



MINISTRY OF INFORMATION
AND SOCIAL DEVELOPMENT OF
THE REPUBLIC OF KAZAKHSTAN

TALAP



STATE AND PROSPECTS OF DEVELOPMENT OF VOLUNTEERING IN KAZAKHSTAN



Grantee:

“TALAP” Center for Applied Researches”
Social Fund

Grantor:

“Civil Initiatives Support Center”
Non-Profit Joint Stock Company

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INTRODUCTION

Volunteers are people acting at their own initiative to the benefit of civil society who offer their knowledge, time and energy within joint social efforts, without seeking material remuneration or replacement for paid labor. Volunteer service is based on the idea that collaborative work on a certain task is one of the most efficient ways to create friendship and shared understanding, while volunteer projects serve as basis for dialog and opportunity to work in accordance with capabilities of each individual.

Today, there is a number of international volunteer associations all over the world, which play crucial and global role in performance of the principle of volunteer activity worldwide. The role of volunteer organizations in strengthening the sense of love to peace and provision of means for its manifestation has increased significantly globally.

In many countries, development of volunteer movement has been a task of the nationwide priority. Growing social relevance of volunteer activity is also acknowledged in Kazakhstan; it is no coincidence that in May 2019, the President Kassym-Jomart Tokayev declared 2020 as the Volunteer's Year. At the same time, 2020 declared as the Volunteer's Year in Kazakhstan has been an extremely challenging year both for our country and the entire humankind. Implementation of any large-scale initiatives under conditions of pandemics and strict quarantine is quite a challenging task. However, Kazakhstani volunteers showed themselves in the best light in the field of combating the spread of epidemics and supporting vulnerable social groups, as well as in a number of other areas of volunteer activity.

Today, the government is facing an urgent issue of choosing further policy in the sphere of volunteering after the end of the Volunteer's Year. It is obvious that without a balanced state policy in the sphere of volunteer activity, development of volunteer movement in Kazakhstan may slow down drastically.

This report contains summary of findings of a number of works in the sphere of assessment of the state of volunteer movement in Kazakhstan and the state policy in the sphere of volunteering conducted by "TALAP" CAP" SF within a social project "Preparation of report on development of volunteer activity in Kazakhstan".

Chapter 1.

Current state of development of volunteer activity in Kazakhstan

1.1

Implementation of the state policy in the sphere of volunteer activity

State policy in the sphere of volunteer activity. The Volunteer's Year

Formation of volunteering in Kazakhstan in its modern state may be related to the launch of the program "UN Volunteers" in 1993, however the government did not pay sufficient attention to the sphere of volunteer activity quite for a long time. The first document of a strategic level to underline the necessity to develop volunteer initiative has been "Concept for development of civil society in the Republic of Kazakhstan for 2006-2011"¹. The concept suggested intensification of processes of establishment of civil society through opening of different non-government organizations (NGOs) activities whereof suggest involvement of people in volunteer activity. The document stressed that "NGOs are actively involved in development of projects designed to protect rights of disabled persons in the field of access to educational services and participation in the social and political life of society, youth and women, and in the field of employment and job placement. The institution of volunteering as a higher stage of development of civil society will gain momentum in the country".

Since 2010, the Government has begun to engage volunteers in large-scale events of international significance, including OSCE Summit (Astana, 2010), Summit of Organization of Islamic Cooperation (Astana, 2011), VII Asian Winter Games (Astana and Almaty, 2011), EXPO 2017 and others. One of the outcomes of the growth in significance of volunteer activity in social life has been the adoption of a separate Law "On Volunteer Activity"² in December 2016, which enshrined legal regulation of the sphere of volunteering in Kazakhstan.

Forum of Kazakhstan and Russian Youth Cooperation "Volunteering as social elevator for youth" was held in Kostanay city in 2019, which was attended by the President Kassym-Jomart Tokayev. In his speech, the Head of State emphasized that Kazakhstan pays considerable attention to the development of volunteering and announced two important initiatives: "First, I propose to create an international prize "Volunteer's Year". The prize will be awarded for the best volunteer projects and it will be a useful aid for those who generates creative ideas and projects. Second, I propose to discuss a possibility of establishment of a permanent Volunteer Council with participation of leaders of volunteer organizations in Kazakhstan and Russia. This

