necessity of building informed youth programmes that are grounded in analytical research on youth needs, expectations and challenges; that build on successful examples and already existing networks and platforms and that use multiple advocacy mechanisms to guarantee impact and coverage of a wider geographic scope.

At the individual level of programmes, participants identified a number of cross-cutting challenges that are policy-oriented, cultural and institutional. Those included the limiting regulatory environment for civil society and organizations, lack of funding, lack of networking among organizations with volunteering activities and lack of platforms to promote synergies among the different youth programmes. Participants also voiced concerns regarding challenges that volunteers face at the individual level. Those revolved around poverty, a lack of financial resources for volunteers to engage in voluntary activities while they are expected to be earning income, a lack of motivation and self-confidence, a dearth of role models in society where volunteering is promoted, lack of adequate individual skills (both hard and soft) that could be used in the voluntary sector and, finally, that both government and civil society, to varying degrees, are not fully inclusive of youth and women. To describe challenges faced at the individual level, participants used phrases such as "passivity, lack of respect to volunteering", "lack of clarity of target", "reward" (which was crossed out afterwards), "incentives and motivations", "discovering self-capacity", "lack of volunteering curriculum", "marginalized groups".

Based on the challenges, participants identified a number of priorities that included:

- Developing programmes with innovative funding mechanisms offering volunteering opportunities.
- Promoting self-confidence and role models in society.
- Integrating capacity development at the individual level by providing individuals with soft and hard skills through volunteering programmes (including organizations providing individual skills).
- Ensuring volunteering programmes bridge generation gaps and are more inclusive of youth, women and other marginalized groups.

Suggested partners included universities, the John D. Gerhart Center for Philanthropy and Civic Engagement at the American University in Cairo, the National Youth Council, the United Nations Development Programme, youth clubs and organizations, and the private sector.

PROPOSED ACTIONS

Below is a list of proposed actions suggested by participants. Activities are presented as they were suggested during the discussions. They were not rephrased or changed, in order to maintain the meaning and context of discussions.

AN ENABLING ENVIRONMENT	
Objectives	Activities
Developing legal recognition of volunteerism at the national level	<p>Holding a series of expert workshops with active participation of parliament, civil society organizations and political parties to bring legal recognition of volunteers and volunteering activities.</p> <p>Developing policy papers that benefit from experiences in other countries in developing laws on volunteerism.</p> <p>Establishing an elected youth council representing all sectors of society to develop youth policies.</p>
Promoting a culturally clear and positive understanding of volunteerism at different levels of society	<p>Developing clear definitions of volunteerism.</p> <p>Harnessing religious discourse to promote volunteerism.</p> <p>Advocating for volunteering activities through the media.</p> <p>Using new social media to create new volunteering opportunities.</p> <p>Shifting from training courses to soft skills language training and educational preparation that is market driven and that bridges the gap between the educational system and the professional world.</p> <p>Launching campaigns to raise awareness on volunteerism.</p> <p>Establishing a prize that recognizes unique volunteering activities.</p>
ORGANIZATIONAL EFFECTIVENESS	
Objectives	Activities
Developing the capacity of organizations in the promotion of volunteerism projects and initiatives	Developing a guide on volunteer management to shed light on the responsibilities and roles of volunteers and guarantee both sustainability and impact.

	<p>Developing a matchmaking platform that links volunteers with the organizations best suited to their interests.</p> <p>Creating support hubs where youth can go for career guidance, voluntary opportunities and vocational counseling, making this accessible, sustainable and efficient.</p> <p>Holding workshops to exchange best practices and expertise.</p>
INDIVIDUAL ENGAGEMENT AND EMPOWERMENT	
Objectives	Activities
Capacity development at the individual level for a more effective and long-term impact volunteer engagement.	<p>Integrating people with special needs in volunteering activities.</p> <p>Developing training courses on communication and negotiation skills, leadership, human resources management, self-regulation, ethics, civil society law and keys to success.</p> <p>Conducting a comprehensive scan of youth and volunteerism in Egypt (challenges, interests and expectations)</p> <p>Conducting comparative studies on youth volunteerism in Egypt and other places around the world.</p> <p>Collecting and making available information about volunteering activities in the periphery.</p> <p>Linking programmes to a proper needs assessment and research.</p> <p>Building volunteer management capacity in organizations.</p> <p>Incorporating peer-learning mechanisms and activities in volunteer activities.</p> <p>Developing clear indicators to make sure that volunteerism has impact on the ground.</p> <p>Developing linkages between different initiatives of volunteerism and online platforms.</p> <p>Establishing a database of youth volunteering organizations.</p> <p>Developing on-line and virtual campaigns for volunteerism.</p>

THE PATH FORWARD

This consultation has demonstrated the need for a holistic approach to volunteerism in Egypt, matched by a rise in solidarity and citizen engagement by youth, which addresses the challenges that come with it. A focus on achieving impacts is critical to sustaining youth energy and protecting it from diffusion. The table below presents suggested mechanisms and programmes that address volunteerism at the level of environment (policy and culture) and institutions. It is important to regard them not as mutually exclusive but as complementary, both vertically and horizontally. They build on one another but there is also potential for synergies across the programmes.

Research on youth volunteerism remains sparse and most of the research conducted is confined to needs assessment. There is, however, a need for analysis that links empirical data to theories of change and social movements and that is capable of problematizing the political, social and cultural landscape of volunteerism while providing recommendations that inform policymaking, capacity-building and advocacy programmes. There is also a need to educate the public on the importance of volunteerism and fill in a gap of knowledge, and that is where advocacy and awareness-raising become important. Capacity building for organizations on volunteer management is also critical to sustain youth energies and ensure maximum impact.

UNV is very well positioned to act as a conduit for those programmes and ensure their implementation at both national and regional levels. Exchange of expertise within the Arab region opens up a space for cross pollination of ideas and experiences that can be to the benefit of all participating parties.

	MACRO: Policy	MESO: Culture	MICRO: Institution
Objective	Legal recognition of volunteerism at the national level.	A culture of volunteerism in different sectors of society.	Institutional platforms, networks and strategies to ensure impact and sustainability of volunteering activities.
Research	Produce comparative research that draws on civil society law and policies on volunteerism.	Explore the current landscape of volunteerism in Egypt with focus on cultural manifestations and representations of volunteers and volunteerism.	Develop a code of ethics and best practices in volunteerism. Develop manuals on volunteer management.

Capacity Development	Deliver training courses and workshops on youth policies in Egypt with the active participation of relevant stakeholders.	Hold workshops to explore existing culture of volunteerism, needs, challenges and expectations of youth volunteers and relevant stakeholders.	Develop the capacity of staff in organizations and institutions to manage volunteers and strategic planning of volunteer programmes to ensure impact and sustainability.
Advocacy and Awareness Raising	Launch campaigns and advocacy groups to call for a national youth policy online and on the ground. Raise awareness on youth policies and civil society law around the world.	Develop a series of lectures on definitions and benefits of volunteerism with targeted themes such as volunteering and employment, volunteering in transitioning democracies, volunteers leading change, etc.	Hold workshops for peer-learning and networking. Develop online networking databases and platforms to exchange best-practices.
Youth Empowerment Through Volunteering	Establish youth led initiatives	Promote self-confidence and role models in society. Ensure volunteering programmes bridge generation gaps and are more inclusive of youth, women and other marginalized groups.	Develop programmes with innovative funding mechanisms offering volunteering opportunities. Integrate capacity development at the individual level by providing individuals with soft and hard skills through volunteering programmes (including organizations providing individual skills).



A young volunteer participates in Youth Volunteer Summer Camp in Jordan (by WupY-PS/UNV, 2013)

Chapter 2 Jordan

According to the World Bank¹², although Jordan did not experience a major regime change, it has experienced its own version of the “Arab Spring.” Since February 2011, “low-scale but persistent demonstrations have challenged the government to initiate political reform and address economic governance.” There were also external influences that had adverse impacts on Jordan’s economic stability especially in two regards: “The sharp drop in gas supplies from Egypt led to a surge in Jordan’s current account and fiscal deficits; and the Syrian conflict which led to a large influx of refugees is further straining Jordan’s difficult fiscal position.”

Against this background, civil society has undergone a number of challenges since 2011. According to Human Rights Watch, in June 2012, the Jordanian cabinet issued a decision against Tamkeen, a Jordanian legal assistance group. This decision is “the first denial of foreign funding that has come to Human Rights Watch’s attention since the cabinet-level review provision became law in 2009.”¹³ It is worth noting that in 2009, Jordan changed its law regulating non-governmental organizations. While the revised law makes it easier for groups to register, it increases government intervention in their work, “including through a new clause requiring cabinet-level approval for foreign funding.”

Regarding youth volunteerism, the key document which regulates youth issues in Jordan is the National Youth Strategy 2009-2013, which is an update from the National Youth Strategy 2005-2009. Although the identified priorities in the strategy include citizenship; civil participation and rights; recreational activity and leisure time; culture and information; information technology and globalization; education; and health and environment, the Ministry of Youth and Sports was dissolved in 2012 amidst scepticism about the implementation of the afore-mentioned strategies, leading to operational inefficiencies which reduce the benefits available to the youth in the country. People under 30 constitute a large percentage of the population in Jordan and education enrolment, which is compulsory until the age of 16, is high. However, this high education rate also creates high expectations of young people regarding the labour market. Given the regressing global economic situation at present, unemployment rates are skyrocketing.

The World Bank’s 2013 World Development Report on Jobs indicates that unemployment rates in Jordan in 2010 reached over 22 per cent among young men and over 45 per cent among young women¹⁴. This problem is exacerbated by a mismatch between those jobs that are available and the skill profile of graduates. At the same time, a high level of focus on hard sciences such as health and engineering has led to a disproportionate number of qualified young Jordanians in these sectors. In addition, the government education system is almost exclusively lecture-based and allows little room for interactive and reciprocal learning, which are pre-requisites to studying social sciences or engaging in active citizenship. With enrolment in fields such as social sciences and business studies falling behind, the pool of candidates entering the labour market becomes distorted and leaves less opportunity for youth in Jordan to find employment.

The UNV consultation workshop took place on 2-3 May 2012 in Amman, Jordan. Fifty stakeholders, ranging from young Jordanians, the private sector and national/international NGOs to government officials and academics, participated in the consultation workshop. Government participants included representatives from the Ministry of Youth and Sport as well as from the Ministry of Planning. The diversity of the participants resulted in a broad range of opinions and interests, ensuring that discussions were rich in opinions and laid the groundwork for future

¹² World Bank. “Jordan Overview.”

¹³ Human Rights Watch. “Jordan: Government Clamps Down on Civil Society.” August 2012.

¹⁴ “Youth Unemployment Remains a Major Challenge for Jordan.” The Jordan Times. August 2013.

collaboration in the implementation of the projects suggested. The goal of the workshop was to provide an open, non-judgmental space for young volunteers from Jordan to give input into the development of the Arab Youth Volunteering for a Better Future project.

UNDERSTANDING VOLUNTEERISM: CORE CONCEPTS AND MOTIVATIONS

It seemed difficult even among participants to come to an agreement on a single definition on volunteering. Workshop participants, however, found it necessary to start with the categorization of Jordanian non-governmental organizations (NGOs) and they divided them into three groups: Royal NGOs (known as RINGOs), National NGOs (often small and with insufficient funding and staffing) and International NGOs.

Jordan does not have legislation related to volunteering, nor is there a national definition of it. Participants were of the opinion that the development of legislation, which would include concrete definitions and mandates, would certainly be beneficial to promoting youth volunteerism and be a catalyst for proper implementation of volunteer initiatives in Jordan. Moreover, the commitment of Jordanian lawmakers to developing legislation and a national definition of volunteerism would signify a significant step in promoting a volunteer-friendly culture which would benefit Jordanian society and youth in particular.

When divided into smaller working groups, each group developed their own definition of volunteerism. The definitions were then compared to the UN definition. Further, in plenary these definitions were shared and then extracted into the following “core concepts” of volunteering, which were used as a reference for the remainder of the workshop:

1. Free will i.e. voluntarily
2. Additional work to personal and social duties
3. No compensation / financial gain
4. Responsible citizenship
5. Learning from experience
6. Responding to needs arising in society
7. Addresses issues not able to be addressed by other, more formal institutions
8. Can be organized as well as informal
9. Process or tool to achieve societal change

PERCEPTIONS

Gender perceptions of volunteerism were central to the discussion. While females are generally perceived by workshop participants to have less mobility and freedom to engage in Jordanian society, this is—in some cases—not attributed to gender concerns.

Rather, it is regarded as an element of the values and traditions which dictate social norms in Jordanian society. However, males are allowed to engage in volunteering activities without the same restrictions as females, who are bound by traditions and social norms, as well as legislation which imposes constraints on the freedom and dignity of women. While the same principle is applied both in urban and rural areas of the country, these cultural restrictions are more severely

imposed in rural areas.

Perceptions of the royal family’s role were emphasized. As a monarchy, a high level of respect for the Jordanian Royal Family is inherent in Jordanian society. Being a positive role model for citizens, Jordanian Royals have a pivotal role to play in encouraging and promoting a culture of volunteerism in the country by supporting and endorsing the activities outlined in this report.

MOTIVATIONS

In order to properly assess the needs in the particular context of Jordan, it was important to assess the factors which motivate Jordanian youth to engage in volunteering. In plenary, participants were invited to name motivating factors for the decision to engage in volunteering. While motivations for youth to engage in volunteering are diverse, a number of themes are common: religious factors, personal development, passion, empathy/compassion, a desire to give back to society, self-satisfaction, and a desire to solve social problems. These motivating factors were grouped into four main categories: Social Cohesion, Employability, Active Citizenship, and Personal Development. These were presented to the workshop in a “motivation wheel”, upon which participants were invited to indicate the value/importance that they felt each motivating category merited. The results are summarized as follows:



It later emerged that not all of the above-mentioned categories were perceived as being equally important. For example, one of the smaller working groups agreed on the correlation between volunteerism and social cohesion and active citizenship. Meanwhile, this same group was less supportive of the correlation between volunteerism and personal development and employability. However, during the course of discussions it became apparent that volunteerism brings a range of skills and capacity-building which could potentially enhance labor market access for young people seeking employment.

Participants also indicated the importance of volunteerism not only as an end in itself, but as a process or tool that leads to broader benefits for individuals, organizations, and society as a whole. While discussing these processes, it was noted that a key tool in promoting youth (and life-long) volunteering is encouraging voluntary engagement from an early age. For example, some Jordanian universities have launched community service programmes as part of graduation requirements. While this cannot be perceived as voluntary activity as such, these types of initiatives do set the scene for individuals to engage in voluntary activities later in life.

OPPORTUNITIES FOR ACTION

The smaller working groups were invited to identify challenges and discuss opportunities to address various levels of action. Each level poses specific challenges and needs specific activities and actions in order to address them. The division into smaller working groups, each with a specific focus, allowed for the development of comprehensive individual projects which will foster a strong culture of youth volunteering at all levels.

An Enabling Environment: Policy and institutional mechanisms on youth and volunteering

This working group discussed the institutional and policy environment for youth volunteering. The group focused on the broader system within which individuals and organizations operate, identifying policies, legislations, power relations and social norms which facilitate or hinder their work and existence.

Organizational effectiveness: Capacity development to strengthen youth action for development

The purpose of this working group was to discuss building the capacities of organizations and civic movements. This included internal policies, arrangements, procedures and frameworks that allow organizations to effectively operate. This capacity development needs to be developed in a way that empowers Jordanian youth.

Individual engagement and empowerment: Creating targeted youth volunteer programmes

The third working group focused on developing opportunities for action which address the issues and challenges identified throughout the course of the workshop. This included the development and promotion of individual skills, experience and knowledge as well as building the capacities of young people in order to empower them to act.

