



МИНИСТЕРСТВО ИНФОРМАЦИИ  
И ОБЩЕСТВЕННОГО РАЗВИТИЯ  
РЕСПУБЛИКИ КАЗАХСТАН



КАЗАХСТАНСКИЙ  
ИНСТИТУТ  
ОБЩЕСТВЕННОГО  
РАЗВИТИЯ



НАЦИОНАЛЬНАЯ  
ВОЛОНТЕРСКАЯ  
СЕТЬ



# **Analytical report on the state of volunteering in Kazakhstan 2022**

*according to data from regional front offices on volunteering*

*National Volunteer Network ALE  
SHOLUDKO T.E.*

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## INTRODUCTION:

The project «Organization of a set of events in the field of volunteering «Birgemiz: áreket ýaqyty» as a part of the implementation of the state task «Services for scientific and methodological support of state policy in the field of social development», the NAO KIOR «Rukhani Zhangyru» has been implemented since 2020. The project program is accountable for organizing the activities of the national front office of volunteers on the basis of the National Volunteer Network (NVS) and managing the work of regional front offices (RFO) predominantly on the basis of regional IDCs (except Almaty: the Community Trust of «League of Volunteers», Atyrau: KSU «Civic Center» Department of Internal Policy of Atyrau region», and Pavlodar: Public Fund «Birge»). The National Front Office coordinates and ensures interaction with the regions, including collecting and systematizing information on key volunteer events, drawing on statistical data «Volunteers in numbers» (every six months), monitoring volunteer activity in the regions with a monthly reflection of the results in an analytical report to the Creative report. Besides, for three years there has been a single information center on volunteering issues with the full support of applicants until the results are received. In 2021 and 2022, a summer school was organized for front-office leaders and leaders of volunteer organizations. Aside from that, the NVS continued information and content support of the activities of the Unified Online Platform [www.qazvolunteer.kz](http://www.qazvolunteer.kz) in the role of the National Front Office.

The event-related data and information obtained during the implementation of the project

make it possible to form a comprehensive picture of the status of volunteerism in the Republic of Kazakhstan, and also appear as the basis for developing recommendations for improving the interaction of the public sector with the volunteer movement.

This report should be considered as a continuation of the analytical studies presented in the document «Analytical Report on Volunteering in the Republic of Kazakhstan in 2021, according to the results of the work of the network of the volunteers' front offices» of the National front office of volunteers BIRGEMIZ.

## VOLUNTEERING IN KAZAKHSTAN TODAY:

Information on volunteering was drawn on by the network of regional front offices. Since the data collection is characterized by a significant number of flaws and limitations, which require revision, it is worth mentioning that some of the figures presented in the report are not absolute and do not exceed 40-60% coverage, as per the expert estimation for 2021-2022 period. The report of the regional front offices does not include (1) quantitative indicators of grant volunteer projects of NAO «CPGI», (2) data on the performance of initiative groups, organizations, and headquarters void of contact with the Russian Federation, (3) the data on volunteer organizations that are either not willing or find it difficult to provide the information, and (4) the data on the national volunteer projects and programs that are implemented by non-national organizations domestically.

### A portrait of a volunteer across the country

Based on the 2022 RFO data, it is indicated that the number of Kazakhstani volunteers has totaled 139671 (at least 174,000 as per the estimation of the national volunteer network). The statistics incorporate citizens engaged in volunteer organizations throughout the year. The approximate estimates show that around 90,000 people can be recruited for volunteer work on a systematic basis. As will be seen from the chapter. «The economic contribution of the volunteers of the Republic of Kazakhstan», if we take into account the unaccounted-for initiatives (as well as the possible error in the overstated indicators of the Russian Federation), we can safely assume that the difference in real figures is at least 20%-25% up.

the COVID-19 pandemic had a profound impact on the temporary surge of volunteering. This is not an exceptional situation for Kazakhstan – such a wave, as is stated by international sources, on average rose and fell around the world, especially in the Global South (according to the UNV Report on the global state of volunteering, 2022), as a natural response to the crisis. Based on the 2021 data collected by the republican office, the majority of Kazakhstani volunteers were male citizens over the student age. In light of these events, the change in volunteer activity and the return of citizens to their personal and family-related preoccupations are expected – the composition of the volunteering cohort has changed and in 2022, the largest proportion of volunteers from 18 to 29 years old, mainly female.

In addition, there is an increase in the number of volunteers engaged in systematic activities of social projects, which is poorly noticeable when calculating the total number, but obvious when assessing the specific weight. This is almost +30% for 2022 – which is clearly seen from the data regularly provided by the Republican front office to the report. The number of one-time volunteer actions is decreasing; they are giving way to functioning volunteer programs.

Recall here, as it was presented in the analytical report on volunteerism for 2021, the experience of numerous volunteer programs and projects of the National Volunteer Network and its partners indicates the need for a qualitative, not quantitative analysis of the development of volunteerism in Kazakhstan.

**1%** of the population of the Republic of Kazakhstan accounts for volunteers.



Every **110th** person in Kazakhstan is a volunteer.

In 2020 the estimated number of volunteers exceeded 120,000 people, while the 2021 figures account for 116,694 people. Some extent reports demonstrate that 180,000-200,000 persons undertook volunteering in 2020 and 2021. The fluctuating changes in the number of volunteers are explicable—it is evident that

**46%** of volunteers in the republic are men, and **54%** are women.



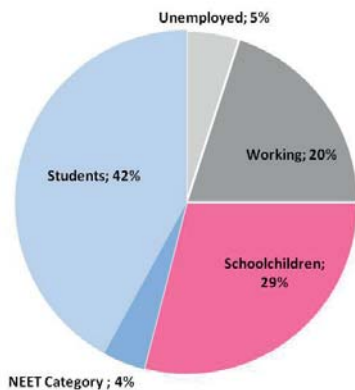
**54%**



**46%**

## Composition of Volunteers for Employment

According to RFO Data for 2022

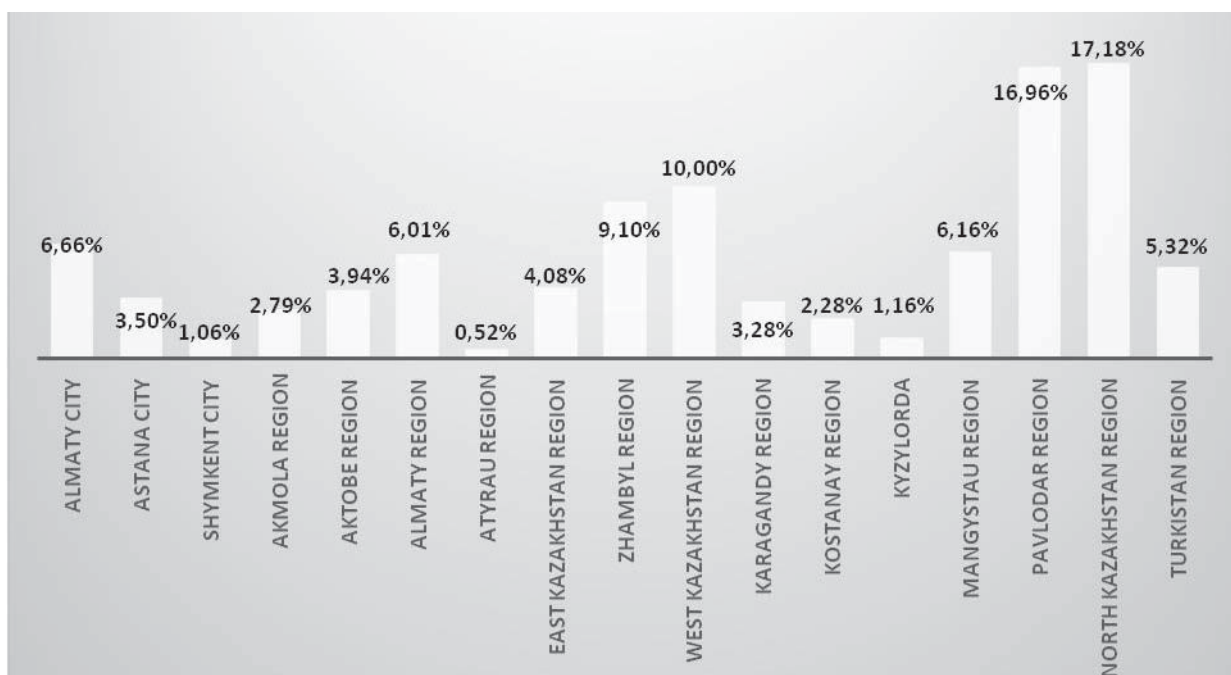


## A portrait of a volunteer by regions

According to RFO, the largest growth in the number of volunteers relative to 2021 is recorded in the Mangystau region (+201%) and the North Kazakhstan region, (+193%), whereas the largest decrease in the volunteering rates is attributed to the city of Almaty (-46%) and Kostanay region (-47%).

It is important to note that a significant decline in indicators, especially by more than 10%, is not due to a real decrease in the number of volunteers in the region, but due to an increase in the quality of calculations. In 2022, the RFO includes much less data on citizens who are not volunteers in reporting than before – the calculations exclude the cases of involuntary participation (any voluntary-compulsory workload of students, employees of the budgetary and state spheres, etc.), cases that are not relegated to volunteerism by definition (paid activity, work on behalf of or in favor of political parties and religious associations, attendance as viewers at events and as athletes at competitions, etc.), cases of socially beneficial activities not related to volunteering (charity, fundraising, etc.)