¹ *Approved by the Decree of the President of the Republic of Kazakhstan dated July 25, 2006 No. 154 "On Concept for Development of Civil Society in the Republic of Kazakhstan for 2006-2011"// http://adilet.zan.kz/rus/docs/U060000154_*

² *The Law of the Republic of Kazakhstan dated December 30, 2016 No. 42-VI 3PK "On Volunteer Activity"// <http://adilet.zan.kz/rus/docs/Z160000042>*

would strengthen our capacity in deepening mutual cooperation". In addition, the President supported the initiative announced during the forum by leaders of youth organizations to declare 2020 as the Volunteer's Year³. In August 2019, the initiative of the Volunteer's Year was enshrined: The President signed the Decree "On declaration of Volunteer's Year"⁴.

The Volunteer's Year was officially launched by the Head of the State at the closing ceremony of the Year of Youth and at the beginning of the Volunteer's Year held in Nur-Sultan on December 10, 2019. In his speech, the President stressed that: "It is commonly believed that volunteering is a movement which originated in the West and it allegedly has no relation to us. However, as we all know that the fundamental nature of volunteering which is to do something based on good intentions correspond to our national traditions and values.

Volunteering is not just an unpaid work, but also an indicator of responsibility of citizens and readiness to change the world for the better... It is incorrect to assume it just as one-time voluntary community work or environmental events or challenges. Though they are important and necessary, therefore I support them.

Volunteering is a consistent and ongoing activity. It is somewhat a voice of heart and lifestyle... Volunteering must be developed not only at the national level, but also in each particular city and village"⁵.

In February 2020, the Head of the State attended the ceremony of opening of the republican **Front-Office of Volunteer "Birgemiz"** where he expressed his opinion on the role of volunteers in the life of the country: "Volunteer activity plays an important role in implementation of reforms and modernization of the entire state. Activities of volunteers make a certain contribution into the implementation of reforms. Through hard work and openness to the world, we can build a new economy which will be based on advance technology and high labor efficiency. Undoubtedly, active promotion of volunteer ideas will encourage establishment of a new paradigm of thinking of Kazakhstani people... The Volunteer's Year is not another campaign and we must explain this to people. Volunteering is the service to the nation and general public. Volunteering must become a component of the lifestyle of our nation. We must promote it as an integral part of today's and future life of independent Kazakhstan. The energy of volunteers must be an example for each citizen"⁶.

In January 2016, the Government of Kazakhstan approved Action Plan for the Volunteer's Year⁷ which provides for implementation of total 40 activities in 7 area, including:

³ http://www.akorda.kz/ru/events/astana_kazakhstan/working_trips/glava-gosudarstva-prinyal-uchastie-v-forume-kazaxstansko-rossiiskogo-molodezhnogo-sotrudnichestva-volonterstvo-socialnyi-lift-molodezhi.

⁴ *The Decree of the President of the Republic of Kazakhstan dated August 26, 2019 No. 135 "On Declaration of the Year of Volunteer"*// <http://adilet.zan.kz/rus/docs/U1900000135>.

⁵ https://www.akorda.kz/ru/speeches/internal_political_affairs/in_speeches_and_addresses/vystuplenie-glavy-gosudarstva-k-tokaeva-na-ceremonii-zakrytiya-goda-molodezhi-i-starta-goda-volontera

⁶ https://www.akorda.kz/ru/events/astana_kazakhstan/participation_in_events/glava-gosudarstva-prinyal-uchastie-v-ceremonii-otkrytiya-respublikanskogo-front-ofisa-volonterov-birgemiz

⁷ *The Decree of the Government of the Republic of Kazakhstan dated 16 ,2020 No. "On Approval of Action Plan for the Year of Volunteer"*// <http://adilet.zan.kz/rus/docs/P2000000003>

1. Development of favorable environment for volunteer activity;
2. Development of infrastructure for volunteer activity and increasing capacity of its participants;
3. Expansion of participation of citizens in volunteer activity;
4. Development of corporate volunteer activity;
5. Development of international cooperation on volunteer activity;
6. Promotion of volunteering;
7. Development of volunteering to achieve Sustainable Development Goals.