During the course of the first day's discussions, the issues which were identified in the working groups were grouped into three main categories: Social/Cultural Issues, Infrastructure Issues and Economic Issues. These three main categories were relevant to all levels of the three working groups.

Participants were encouraged to further discuss the identified opportunities for action, aimed at

eliminating the barriers to volunteering for youth which had been identified in earlier sessions of the workshop. By using a "tree" model, participants were able to visualize these opportunities and develop basic conceptual elements of projects. Each group developed one tree for each cross-cutting issue and presented its ideas in plenary at the end of the workshop.

SOCIAL AND CULTURAL ISSUES

Issues such as gender equality and participation generated much debate, and it was emphasized by participants that addressing them directly would have an adverse effect, rather than mainstreaming them into broader incentives for Jordanian youth. As such, participants recommended the following actions to overcome social and cultural barriers in Jordan. These recommendations will have an impact on all levels of the development framework described above.

Enhancing a positive and clear understanding of volunteering. There needs to be a clear definition of volunteering which distinguishes it from charity work. Participants also emphasized the need to promote a positive image of volunteering and youth volunteers to counter the negative perception or lack of understanding about volunteering in Jordan. In a country where religious and academic leaders as well as the Jordanian Royal Family have a great deal of influence over the lives of young people, it is important to engage these key stakeholders to advocate for volunteerism. In addition, the core values of volunteering can be expanded to the (extended) family structure, in which leaders encourage and involve youth in designing and implementing volunteer initiatives.

Overcoming societal and cultural barriers to volunteering. Issues such as overcoming restrictive gender norms need to be addressed in order to ensure the inclusion of all Jordanian youth, including those who are marginalized and have fewer opportunities such as young women and girls.

Utilizing volunteerism as a tool for active citizenship for Jordanian youth. Incorporating volunteerism into national events is seen to benefit youth in Jordan to increase their sense of belonging to society. In addition, participants indicated that this will also raise the profile of volunteerism as a core value for young people, which they will carry through for the rest of their lives and impart to future generations.

Volunteering merits recognition as an activity which is to be fostered at all levels of society, in particular for youth.

Proposed Partners:

Community-based organizations	Parents
Teachers	Parent/teacher associations (PTA)
Youth	Students
Media	Universities
Schools	NGOs

Prime Minister	Mosques and/or Islamic centres
Council of churches	Social clubs
Sports clubs	

BUILDING AN INFRASTRUCTURE FOR VOLUNTEERISM

During the workshop it was apparent that while the foundation of a volunteering infrastructure has been laid, it is far from effective. Participants also felt that the situation in Jordan warrants increased coordination amongst national civil society organizations and volunteering initiatives in order to represent their interests — and those of youth in particular — at the heart of policy and lawmaking bodies. In addition, while the opportunities to engage in voluntary activities are readily available, participants indicated a gap between supply and demand in Jordan, which could be filled by creating a coordination body for matching volunteer opportunities.

As previously mentioned, there is currently no national policy which defines volunteerism — nor are there legal provisions regarding youth and volunteerism. Similarly, the legislative environment remains vague and policies are inadequate to encourage youth engagement, proper volunteer management or the creation of a volunteer-friendly environment which appeals to Jordanian youth. The following actions were recommended:

Developing volunteer coordination mechanisms and centers. While many young Jordanians are engaged in voluntary activities, youth would benefit from an effective coordination mechanism including a database for both long and short-term volunteer opportunities. Such a database could be accessed through physical centers or through social media sites such as Facebook or Twitter. While such initiatives may, in first instance, benefit primarily urban youth, rural youth are increasingly gaining access to social networking sites and the internet in general. The same coordination body could play a role in developing needed knowledge products such as volunteering tools and manuals that can be used by volunteer involving organizations. This was particularly apparent as a result of the voting procedure participants engaged in during the cross-pollination exercise.

Strengthening existing policies and laws on youth and volunteerism. Participants were keen to join forces with relevant government representatives in order to develop legislation to protect and encourage young volunteers to engage in society-changing activities. Such legal provisions could furthermore focus on encouraging corporate actions (corporate social responsibility or CSR) to include volunteering initiatives through tax benefits and/or budgeting for voluntary activities. In addition, by emphasizing the importance of voluntary work—including skills development and capacity building—will enhance its value on the academic and labour markets.

Engaging Jordanian youth in policy and development dialogue. Participants felt that youth must be seen as stakeholders who make an important contribution to their countries' development and whose involvement must therefore be appropriately nurtured. By involving youth in the design, implementation, monitoring, and evaluation of policies and legislation on volunteering and civic engagement, youth will feel a further sense of belonging and engagement in Jordanian society.

Proposed Partners:

Parliament	Prime Minister
Royal court	Media
Youth	Youth institutions
Training organizations	Higher council of private schools
NGOs	Royal family
Government	

DONORS AND FUNDING VOLUNTEERISM

The financing of volunteering initiatives and the voluntary sector was underscored; basic resources are needed to initiate volunteer programmes or engage in voluntary activities. While engagement of the private sector is encouraging in Jordan, it is not yet at a satisfactory scale. In light of the economic situation in the region and, in particular in Jordan, many of the discussions amongst participants centered on addressing the economic challenges which all Jordanians, and youth in particular, face. Increasing the accessibility of volunteer opportunities was therefore prioritized by workshop participants. Given the high unemployment rates for youth and the benefits that volunteerism brings with regards to employability, different volunteer initiatives should take into consideration reasonable “incentives” or associated costs to ensure their sustainability. The following objectives aim at addressing these economic issues in Jordan:

Ensuring sustainable mechanisms for funding voluntary activities through engaging the private sector. Participants indicated that there is a need to increase awareness among companies about youth volunteering initiatives both as a means to meet corporate social responsibility (CSR) obligations and in order to benefit the community. Engaging in voluntary activities imparts a range so-called “soft skills”, such as leadership, communication and empathy to private sector staff as well. By encouraging employers to recognise the skills acquired through volunteering as assets in employees, they will be more inclined to engage and invest in these skills—particularly for the career development of their young workers.

Creating volunteering programmes within the private sector. The private sector can play a strong role by developing the employment-related skills of young Jordanians. Participants also recommended institutionalizing volunteer programmes with the private sector, where young volunteers can have opportunities for personal development which increase their employability.

Creating incentives for youth to volunteer. By providing incentives such as the reimbursement of travel expenses, carpooling incentives to bring young volunteers to/from their place of activity, or the creation of opportunities to engage in volunteering from home, Jordanian youth will be provided with a broader range of choices with regards to voluntary activities.

Proposed Partners:

Private sector	Government
Sports clubs	Prime Ministers
Ministries	NGOs
Students	Youth
Royal court	Banks

PROPOSED ACTIONS

Below is a list of proposed actions suggested by workshop participants. Activities are reflected as they were suggested during the discussions. They were not rephrased or changed, in order to maintain the meaning and context of discussions.

AN ENABLING ENVIRONMENT	
Objectives	Activities
Advocating for youth inclusion in decision-making	Engage the government in youth projects through joint workshops. Advocate youth as a priority group within the Jordanian society. Integrate youth in decision making processes.
Creating incentives and providing national recognition	Add to King AbduAllah's Award for Youth Achievement, an award for voluntary achievement. Provide Oscars for young volunteers or high level awards. Use celebrities to advocate for volunteerism through media. For example: involve members of the royal family in volunteer work and youth projects. Promote the importance of volunteerism among youth and society in general.
Partnering with religious institutions	Advocate for volunteerism within mosques and churches, for example: integrate volunteerism advocacy within Friday prayers and Saturday sermons. Train religious leaders on the importance and benefits of volunteering.

Raising awareness of parents on the importance of volunteering	Provide training courses for parents on the importance of volunteerism.
Strengthening existing policies and laws on youth and volunteerism	Lobby for reviewing existing legislations regarding youth and volunteerism. Support development of a law on volunteerism. Publicize existing National Youth Strategy and its objectives. Simplify existing NGO registration procedures. Improve the existing procedures through combining all needed approvals to register an NGO under the umbrella of one ministry, instead of several ministries.

ORGANIZATIONAL EFFECTIVENESS	
Objectives	Activities
Reforming the NGO sector	Develop the capacity of the existing Charity union which has various voluntary initiatives. Strengthen volunteer management capacities and knowledge. Create a volunteer support infrastructure such as a volunteering center or coordination body either by supporting existing centers or virtually through establishing an online volunteer matching forum. Establish a comprehensive database of volunteering opportunities with contact information of various volunteer involving organizations with easy navigation and access preferably online. Create one umbrella for youth NGOs (a union of NGOs or a general union for volunteer societies) which can provide support to local NGOs and can make their voices heard at the government level and that can communicate with royal decrees on behalf of the NGO sector.
	Strengthen partnership and coordination between NGOs which have similar activities.

INDIVIDUAL ENGAGEMENT AND EMPOWERMENT

Objectives	Activities
Expanding volunteerism through education	<p>Advocate for community services part of educational curricula in cooperation with schools and universities.</p> <p>Engage with schools and universities to provide volunteer activities and opportunities.</p> <p>Advocate volunteerism and community service as one of the criteria for college and university admissions.</p> <p>Incorporate volunteering into national events and celebrations such as the national days, tree festival, Labor Day and other events as volunteering campaigns.</p>



Young volunteer participates in Youth Volunteer Summer Camp in Jordan (WupY-PS/ UNV, 2013)

Chapter 3 Morocco

Although Morocco was hailed as an exception to the Arab Spring, it does possess some of the grievances that led to the popular uprisings in Egypt, Tunisia and Libya. According to the World Bank, 9% of the population of Morocco lives below poverty line, compared to 3.8% in Tunisia and 22% in Egypt. A recent World Bank survey reported that 49% of Moroccan youth are “neither in the workforce nor at school”.¹⁵ In February 2011, thousands of Moroccans took to the streets to express discontent protesting for “economic, social and constitutional reform”. To which the King did not use violence but instead announced “a new charter between the throne and the people”. A new constitution was formed amidst continuous mobilization by the public, particularly youth, towards reform. Protests remained peaceful and focused on reform which helped move the country forward without major setbacks. As Moroccan youth help steer their country towards change, they face substantial hurdles; youth unemployment remains higher in Morocco than the global average (17.9% (Haut Commissariat au Plan, 2012) versus 12.7% (International Labour Organization). The youth (15-35) unemployment rate in urban areas (Casablanca, Rabat-Salé) is much higher than in rural areas. Contributing factors to this are the high rate of youth migration to urban areas in search of opportunities and the availability of higher education, which results in a higher concentration of employable youth with limited employment opportunities.

It is important to note that there is no formal definition of Youth in Morocco. Rather, definitions vary according to institution, making it difficult to gather data which can identify the challenges that youth face in Morocco. While the government officially categorizes youth as belonging to the 18-35 year cohort, many reports on the national level tend to utilize the 15-24-year-old category. Individuals aged 15-35 account for approximately 10.5 million persons, which is slightly less than 30% of the population.

The education of young Moroccans is closely tied to the level of education of their parents: 58% of young Moroccans with illiterate parents remain illiterate themselves. Similarly, there seems to be a gap between the skills which are acquired during education and the expectations imposed within the labour market. At the same time, university spaces are limited in relation to the number of students wishing to follow higher education. The lack of opportunities available, as well as disparity in remuneration vs. qualifications, has led to a high level of migration.

There are 8,441 associations devoted to youth in Morocco (7,500 local ones work primarily with at-risk youth), though 50% of civil society organizations (CSOs) do not receive any state support and over 90% do not receive funding from foreign donors. Conversely, only 9.6% of international organizations operate in Morocco (British Council, 2011). According to a recent study, the number of genuinely active associations in 2007 was estimated at 44,771, leading to a rate of 145 persons per association (compared to 1,749 in France in 2005 and 508 in Canada in 2003) (Haut Commissariat au Plan, 2011).

The profile of civil society, in spite of its size and number, as key actors in promoting and engaging the participation of its youth is very low. This is most aptly reflected in the lack of youth engagement in civil society associations and activities. At the same time, participants of the consultation workshop did indicate a strong relationship between the role of civil society and the creation of volunteer opportunities. Similarly, the role of the Moroccan Royal Family is significant in the recognition and successful operation of civil society in Morocco: organizations without support from the Royal House often suffer from less credibility and publicity.

The UNV consultation workshop took place in Rabat on 30-31 May 2012 with 57 stakeholders representing young Moroccans, the private sector, national/international NGOs, government officials and academia. The diversity of the participants resulted in a broad range of opinions and



Participants during UNV National Consultation in Morocco, 2012 (by Laboratoire Brahim/ UNV, 2012)

¹⁵ Morocco World News. “Is Morocco an Exception to the Arab Spring?” January 2013.

interests, ensuring that discussions were rich and laid the groundwork for future collaboration in the implementation of the projects suggested. The goal of the workshop was to provide an open, non-judgmental space for young volunteers from Morocco to give input into the development of the Arab Youth Volunteering for a Better Future project.

UNDERSTANDING VOLUNTEERISM: CORE CONCEPTS, PERCEPTIONS AND MOTIVATIONS

It seemed difficult even among participants to come to an agreement on a single definition on volunteering. The meaning of the term “volunteering” also varies among countries. In Morocco, it indicates some overlap in meaning with the French term “bénévolat”, which refers to ancestral forms of solidarity and community practices. When divided into smaller working groups, each group developed their own definition of volunteerism. The definitions were then compared to the UN definition. Further, in plenary these definitions were shared and then extracted into the following “core concepts” of volunteering, which were used as a reference for the remainder of the workshop:

- Support of a human cause
- Self-development and acquiring new skills
- Helping people
- Acting against marginalization
- Reviving traditional habits: (i.e. the custom of Tiwizi in the Amazigh communities)
- The action of voluntary group in favor of each other or in favor of the community
- Participation in the management of local affairs
- Giving back to one’s community/country
- Educating and passing along values of unity and community to younger generations (mainly children)
- The inner happiness generating from voluntary work
- Exploiting one’s free time in doing something good
- Participating in creating change because of one’s belief in a certain cause
- The appreciation of a certain idea
- Believing in the impact of volunteering on individuals and the wider community
- Achieving social justice
- Achieving equality of access to information and opportunity
- Creating/widening one’s networks

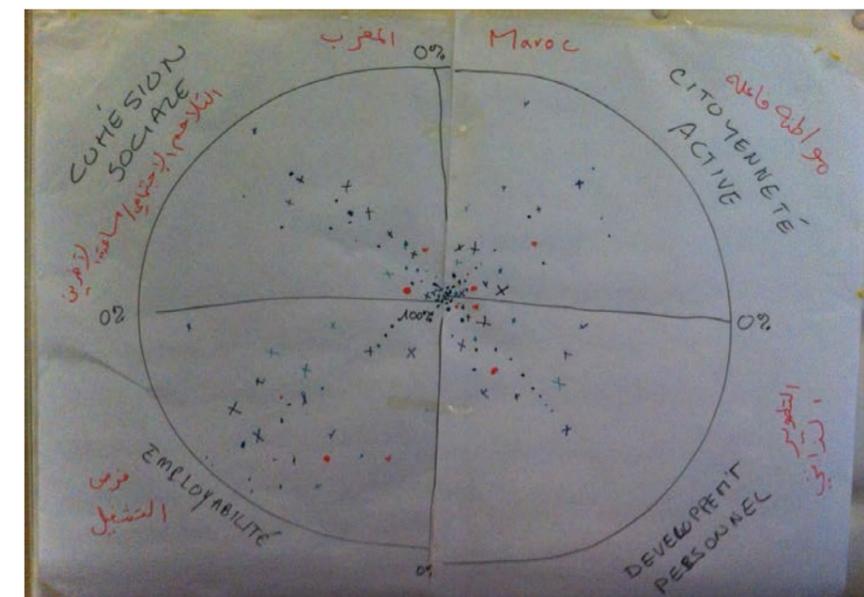
PERCEPTIONS

Gender based perceptions of volunteerism were central to the discussion. Participants identified a reticence in the general population to see more young women assume positions of responsibility, including in the labor market. It was felt that this same reluctance could lead to a higher grade of participation of young women and girls in voluntary action. However, participants also identified the perception of volunteerism as being incapable of taking on large responsibilities, and thus not worthy of serious consideration.