## Proportion of Volunteers by Region According to RFO Network Data, 2022 (%)



It is important to consider that the above figures represent only the number of volunteers that the regional front offices are cognizant of.

## Gender ratio of volunteers by regions

Region	Male volunteers	Female volunteers
<b>Female-prevailing regions</b>		
Mangystau region	42,4%	57,6%
Aktobe region	42,5%	57,5%
Zhambyl region	42,7%	57,3%
Astana city	44,2%	55,8%
Karagandy region	44,3%	55,7%
North Kazakhstan region	45,3%	54,7%
Shymkent city	46,3%	53,7%
Pavlodar region	46,4%	53,6%
West Kazakhstan region	47,0%	53,0%
Kostanay region	47,2%	52,8%
Almaty region	47,4%	52,6%
Almaty city	47,5%	52,5%
Akmola region	47,9%	52,1%
East Kazakhstan region	48,1%	51,9%
<b>Male-prevailing regions</b>		
Atyrau region	53,2%	46,8%
Turkestan region	55,7%	44,3%
Kyzylorda region	56,6%	43,4%

### Age distribution of volunteers by regions:

According to the data provided by the RFO, the largest percentage of volunteers under the age of 18 (from the number of volunteers in the region) is attributed to Almaty (72%), whereas the lowest indicators are represented by Kyzylorda region (0.9%).

The largest cohort of volunteers aged 18 to 29 years is situated in the Kyzylorda region (90%), whereas the least is in Almaty city (26.9%),

Atyrau region (22,1%), and Astana city (21,3%) occupy the leading positions in terms of the number of volunteers aged from 30 to retirement age, while the lowest percentage is displayed by the statistics of Almaty city (0,9%).

The retired cohorts are more likely to volunteer in Mangystau (7,7%), and less frequently in Almaty, Pavlodar, Karagandy regions and the city of Almaty (up to 1%) and in Zhambyl region (0%).

### Distribution of volunteers in the regions by the type of employment:

Regions with the lowest and highest proportion of school volunteers: Almaty city (63.2%), Kyzylorda region (0.6%).

The regions with the smallest and largest proportion of student volunteers: Akmola region (67.1%), Almaty region (14.8%).

Regions with the lowest and highest proportion of volunteers belonging to the net category: Almaty region (33.7%), Kyzylorda region, Karagandy region, Aktobe region, Almaty city, Astana city (up to 1%).

Regions with the smallest and largest proportion of employed volunteers: Kyzylorda region (41.5%), and Almaty city (1%).

Regions with the smallest and largest proportion of unemployed volunteers: Almaty region (15.2%), North Kazakhstan region, Astana city, and Almaty city (up to 1%).



## The composition of the volunteer cohort at events

The composition of the volunteer cohort at events was assessed in accordance with the following categorization:

Child volunteering (underage volunteers). Voluntary participation of children under the age of 18 in volunteering activities.

Inclusive volunteering (volunteers with special needs). A type of volunteering that encourages people with disabilities to contribute to the community welfare.

Corporate volunteering (organized volunteering of company employees). Voluntary participation of employees of organizations in various social programs with the support of their company.

International volunteering (citizens of other countries). Participation of non-residents in the volunteer movement of the country (including humanitarian aid for other countries).

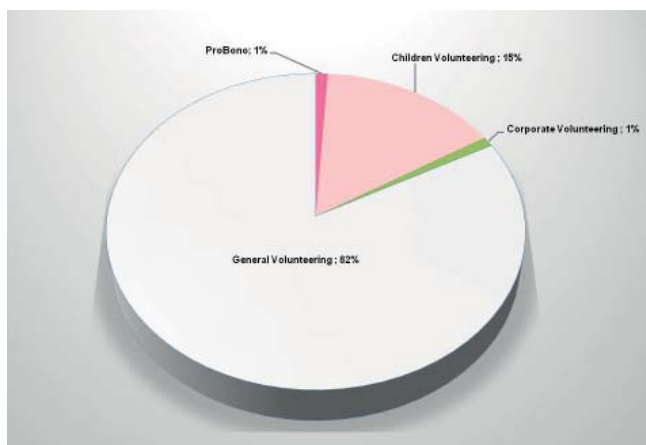
Silver volunteering (volunteers of retirement age). Volunteer of the «silver» age — from 55 years and older.

ProBono volunteering (professionals). Voluntary provision of professional assistance to charitable, public, and other non-profit organizations free of charge.

General volunteering. All other volunteers who are not included in any of the previously

listed categories.

The composition of volunteers at events across the Republic of Kazakhstan (2022)  
Based on the RFO data



**It should be noted that the data collected has not always been implemented by the competent parties, and, therefore, the cases of participation of narrow categories could fall into the category of «General Volunteering».**

## Volunteer organizations and initiative groups by region

According to the RFO, there are 660 non-governmental volunteer organizations (in 2021 – 491) and 1,834 volunteer initiative groups\* (in 2021 - 1658) in Kazakhstan. Without considering the figures of the city of Almaty, unregistered initiative groups occupy 74.3% of the total volume of volunteer associations, which, as before, may attest to significant cultural peculiarities of the national population and simultaneously signify the necessity to improve the policy of interaction of state and other structures with volunteer associations of civic provenance.

**Almaty city has not provided data on the number of initiative groups.**

### The ratio of NPO and initiative groups in the regions:

Region	Вол. НПО	Вол. иниц. гр.	От общего числа вол. НПО	От общего числа вол. гр. в РК
<b>Regions where registered organizations prevail</b>				
Kyzylorda region	80,0%	20,0%	4,4%	0,4%
Shymkent city	72,2%	27,8%	10,3%	1,4%
Almaty region	69,0%	31,0%	15,8%	2,5%
Astana city	60,0%	40,0%	2,8%	0,7%
Turkestan region	60,0%	40,0%	12,8%	2,9%

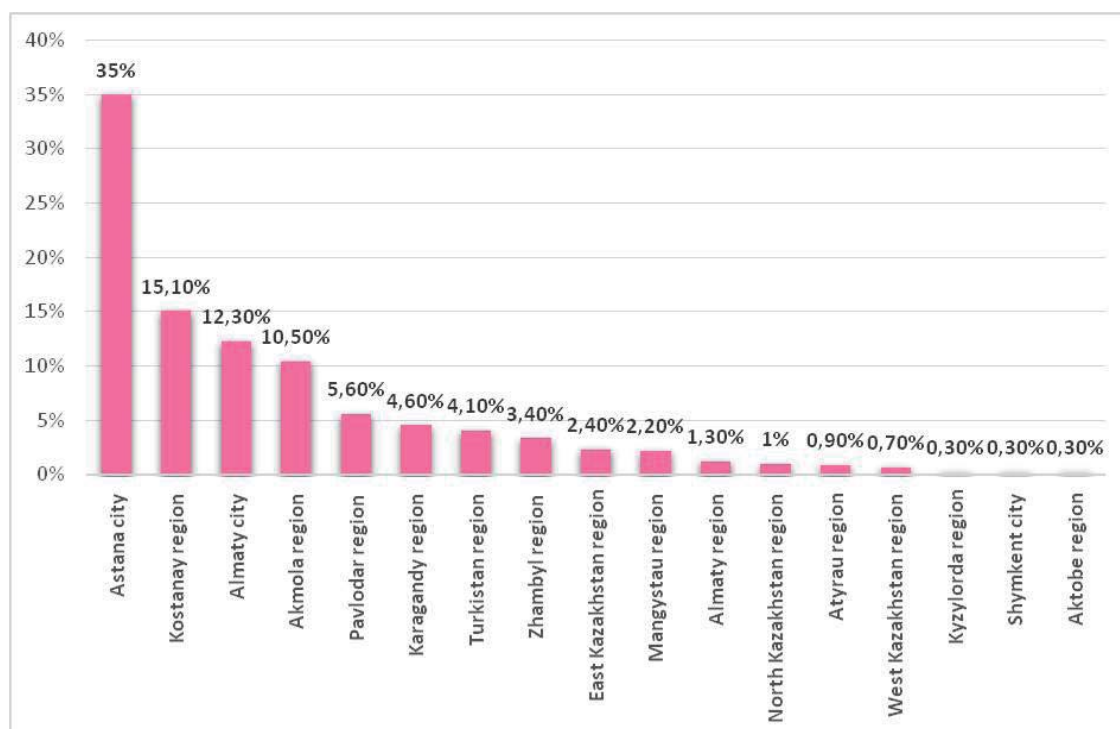
Region	Вол. НПО	Вол. иниц. гр.	От общего числа вол. НПО	От общего числа вол. гр. в РК
<b>Regions where registered organizations prevail</b>				
Atyrau region	41,3%	58,7%	14,2%	7,0%
Karagandy region	28,0%	72,0%	4,7%	4,2%
Akmola region	27,0%	73,0%	5,2%	4,9%
Kostanay region	26,7%	73,3%	3,6%	3,4%
West Kazakhstan region	21,7%	78,3%	10,3%	12,8%
East Kazakhstan region	19,0%	81,0%	4,1%	6,1%
Aktobe region	12,0%	88,0%	4,1%	10,4%
North Kazakhstan region	8,3%	91,7%	0,8%	3,0%
Zhambyl region	7,8%	92,2%	2,1%	8,4%
Mangystau region	6,8%	93,2%	0,8%	3,7%
Pavlodar region	4,4%	95,6%	3,8%	28,4%

## Volunteering areas and the format of events

The RFO statistics show that Kazakhstanis volunteered 1088387 hours in 2022. Considering the conception and features of volunteering, counting the number of working hours is more effective than counting the number of events and volunteers. Systematically operating volunteer organizations—animal shelters, collection and distribution points for humanitarian aid, volunteer crisis centers, volunteer social canteens, ProBono volunteers (in most cases)—do not divide their activities into events, but perform daily volunteer work, which can only be counted in hours.