Activities included in the latter area deserve special attention. It is expected to implement 7 national projects in different social spheres unified within “Birgemiz” initiative in this area. In August 2020, the Ministry of Information and Social Development published on its web-site “Information Statement on the Volunteer’s Year”⁸ which provides an overview of the progress of the planned activities and allows drawing some conclusions on performance of national volunteer projects as of August 2020:

- **“Birgemiz: Bilim” Project** provides for volunteer services on preparation for Unified National Testing, teaching English, computer and legal literacy of pupils of senior secondary schools in rural areas. Within the implementation of the project, 2,811 students have been prepared for Unified National Testing in 14 regions with attraction of 292 volunteers.
- **“Birgemiz: Sabaqtastyq” Project** is aimed to adopt practice of mentoring in relation to children in orphan homes, as well as to young people and children in difficult circumstances at social service centers of the system of social protection. Within the current year, 3 centers for supporting volunteers (in Nur-Sultan, Atyrau and Shymkent) have been opened and 700 volunteer mentors have been trained for the purposes of the implementation of the project.
- **“Birgemiz: Asyl mura” Project** is aimed to preserve historical and cultural heritage sites for which 17 coordinators have been trained with attraction of international experts for experience exchange. In addition, within the implementation of the project in Karaganda, Turkestan and Zhambyl regions 3 volunteer centers have been established.
- **“Birgemiz: Qamqor” Project** - Within the Action Plan, this area provides for attraction of 1,000 volunteers to senior homes and social service centers of the social protection system. The report of the Ministry of Information and Social Development states as follows: “38 winners have been selected within a competition of smaller grants. 1,000 volunteers on the topic of “Boundaries of Responsibility of a Volunteer” have been trained. In addition, food packages, medicines and face masks are distributed among people in need every day within the project. 1,500 veterans and home-front workers of the Great Patriotic War are

⁸ <https://www.gov.kz/memleket/entities/qogam/documents/details/57892?lang=ru>

supported on a constant basis". In addition, within this area, 3 volunteer centers have been established in Almaty city, and in Mangystau and Pavlodar regions.

- **"Birgemiz: TazaÁlem" Project** is aimed at protection of the environment, cleaning of rivers and forests, planting trees and teaching waste sorting. Volunteer centers in Almaty city, and in West-Kazakhstan and Kostanay regions have been established for the purposes of implementation of activities on environmental protection and 17 coordinators have been assigned to work with volunteers within the project.
- **"Birgemiz: Úmit" Project** is aimed at engagement of volunteers in projects on tracing missing people, mitigation of risks of disasters or management of emergencies of natural or man-made nature, including on searching for documents relating to heroic actions of our fellow countrymen during the Great Patriotic War. The Ministry of Information and Social Development reported on establishment of three volunteer centers (in East-Kazakhstan, Akmola and Aktobe regions) and engagement of 36,678 (!) volunteers.
- **"Birgemiz: Saýlyq" Project** has become particularly relevant under conditions of the pandemics: it supposes involvement of volunteers in the sphere of health care and provision of assistance in nursing care, including at hospices, oncology centers etc. Upon completion of training, some volunteers began working at particularly dangerous sites in 2 shifts with duration of 12 hours.

The Ministry of Information and Social Development actively contributes to establishment of international contacts of representatives of Kazakhstani volunteer movement. Thus, with the assistance of the Ministry, two meetings of the Volunteer Council with attendance of leaders of volunteer organizations of Kazakhstan and Russia (on August 28 and November 10, 2020), and II Congress of Volunteer Council with participation of leaders of volunteer organization of Kazakhstan and Russia (October 28) have been held in online format.

In addition, on October 19, 2020, the Ministry of Information and Social Development launched a competition for International Prize "Volunteer of Year" aimed at recognition of volunteers and groups of volunteers, and national and international volunteer organizations that contributed to achievement of social and valuable tasks. In October, the Ministry developed and approved Rules for awarding International Prize "Volunteer of Year"⁹. Within the competition, three winners will be selected in each of the following nominations:

- "Best Volunteer Organization";
- "Leader of Corporate Volunteering";
- "For Participation in Combating Coronavirus Infection";
- "Leaders of Sustainable Development Goals";
- "Best Social Helper";

⁹ The Order of the Minister of Information and Social Development of the Republic of Kazakhstan dated October 12, 2020 No. 339 "On approval of Rules for awarding of International Prize "Volunteer of Year"// <http://adilet.zan.kz/rus/docs/V2000021420>

- "For Active Participation in Emergency Response";
- "For Active Participation in Tracing Missing People";
- "For Active Participation in Rendering Aid to Victims of Offences";
- "For Active Participation in Development of Health Care Sector";
- "For Active Participation in Promotion of Healthy Lifestyle";
- "For Contribution to Promotion of Knowledge";
- "For Contribution to Preservation and Protection of the Environment";
- "For Contribution to Consolidation of Peace, Friendship and Harmony";
- "For Contribution to Preservation and Development of Historical and Cultural Heritage";
- "For Contribution to Addressing Issues of Protection of Animals";
- "For Contribution to Addressing Social Tasks".