MOTIVATIONS

In order to properly assess the needs in the particular context of Morocco, it was important to assess the factors which motivate Moroccan youth to engage in volunteering. Although general assumptions were made at the regional level regarding background factors which motivate youth in the region to volunteer, some striking differences were present in Moroccan stakeholders’ perceptions regarding the motivation to volunteer.

In plenary, participants were invited to name motivating factors for the decision to engage in volunteering. While the motivations for youth to engage in volunteering are many and diverse, a number of themes are common: religious factors, personal development, passion, empathy/compassion, a desire to give back to society, self-satisfaction, and a desire to solve social problems. These motivating factors were grouped into four main categories: Social Cohesion, Employability, Active Citizenship, and Personal Development. These were presented to the workshop in a “motivation wheel”, upon which participants were invited to indicate the value/importance that they felt each motivating category merited. The results are summarized as follows:



It was clear from this exercise that while the majority of participants gave significant importance to each of the categories, the relationships between volunteer engagement and employability and personal development were perceived by participants as being less important than volunteerism as an expression of active citizenship and a means to promote social cohesion. Further, this exercise also showed that the expression of volunteerism as a tool to bring together citizens through a feeling of unity and cohesiveness was perceived as more important than the additional benefits which voluntary action may bring to the individual in the longer term, although the relationship between these factors was mentioned during the individual group discussions.

The discussions on motivation also revealed that voluntary engagement is perceived as a “duty” to provide young people with the opportunity to contribute to their community. Voluntary engagement was also indicated as part of a religious duty, a response which has been perceived

in all national consultations to date.

One of the working groups also indicated that a renewed interest in volunteerism was necessary to keep cultural values alive. The Amazigh culture, in particular, places a strong emphasis on community action. Volunteerism contributes to the general well-being of society and is perceived as a general duty which should be established at an early age.

In short, there are many factors (internal and external) which motivate individuals to engage in volunteering. While many of these factors lie at the heart of a person, it is apparent that motivation is also influenced by external factors, such as cultural norms, school requirements, labour market placement, time management and legislative frameworks. These external factors provide opportunities for action in order to increase youth volunteerism in Morocco.

OPPORTUNITIES FOR ACTION

The smaller working groups were invited to identify challenges and discuss opportunities to address various levels of action. Each level poses specific challenges and needs specific activities and actions in order to address them. The division into smaller working groups, each with a specific focus, allowed for the development of comprehensive individual projects which will foster a strong culture of youth volunteering at all levels:

Establishing an Enabling Environment: Policy and institutional mechanisms on youth and volunteering

This working group discussed the institutional and policy environment for youth volunteering. The group focused on the broader system within which individuals and organizations operate, identifying policies, legislation, power relations and social norms which facilitate or hinder their work and existence.

Organizational effectiveness: Capacity development to strengthen youth action for development and youth platforms for the exchange of knowledge and experiences, utilizing modern and traditional forms of engagement

The purpose of this working group was to discuss building the capacities of organizations and civic movements. This included internal policies, arrangements, procedures and frameworks that allow organizations effectively operate. This capacity development needs to be developed in a way that empowers Moroccan youth.

Individual engagement and empowerment: Creating targeted youth volunteer programmes.

The third working group focused on developing opportunities for action which address the issues and challenges identified throughout the course of the workshop. This included the development and promotion of individual skills, experience and knowledge as well as building the capacities of young people in order to empower them to act.

During the course of the first day's discussions, the issues which were identified in the working groups were grouped into three main categories: Social/Cultural Issues, Infrastructure Issues and Economic Issues. These three main categories were relevant to all levels of the three working groups.

Participants were encouraged to further discuss the identified opportunities for action, aimed at eliminating the barriers to volunteering for youth which had been identified in earlier sessions of the workshop. By using a "tree" model, participants were able to visualize these opportunities and develop basic conceptual elements of projects. Each group developed one tree for each cross-cutting issue and presented its ideas in plenary at the end of the workshop. An example of the "tree" model can be found in Annex II.

SOCIAL AND CULTURAL INTERVENTIONS

Participants were keen to highlight that a culture of volunteerism needs to start at an early age. Particularly in Morocco, it was felt that there is a certain level of "nostalgia" for cultural norms which have been diluted in recent years. Participants therefore indicated a need to reinvigorate those norms which embrace volunteering as a core value of society. At the same time, volunteerism is challenged by misperceptions that it does not instill responsibility or add any value to career growth, skill development and education. Therefore, participants proposed the following objectives to break down the cultural and social barriers in Morocco:

Establishing a culture of volunteerism. Integrating creative, interactive initiatives in schools would include volunteer engagement. Furthermore, by increasing awareness about volunteerism, such as by celebrating national/international volunteer days and promoting voluntary efforts through channels such as Twitter and Facebook, the public and in particular youth, will be further encouraged to engage in voluntary activity.

Increasing knowledge about volunteerism in Morocco. The integration of volunteerism into the curricula of academic institutions and promoting these as centers of excellence for knowledge generation, sharing and research will, according to participants, increase the knowledge of volunteerism and the importance of its role in the country. Additionally, Moroccan youth will be able to continue their commitment to volunteer efforts within established systems, rather than undertaking what they may perceive to be an additional burden. Reinforcing the role of higher education institutions in volunteerism will allow universities and secondary schools to play a key role by transferring students' skills and capacities through civic engagement to developing projects and initiatives at local and national level.

Engaging higher education institutions. Higher education institutions have an important role to play in the promotion of volunteerism amongst students. In addition, the research capacities of these institutions can greatly contribute to increasing the knowledge of the current socio-economic and political situation in the country, as well as providing a space for youth to access information and opportunities to volunteer.

Principal stakeholders:

NGOs	National Company for Radio and TV
Press	Bloggers/social media activists
Regional and National Academy of Education	Municipalities
Ministries: Ministry of Social Development, Ministry of Education, Ministry of Communication, Ministry of Endowments and Religious Affairs, Ministry of Culture	Students
Youth	Parents
Children	Illiterate citizens
Moroccans in rural areas	

BUILDING AN INFRASTRUCTURE FOR VOLUNTEERISM

Participants pointed to a number of barriers to the creation of infrastructures which benefit the individual, bring about an enabling environment, or build strong organizational capacity. For instance, an appropriate legal framework in Morocco is absent and there is a lack of facilitated dialogue and cooperation among civil society organizations and policymakers, among others. Further, there is no national strategy on youth and volunteering, nor is there a network of young volunteers in Morocco. In order to facilitate the development of infrastructure conducive to volunteering at all levels, participants recommended that the following objectives be realized:

Creating a legal framework for volunteerism. Participants envisaged activities which would facilitate dialogue amongst civil society organizations and elected officials. By organizing trainings for advocates, such as youth and high-level authorities, on the ideas, values and benefits of volunteering, volunteerism will obtain a more prominent position in national policymaking. In addition, public sensitization and the creation of a national coordinating body on volunteerism will disseminate policy commitments to the general public at the same time. Similarly, participants indicated that Morocco would benefit from a national strategy for volunteering. In particular, it was highlighted during the consultation that the process for developing this strategy should include all stakeholders, with youth in particular becoming a driving force.

Forming a national network for volunteers. Creating clubs specialized in youth volunteerism and cultural centres can prove beneficial to promoting volunteerism among youth. Moreover, participants indicated that this would further contribute to a deeper understanding of volunteerism among youth while encouraging the values and principals evoked by volunteerism.

Gaining political momentum for volunteers. It was proposed during the workshop that

parliamentary sub-groups could be set up at the national level, discussing volunteerism in the context of health, education, traditional industry, parallel diplomacy and professional integration. The creation of these groups would further enhance public sensitization of the concept of volunteerism and facilitate the creation of the comprehensive legal framework on volunteering mentioned above.

Principal stakeholders:

ANAPEC
Ministries: Ministry of Employment, Ministry of Youth, Ministry of Culture, Ministry of Social Development
Students

DONORS AND FUNDING VOLUNTEERISM

Youth in Morocco face a plethora of challenges related to the current economic situation. Given high youth unemployment rates, the benefits that volunteerism brings to employability and skills development is a strong incentive for young people to engage in voluntary activities. However, a lack of sustainable funding for voluntary organizations, coupled with lack of awareness about the benefits of volunteerism, remain as barriers.

Formalize agreements and MOUs among stakeholders and enterprises, both national and international. The streamlining of stipend policies amongst stakeholders would make all opportunities accessible to anyone who wishes to engage in volunteering. Through a common agreement among the stakeholders, participants from the working groups felt that collaboration with key stakeholders, including the private sector, would create incentives for volunteers seeking payment. As such, this would contribute to the transparency of entities offering volunteer placements and develop a clearer picture of the benefits which volunteer opportunities bring.

Increasing accountability and transparency within CSOs. Overall, the feeling among participants was that associations lacked transparency and accountability due to reporting standards for not-for profit organizations in the country. The workshop activities proposed would include training and project management courses based on recognised operating and reporting standards and guidelines.

Creating incentives for youth to volunteer. In light of the delicate economic situation affecting Moroccans (and in particular youth), the importance of increasing accessibility to volunteer opportunities was prioritized by workshop participants. Participants all agreed that a lack of financial support can hinder volunteering. According to some participants, individuals who volunteer need some degree of financial support, in the form of incentives or stipends to cover eventual expenses, to encourage them to continue their service to the community.

By providing incentives such as the reimbursement of travel expenses, carpooling incentives to bring young volunteers to/from their place of activity, or the creation of opportunities to engage in volunteering from home, Moroccan youth will be provided with a broader range of choices with regards to voluntary activities.

Principal stakeholders:

Neighbourhood centres	Youth centres
Associations	Social work networks
Municipalities	Ministry of Youth
Youth	Ministry of Interior
Volunteers	

PROPOSED ACTIONS

Below is a list of proposed actions suggested by workshop participants. Activities are reflected as they were suggested during the discussions. They were not rephrased or changed in order to maintain the meaning and context of discussions.

AN ENABLING ENVIRONMENT	
Objectives	Activities
Raising awareness of volunteerism	<p>Organize national campaigns on voluntary work in educational institutions.</p> <p>Develop media spots about voluntarism: Radio, TV, newspapers, magazines, blogs, facebook, twitter, etc.)</p> <p>Create a radio programme that promotes voluntary work.</p>
	<p>Activate an International Volunteer Day in schools.</p> <p>Organize discussions, seminars, workshops, conferences that would advance the level and culture of volunteering in Morocco.</p>
	<p>Create clubs specialized in volunteering in youth centers and cultural centres.</p> <p>Create a national network for Moroccan volunteers.</p>

ORGANIZATIONAL EFFECTIVENESS	
Objectives	Activities
Networking volunteerism projects and initiatives	<p>Establish a network of associations.</p> <p>Use different means of communications as well as social networks to build stronger volunteerism networks.</p> <p>Draft advocacy strategies to issue a voluntary work act in Morocco.</p>
Building capacity of initiatives in a variety of management and sustainability skills	<p>Deliver training sessions on group dynamics, life skills, advocacy, communication strategies, negotiations and leadership skills to contribute to community well being and also for personal development of volunteers.</p> <p>Conduct training courses in volunteer management.</p> <p>Organize basic formation training courses on projects management, fund raising and partnership building.</p>
INDIVIDUAL ENGAGEMENT AND EMPOWERMENT	
Objectives	Activities
Volunteering through education	<p>Integrate the values of volunteerism in school curricula using creative methods such as field trips.</p> <p>Organize national campaigns on sensitization and raise awareness on voluntary work in educational institutions.</p> <p>Share experiences through forums and student exchange programmes.</p>

Chapter 4 Tunisia



Volunteers cleaning the streets during the Caravan of Volunteerism in Tunisia (Lotfi Ghariani/UNV, 2013)

Tunisia, described as the seat of the Arab Awakening, has undergone several developments and setbacks since 2011. A democratic process was successfully launched as well as the drafting of a constitution but economic challenges have persisted and political restructuring is facing several hurdles. Problems such as high youth unemployment, particularly of university graduates and regional inequalities are yet to be addressed.¹⁶ According to Mongi Boughzala, Professor at the University of Tunis, Al Manar; unemployment had been persistently high for more than two decades before the revolution; “It was often above 14% until 2010, and between January 2011 and May 2012, about 200,000 additional jobs were lost and the unemployment rate reached 19%.” (Boughzala 3) Youth between 15 and 30 years of age constitute about one-third of the labor force and three-quarters of the unemployed. On average, the unemployment rate is above 30% and it is “higher for young women and in poorer regions.” (Boughzala 3)¹⁷ The assassination of Chokri Belaid, prominent opposition politician, and opposition MP Mohammed Brahmi, has recently thrown Tunisia into political crisis; 2 major opposition parties Nidaa Tounes and Popular Front called for dissolution of the government and National Constituent Assembly (NCA).¹⁸

While Tunisia scores relatively high on the Gender Gap Index in the MENA region - only preceded by Kuwait and the UAE - political developments following the Revolution have resulted in a change in the gender dynamics in both urban and rural areas. A resurgence of a conservative trend in the country since 2011 has had a significant impact on the rights and freedoms of young women and girls.

In spite of those challenges, civil society seems to be booming as well as volunteerism. There has been a surge in civil society registration, and there are now over 4,000 registered civil society organizations in Tunisia. According to a study by the Gerhart Center for Philanthropy and Civic Engagement at the American University in Cairo¹⁹, the first ten months of 2011 witnessed the birth of 1,044 new associations in Tunisia; an Islamic discourse tends to dominate new initiatives and programmes signalling a shift in the political landscape. Cultural, arts and scientific groups are still dominant but charitable, aid and community groups have made remarkable progress. The period following the Revolution also witnessed an increase in newly established associations in deprived areas (El Zidi 59).

Created in 2002, the National Youth Observatory (Observatoire Nationale de la Jeunesse – ONJ) is the key government body in Tunisia which covers youth issues and initiatives. UNV’s consultation workshop in Tunisia was organized with the patronage of the ONJ, and this body has indicated that it is interested in working closely with all relevant stakeholders to implement the programme in Tunisia. Tunisian youth are eager to participate in their country’s democratic transition, but are sceptical about the process. They are wary about the political process in general and express concerns about individuals, political parties, and civil society organizations attempting to profit from the revolution for personal gains. This reluctance likely stems from a long-standing exclusion of youth, a phenomenon that has to a lesser extent extended into the political transition.

The UNV consultation workshop took place on July 17-18, 2012 in Tunis, Tunisia. 38 stakeholders, ranging from young Tunisians, the private sector and national/international NGOs to government officials and academics, participated in the consultation workshop. Government

16 International Crisis Group. “Tunisia: Confronting Social and Economic Challenges.” June 2012.

17 Boughzala, Mongi. “Youth Unemployment and Economic Transition in Tunisia.” Global Economy and Development Working Papers. Brookings: January 2013.

18 International Crisis Group. Crisis Watch Database.

19 ElZidi, Monji. “Tunisia.” Giving in Transition and Transitions in Giving: Philanthropy in Tunisia, Egypt and Libya 2011-2013. Cairo: John D. Gerhart Center for Philanthropy and Civic Engagement, 2013.

participants included representatives from the Ministry of Youth and Sport as well as from the Ministry of Planning. The diversity of the participants resulted in a broad range of opinions and interests, ensuring that discussions were rich and laid the groundwork for future collaboration in the implementation of the projects suggested. This chapter highlights key findings from the consultation.