As mentioned earlier, in 2022, the RFO began to provide information regarding such organizations in reports. Currently, the volume of data comprises no more than 10%-15%, which once again allows us to assume a significant discrepancy between real figures and those presented in a big way.

## Proportion of Volunteer Hours by Region in 2022 According to RFO Network Data





It is important to consider that the front office of the city of Almaty did not collect data from volunteer organizations, except for the League of Volunteers, while the front offices of Shymkent city, Kyzylorda, Mangystau, Turkestan, Almaty, Aktobe and West Kazakhstan regions have extremely low coverage of volunteer activity. Therefore, the above figures are more appropriate to consider as an indicator of the quality of the data collection performed by the RFO.

In the context of the areas of volunteering for 2022, volunteer hours were distributed as follows:

**1. Other social volunteering – 38.35% (417,399 hours)**

The largest proportion across the country: Astana (49.9%)

The largest proportion of events in the region: Aktobe region, Akmola region, Astana, Almaty (over 50%).

This is the most widely represented area of volunteering in Kazakhstan, which includes a wide spectrum of activities.

**It is important to sustain attention to the fact that the work in the given area is not provided with grant funding and is carried out exclusively on a voluntary basis, while volunteers spend a significant number of hours. This may indicate that civil society independently identifies and solves acute social problems, regardless of the priorities defined when allocating the budget.**

Among the most common «Other social volunteering» are blood donation; collection and distribution of humanitarian aid for victims of fires in Kostanay region, as well as the headquarters of humanitarian support for Ukraine operating in several cities of Kazakhstan. It is common to install «Shelves of Goodness» in stores; support and provision of hot lunches and tea to the personnel of communal facilities during severe weather; a collection of books, including for military units, schools, places of serving sentences, and others; restoration of damaged books in the library; delivery of food to those waiting at checkpoints in adverse weather conditions;

explanatory work on state programs and the referendum, combating corruption, drug addiction, offenses among various segments of the population, prevention of religious extremism and terrorism, fraud, crimes of various kinds, exploitation of child labor; various raid events; social canteens and volunteer crisis centers; actions to promote a healthy lifestyle and volunteer work at sports events; street improvement; free taxi and distribution of sweets and gifts on the street during holidays or on weekdays; events in honor of Children's Day, Children's Day State symbols, Dombra Day, Kazakh National Dress Day and others.

**Besides, it is important to mention the following activities aimed at developing volunteering in the category of "other social volunteering": training, team building, motivational programs, and encouragement.**

**In 2022, 259 activities focused on improving volunteerism were recorded within the network of RFO: 11283 volunteers were recruited, and 1,387 hours were contributed.**

**The greatest number of such events were held in the following regions: Astana city (54), Karagandy region (40); the greatest number of hours were spent in Astana (49 hours).**

**The least number of events devoted to developing volunteerism were held in the following regions: Almaty city (2), Almaty region (3), West Kazakhstan region (3), Zhambyl region (5); the least number of hours were spent in Almaty region (4 hours).**

### **1. Birgemiz: Úmit – 29,05% (316,158 hours)**

The largest proportion across the country: Kostanay region (46.52%)

The largest proportion of events in the region: Kostanay region (89.5%).

The volunteer work in the given area was primarily relegated to (1) physical and web searching of missing people (permanently functioning volunteer organizations), (2) a wide spectrum of explanatory and preventive work (mostly in close cooperation with the Department of Emergency Situations), (3) a substantial amount of aid allotted to restoring post-emergency facilities.

### **2. Birgemiz: Qamqor – 14,14% (153,850 hours)**

The largest proportion across the country: Astana city (25.23%)

The largest proportion of events in the region: Turkestan region, West Kazakhstan region, Almaty region, Kostanay region, Pavlodar region (32-35%).

The contribution of volunteers in the given area was predominantly devoted to (1) aiding elderly people and those facing life hardships and living alone, and (2) collecting and distributing food and other humanitarian assistance.

### **3. Birgemiz: Taza Álem – 9,67% (105,224 hours)**

The largest proportion across the country: Karagandy region (19.7%)

The largest proportion of events in the region: Astana (63.9%).

The volunteer work in the given area was primarily dedicated to (1) cleaning public areas and the environment, (2) planting trees, and (3) carrying out awareness-raising activities.

### **4. In the field of art and culture – 4.52% (49,242 hours)**

The largest proportion across the country: Almaty (35.69%)

The largest proportion of events in the region: Mangystau region (32,4%).

For the most part, the representation of this area is proxied by the participation of Almaty volunteers in numerous entertainment and commercial non-social events, which is not entirely correct from the perspective of the Law «On Volunteer Activity» of the Republic of Kazakhstan (Chapter 1, Article 1, paragraph 5 «volunteer activity is a voluntary socially oriented, socially useful activity carried out on a free will, carried out on a gratuitous

basis». The remaining cases are organizing and holding socially oriented concerts and events by volunteers.

### **5. Birgemiz: Ayala – 2,61% (28,453 hours)**

The largest proportion across the country: Astana (95.07%)

The largest proportion of events in the region: Astana (7%).

The volunteer work in the given area was primarily relegated to (1) organizing the animal shelters, and (2) finding homes for stray animals.

### **6. Birgemiz: Sabaqtastyq – 0,54% (5,879 hours)**

The largest proportion across the country: Almaty (34.68%)

The largest proportion of events in the region: Shymkent (6.3%).

The volunteer work in this area consisted of multidirectional activities for children from orphanages and (much less often) for children from incomplete and/or dysfunctional families.

### **7. Birgemiz: Saýlyq – 0,48% (5,272 hours)**

The largest proportion across the country: Zhambyl region (37.8%)

The largest proportion of events in the region: Atyrau region (9.4%).

The contribution of volunteers in the given area was predominantly channeled towards (1) awareness-raising activities regarding healthcare, (2) the work of volunteers in medical establishments (mostly in the organization of leisure activities for severely ill patients of different categories), (3) the assessment of public health (free admission of a therapist), (4) the work of ProBono doctors.

### **8. Birgemiz: Bilim – 0,36% (3,925 hours)**

The largest proportion across the country: Zhambyl region (24.13%)

The largest proportion of events in the region: Shymkent (3.2%).

The volunteers of the given area were primarily engaged in conducting courses on improving computer literacy for different segments of the population—courses on using the E-government portal, language courses (English, Kazakh), and explanatory work regarding the Latin alphabet of the Kazakh language.

### 9. Birgemiz: Asyl Mura – 0,26% (2,819 hours)

The largest proportion across the country: Zhambyl region (33.57%)

The largest proportion of events in the region: Kyzylorda region (2.8%).

The volunteers of the given area were primarily engaged in holding informative meetings regarding the historical and cultural heritage and excursions with the participation of volunteers (organizational assistance), as well as in cleaning the territories of historical monuments. Besides, the volunteer work incorporates the organization of tournaments for national games.

### 10. Media – 0,02% (166 hours)

The largest proportion across the country: Kyzylorda region and Almaty (33% and 31%)

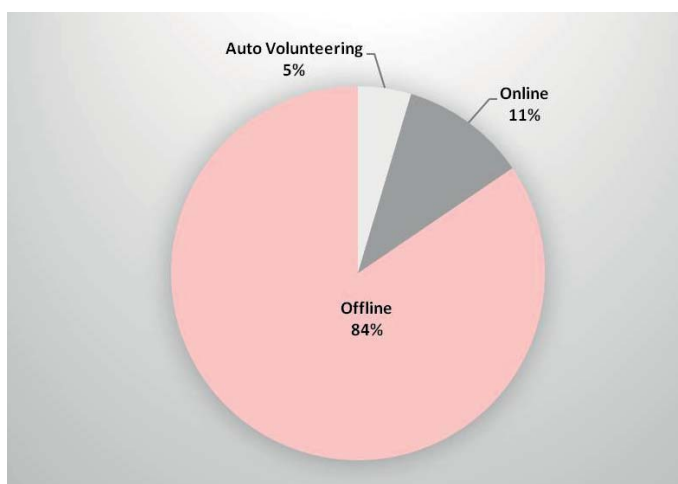
The largest proportion of events in the region: Kyzylorda region (1.5%).

The volunteer work in this area consisted of creating video content for social media regarding different social issues, including the coverage of volunteer activities.

## The format of events

The format of the events was evaluated in terms of the following categories: «Auto volunteering», «Online» (remote activity, via the Internet and/or telephone), and «Offline» (face-to-face activity, presence at the event).