It should be noted that, 2020 declared in Kazakhstan as the Year of Volunteer has been an extremely challenging year both for our country and the entire humankind. Implementation of any large-scale initiatives under conditions of pandemics and strict quarantine is quite a challenging task, and implementation of volunteer activity in a number of "conventional" for volunteer spheres was challenged due to restrictions conditioned by the adoption of the quarantine. It is not a coincidence that in its "Information Statement of the Year of Volunteer", the Ministry of Information and Social Development stressed that "within elaboration of activities with regions, the projects scheduled for the Year of Volunteer have been shifted to online format due to COVID-19 pandemics". However, Kazakhstani volunteers showed themselves in the best light in the field of combating the spread of epidemics. The Ministry of Information and Social Development underlines the fact that since the beginning of the pandemics, volunteers have provided help to 959 thousand of Kazakhstani citizens from vulnerable social groups, and distributed 70 thousand food packages and 4.4 million face masks. Special assistance was rendered by volunteers to medical workers on the front-line of combating the coronavirus through provision of hot meals to medical workers, transportation of patients from checkpoints etc.

Regulatory and legal framework for volunteer activity in Kazakhstan

The main regulatory legal act, provisions whereof govern the sphere of volunteer activity, is the Law of the Republic of Kazakhstan dated December 30, 2016 No. 42-VI ЗPK "On Volunteer Activity" (the Law on Volunteer Activity). Determination of volunteer activity contained in the law (Article 1) is based on criteria of voluntariness, social orientation and gratuitousness: *"volunteer activity is volunteer, socially oriented and socially useful activity carried out at free determination and on a gratuitous basis to the best interests of individuals and (or) legal entities"*. Paragraph 1, Article 4 of the Law on Volunteer Activity also defines two objectives of the activity of volunteers which also have expressed social nature:

- 1) provision of assistance to individuals and legal entities, maintenance of health of citizens, environmental protection and control, development of physical culture and sports, as well as other objectives aimed at maintenance of public benefits;
- 2) building of citizenship, self-organizations, sense of social responsibility, solidarity, mutual aid and compassion in the society.

In accordance with paragraph 1, Article 6 of the Law on Volunteer Activity, it may be carried out in three forms: in the form of individual volunteer activity; within a group of volunteers; and through a volunteer organization. Only one of these forms, namely voluntary activity carried out through a volunteer organization provides for structured and institutionalized nature of volunteering, while two other forms have unstructured and spontaneous nature. At the same time, the Law on Volunteer Activity contains a number of provisions governing structured volunteering, however, the laws neither provide requirements for nor govern spontaneous volunteering (see Article 12 of the Law on Volunteer Activity).

Criteria to refer one or another structure to volunteer organizations is noncommercial nature of its activity (with some exceptions) and involvement in volunteer activity. Thus, within the Law, a volunteer organization shall be understood as *“a noncommercial organization (except for religious associations, consumers’ cooperatives, as well as public associations in the form of political parties or trade unions), established and carrying out volunteer activity in accordance with the laws of the Republic of Kazakhstan”*.

Alongside with volunteer organizations, the Law on Volunteer Activity emphasizes a notion of organizers of volunteer activity which is defined as *“central and local executive bodies, local governments, other entities, as well as individuals attracting volunteers themselves or through volunteer organizations”* (literal wording from Article 1 of the Law on Volunteer Activity). On one hand, such wording includes organizers of volunteer activity within unlimited range of organizations, on the other hand it emphasizes the key role of bodies of representative and executive power, as well as individuals. At the same time, provisions of the Law on Volunteer Activity relating activity of government agencies in the field of volunteering, in whole, provide for implementation of their functions on regulations, monitoring etc., however, they do not govern immediate participation of government agencies in organizing volunteer activity¹⁰. On the other hand, capacities of separate individuals in relation to immediate organization of volunteer activity are also significantly restricted; for instance, when acting as an organizer of volunteer activity, a separate individual cannot efficiently protect rights of volunteers and so on.