UNDERSTANDING VOLUNTEERISM IN TUNISIA: DEFINITIONS, PERCEPTIONS AND MOTIVATIONS

Tunisia has established a legislative framework and many incentives which give volunteerism an institutional dimension. This is reflected by the recent proliferation and diversification of associations, with associations becoming focused on improving the quality of life of Tunisians. Supporting this shift is a public desire to disseminate values and principles of solidarity, citizenship and participation in public affairs. In this context, a law on voluntary work was enacted on May 21, 2010. This law defined the objectives of voluntary work, provided it with a contractual framework and ensured the rights and duties of all stakeholders. In particular, Article 5 of the law (2010-26) defines volunteerism as:

Each collective activity which aims for the realization of the public interest exercised in an organized framework according to a volunteerism contract by which the volunteer is committed personally and spontaneously to perform the tasks that have been entrusted, without remuneration, with all loyalty and discipline within the framework of respect for the law and for the individual rights and dignity.

PERCEPTIONS

While there are core concepts that underpin volunteerism, it was perceived in a variety of ways by participants and they could not come to an agreement on one definition. They were invited to reflect on the meaning of volunteering and identify which elements are indispensable to developing a key definition. Perceptions ranged from equating it with philanthropic activities to actively engaging in community and social development without the expectation of financial compensation.

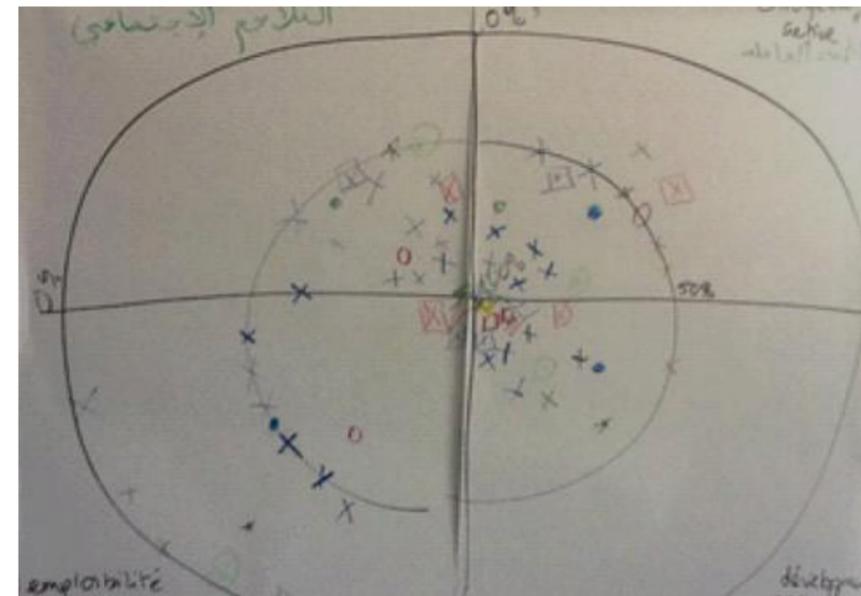
While divided into smaller working groups, each group developed their own definition of volunteerism. The definitions were then compared to the UN definition and the following “core concepts” of volunteering were extracted:

- Free will
- Humanitarian act
- Nationalism
- Experience
- Adding value to society
- Helping others
- Sharing
- Professionalism
- Leadership

MOTIVATIONS

Motivations, like perceptions, were varied but a number of common themes emerged: religious factors, time, personal development, passion, empathy/compassion, a desire to give back to society, self-satisfaction, and a desire to solve social problems.

These factors were grouped into four main categories: Social Cohesion, Employability, Active Citizenship, and Personal Development. These were presented to the workshop in a “motivation wheel”, upon which participants were invited to indicate the value that they felt each motivation merited. The results can be summarized as follows:



Subsequent discussions demonstrated that the above-mentioned categories were not perceived as being equally important. For example, one of the smaller working groups agreed on the correlation between volunteerism and social cohesion and active citizenship. However, this same group was less supportive of the correlation between volunteerism and personal development and employability. During the course of discussions it became apparent that volunteerism brings a range of skills and capacity-building which could potentially enhance labor market access for young people seeking employment.

Participants also indicated the importance of volunteerism not only as an end in itself, but as a process or tool that leads to broader benefits for individuals, organizations, and society as a whole. While discussing these processes, it was also noted that a key tool in promoting youth (and life-long) volunteering is encouraging voluntary engagement from an early age. For example, some Tunisian universities have launched community service programmes as part of graduation requirements. While this cannot be perceived as voluntary activity as such, these types of initiatives do set the scene for individuals to engage in voluntary activities later on in life.

OPPORTUNITIES FOR ACTION

Using a “tree” model, participants were able to visualize opportunities and develop basic conceptual elements of projects. Each group developed one tree for each cross-cutting issue and

presented its ideas in plenary at the end of the workshop. An example of the “tree” model can be found in Annex II.

Social and Cultural Interventions

Participants highlighted the often negative perception of volunteerism. Reasons for those misconceptions vary but mainly emanate from general ignorance about the topic and a failure to recognize the role that volunteerism plays in contributing to active citizenship. Furthermore, participants indicated that many volunteering organizations were perceived as fronts to advance political goals—a situation which leaves a bitter aftertaste for many Tunisians following the Jasmine Revolution. Youth felt that these organizations exploited young volunteers to achieve political aims.

As such, participants recommended the following objectives to overcome social and cultural barriers in Tunisia:

Enhancing understandings of volunteerism. Any initiatives aimed at increasing the visibility and perception of volunteering in Tunisia should address all facets of social and cultural life, and in Tunisia the family is a central locus for this. This includes encouraging families to embrace volunteerism as a core value and encouraging youth to organize their time between volunteering, studying and working.

Developing a culture of volunteerism. While a culture of volunteerism is not ingrained in current Tunisian society, especially among youth, there is a need to increase the trust and confidence in civil society and volunteering organizations, whose credibility has eroded in recent years. By increasing transparency and accountability of NGOs and government institutions, alongside initiatives to encourage volunteerism from an early age and increase accessibility to volunteering opportunities, a culture of volunteerism can thrive among Tunisian youth.

Increasing the visibility of volunteerism. Incorporating volunteerism into national events could encourage youth in Tunisia to regain their trust and positive perception of civic action through volunteering. In addition, the development of codes of conduct/ethics would be a significant step in regaining the trust needed for a volunteering environment to thrive in Tunisia. This, alongside scaled-up campaigns on voluntary engagement and solidarity would encourage Tunisian youth to engage in voluntary activities.

Proposed Partners

- Television and radio
- International organizations
- ONJ
- Ministry of Education
- Teachers, students
- Private sector
- Social media
- University faculties and clubs
- (International) cultural centers
- National Pedagogical Centre

ENHANCING TRANSPARENCY AND BUILDING AN INFRASTRUCTURE FOR VOLUNTEERISM

Creating infrastructures for a culture of volunteerism was viewed as an essential prerequisite. During the workshop it was emphasized that Tunisia lacks legal protection or provision of benefits for volunteers: young volunteers often feel exploited and gain little from the activities in which they engage. A perceived gap between supply and demand of volunteer opportunities was underscored and explained as a result of the absence of a central resource to share information, experiences and opportunities for Tunisian youth. Participants also felt that the situation in Tunisia warrants increased coordination and transparency/accountability amongst national civil society organizations in order to represent their interests—particularly those of youth—at the heart of policymaking bodies.

Participants felt that the legislative environment remains vague and that policies which encourage youth engagement, establish volunteers’ rights and responsibilities and describe good volunteer management are still weak in Tunisia. The following objectives were therefore recommended:

Recognizing rights and responsibilities. Better coordination is needed amongst CSOs engaged in volunteering would be facilitated by the development of a range of knowledge products such as a volunteerism manual. In addition, the creation of a central (online) space which brings together volunteers and those seeking volunteers, and which provides a wealth of information related to voluntary engagement, would provide Tunisian youth with a ‘one-stop-shop’ for volunteerism.

Improving organizational structures. For the past few years civil society has not enjoyed a positive public image in Tunisia. By implementing regulations and legislative frameworks which hold all organizations accountable for their actions, goals and expenditures, young Tunisians will be able to regain their trust in a sector which was previously associated with the pre-revolution dictatorial regime. Moreover, participants also felt that support should be given to organizations operating in rural or less prominent locations, which are underrepresented. Also, organizations would benefit from an increased level of collaboration at the national level in order to influence policy and enhance the exchange of information and best practices.

Developing clear legislative frameworks on volunteering. Despite the enactment of a new law on volunteerism (2010), participants indicated that it has received little public attention. By promoting this law and enhancing the legislation with well-defined regulations on volunteer management, young Tunisians will be made aware of their rights and responsibilities and be able to act within this framework.

Proposed Partners:

Government	Youth
Civil society	Private sector
Youth and volunteerism experts	Ministries
Education sector (universities, schools)	Volunteers

DONORS AND FUNDING VOLUNTEERISM

Participants indicated the lack of time and resources as key issues. The emergence of a large number of civil society organizations coupled with a lack of available funding has led to organizations not being able to provide incentives for youth to volunteer. Youth are, thus, hesitant to volunteer as volunteer initiatives are often unable to offer the social safety nets which paid employment provides. This results in a downward spiral of non-engaged youth and under-resourced organizations unable to cater to each other's needs.

Increasing access to volunteerism opportunities was therefore prioritized by workshop participants. Given high youth unemployment rates, the benefits that volunteerism brings to employability and skills development is a strong incentive for young people to engage in voluntary activities. The following objectives aim at addressing funding problems related to volunteerism in Tunisia:

Securing financial independence. Volunteering is freely given, but it is not cost-free. In order to ensure that initiatives and actions to enhance volunteering remain sustainable, participants felt that youth who choose to volunteer should be eligible for a stipend or indemnity for the time and effort given or at the very least be provided compensation for transport and a per diem, as well as benefits in the form of cost reduction for volunteers for cultural activities. Sponsorship and collaboration with the private sector was mentioned as one of the key activities to be undertaken.

Improving financial structures: Participants indicated that there is a distinct need to increase the reputation of Tunisian civil society. They felt that there was a need to increase accountability and transparency in the sector. Through advocacy work and collaboration with all stakeholders, participants felt that encouraging CSOs to publish their accounts would greatly increase the trust and thus engagement with civil society initiatives.

Providing safety nets for volunteers. Participants indicated that the provision of insurance and travel costs, as well as the incorporation of protection standards would greatly increase the willingness and ability of young Tunisians to engage in voluntary activities. Furthermore, this would provide safety nets for the large number of unemployed young Tunisians.

Proposed Partners

Government	Private sector
Youth	Volunteers
CSOs	Ministries
Expert	

PROPOSED ACTIONS

Below is a list of proposed actions suggested by workshop participants. Activities are reflected as they were suggested during the discussions. They were not rephrased or changed, in order to maintain the meaning and context of discussions.

AN ENABLING ENVIRONMENT	
Objectives	Activities
Promote better networking and communication among CSOs	<p>Create a network of CSOs to advocate for an enabling environment for volunteering.</p> <p>Establish social networks and publicity on volunteerism.</p> <p>Organise sensitization campaigns, meetings, fairs and open houses for volunteering organizations.</p>
Ensure accessibility and decentralisation of information	<p>A system of information sharing is made available online and through social networking sites.</p> <p>Communicating on best practices, impact and benefits of volunteering.</p> <p>Advocate for access to reliable statistical data.</p> <p>Create a reliable database on volunteerism initiatives.</p>
Promote Volunteerism within the public and private sector	<p>Higher level of engagement from all sectors in volunteerism NGOs will achieve better publicity through campaigns (radio stations, success story, testimonials, documentaries, exchange programmes between regional associations, reward and recognition internships, conferences...)</p>
Integrate a culture of volunteering from an early age	<p>Engage schools through meetings, seminars and internships abroad.</p> <p>Reinforce school curricula with volunteering-themes.</p> <p>Create volunteering clubs at schools and colleges.</p>
Raising awareness within families about volunteering	<p>Reaching out to religious leaders and asking them to advocate on the importance and benefits of volunteering.</p> <p>Introduce volunteering activities in religious places.</p>

Encourage laws and policies in Tunisia that are more volunteer-enabling	<p>Drafting of an international agreement on volunteering and adaptation of existing laws and policies accordingly.</p> <p>Issuing a tax exemption law for funders of volunteerism initiatives.</p> <p>NGOs and GOs are encouraged to assist associations and organizations by providing them with infrastructure, transport and financial means.</p>
Open volunteer centres	Volunteers have a reference point where they can get information about rights, responsibilities and opportunities for volunteering.
Include volunteerism as part of educational programmes	<p>Organizing competitions and creating clubs and workshops facilitated by young volunteers.</p> <p>Youth are encouraged to volunteer thanks to incentives such as prizes and certificates.</p>
ORGANIZATIONAL EFFECTIVENESS	
Objectives	Activities
Ensure transparency/credibility of NGOs	Create oversight committees at local and national level.
Use a participatory and gender-sensitive approach	<p>Training on gender and other marginalized groups.</p> <p>Establishing of initiatives which are inclusive of, for example, persons with disabilities and young women and girls.</p>
Simplify funding procedures and formalities to start initiatives	Provide easier access to funding programmes.
Improve communication between government, civil society and citizens	<p>Launch a national campaign led by the government.</p> <p>Hold roundtable discussions organized by the government for civil society.</p> <p>Create a standing, independent National Committee for monitoring and evaluation of volunteering (not ad-hoc)</p>
Create state structures focused on volunteering	Creation of a standing government-sponsored committee which works to create an enabling environment for volunteering.

Ensure good governance	Hire experts in organizational management and finances.
Capacity building of youth as volunteers AND leaders	Emphasising the added value that volunteering brings, particularly in improving soft skills for employment.
Improve the conditions of volunteer management	Development of a Volunteer Management Manual.
Establish a Code of Conduct	CSOs signing onto this code of conduct will be able to provide guarantees to the young volunteers
INDIVIDUAL ENGAGEMENT AND EMPOWERMENT	
Objectives	Activities
Encourage youth to mobilise themselves within a formal setting	<p>Develop a contract between volunteers, civil society and the government.</p> <p>Develop a prize for the “best volunteer”.</p> <p>Organise a Tunisian Volunteer Day.</p>
Build capacity of youth in policymaking	Engage youth in think tanks, focus groups, workshops, statutory business and surveys.
Ensure financial independence of youth volunteers	Offer a stipend to volunteers to cover basic expenses (engaging the private sector is encouraged).
Provide dedicated funding to cover volunteer costs in budgets	Regular audits and financial reporting will ensure higher transparency of the relevant organization.

Chapter 5 Yemen

The Yemen uprising started in January 2011. What started with a small group of youth and civil society activists later gained momentum and supporters, including political parties and defected high ranking military officials, as well as key tribal leaders and by the 27th of January 2011, over 16,000 protestors gathered in Sanaa calling on Ali Abdullah Saleh, Yemen's president for more than 30 years, to step down. Both Al Hiraak and the Huthis also showed their support for the movement. Following the transfer of power to Abddo Rabu Mansour Hadi, the security of Yemen continues to deteriorate. Youth continue to protest in the streets, while violence continues to flare on both northern and southern fronts.

Calls for change remain at the center of demands from young Yemenis during the protest in Sana'a and other parts of the country. There are several grievances that were the foundation for the uprising, key among them is state failure to meet basic needs. Corruption was viewed as a deep-rooted and well-maintained system that benefits certain elites in various identities and hierarchy. It was concluded that a system of grand corruption has emerged over the last several decades thriving on the combination of weak state institutions and a fragmented elite structure. Unemployment in Yemen is at around 40% and following the political crisis of 2011, youth unemployment is estimated to have risen to between 60 and 70%, while chronic poverty is severe. According to the Ministry of Labour and Social Affairs, the number of civil society organizations registered in Yemen since its reunification in 1990 is around 9,000. However, only 25% of these organizations are effective and active in the country.