Of the total number of events described in the RFO reports, the proportion of formats is as follows:



## Representation of events of different areas in the regions

more than 25% (=) less than 5% (x)

	AYALA birgemiz	ASYL MURA birgemiz	BILLY birgemiz	QAMQOR birgemiz	SAYLYQ birgemiz	SAMAQASTYQ birgemiz	TAZA ALEM birgemiz	UMIT birgemiz	Media Volunteering	Culture and Art Spheres Volunteering	Other Social Volunteering
Astana city		X	X		X	X	X		X	X	●
Almaty city	X	X	X	X	X	X	X		X		●
Shymkent city	X	X	X		X				X		●
Akmola region	X	X	X	●	X	X		X	X	X	●
Antobe region	X	X	X		X	X			X	X	●
Almaty region	X	X	X	●	X	X		●	X	X	
Atyrau region	X	X	X			X		●	X		
East Kazakhstan region	X	X	X		X	X	●	●	X	X	
Zhambyl region	X	X	X			X			X	●	
West Kazakhstan region	X	X	X	●	X	X		X	X	X	●
Karagandy region	X	X	X	●	X	X	●	X	X	X	
Kostanay region	X	X	X	X	X	X	X	●	X	X	
Kyzylorda region	X	X	X		X	X		X	X		●
Mangystau region	X	X	X	X	X		●	X	X	X	X
Pavlodar region	X	X	X	X	X	X	●	X		X	X
North Kazakhstan region	X	X		X	X	X	●	X	X	X	X
Turkistan region	X	X	X	X	X	X	●	X	X	X	X

## RFO support

The support of regional front-offices of volunteer events is represented mainly by:

- Assistance in recruiting volunteers;
- assistance relegated to the event coverage;
- organizational assistance;
- assistance in collecting funds and humanitarian cargo;
- provision of vehicles;
- provision of inventory;
- provision of printouts.

Region	Representation of the RFO support for the volunteer movement
<b>Astana</b>	<b>The RFO support is mentioned regularly.</b>
<b>East Kazakhstan region</b>	<b>The RFO support is mentioned regularly.</b>
<b>Zhambyl region</b>	<b>The RFO support is mentioned regularly.</b>
Karagandy region	There are references regarding the RFO support.
Kostanai region	There are references regarding the RFO support.
Mangystau region	There are references regarding the RFO support.
Pavlodar region	There are references regarding the RFO support.
Shymkent	There are one-time mentions of the RFO support.
Akmola region	There are one-time mentions of the RFO support.
Almaty region	There are one-time mentions of the RFO support.
Atyrau region	There are one-time mentions of the RFO support.
Kyzylorda region	There are one-time mentions of the RFO support.
North Kazakhstan region	There are one-time mentions of RFO support.
Almaty	There is a one-time mention of the RFO support.
Aktobe region	There is a one-time mention of the RFO support.
<b>West Kazakhstan region</b>	<b>There is no mention of the RFO support for 2022.</b>
<b>Turkestan region</b>	<b>There is no mention of the RFO support for 2022.</b>

## The work of priority projects

Since 2020, the NGO «Center for Support of Civil Initiatives» has been allocating funds to the following areas of volunteer activity: «Birgemiz: Bilim» (volunteering in the field of education), «Birgemiz: Saýlyq» (volunteering in the field of health and medicine), «Birgemiz: Taza Álem» (volunteering in the field), «Birgemiz: Ayala» (volunteering in the field), «Birgemiz: Qamqor» (volunteering in the field of ecology), «Birgemiz: Úmit» (volunteering in the field of emergencies), «Birgemiz: Sabaqtastyq» (volunteering in the field of work with children and adolescents from socially vulnerable categories), «Birgemiz: Asyl Mura» (volunteering in the field of historical and cultural heritage), «Silver volunteering» (volunteering in any area for retired citizens).

Unfortunately, suppliers who receive republican grants often cannot implement them at the national level (because they are local organizations!), limiting themselves to their own region and remotely conducting ineffective nominal activities in other regions.

An equally serious problem is the refusal of some grantees from participation in supporting the development of volunteerism: starting from the failure to provide statistical data to the network of regional front offices and the Republican Front Office of volunteers (the data they provide to the CPG «close» the indicators and do not display the real picture of volunteerism in the Republic of Kazakhstan).

**CF «Social Projects Fund» («Birgemiz: Taza Álem»), NGO «Medical Youth» («Birgemiz: Saýlyq» provided only duplicate figures from the reports of the CPGI and refused to answer questions necessary to identify the qualitative nature of the volunteer work in the areas in which it is implemented. NGO «Community of Youth Workers» («Birgemiz: Bilim») is not available for any type of communication and there is no quantitative data on the implementation of this project.**

The report contains detailed responses from four projects: «Birgemiz: Ayala» (NGO «Green Help»), «Birgemiz: Asyl Mura» (OF «Danalyk»), «Birgemiz: Qamqor» (NGO Society of Disabled People «Marhabat. KZ»), «Birgemiz: Sabaqtastyq» (NGO «Board of Trustees of Educational Organization «QOLDAU»). After long negotiations, it was possible to obtain data from both «Birgemiz: Úmit» and «Silver Volunteering» (Community Chest of «Volunteers Kyzylorda»).

According to the results of the implementation of the first year of three-year projects organizations trace a number of features and specifics of work in the chosen area.

Projects that cooperate with specialized social and state institutions and find support there (for example, «Birgemiz: Qamqor», «Birgemiz: Sabaqtastyq», «Birgemiz: Asyl Mura», «Birgemiz: Úmit»), mention the active involvement of Zhambyl, East Kazakhstan,

Turkestan, and Kyzylorda regions. The cities of Astana and Semey, Aktobe, West Kazakhstan, Mangistau, and Karagandy regions are, on the other hand, characterized by moderately low engagement. According to respondents, Ulytau, Akmola regions, and the southwest of the Republic exhibit profoundly low activism.

Projects that work directly with the civil sector (for example, «Birgemiz: Taza Álem», «Silver Volunteering», as well as «Birgemiz: Asyl Mura» in 2021), on the contrary, speak of low involvement and a formal approach to Turkestan, Zhambyl and Almaty regions, lack of interest in the western regions (Mangystau and Atyrau regions), and mention the participation of North Kazakhstan, Akmola, Karagandy, Abai regions, as well as the cities Almaty and Astana.

Various grant projects refer to the volunteer activity in North Kazakhstan, Kostanay, and Pavlodar regions.

The data obtained once again illustrate the presence of unique features of volunteer activity in different regions of Kazakhstan – depending on the needs, and socioeconomic and cultural characteristics of the region. It is obvious that for the development of volunteerism in the regions, it is important to support socially and historically grounded volunteering areas that are relevant to the specific region. To do this, it is reasonable to eliminate the requirements to increase the number of volunteers or equally increase other volunteer indicators in all regions.

It is pertinent to quote an excerpt from the analytical report on volunteering in the Republic of Kazakhstan in 2021: «based on the results of the work and monitoring of the volunteer movement, as well as specific examples and experience of representatives of the National volunteer network and partner volunteer organizations, it became obvious that the nature of volunteer activity has its own unique features in each region of Kazakhstan. Besides, the development of the phenomenon of volunteerism

depends on social and economic conditions, territorial, geographical, environmental, and many other factors in the regions. In this regard, it was identified that a comparative assessment of the field of volunteering in the regions by numerical indicators is extremely inefficient.»

Based on the content of applications submitted for small grants, it is possible to identify the following volunteer initiatives that are demanded in society and require financial support:



- Events aimed at educating children and adolescents to humane treatment of animals («Birgemiz: Ayala»);
- Educative work aimed at changing the culture of attitude towards animals («Birgemiz: Ayala»);
- Provision of free veterinary services («Birgemiz: Ayala»);
- Information literacy courses for the elderly people («Birgemiz: Qamqor»);
- Opening of needlework circles for the elderly people («Birgemiz: Qamqor»);
- Popularization of sacred places among young people and conducting historical excursions («Birgemiz: Asyl Mura»);
- Restoration and preservation of monuments, as well as cleaning the territory of cultural and historical sites («Birgemiz: Asyl Mura»);
- Digitalization of historical and cultural data and the use of media platforms («Birgemiz: Asyl Mura»);
- Art therapy, teaching applied skills and conducting psychological trainings for adolescents under social care («Birgemiz: Sabaqtastyq»);
- Search for missing people («Birgemiz: Úmit»);
- Prevention of fire safety («Birgemiz: Úmit»);
- Teaching children the rules of conduct in emergency cases («Birgemiz: Úmit»);
- Involvement of parties of retirement age in various types of volunteer activity («Silver volunteering»).