Yemen is one of the poorest countries in the Arab region, and has a population of around 25 million – 23.2% of whom are youth under the age of 30. Since the reunification of the country in 1990, progress towards achievement of the MDGs has remained slow, despite a steady growth rate of 3%. In addition, Yemen has one of the highest rates of population growth, with the population expected to reach 40 million by 2032. Over the next few years this will result in increasing demand for basic services such as education and health and greater competition for employment.

A critical part of Yemeni society today and in the years to come, Yemeni youth are looking toward the state to play a leading role in driving the process of reconstruction and development. The economic, political and social situation in Yemen is marked by a widespread perception of corruption, as well as high levels of unemployment and poverty – particularly after the establishment of the Southern Movement and subsequent events. This has led to an increased demand – particularly from Yemeni youth – for political reform and the desire for constitutional democracy. It is important to harness the energy of youth to overcome the challenges and obstacles which the country is facing. In addition, a lack of provision of youth services such as youth centres and government-sponsored youth institutions, coupled with a lack of dependable and accountable civil society organizations creates a challenging environment for young volunteers to engage in voluntary activities to contribute to the development of the country.

An important source for moral and spiritual guidance in Yemeni society, Islam combines the concepts of volunteerism with charity work and social solidarity. However, the link between volunteerism and its contribution to the overall development process remains unclear to a large proportion of the population. Further, legal provisions to protect and provide an enabling environment for volunteerism are lacking, and this was perceived as one of the key requirements needed to increase youth participation in voluntary activities and civil society.



Volunteer helping a student to fill in a health questionnaire in a rural area of Yemen
(Suhail Al-Emam/UNV, 2011)

The consultation workshop took place in Sana'a, Yemen on 1-2 July 2012. The workshop brought together 38 participants from different parts of the country and included representatives from youth organizations, national representatives and the private and academic sectors. Over the course of the workshop, the challenges that Yemeni youth face were discussed. The diversity of the participants resulted in a broad range of opinions and interests, ensuring that discussions were rich and laid the groundwork for future collaboration in the implementation of the projects suggested. The goal of the workshop was to provide an open, non-judgmental space for young volunteers from Yemen to give input into the development of the Arab Youth Volunteering for a Better Future project.

UNDERSTANDING VOLUNTEERISM: CORE CONCEPTS AND MOTIVATIONS

Yemen does not have legislation or regulations related to volunteering, nor is there a national official definition of volunteerism. This is a significant weakness in the system that contributes to a lack of awareness about volunteerism. Participants agreed that the formation of legislation which includes concrete definitions and mandates relating to volunteerism would certainly be beneficial to promoting youth volunteerism and be a catalyst for proper implementation of volunteer initiatives in Yemen. Moreover, the commitment of Yemeni lawmakers to developing legislation and a national definition of volunteerism would signify a significant step in promoting a volunteer-friendly culture which benefits Yemeni society and youth in particular.

While divided into smaller working groups, each group developed their own definition of volunteerism. The definitions were then compared to the UN definition.

According to their definitions, volunteerism is:

- The willingness and initiative to give effort, time or money to achieve a particular goal.
- An optional human activity by an individual or group which is characterized by tenderness and purpose of service to the community without waiting for anything in return, whether material or moral.
- An effort by the individual within an institutional or non-institutional framework to perform community service and gain experience and skills, without the expectation of financial gain.
- The desire and initiative to give effort, thought, time or money to achieve a particular goal.
- Any business, activity, thought, or time given unconditionally by the individual or institution towards development and community service.

For the purpose of the workshop, participants were invited to develop a definition of volunteerism. These definitions were shared and then extracted into the following "core concepts" of volunteerism, which were used as a reference for the remainder of the workshop:

- Initiative
- Free will
- Humanitarian
- Optional
- Effort, time and money
- Not expecting material rewards
- Community service

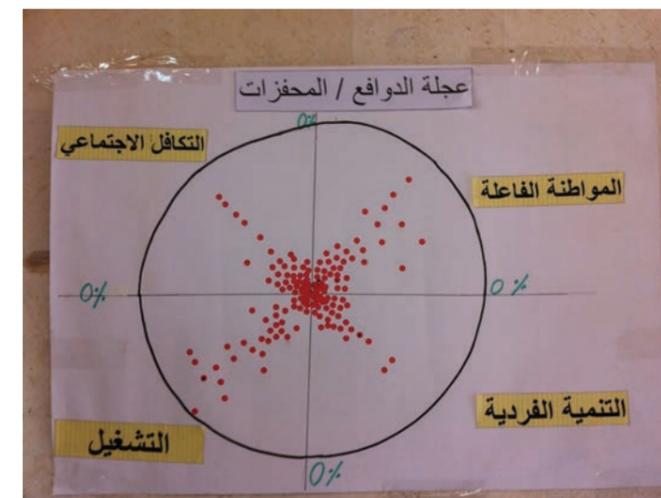
- Accountability
- Bridging the gaps that government could not fill.

MOTIVATIONS FOR VOLUNTEERING

In order to properly understand the needs of Yemenis, it was important to first assess the factors which motivate Yemeni youth to engage in volunteering. In plenary, participants were invited to name motivating factors for engaging in volunteering. While the motivations for youth to engage in volunteering are legion, a number of themes are common:

- Personal motivations: gaining and exchanging skills and experience. Building relationships, self-development and religion.
- Social motivations: Social solidarity, changing negative behaviors, development and awareness, consolidation of citizenship, serving and social responsibility.
- Economic motivations: reducing poverty, accelerating development, humanitarian aid in disasters and epidemics (natural and unnatural).
- Religious motivations: religious duty.

These motivating factors were grouped into four main categories: Social Cohesion, Employability, Active Citizenship and Personal Development. These were presented to the workshop in a "motivation wheel", upon which participants were invited to indicate the value/importance that they felt each motivating category merited. The results are summarized as follows:



From subsequent discussions it emerged that not all of the above-mentioned categories were perceived in the same manner. For example, one group agreed on the relationship between volunteering and employment and active citizenship. However, this same team considered the relationship between volunteering and personal development to be more crucial. During the course of discussions it also became apparent that volunteerism brings a range of skills and capacity-building which could potentially enhance labor market access for young people seeking employment.

It was noted that encouraging voluntary engagement at an early age can strengthen the capacity of young people to improve their behavior and realize their full potential. This can be achieved

through university volunteering and community participation programmes in partnership with schools and universities. This is especially true for programmes which link basic education, university volunteering and community participation, volunteering in the activation of civil society organizations and private sector-linked volunteerism. One supporting mechanism in this respect might be the establishment of an umbrella organization which links volunteers and state institutions.

While participants placed a strong emphasis on the role of government in creating an environment conducive to volunteerism, the role of civil society organizations was viewed as of the same importance. The individual in Yemeni society was placed by the participants to be an important force in driving volunteerism forward. All participants mentioned that motivations are affected by internal and external environmental factors such as legislation, culture, customs and traditions, behaviors, the economy, demography and religious morals.

OPPORTUNITIES FOR ACTION

The smaller working groups were invited to identify challenges and discuss opportunities to address various levels of action. Each level poses specific challenges and needs specific activities and actions in order to address them. The division into smaller working groups, each with a specific focus, allowed for the development of comprehensive individual projects which will foster a strong culture of youth volunteering at all levels:

Establishing an Enabling Environment: Policy and institutional mechanisms on youth and volunteering

This working group discussed the institutional and policy environment for youth volunteering. The group focused on the broader system within which individuals and organizations to operate, identifying policies, legislations, power relations and social norms which facilitate or hinder their work and existence.

Organizational Effectiveness: Capacity development to strengthen youth action for development

The purpose of this working group was to discuss building the capacities of organizations and civic movements. This included internal policies, arrangements, procedures and frameworks that allow organizations to effectively operate. This capacity development needs to be developed in a way that empowers Yemeni youth.

Individual Engagement and Empowerment: Creating targeted youth volunteer programmes

The third working group focused on developing opportunities for action which address the issues and challenges identified throughout the course of the workshop. This included the development and promotion of individual skills, experience and knowledge as well as building the capacities of

young people in order to empower them to act.

During the course of the first day's discussions, the issues which were identified in the working groups were grouped into three main categories: Social/Cultural Issues, Infrastructure Issues and Economic Issues. These three main categories were relevant to all levels of the three working groups.

Participants were encouraged to further discuss the identified opportunities for action, aimed at eliminating the barriers to volunteering for youth which had been identified in earlier sessions of the workshop. By using a "tree" model, participants were able to visualize these opportunities and develop basic conceptual elements of projects. Each group developed one tree for each cross-cutting issue and presented its ideas in plenary at the end of the workshop. An example of the "tree" model can be found in Annex II.

SOCIAL AND CULTURAL INTERVENTIONS

Since Yemen does not have policies or legislation to regulate volunteerism, government strategy does not include volunteerism as a tool for development. At present, there is a lack of any regulations that protect volunteers from discrimination on the basis of ethnicity, political orientation, sectarian identity, religion, or geographical origin.

The lack of government and media effort in promoting volunteerism further contributes to society's lack of awareness about the importance of voluntary work, or social responsibility in general. In addition, women and marginalized groups remain unable to represent themselves and therefore do not enjoy full participation in society, and few organizations exist yet to advance their cause.

It became apparent during the workshop that a crucial limitation to the effectiveness of volunteerism in Yemen is the fact that most people are not taught about the importance of voluntary work, or its vital role in development, at a young age. This means that young people often grow up without even knowing what social work is or what its value is to the individual or society. Participants agreed that if this fundamental issue could be resolved it would greatly facilitate tackling many other problems as well.

In order to address the socio-cultural challenges, participants proposed the following actions:

Campaigning for the state to enact laws that regulate voluntary work and ensure volunteer rights, and to include voluntary work in government strategies for young people. By raising awareness about the importance of voluntary work as a development strategy, citizens, and in particular youth, will be able to identify volunteerism as a key means of furthering development in Yemen. This, in turn, will foster a more positive image of volunteerism amongst Yemeni youth and stimulate demand for volunteer opportunities.

Enacting laws that facilitate institutional work for young people. Legislating protective laws and policies which provide a firm definition of volunteering and establish protections and benefits for volunteers will allow for more clarity and transparency regarding the rights and responsibilities of the volunteer in Yemen. In addition, publicising the adoption of these policies will send a signal from legislative bodies to civil society and youth regarding the efforts made to increase

transparency and social engagement.

Establishing voluntary activities that encourage women and marginalized groups without neglecting their specific needs. By engaging marginalized and vulnerable groups into the activities of organizations, volunteerism can contribute to combating the stigma and discrimination experienced by women, girls and marginalized groups.

CREATING AN INFRASTRUCTURE FOR VOLUNTEERISM

Participants felt that the lack of institutions interested in volunteerism or recruiting volunteers is reflected in the weak institutional structure and ineffectiveness of most organizations in Yemen. Similarly, there are few organizations that support volunteering in government or the private sector. Weak organizational structures and internal regulation coupled with a lack of organizational frameworks makes the institutionalization of volunteerism in Yemen difficult.

The lack of support for voluntary activities was identified by participants as being caused by a number of factors, which included a lack of confidence in volunteerism by institutions due to their legal ambiguity, volunteers' lack of experience in writing project proposals, and difficult conditions (especially during project initiation) imposed by participating institutions. This last issue has led to unnecessary out-of-pocket expenses for many volunteers, which the majority of people are unable to do.

In addition, participants indicated that the absence of legislation or regulations to govern voluntary work and protect the rights of volunteers has allowed some organizations to exploit and mistreat volunteers. This further discourages many young people from getting involved in voluntary work.

Furthermore, unreliable communications infrastructure, electricity supplies and internet provision coupled with a lack of security contribute to an environment that is not conducive to a volunteering culture. There are also few organizations in Yemen that actually provide volunteering opportunities. This makes it very difficult for volunteers to find opportunities and contributes to a perception of nepotism: personal connections often play a significant role in the selection of volunteers rather than capability assessment. Finally, organizations typically require volunteers to already have experience, making it difficult for youth to get involved in volunteerism.

The following key issues were identified as priorities for action by participants:

Campaigning for the creation of voluntary units in all organizations. The creation of units and departments responsible for volunteerism will contribute to the establishment of a culture of volunteering in all sectors. In addition, creating internal regulations within companies which are specific to volunteers and their rights and responsibilities will contribute to the sector's commitment to volunteerism in Yemen. An online network to link volunteers from all regions called "I volunteer" would work as a database and stimulate networking between voluntary organizations. At the same time, when organizations open the door to volunteers, care must be taken to ensure equality and avoid discrimination on the basis of geographical origin, political beliefs, or sect, and volunteers must be chosen based on professional and personal competence.

Establishing volunteer clubs to provide training. Establishing volunteer clubs can provide training and make it easier for volunteers to meet, debate, and share ideas. Clubs can be an

attractive draw for volunteers, and they can link volunteers with institutions and companies interested in volunteerism.

DONORS AND FUNDING VOLUNTEERISM

The lack of funding and confidence among financiers has resulted in many organizations (and their volunteers) being unable to benefit from adequate infrastructure or benefits. The global economic crisis has further contributed to this, and has made it more difficult for Yemeni organizations to access sustainable sources of funding. In addition, few institutions offer volunteers health insurance, allowances for transport or meals or other support. Weak private sector involvement in volunteerism is also a constraining factor in developing a sustainable culture of volunteering.

Moreover, low living standards and limited income negatively influence individual attitudes towards volunteerism due to the need to work and earn money. Career demands and a lack of sufficient time to carry out voluntary work are also considered to be important obstacles faced by people wishing to volunteer. Unemployment and the inability to access volunteer opportunities also contribute to a lack of youth engagement. The following points of action were therefore identified by participants:

Increasing private sector engagement. Private sector involvement in supporting voluntary work and providing volunteering opportunities in private sector organizations will tap into the resources of the private sector, thereby making it financially accessible for volunteers. In addition, this will increase the level of engagement in civic activities of the private sector.

AN ENABLING ENVIRONMENT	
Objectives	Activities
Promote a culture of volunteerism	<p>Set up awareness raising sessions for parents on the values of volunteerism.</p> <p>Harness social media sites such as Facebook and Twitter to promote voluntary work.</p> <p>Involve mosque preachers and modern technology in media campaigns.</p> <p>Organize gender segregated activities and meetings in conservative regions.</p> <p>Avoid late night activities for women.</p> <p>Encourage the participation of community leaders and notable people such as tribal leaders, imams, elders, parliamentarians and celebrities.</p> <p>Celebrate an International Volunteer Day.</p>

	<p>Establish campaigns on involving marginalized and vulnerable groups such as women, and people with special needs in voluntary work.</p> <p>Advocate for citizenship education and activities to be included in school curricula.</p> <p>Launch a volunteer programme specifically for women and girls in their communities.</p>
Develop a communications strategy to enhance volunteerism	<p>Set up a website by volunteers to publicize financial reports of civil society organizations. Create a database for volunteers.</p> <p>Establish an independent and neutral commission to determine and honor the best volunteer initiatives by publicizing them.</p> <p>Organize competitions for the best community action carried out by organizations to combat stigma and discrimination.</p> <p>Involve religious leaders in addressing stigma and discrimination during sermons, and which organizations can be involved.</p> <p>Establish a network of youth volunteers.</p> <p>Enter partnerships with private and public sector actors to discuss providing volunteer opportunities.</p>
	<p>Founding and developing youth initiatives in remote areas by calling on urban initiatives to branch out to rural areas</p>

ORGANIZATIONAL EFFECTIVENESS

Objectives	Activities
Establish a Code of Conduct	Developing a code of ethics and/or volunteering contract to codify volunteers' and organizations' rights and responsibilities.
Enhancing transparency within the sector	<p>Encourage selection of volunteers through competency rather than for nepotistic reasons.</p> <p>Unifying regulations that govern voluntary work across all sectors.</p>
Regulating and building capacity within civil society	<p>Strengthening monitoring and evaluation, assessment and observation of civil society organizations.</p> <p>Organise training courses in financial management, accounting, public relations, quality control, monitoring, evaluation and human resource management.</p>

INDIVIDUAL ENGAGEMENT AND EMPOWERMENT

Objectives	Activities
Build capacity of youth in key skills relevant to their sector	<p>Provide training for youth on administration and management of small projects.</p> <p>Organize training courses on skills such as time management, team building, conflict resolution, project management, development and leadership for youth.</p> <p>Organize educational visits to possible locations for voluntary activities, such as orphanages, care homes, etc.</p> <p>Organize training sessions on fundraising and proposal writing for youth and organizations.</p>
Ensure financial independence of youth volunteers	Organise workshops with elected officials (e.g. parliamentarians) for legislation to ensure financial sustainability of youth.
Provide dedicated funding to cover volunteer costs in budgets	Creating fundraising events such as poetry competitions, music albums and paintings and photography.



Participant presents his volunteer initiative during Youth Volunteer Summer Camp in Jordan (by WupY-PS/UNV, 2013)

Chapter 6 Conclusion

In an effort to deepen its understanding of youth volunteerism in the Arab region and to safeguard against the diffusion of the expanding energies of youth volunteerism, the United Nations Volunteers (UNV) programme launched the Arab Youth Volunteering for a Better Future project to promote youth volunteering and mobilization, and act as a conduit towards helping it grow. Consultation workshops were held in 2012 in five pilot countries: Egypt, Jordan, Morocco, Tunisia and Yemen.

This report, consolidated in 2013, reflects on input from participants to define a path forward for the project in the Region. Similarities across the five countries were noted, emphasizing the benefit of a multi-stakeholder strategy with a regional lens. This chapter outlines key findings from each country to explore where it would be worthwhile for the project to focus its support for youth and how to make the most of developing in-country as well as regional linkages.

EGYPT

An holistic approach is needed: The need for an holistic approach to volunteerism in Egypt was underscored, matched by a rise in solidarity and youth citizen engagement. A focus on achieving impact is critical to sustaining youth energy and protecting it from diffusion. Suggested mechanisms and programmes are vertical – with a focus on policy and key institutions – and longitudinal – with an expanded geographic scope that goes beyond the center. It is important to regard them not as mutually exclusive but as complimentary. They build on one another but there is also potential for synergies across the programmes.

Rigorous research and filling in data gaps are a priority: Research on youth volunteerism remains sparse and most of the research conducted is confined to needs assessment. There is, however, a need for analysis that links empirical data to theories of change and social movements and that is capable of problematizing the political, social and cultural landscape of volunteerism while providing recommendations that inform policymaking, capacity-building and advocacy programmes. There is also a need to raise awareness of the importance of volunteerism and fill in a gap of knowledge, and that this is where advocacy and awareness-raising become important. Capacity-building for organizations on volunteer management is also critical to sustain youth energies and ensure maximum impact.

It is time to bring legal recognition to volunteerism in Egypt: The need to bring legal recognition of volunteerism/volunteering activities on a national level was highlighted. Means suggested included integrating volunteerism into the Egyptian constitution, developing clear policies that define duties of and responsibilities towards volunteers, and actively involve relevant stakeholders: youth, civil society organizations, religious leaders, government, private sector and media.

Creating networks and innovative platforms to link volunteers with stakeholders are needed: The importance of building innovative platforms was asserted and this is to help create synergies among youth volunteers and youth organizations for developing guides on best practices in youth volunteerism, and of instituting effective strategic planning and management in youth volunteering activities and programmes.

Building informed programmes grounded in analysis is emphasized: The necessity of building informed youth programmes was emphasized. Informed programmes are those grounded in analytical research on youth needs, expectations and challenges; that build on



Participants during the national consultations in Yemen (Fadhl Alamedi/UNV, 2012)

successful examples and already existing networks and platforms and that use multiple advocacy mechanisms to guarantee impact and coverage of a wider geographic scope.

A regional lens can be useful: UNV is very well positioned to act as a conduit for those programmes and ensure their implementation at both national and regional levels. Exchange of expertise within the Arab region opens up a space for cross pollination of ideas and experiences that can be to the benefit of all participating parties.

JORDAN

Varied typology of the NGO sector in Jordan affects opportunities for youth volunteerism:

It seemed difficult even among participants to come to an agreement on a single definition of volunteering. Workshop participants, however, found it necessary to start with the categorization of Jordanian non-governmental organizations (NGOs) and they divided them into three groups:

Royal NGOs (known as RINGOs): Those are established by royal decree, often have the best operational capacity and are usually linked to the government, forming quasi-official institutions. RINGOs are to some extent dependent on the royal family and are frequently headed or established by them.

National NGOs (often small and with insufficient funding and staffing): Those are commonly focused on youth or include youth as one of their target groups. Within this category, there are also a number of informal groups or non-registered entities.

International NGOs: Those focusing on youth or including youth as one of their target groups also have branches located in Jordan.

Motivations for youth to engage in volunteering are diverse but a number of themes are common. Motivations for volunteerism include: religious factors, personal development, passion, empathy/compassion, a desire to give back to society, self-satisfaction, and a desire to solve social problems. These motivating factors were grouped into four main categories: Social Cohesion, Employability, Active Citizenship, and Personal Development.

Mainstreaming gender equality in volunteerism is a good strategy: Issues such as gender equality and participation generated much debate, and it was emphasized by participants that addressing them directly would have an adverse effect, rather than mainstreaming them into broader incentives for Jordanian youth. As such, participants recommended a more comprehensive, inclusive approach as well as targeted activities.

Coordination between different stakeholders is important to enhancing volunteerism: During the workshop it was apparent that while the foundation of a volunteering infrastructure has been laid, it is far from effective. Participants also felt that the situation in Jordan warrants increased coordination amongst national civil society organizations and volunteering initiatives in order to represent their interests — and those of youth in particular — at the heart of policy and lawmaking bodies. In addition, while the opportunities to engage in voluntary activities are readily available, participants indicated a gap between supply and demand in Jordan, which could be filled by creating a coordination body for matching volunteer opportunities.

Volunteerism is not for free; it needs funding for expansion: The financing of volunteering initiatives and the voluntary sector was underscored; basic resources are needed to initiate

volunteer programmes or engage in voluntary activities. While engagement of the private sector is encouraging in Jordan, it is not yet at a satisfactory scale. In light of the economic situation in the region and, in particular in Jordan, many of the discussions amongst participants centered on addressing the economic challenges which are faced by all Jordanians, and youth in particular. Increasing the accessibility of volunteer opportunities was therefore prioritized by workshop participants. Given the high unemployment rates for youth and the benefits that volunteerism brings with regards to employability, different volunteer initiatives should take into consideration reasonable “incentives” or associated costs to ensure their sustainability.

MOROCCO

There is a need for an intervention that focuses on creating a culture conducive to volunteerism: Participants identified a reticence in the general population to see more young women assume positions of responsibility, including in the labor market. It was felt that this same reluctance could lead to a higher grade of participation of young women and girls in voluntary action. However, participants also identified the perception of volunteerism as being incapable of taking on large responsibilities, and thus not worthy of serious consideration. Participants were keen to highlight that a culture of volunteerism needs to start at an early age. Particularly in Morocco, it was felt that there is a certain level of “nostalgia” for cultural norms which have been diluted in recent years. Participants therefore indicated a need to reinvigorate those norms which embrace volunteering as a core value of society. At the same time, volunteerism is challenged by misperceptions that it does not instill responsibility or add any value to career growth, skill development and education.

It is important to create a regulatory framework for volunteerism – Better synergies among stakeholders and a national strategy are key: Participants pointed to a number of barriers to the creation of infrastructures which benefit the individual, bring about an enabling environment, or build strong organizational capacity. For instance, an appropriate legal framework in Morocco is absent and there is a lack of facilitated dialogue and cooperation among civil society organizations and policymakers, among others. Further, there is no national strategy on youth and volunteering, nor is there network of young volunteers in Morocco.

Sustainable funding for volunteer organizations is essential towards expanding volunteerism: Youth in Morocco face a plethora of challenges related to the current economic situation. Given high youth unemployment rates, the benefits that volunteerism brings to employability and skills development is a strong incentive for young people to engage in voluntary activities. However, a lack of sustainable funding for voluntary organizations, coupled with lack of awareness about the benefits of volunteerism, remain as barriers.

TUNISIA

A legislative framework for volunteerism and a state definition exists in Tunisia: Tunisia has established a legislative framework and many incentives which give volunteerism an institutional dimension. This is reflected by the recent proliferation and diversification of associations, with associations becoming focused on improving the quality of life of Tunisians. Supporting this shift is a public desire to disseminate values and principles of solidarity, citizenship and participation in public affairs. In this context, a law on voluntary work was enacted

on May 21, 2010. This law defined the objectives of voluntary work, provided it with a contractual framework and ensured the rights and duties of all stakeholders.

Motivations and perceptions of volunteerism are varied: While there is a state definition as well as key underpinning concepts of volunteerism, perceptions and motivations of volunteerism vary. Perceptions ranged from equating it with philanthropic activities to actively engaging in community and social development without the expectation of financial compensation. Regarding motivations, a number of common themes emerged: religious factors, time, personal development, passion, empathy/compassion, a desire to give back to society, self-satisfaction, and a desire to solve social problems. These factors were grouped into four main categories: Social Cohesion, Employability, Active Citizenship, and Personal Development.

The path to enhancing volunteerism starts with a cultural-brokering intervention: Creating infrastructures for a culture of volunteerism was viewed as an essential prerequisite. It was emphasized that Tunisia lacks legal protection or provision of benefits for volunteers: young volunteers often feel exploited and gain little from the activities in which they engage. A perceived gap between supply and demand of volunteer opportunities was underscored and explained as a result of the absence of a central resource to share information, experiences and opportunities for Tunisian youth. Increased coordination and transparency/accountability amongst national civil society organizations were emphasized as necessary in order to represent their interests — particularly those of youth — at the heart of policymaking bodies.

Volunteerism is not for free in a struggling economy, it needs funding for expansion: Lack of resources was highlighted as a key issue. The emergence of a large number of civil society organizations coupled with a shortage of available funding has led to organizations not being able to provide incentives for youth to volunteer. Youth are, thus, hesitant to volunteer as volunteer initiatives are often unable to offer the social safety nets which paid employment provides. This results in a downward spiral of non-engaged youth and under-resourced organizations unable to cater to each other's needs.

YEMEN

There is a need for a regulatory framework for volunteerism: Yemen does not have legislations and regulations related to volunteering, nor is there a national official definition of volunteerism. This is a significant weakness in the system that contributes to a lack of awareness about volunteerism. Participants agreed that the formation of legislation which includes concrete definitions and mandates relating to volunteerism would certainly be beneficial to promoting youth volunteerism and be a catalyst for proper implementation of volunteer initiatives in Yemen. Moreover, the commitment of Yemeni lawmakers to developing legislation and a national definition of volunteerism would signify a significant step in promoting a volunteer-friendly culture which benefits Yemeni society and youth in particular.

Encouraging volunteerism should start at an early age: It was noted that encouraging voluntary engagement at an early age can strengthen the capacity of young people to improve their behavior and realize their full potential. This can be achieved through university volunteering and community participation programmes in partnership with schools and universities which link basic education, university volunteering and community participation. One supporting mechanism in this respect might be the establishment of an umbrella organization which links volunteers and state institutions.

Building a strategic infrastructure for volunteerism is essential: Participants felt that the lack of institutions interested in volunteerism or recruiting volunteers is reflected in the weak institutional structure and ineffectiveness of most organizations in Yemen. Similarly, there are few organizations that support volunteering in government or the private sector. Weak organizational structures and internal regulation coupled with a lack of organizational frameworks make the institutionalization of volunteerism in Yemen difficult.

Volunteer organizations need technical capacity building: The lack of support for voluntary activities was identified by participants as being caused by a number of factors, which included a lack of confidence in volunteerism by institutions due to their legal ambiguity, volunteers' lack of experience in writing project proposals, and difficult conditions (especially during project initiation) imposed by participating institutions. This last issue has led to unnecessary out-of-pocket expenses for many volunteers, which the majority of people are unable to afford.

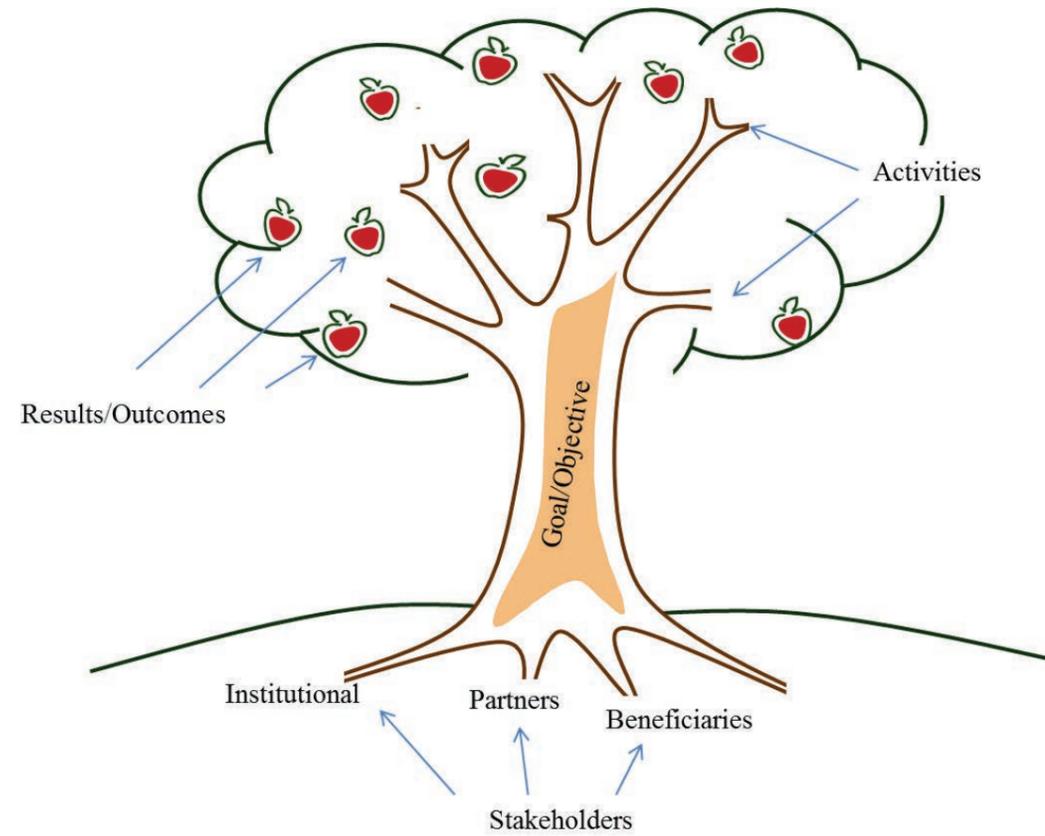
Funding is critical to sustaining volunteerism: The lack of funding and confidence among financiers has resulted in many organizations (and their volunteers) being unable to sustain their activities. The global economic crisis has further contributed to this, and has made it more difficult for Yemeni organizations to access sustainable sources of funding. In addition, few institutions offer volunteers health insurance, allowances for transport or meals or other support. Weak private sector involvement volunteerism is also a constraining factor in developing a sustainable culture of volunteering.