**An acute problem that requires a prompt solution is the lack of an animal shelter in the Kyzylorda region.**

Project executors and specialized volunteer organizations emphasized the work of volunteers, which is carried out outside of grant support, or continues to operate after the completion of small grants and can prove itself more effective in the presence of systemic support:

- physical assistance in animal shelters: cleaning, construction of aviaries; fundraising for shelters;
- consultations and popularization of literacy relegated to animal upbringing among dog owners; search for homes for stray animals; sterilization of homeless animals;
- conducting regular workshops on sand tray therapy (Aktau, Atyrau, Aktobe, Uralsk) and other cultural and leisure activities in social service centers; cooking treats and buying food for elderly people living alone with children suffering from neuropsychiatric disorders and their parents (inclusive volunteering); the work of the Club of like-minded elderly people (Almaty region); the School of Information Literacy 55+ (Karagandy region); the work of a mobile application for requesting assistance to the elderly; a large number of humanitarian headquarters;
- consolidation of volunteers and their involvement in the preservation of historical and cultural heritage; clean-up events at cultural and historical sites; installation of QR codes to monuments; assistance of volunteers in museums (training of volunteer guides adept at memorial complexes, creation of a 3D museum, etc.), at archaeological excavations and on the territory of heritage sites; organization of historical and cultural clubs;
- work of volunteers in the Support Center for children in difficult life situations; work of yard clubs; volunteer events within the framework of work of Boards of Trustees of educational organizations for orphans and children left without parental care; visits to orphanages for leisure activities;
- search for missing people;
- volunteering of retirees (different areas and silver clubs volunteers), including rural areas;
- Other activities described in the column «Other social volunteering» of the chapter «Areas of volunteering and the format of events» of this Report.

It is important to note that according to experts and representatives of the direction, the volunteer environment in Kazakhstan demonstrates instant and tangible qualitative (in some cases quantitative) growth with the financing of existing volunteer initiatives. Such a positive response is characteristic of projects formed by civil society, in contrast to projects with the Terms of Reference (ToR) described by the Customer.

Initiatives that receive support on a systematic basis show themselves to be especially stable.





### The grantees mention the support from the following organizations and groups:

- Ministry of Emergency Situations and Regional Departments of Emergency Situations («Birgemiz: Úmit»)
- Profile projects of the Ministry and its Offices («Birgemiz: Sabaqtastyq»)
- Departments of Employment and Social Programs by regions, Social Service Centers («Birgemiz: Qamqor»)
- Profile projects of the organization, Departments of Culture («Birgemiz: Asyl Mura»)
- «SKO-VtorResurs» Joint Stock Company (JSC), «RiM-KazAgro» JSC, «LS Astana» JSC, «Vtorsyr'e (Recycling Karaganda» Individual Entrepreneur, «KWR» Company («Birgemiz: Ayala»)
- volunteer community (all grantees)

## Grantee Comments and Recommendations

Most grantees mention two main difficulties in working on Civic Initiatives Support Center (CISC) projects:

1) Frequent unsystematic requests for statistical information of the same content in different forms. The need to urgently fill out constantly changing forms with the same redundant information is described as an obstacle to the project itself.

2) Lack of opportunity to insert changes in the detailed plan and cost estimates of three-year projects. Since the signing of grant agreements, the economic situation in the country has changed significantly, as have other aspects of society. This makes the original estimates of costs no longer effective and the signed implementation plans no longer relevant. The opportunity of revising the allocation of the received budget and making changes to the detailed plan (and possibly to the indicators), taking into account the changing socio-economic situation, could have a significant qualitative impact on the results of projects.

**In addition, regular delays in funding and excessive review and verification of reports are mentioned. Grantees note the relevance of increasing the number of staff of the Grantor in order to improve its effectiveness.**

### At the same time, all grantees mention positive aspects of cooperation:

- 1) Media support from the CISC Press Office.
- 2) Help from Coordinator Managers, particularly in explaining various issues on grant documentation.
- 3) Example of a «listening» organization: annual update for the improvement of interaction mechanisms, report forms, application forms and paperwork, taking into account recommendations of grantees. Ability to actively negotiate to solve common tasks.
- 4) Long-term duration of the presented projects.

### Among the sounded recommendations should be noted:

1. Need for systematic development of volunteering in the regions - a broad media and education campaign for the population and, particularly, for public sector representatives; implementation of the Support for Volunteering Standard.

2. Creation and public placement of a register of unscrupulous grant implementers, including small grants.

3. The need to provide qualified psychological support for volunteers working in conditions of increased emotional stress (working with people in difficult situations and under the care of social institutions, working in hospices and hospitals, working with people with disabilities, working with homeless animals, etc.).

## Economic contribution of volunteers in Kazakhstan

As mentioned earlier, the RFO reports do not take into account a large number of initiatives, which allows us to assume a significant difference between the real figures and those provided in a big way.

If we take as an example only three republican organizations of those whose volunteer work is not taken into account in the RFO reports, we can see significant indicators that have a great impact on the overall volunteer activity of the Republic of Kazakhstan.

As that, when considering some volunteer programs of the National Volunteer Network for 2022 alone, it can be seen:

1. Joint programs of UNICEF Kazakhstan and NVN (BeSafe Kazakhstan, QauipsizInternet, Tik-Tok volunteers, Volunteering for Education, Medical Volunteers) involved 705 volunteers from all over the Republic who worked 3600 hours.

2. Republican project «Zhenis» for veterans and home front workers involved 170 volunteers who worked for about 2200 hours.

3. Work of coordinators and volunteers of the VII Congress of Leaders of World and Traditional Religions. 85 volunteers were involved, who worked 4936 hours.

4. The work of volunteers and coordinators at socially-oriented and event-related events (at least 1215 volunteers, at least 16155 hours).

Public Foundation «28 loops» (knitting life-saving kits for premature babies), which appeared in 2012 as a Kazakh initiative, and currently exists in 13 countries of the world (150 clubs, 3278 people), in Kazakhstan involved 537 volunteers (20 cities) that worked at least 38,100 hours in 2022.

The headquarters of the Humanitarian Support of Ukraine, opened in a number of cities of Kazakhstan (10 cities for the entire period) for 2022 involved at least 500 volunteers who worked at least 141,818 hours (61,000 of them were taken into account in the report of Nur-Sultan for March and April 2022).

Considering that there are dozens of such organizations in the Republic of Kazakhstan, and also taking into account the low coverage of local volunteer activity by regional front offices (with a low mark for some months of up to 5% in a number of regions), we can say that the actual number of hours worked by volunteers may exceed the orders of the figures presented in this report.

Add here the approximate number of volunteer hours worked within the framework of the CISC grant volunteer projects: «Birgemiz: Saýlyq» - at least 4500 hours, «Birgemiz: Taza Álem» - at least 8500 hours, «Birgemiz: Ayala» - at least 4200 hours, « Birgemiz: Qamqor» - at least 4000 hours, «Birgemiz: Úmit» - at least 8400 hours, «Birgemiz: Sabaqtastyq» - 7460 hours, «Birgemiz: Asyl Mura» - at least 4722 hours, «Silver Volunteering» - at

least hours . «Birgemiz: Bilim» - data not provided. Total at least 45182 hours (21235 volunteers were involved, at least 800 events were held).

There are other volunteer organizations whose activities are not recorded, such as the NGO «Zhas Ulan» (a single republican children's and youth organization), for which volunteers worked at least 7,000 hours a year in Pavlodar region alone.

Thus, having considered the work of only three unrecorded volunteer organizations, one region of the republican children's and youth organization and 8 out of 9 grant projects of the Center for Strategic Research (with the exception of a few cases included in the report), we can talk about an increase in the total number of hours worked according to the RFO (1088387 hours ) by 24% (+258991 hours).

Applying a comparison of the average monthly salary in the regions, taking into account the distribution of volunteer hours, taking into account both the unaccounted-for initiatives (only those described above) and the possible error in the overestimated RFO indicators, we can conclude that:

**Economic contribution of volunteers in the Republic of Kazakhstan. In 2022 amounted to at least 2.6 billion KZT.**

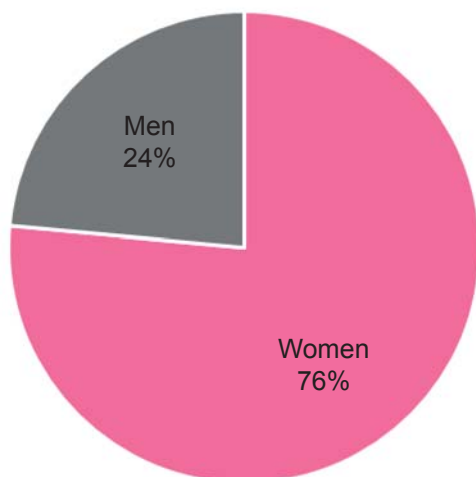
When comparing the average monthly salary by type of economic activity, taking into account the distribution of volunteer hours, the volume of the economic contribution of volunteers is also estimated at approximately 2.2 - 2.6 billion KZT.

**The estimated number of volunteer hours in 2022 is comparable to a year of full-time work of 742 people.**

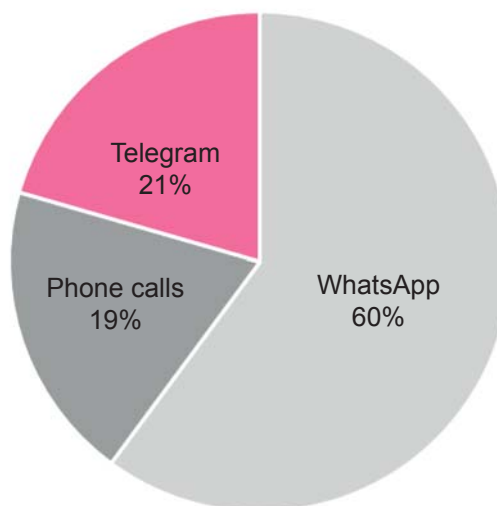
## Public Interest

In 2022, the unified information center for volunteering received about 2,500 applications on the topic of volunteering and at least 600 more applications not related to volunteering. All appeals, including those not related to volunteering, were processed and brought to the conclusion that the applicant received a result.

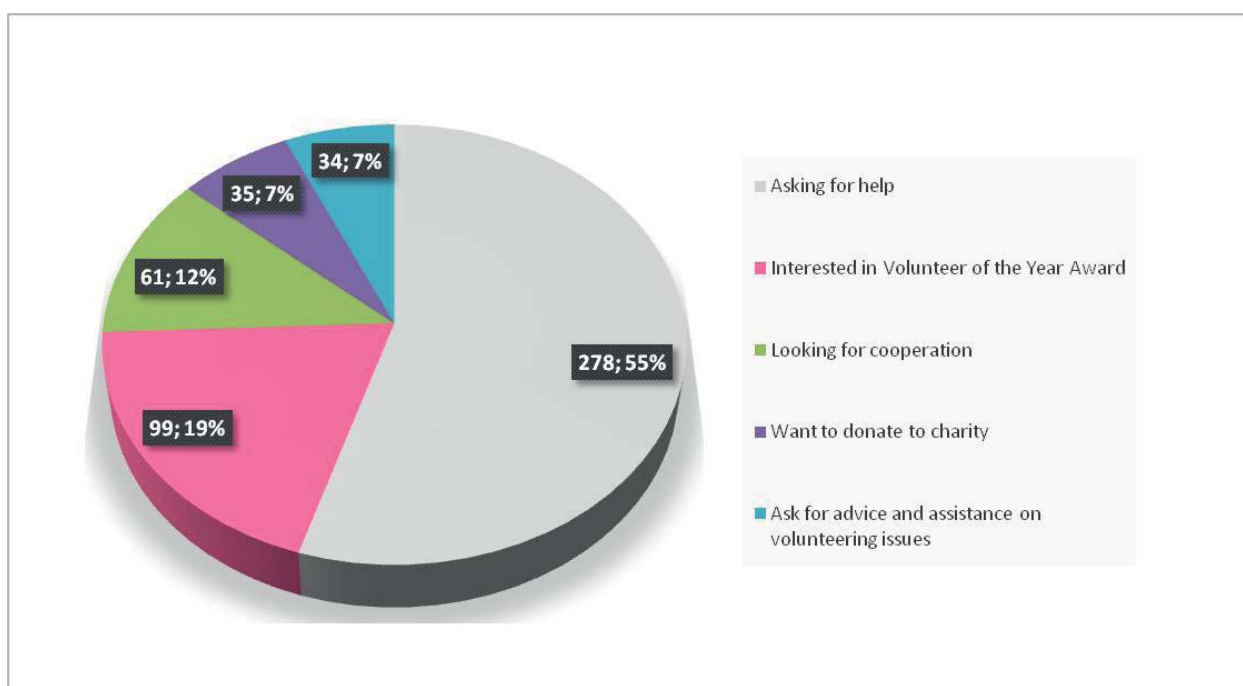
Turned by gender



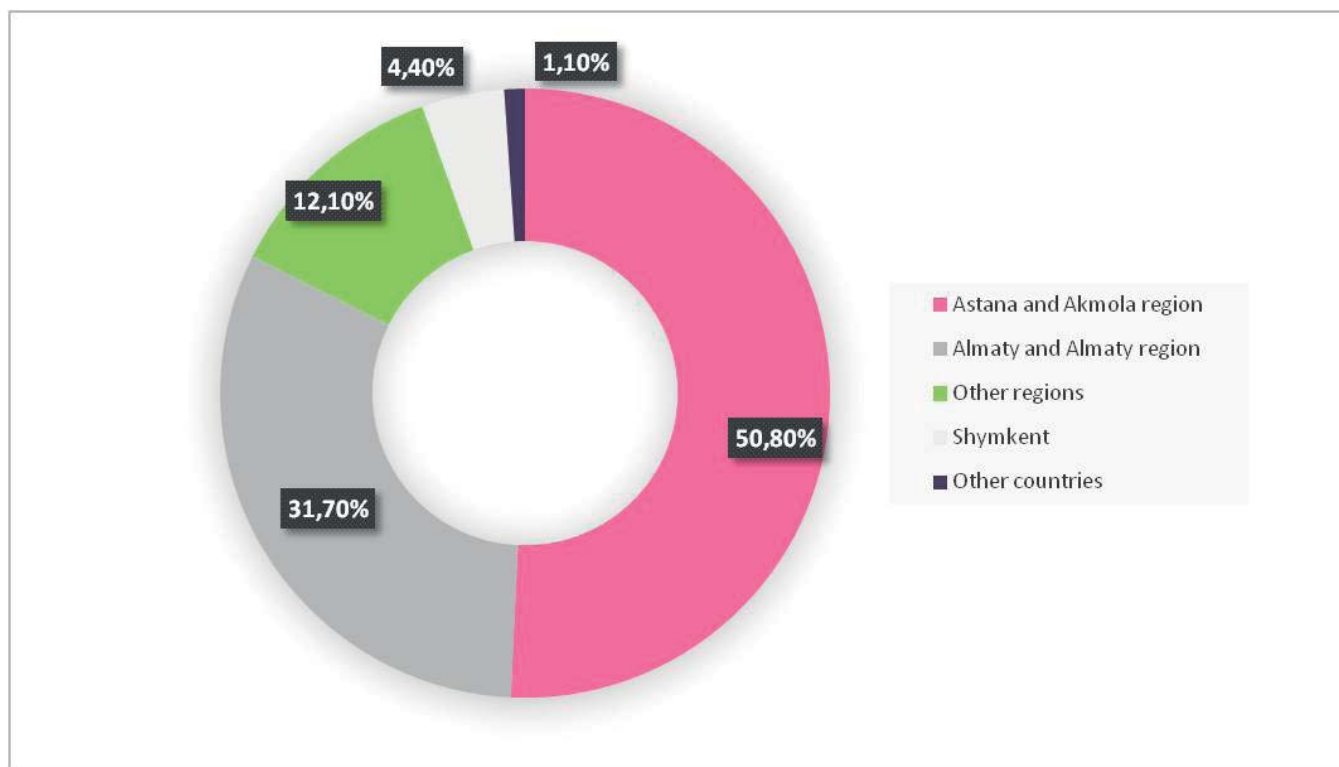
Channels of connection



The contents of the received messages were as follows:



### Request regions



Other countries were represented by applications from Uzbekistan, Kyrgyzstan, Tajikistan, Ukraine, Germany, Georgia, Nepal, Russia and Japan. For the most part, these were requests on how to become volunteers in Kazakhstan, including online, including in connection with the January events and regarding humanitarian assistance to Ukraine. Also foreign appeals concerned requests for consultation and a few - they were interested in the «Volunteer of the Year» award.

## International Practice and Collaboration

The Central Asian civil society events held in 2022 (for example, the Central Asian of Volunteers Forum (CAVF) (Kazakhstan, August), the Central Asian Civil Society Forum (CACSF) (Uzbekistan, November), the Forum of Central Asian Experts (FCAE) (Uzbekistan, November)), demonstrated the relevance of considering the social processes of individual countries as unified processes of civil society throughout the Central Asian region.

The Central Asian countries are connected not only by geographical, but also by common historical, cultural and moral contexts. In this regard, interstate cooperation has already been established in the direction of joint development in the field of cultural, humanitarian and social ties, trade, economy, security, solving environmental problems, promoting alternative energy and supporting scientific and technological progress.

Such work forms fertile ground for strengthening civil society in the Central Asian region.

The resolutions of the forums were drawn up by experts from civil society and the volunteer community of five states (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan) and are consonant with the observations and recommendations of the ALE «National Volunteer Network», which were developed and presented in 2019-2022 on the basis of regular meetings and round tables between a large number of volunteer civil society organizations and initiative groups of the Republic of Kazakhstan.