Annex 1 Workshop Agenda

DAY ONE	
Time	Activities
9:00 – 9:30	Registration
9:30 – 10:30	<p>Opening session</p> <p>Opening speeches by different stakeholders (brief) welcoming the different participants and inviting them to form into their different working groups.</p> <p>Overview on objective of the national consultations and UNV's mandate (brief)</p>
10:30 – 11:00	Coffee break
11:00 – 13:00	<p>Working groups (parallel)</p> <p>Group Exercise A: Key challenges, possible activities, tentative outline (flip chart)</p>
13:00 – 14:00	Lunch
14:00 – 16:30	<p>Working groups continuation</p> <p>Group Exercise B: Summary outline. Refined draft.</p>
16:30	Wrap up
DAY TWO	
Time	Activities
9:00 – 9:30	Opening session: Welcome, announcements, agenda of the day
9:30 – 11:00	<p>Working groups</p> <p>Group Exercise C: Cross pollination – all participants' feedback, inputs contribute to all working groups</p>
11:00 – 11:30	Coffee break

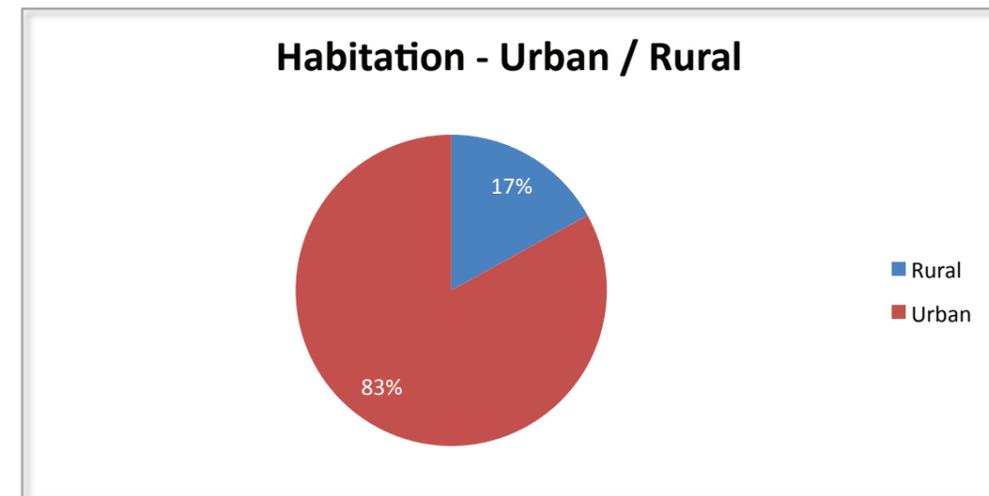
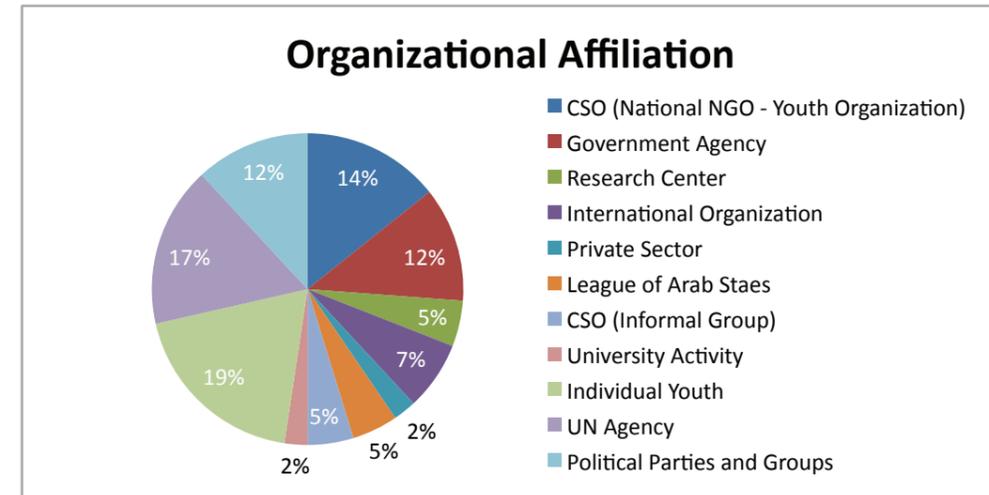
11:30 – 13:00	<p>Working groups (parallel)</p> <p>Group Exercise D: Preparing presentations - recapturing notes taken during the discussions and integrating them into the templates for the presentation.</p>
13:00 – 14:00	Lunch
14:00 – 15:00	Working group presentations
15:00 – 15:30	Coffee break
15:30 – 16:00	Closing Session

Annex 2 Tree Model

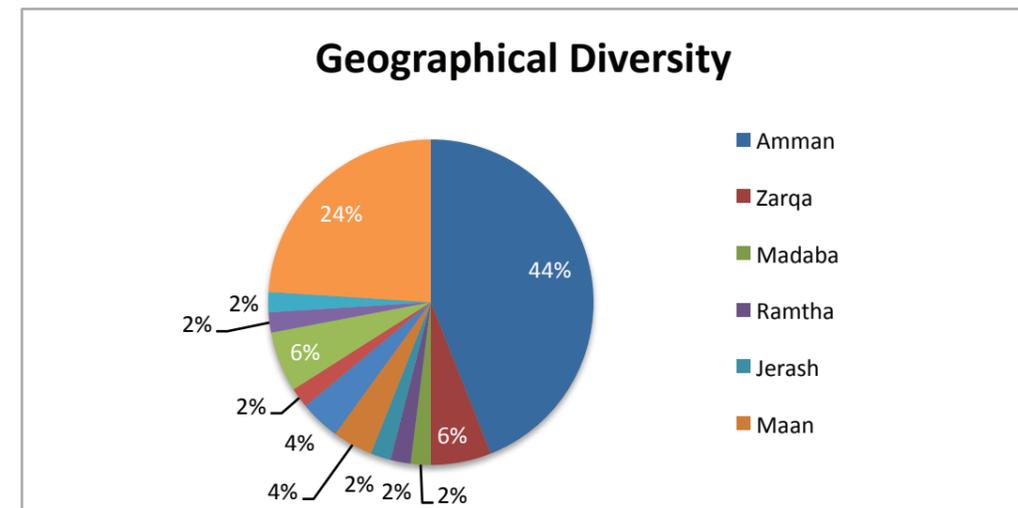
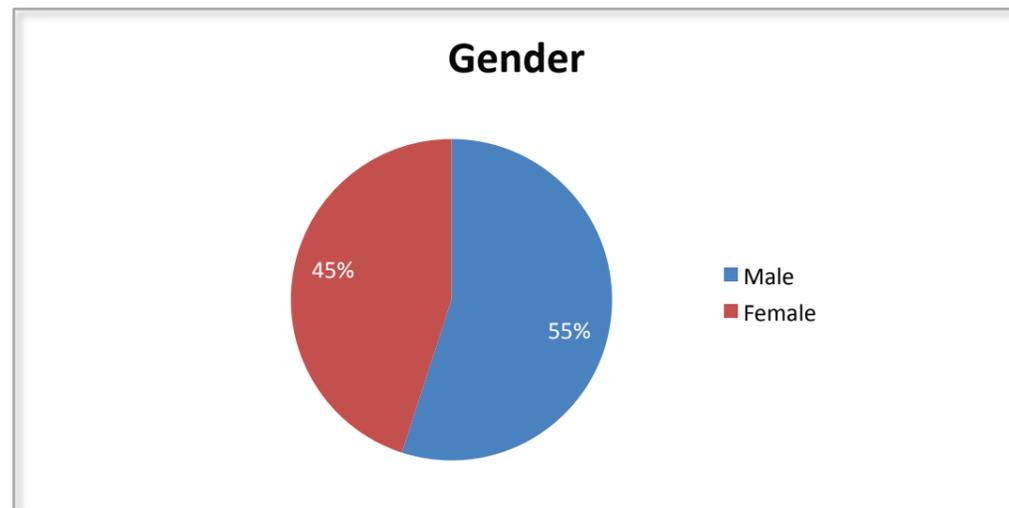
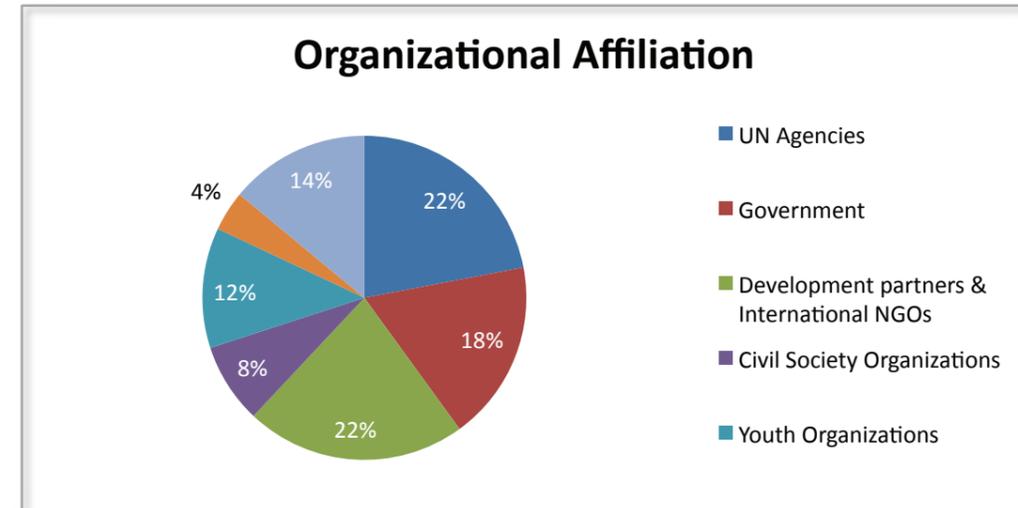
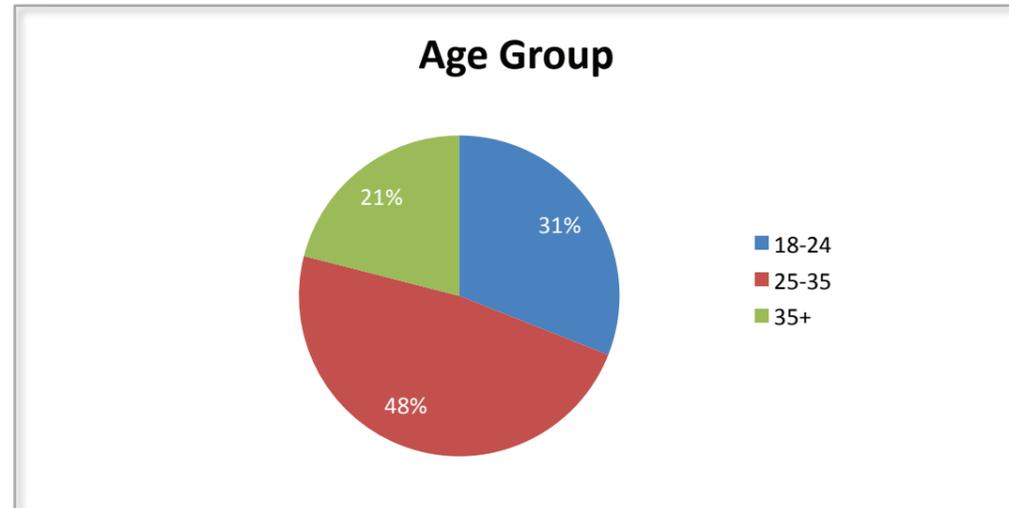


Annex 3 Participants

EGYPT

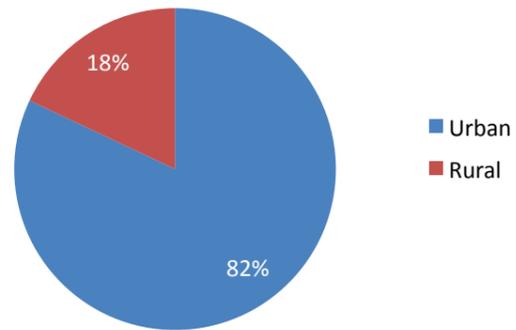


JORDAN

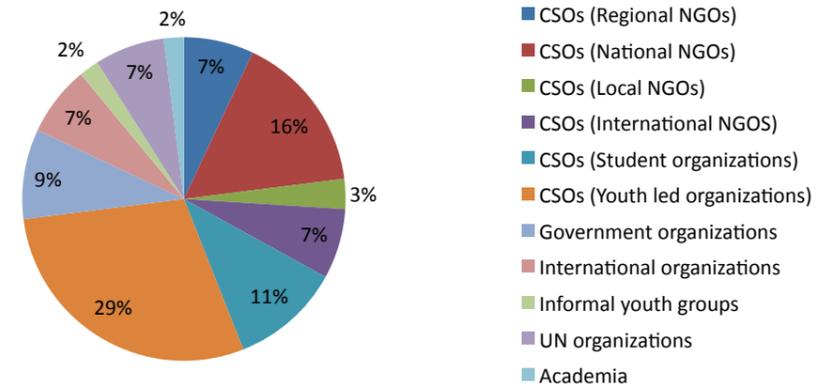


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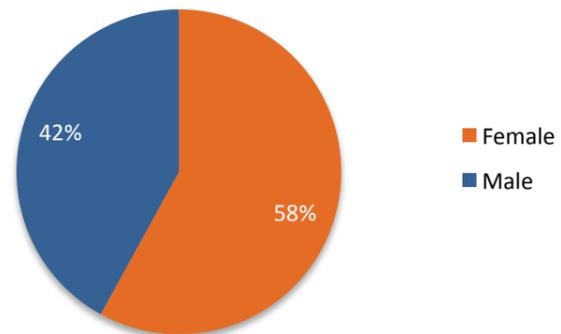
Habitation - Urban / Rural