Here are some of them:



Resolution	Link to recommendations or work done by the Republican Federal District
<p>1. On the part of the authorities there should be all-round support for the volunteer movement. First of all, it is necessary to organize the training of volunteers in the specifics of work in this (risk) direction (CAVF).</p> <p>2. It is necessary to ensure the development and implementation of a training and accompanying component in projects in this (ES area) direction (CAVF).</p>	<p>In 2021, experts from the Republican Federal District developed the Volunteer Support Standard and the Unified Volunteer Training Program in key areas.</p> <p>Unfortunately, as described in the document “Analytical report on volunteering in the Republic of Kazakhstan in 2021”, as well as in the annex to the RFO report for July 2022 for MIOR, the development and adoption of the Standard (and the Unified Training Program) in themselves do not no effect and can do harm without separate comprehensive targeted work on the implementation of this Standard in the regions. The activities to implement the Standard were planned for 2022, but the Customer did not allocate funds for its implementation, which led to the absence of any result of the mentioned work.</p>
<p>3. It is necessary to ensure a constant practice of interaction between volunteers and emergency departments both in the regions and at international platforms (for example, during congresses, trainings and mutual exercises) (CAVF).</p>	<p>The National Volunteer Network, within the framework of the Memorandum with the Ministry of Emergency Situations of the Republic of Kazakhstan, in 2022 conducted training for regional DES on interaction with the volunteer component, and also reached an agreement on the participation of volunteers in the exercises. At the moment, the DES closely cooperate with their regional volunteer organizations in solving problems of various categories and levels of complexity.</p>
<p>4. Provide for the provision of the necessary equipment and uniforms with assistance in the elimination of the consequences of emergencies with the involvement of volunteers (CAVF).</p>	<p>Recommendations on the provision of funding for regional front offices to be able to support volunteers in emergencies and other circumstances have been repeatedly submitted to MICP and CICP, starting from June 2021, including the document “Analytical report on volunteering in the Republic of Kazakhstan in 2021”, and an annex to RFO report for July 2022 for MICP.</p>
<p>5. Mobilize resources to create a positive image of volunteers as agents of change and development (CAVF).</p> <p>6. It is necessary to develop professional standards for specialists in schools, colleges, universities working with a volunteer component (CAVF).</p>	<p>It was proposed to provide a broad information campaign for the population about the specifics of volunteering, its types and directions, the fundamental difference from charity, as well as to guarantee an increase in the status of volunteering according to the developed PR strategy, it was proposed in the document “Steps to stimulate volunteer activity” (July 2021) and in an analytical report on volunteering for 2021.</p>
<p>7. There is a need for regular publication of reports, the creation of information projects on the current state of civil society in the region (CACSF).</p> <p>8. It is necessary to conduct joint (regional) studies on topical issues of the region (CACSF).</p> <p>9. Creation of mechanisms to encourage the initiatives of experts, including support for network regional research projects (FCAE).</p>	<p>In a letter to MICP dated 12/20/21 («Recommendations for the development of volunteering in the Republic of Kazakhstan», ref. 544/21), it was proposed to conduct an expanded study on volunteering in Kazakhstan to identify the specifics, features, needs and prospects of the volunteer movement in each region. The last large-scale study was conducted in 2014, and narrowly focused in 2016 and 2019. To build a further strategy in all aspects of volunteering, it is absolutely necessary to be based on fresh data that has received changes with the Year of the Volunteer, the work of pandemic volunteers and the introduction of the RFO network.</p>



Resolution	Link to recommendations or work done by the Republican Federal District
<p>10. Develop a system of incentive measures for eco-activists (CAVF).</p> <p>11. To think over and implement an effective system for encouraging volunteers of all ages and professions (CAVF).</p>	<p>As it was presented in a number of RFO documents, including in a letter to the MICP dated 12/20/21 («Recommendations for the development of volunteering in the Republic of Kazakhstan», ref. 544/21):- it is necessary to set up motivational projects for volunteers on a systemic regular basis. The international award «Volunteer of the Year» needs close attention and modification in terms of paying attention to actually acting Kazakhstani volunteers; separation of domestic and international nominations; conducting a long-term and high-quality international PR campaign; involvement of the international composition of the commission; exclusion of online voting and revision of the approach to the prize pool.</p> <p>- it is extremely important to hold annual regional Kazakhstani awards «The Best Volunteer» on a mandatory basis for each region, as the first stage for the selection of applicants for the international award «Volunteer of the Year».</p>
<p>12. Developing the capacity of representatives of state bodies and establishing a constructive dialogue on issues of interaction with non-governmental non-profit organizations (CACSF).</p>	<p>As repeatedly mentioned in the RFO strategic documents, including in the analytical report on volunteering for 2021, the replication of the development of volunteering in the regions began without training of all involved departments and employees, which led and continues to lead to a number of systemic errors and hinders the development of volunteering. Since June 2021, the reports and recommendations of the RFO have repeatedly described the great need to continue and strengthen educational activities about volunteering for the population and government agencies, including the formulation and wide broadcasting of the concept of volunteering specific to Kazakhstan</p>

In addition, among the important resolutions of the forums, it is worth highlighting the following decisions, to one degree or another reflected in the realities of modern Kazakhstani volunteering, decisions:

- It is necessary to develop regional, intercountry volunteer initiatives to promote the global climate agenda SDG 13+ in the CA countries, raise awareness of the population, especially young people, about the risks associated with climate change, the necessary adaptation measures and the protection of natural ecosystems (CAVF).
- It is necessary to support international internships in this direction (CAVF).
- Further support is needed for international forums and platforms for the volunteer community in the CA region with the rotation of countries for the exchange of best practices, the development of joint initiatives and projects (CAVF).
- It is necessary to ensure the replication of social projects in the Central Asian region with the adaptation of experience in each of the countries, through the support of internships for volunteers.
- There is a high need to develop unified/universal approaches and methodology for assessing the contribution of volunteering, not only to economic but also to social development, the development of the human capital of countries (Volunteer Contribution Evaluation Indices) (CAVF).
- Need to involve volunteers in drafting, consulting and drafting development strategies and other sectoral strategies at both national and regional levels (CAVF).



## Volunteer development outlook for 2023

The described prospects and proposed mechanisms are based on the analysis of various indicators of the volunteer movement in the Republic of Kazakhstan for 2021-2022, as well as the results of the Workshop with regional LEBs and RFOs (December 4-5, 2022). The recommendations presented below are the Protocol of the terms of reference developed by the NVN for the regions to support and develop volunteer activities.

Taking into account the experience of the Republican Front Office of Volunteers BIRGEMIZ: áreket ýaqyty during the coronavirus pandemic, the NVN determines promising areas for the development of volunteering in Kazakhstan for 2023:

1. work out a mechanism for collecting information on volunteering and introducing a unified methodology for assessing the contribution of volunteering to the socio-economic development of the country, developed by the PF «Center for Applied Research TALAP (to overcome the difficulties of searching and collecting data on volunteering, as well as calculating the economic contribution of volunteers).

2. start the phased implementation in the activities of state structures of the “State Support for Volunteering Standard” in Kazakhstan, which was developed in November 2021 (most respondents from an expert survey based on the “Report on the results of the Year of the Volunteer” conducted by the National Volunteer Network ALE believe that for development of volunteering, it is necessary to develop and implement unified approaches, standards for supporting volunteering and a unified methodology for assessing the contribution of volunteers, as well as amending the Law on Volunteer Activities of the Republic of Kazakhstan)

**Important! Develop and implement Monitoring Steps for 2023 from independent organizations and specialists in the field of volunteering.**

3. develop volunteering plans individually for each region of Kazakhstan. It is also recommended to improve the work in the regions to attract the population to participate in the volunteer movement, to hold a series of meetings with public organizations in the regions to determine the need for volunteers and plan actions to attract volunteers.

4. to continue work on the Unified Volunteer Training Program in risk areas, in emergencies, to work with people with disabilities and when working with socially vulnerable groups of children and adolescents.

5. to form an infrastructural base for volunteering (according to the results of an expert survey, it is necessary to provide premises for non-governmental organizations involved in volunteering, as well as the creation of volunteering support centers. At the same time, front office employees also consider access to digital and Internet resources to be in demand).

6. conduct training seminars and workshops for government officials, develop a unified methodology, guidebooks, instructions for interacting with the volunteer sector and distribute to local governments as the next stage after face-to-face training (experience with government agencies shows that employees involved in volunteerism are more account are not aware of the basic principles of volunteering, or do not have information about the involvement of volunteer initiatives in the work in their direction).

7. to conduct an extended study in the field of volunteering to understand the specifics of volunteering in the regions, the most effective interaction within the volunteer sector and the participation of this sector in the work of the entire state.

8. develop a plan for upgrading the Qazvolunteer.kz platform, which informs about volunteer projects and serves as an integrator of news on volunteering topics.

9. In order to expand the opportunities for volunteer movement and increase points of contact with other industries, based on international experience, it is necessary to strengthen cooperation within the framework of international volunteer practices (according to experts, for the development of international volunteering in Kazakhstan, it is necessary to implement exchange programs, provide travel grants for participation in volunteer activities abroad, to form new volunteer programs within the framework of state cooperation.)

In general, improving the standard of living for the most vulnerable segments of the population, tackling acute social issues, and raising the level of citizens' social initiatives may have a positive effect on volunteering in the future.

## In the regions of Kazakhstan on the basis of the MICD and Regional Front Offices:

### 1. Establishment of the Council for the Development of Volunteering

In the relevant administrative-territorial unit, the activities of the Council for the Development of Volunteer Activities are created and ensured in order to develop volunteer activities, effective interaction with volunteers, groups of volunteers and volunteer organizations and local executive and other state bodies and organizations, as well as effective coordination of the activities of state bodies and organizations, as well as other legal entities in this area.

As a rule, this council is headed by the deputy akim, determined by the akim of the respective administrative-territorial unit. This council has at least two deputy chairmen of the council.

The council includes representatives of state bodies and organizations, as well as other legal entities in this field, groups of volunteers and volunteer organizations, volunteers, representatives of other non-governmental and non-profit organizations, mass media organizations. At the same time, the proportion of groups of volunteers and volunteer organizations, as well as volunteers, must exceed fifty percent of the composition of this council. Holding at least 2 times a year a meeting of the council and making decisions to support volunteer activities and provide reporting on ongoing programs in the region and bring it to the attention of civil society and the media in the region.