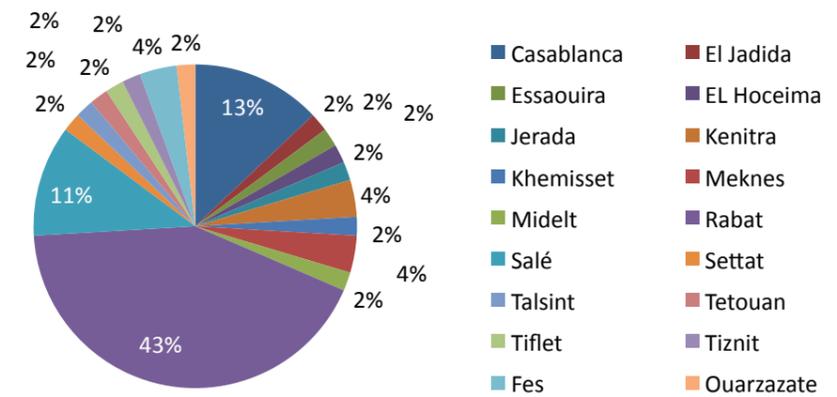
Organizational Affiliation



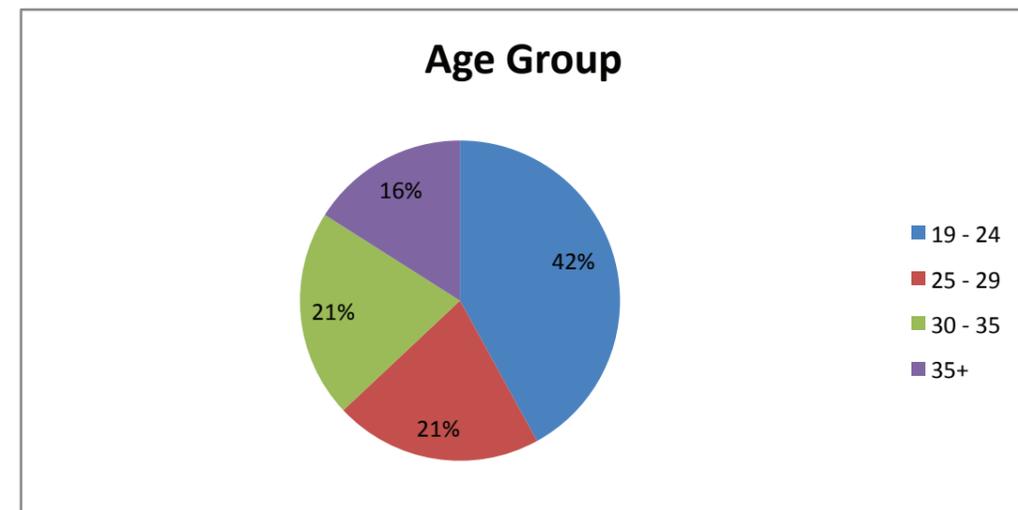
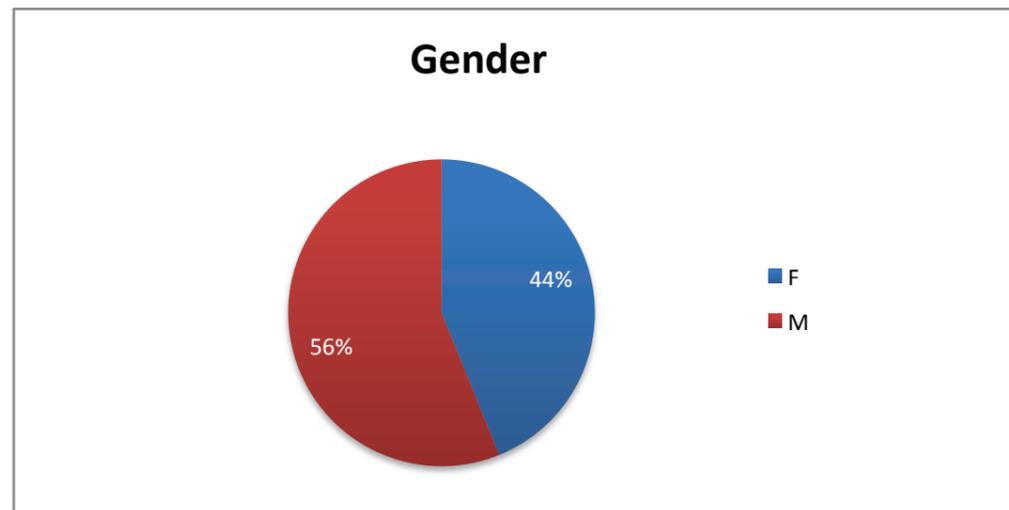
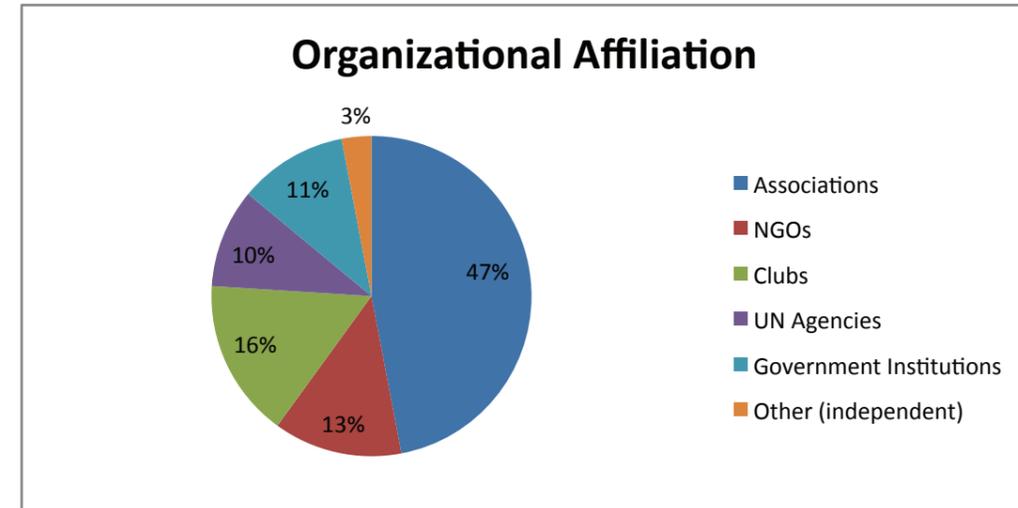
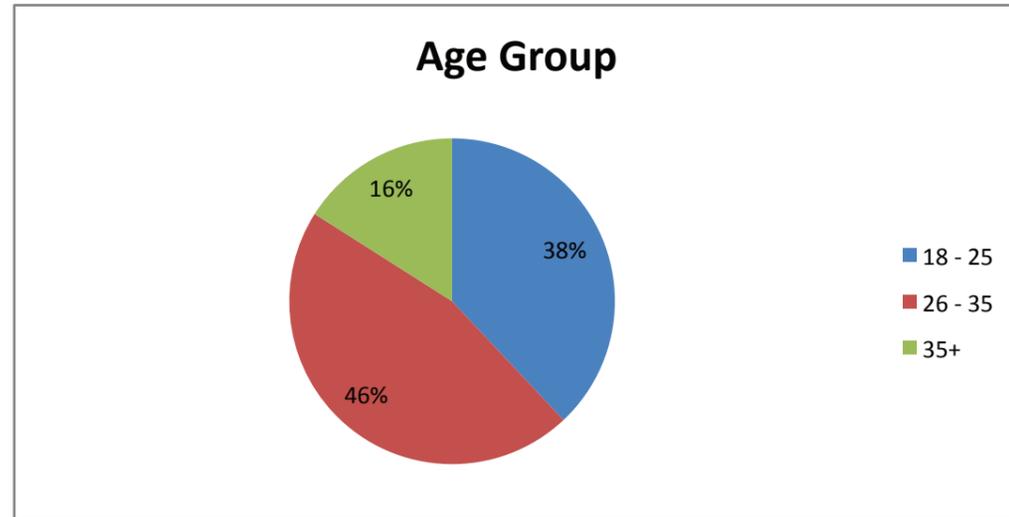
Gender



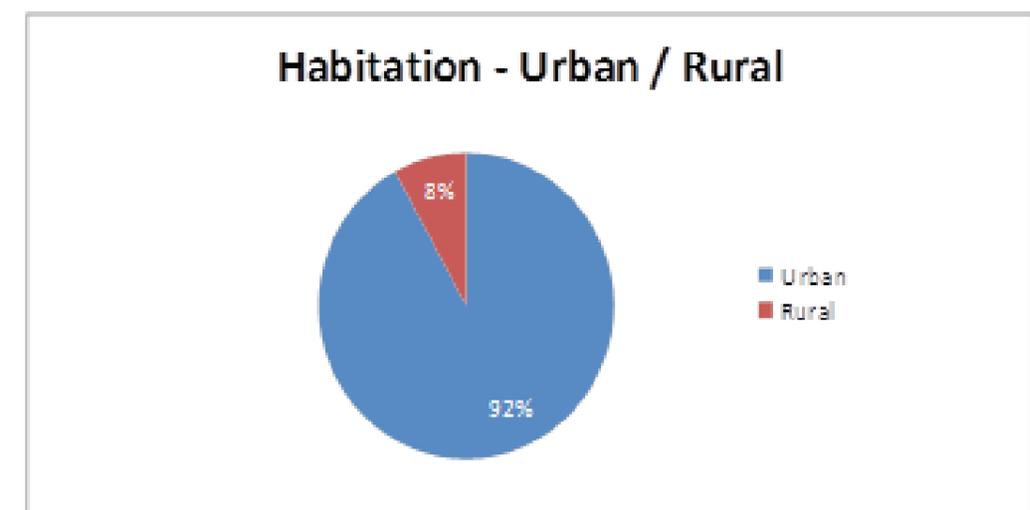
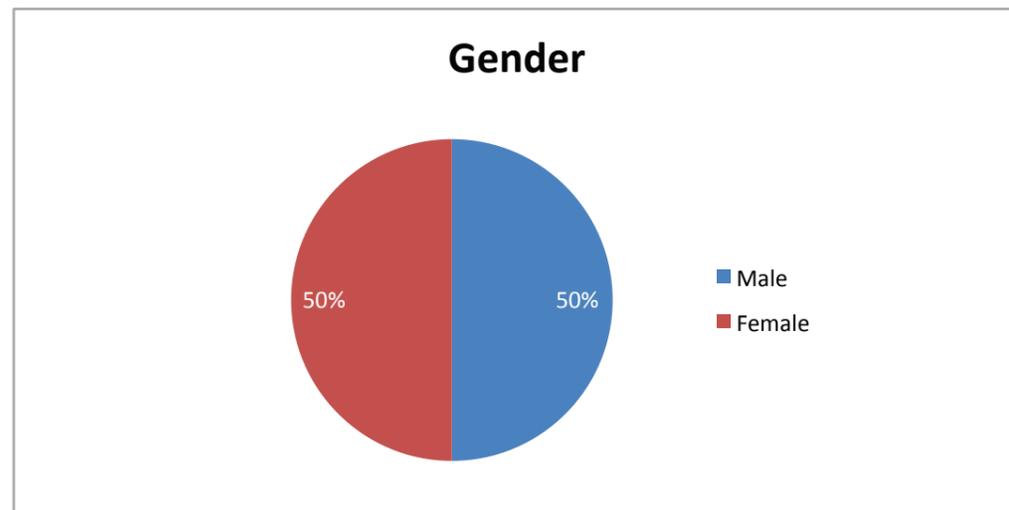
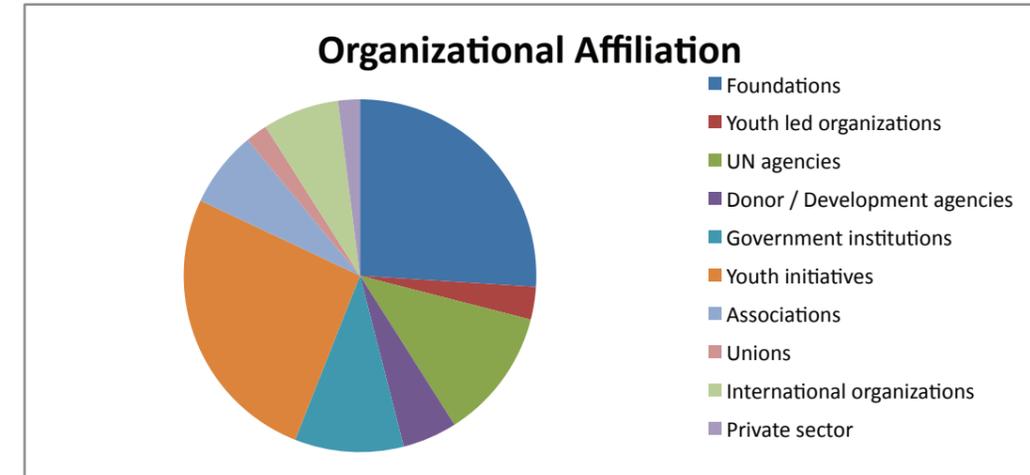
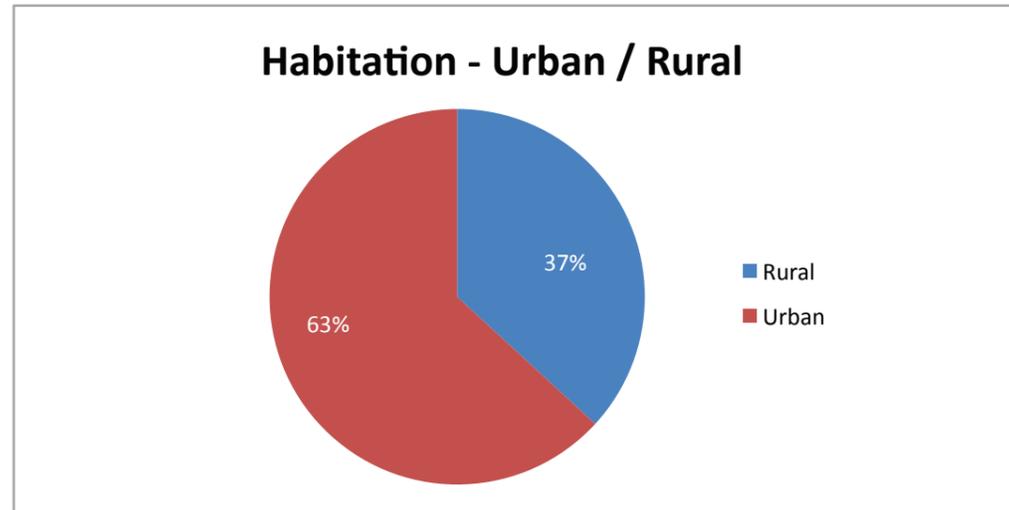
Geographical Diversity

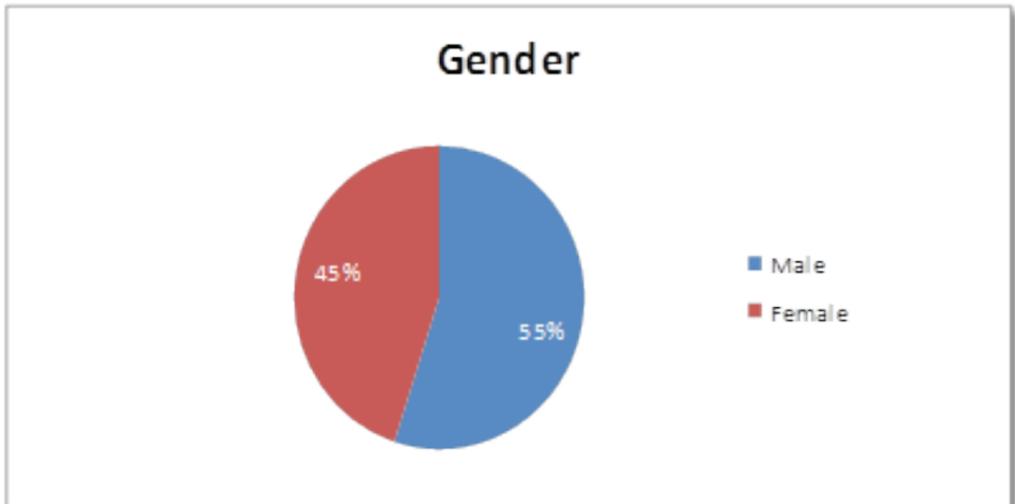
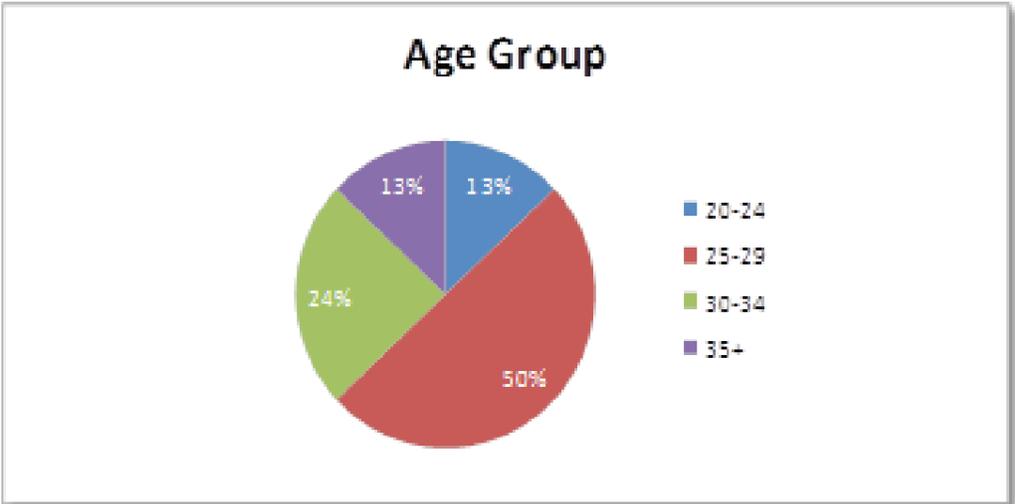


TUNISIA



YEMEN





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