**2. Presentation of the program for the development of volunteering in the region** Local executive bodies or the responsible body adopt and implement a comprehensive program (plan, roadmap, etc.) for the development of volunteer activities. This program (plan, roadmap, etc.) includes assistance in the development of volunteer activities.

This comprehensive program (plan, roadmap, etc.) for the development of volunteering is discussed in advance and must be agreed with the Council for the Development of Volunteer Activities on the territory of the corresponding administrative-territorial unit.

### 3. Establishment and functioning of

### volunteering support centers and ensuring the functioning

On the basis of a resource center for the development of volunteering / front office with a separate budget to ensure activities and the possibility of involving the local volunteer community in their work.

Continue the implementation of the project of the republican and regional front offices to support volunteering with constant funding by organizing regional front offices based on regional youth resource centers, with a vertical structure (Republican front office => regional front offices based on regional WRCs => district WRCs) . The emphasis in this work should be made on qualitative rather than quantitative indicators, taking into account the individual characteristics of the regions and comparable indicators.

**Mechanism:** Establish a special department at the WRC for the work of the RFO, clearly emphasizing that the age category of volunteers includes all ages and is not limited to youth. The functionality of the WRC as a separate structural unit of the RFO includes the provision of administrative, informational and consulting support to the volunteer sector.

#### Some of the results of this activity could be:

- introduction of the structure of local initiative groups (in urban areas, microdistricts, courtyards) in areas significant for the district / region;

- raising the status of volunteering, for example, including hours of volunteering in the length of service;
- introduction of the practice of priority admission to universities and employment of volunteers in the social sphere;

- introduction of class hours in schools on the topic of kindness and volunteering;

- introduction of the practice of specialized volunteering in universities.

### 4. Conducting at least 2 training programs for the volunteer component

1 - training of representatives of state bodies in interaction with volunteer organizations and initiative groups (training seminar);

2 - for volunteer organizations, initiative groups and volunteers (training for volunteering in some areas with a risk zone in the field of volunteering, identified by experts, may require coordination with the relevant government agencies).

Experts have identified the following 5 areas with a risk zone in the field of volunteering:

1. Volunteers in emergencies.
2. Volunteers for people with disabilities.
3. Volunteers for minors.
4. Volunteers in hospices.
5. Volunteers in work with the elderly.

**5. Conducting at least 1 briefing for the media and civil society on the topic of volunteering**

**6. Holding the annual Volunteer of the Year/Best Volunteer Project Award**

In order to popularize and motivate volunteer initiatives in the region.

**7. Rewarding with letters of thanks.**

Every 6 months in the region, the responsible body, based on the collected data, determines regional organizations, initiative groups or individual volunteers to be awarded letters of thanks (signed by the Minister of MICD).

**8. Annual release of an electronic collection of best practices in the field of volunteering in the region, followed by publication on the Qazvolunteer.kz portal**

## Conclusion

Based on observations, the following features of Kazakhstan-specific volunteering can be deduced:

**Volunteering for change.** In contrast to the practice of Western countries, where volunteers are engaged in citizens with high and above average living standards, in Kazakhstan people of almost all socio-economic categories are engaged in volunteering, guided not by the principle of their remaining time, but by the relevance of certain social problems.

**Prompt response and growth of involvement.** As mentioned in the UNV Report on the State of Volunteerism in the World, there has been a decline in official volunteer activity in the Global North during the 2020 pandemic. In the Global South, including Kazakhstan, the pandemic, on the contrary, contributed to an increase in the number of volunteers and volunteer organizations that remained involved in volunteer activities even after the resolution of the main issues of the pandemic and the post-pandemic period. In addition, the tragic and extraordinary circumstances that Kazakhstan and neighboring states have had to face in recent years have shown the highest degree of efficiency of Kazakhstani volunteers - work, especially related to humanitarian assistance, begins on the first day of receiving news of an emergency.

**High interest of the mature population.** The trend continues in which the percentage of the mature population, 29 years and older, prevails in permanent volunteer initiatives.

**The boom of interest in volunteering among schoolchildren.** Starting in 2021, teenagers aged 14-16 are becoming more active in applying for volunteer programs, and are also increasingly launching their own volunteer initiatives.

**Pronounced regional features.** When evaluating volunteer indicators, it becomes obvious that the development of the phenomenon of volunteering depends on social and economic conditions, territorial, geographical, environmental and many other factors in the regions of Kazakhstan.

It is obvious that even taking into account the work that has been stubbornly carried out over several years, the development of volunteering, and especially the relationship between the volunteer, government and commercial sectors, is at the beginning of its journey.

Unfortunately, the recommendations given in the Analytical Report back in 2021 remained unrealized:

1. In matters of volunteering, quantitative indicators are

ineffective, it is important to pay attention to qualitative ones.

Despite the fact that this topic has been raised many times, the front office network project still regularly faces the requirement to increase quantitative indicators, which is contrary to the content of the concept papers approved since 2021 for the development of volunteering as part of the work of the RFO, which states: "The volunteer movement of the region is not evaluated by the number of volunteers or events and does not require an increase in quantitative indicators. The task of the regional front office is to collect a real picture of volunteering, to show the unique features and characteristics of their region, to help the republican front office and the state in understanding the problems and needs of the volunteer movement, and not to increase the number of volunteers or volunteer destinations." And also: "The front office should: 1. Provide assistance, assistance and support to volunteer organizations in their activities. Types of this assistance: administrative, consulting and informational; 2. Help the state in understanding the specifics, problems and needs of the volunteer movement in their region. It is highly discouraged for front offices to replace the work of volunteer organizations by holding volunteer events."

2. There is a great need to continue and strengthen educational activities about volunteering for the population and state structures, including the formulation and wide broadcasting of the concept of volunteering specific to Kazakhstan. The replication of the development of volunteering in the regions began without training of all involved departments and employees, which led and continues to lead to a number of systemic errors and hinders the development of volunteer activities. In order to create a favorable environment for the development of volunteering, it is extremely important to provide a wide information and educational campaign for the population about the specifics of volunteering, its types and directions, the fundamental difference from charity, and also to guarantee an increase in the status of volunteering according to the developed PR strategy.

3. A separate comprehensive purposeful work is needed to implement the Volunteering Support Standard in the Republic of Kazakhstan. In 2021, experts from the Republican Federal District developed the Volunteer Support Standard and the Unified Volunteer Training Program in key areas. However, as described in this report, the development and adoption of the Standard (and the Unified Training Program) in itself does not have any effect and can do harm without separate, comprehensive, purposeful work to implement this



Standard in the regions. The activities to implement the Standard were planned for 2022, but the Customer did not allocate funds for its implementation, which led to the absence of any result of the mentioned work.

4. It is necessary to set motivational projects for volunteers on a systemic regular basis. The international award «Volunteer of the Year» needs close attention and modification in terms of paying attention to actually acting Kazakhstani volunteers; separation of domestic and international nominations; conducting a long-term and high-quality international PR campaign; involvement of the international composition of the commission; exclusion of online voting and revision of the approach to the prize pool.

5. It is extremely important to conduct agreed annual regional Kazakhstan awards «The Best Volunteer» on a mandatory basis for each region, as the first stage for the selection of applicants for the international award «Volunteer of the Year».

To the open questions voiced above, new ones are added that are gaining urgency in the process of implementing joint programs with the state to support and develop volunteering:

1. The continuation of the network of regional front offices without allocating funding for their activities and a systematic multilateral approach to the development of volunteering in the Republic of Kazakhstan seems to be ineffective. The Volunteering Outlook 2023 chapter provides comprehensive recommendations and describes the mechanisms for reasonable and productive work in the direction of supporting and developing volunteering.

2. There is a need to conduct an expanded study on volunteering in Kazakhstan to identify the specifics, characteristics, needs and prospects of the volunteer movement in each region. The last large-scale study was conducted in 2014, and narrowly focused in 2016 and 2019. To build a further strategy in all aspects of volunteering, it is absolutely necessary to be based on fresh data that has received changes with the Year of the Volunteer, the work of pandemic volunteers and the introduction of the RFO network.

It should also be noted the many successes achieved in the field of development of volunteering by 2022:

- In 2022, the Law «On Volunteering» of the Republic of Kazakhstan was amended, taking into account the experience gained in joint work between the state and volunteer sectors. These improvements facilitate and make more understandable the mechanisms of work and interactions within the framework of volunteer activities for all its participants.

- In 2021, NVS experts developed the Volunteer Support

Standard and the Unified Volunteer Training Program in key areas. These documents in themselves are the most important quality strategic materials. If attention is paid to implementation, on their basis, volunteering in Kazakhstan can develop fully and effectively.

- Since 2021, analytics and monitoring of volunteer activities has been carried out, one of the results of which is the annual Analytical report of the NVS.

- The work of volunteers with regional emergency situations has been established. The National Volunteer Network, within the framework of the Memorandum with the Ministry of Emergency Situations of the Republic of Kazakhstan, in 2022 conducted training for regional DES on interaction with the volunteer component, and also reached an agreement on the participation of volunteers in the exercises. At the moment, the DES closely cooperate with their regional volunteer organizations in solving problems of various categories and levels of complexity. This practice can be replicated when working with other relevant ministries and departments.

- In 2022, the Central Asian Volunteer Forum was held in Kazakhstan, which became a productive working platform for discussing joint regional actions to develop volunteerism and improve the social environment.