¹⁰ In accordance with Article 15 of the Law on Volunteer Activity, an organizer of volunteer activity shall:

- 1) organize implementation of volunteer programs (projects) and holding of volunteer activities;
- 2) participate in implementation of state programs supporting and promoting volunteer activity when provided for by such programs;
- 3) present to volunteer organization and (or) a volunteer information on scheduled and current volunteer programs (projects) and volunteer activities, number of participants, place and timing, as well as requirements to holding thereof, including via publications on own internet resources;
- 4) create for a volunteer conditions to carry out volunteer activity;
- 5) present letter of recommendation to a volunteer organization and (or) a volunteer.

At the same time, the law separates status of a coordinator of volunteers, who shall be assigned by an organizer of volunteer activity or by a volunteer organization, or shall be elected by volunteers themselves. According to the provisions of the law, a coordinator of volunteers shall immediately organize volunteer activity (provide briefing, distribute work, define place and scope of work for each volunteer), and cooperate with government agencies (see Article 13 of the Law on Volunteer Activity).

Thus, provisions of the Law on Volunteer Activity separate several statuses of persons and entities involved in volunteer activity in a structured form. At the same time, these statuses are defined relatively indistinctly, and it is unclear how do they interrelate with each other. **Legal definitions for different participants (subjects) of volunteer activity require clarification and specification, especially in relation to the status of “volunteer organization”, “organizer of volunteer activity” and “coordinator of volunteers”.** Besides, specification of the nature of relations between all subjects involved with organization of volunteer activity within the Kazakhstani laws is required.

Kazakhstani laws separates 12 main types of volunteer activity having basically social and charitable nature, but they do not rule out an opportunity to use labor of volunteers in other spheres¹¹. At the same time, the laws separate several provisions restricting volunteer activity. First, volunteer activity cannot be aimed to support political parties or religious associations. Second, the laws provide for prohibition of volunteer activity pursuing terrorism, extremism or separatism. Third, in Kazakhstan it is prohibited to “*establish volunteer organizations in the form of paramilitary units having paramilitary structure, own uniform, special decoration,*

¹¹ In accordance with paragraph 2, Article 6 of the Law on Volunteer Activity, main types of volunteer activity are:

- 1) participation in rendering social aid and aid to vulnerable social groups and children in difficult circumstances;
- 2) social services for seniors and disabled people, arrangement of accessible environment for disabled people, assisting in works on social adaptation, integration and education for orphaned children and children with parental care;
- 3) participation in rendering aid to people suffered as a result of natural disasters, environmental, manmade and other disasters, social conflicts, accidents, victims of offences, refugees and displaced persons, as well as to other categories and groups of persons in need of outside help and support;
- 4) assisting central and local executive bodies in preventing and managing emergencies;
- 5) participation in tracing missing people, remnant of participants of the Great Patriotic War or local wars;
- 6) participation in protection and preservation of the environment, and improvement of areas;
- 7) participation in creation of opportunities for preservation of historical and cultural heritage, restoration and preservation of historical and cultural life environment;
- 8) participation in development of education, science, culture, promotion of knowledge, development of innovations;
- 9) participation in development and promotion of physical culture, sports and active leisure time, in organization and holding of regional, inter-regional, and republic social and international athletic and sporting events;
- 10) performance of works on promotion of healthy lifestyle, organization and implementation of preventive measures in combating the spread of socially significant diseases;
- 11) participation in organization and holding of regional, inter-regional, republic and international cultural, mass and other entertaining and social events, including activities of volunteer camps, participation in archeological excavations, restoration of facades of historic buildings, activities of summer recreation camps for physically challenged children, congress and exhibition activities, unless otherwise specified by the laws of the Republic of Kazakhstan;
- 12) participation in consolidation of peace, friendship and harmony among peoples, prevention of social, ethnic, inter-religious, inter-ethnic and religious conflicts;
- 13) other types of volunteer activity not contradicting to the laws of the Republic of Kazakhstan.

anthems, flags, pennons, special terms of internal discipline and management, weapon, including its simulators” (sub-paragraph 3-5, Article 4 of the Law on Volunteer Activity).

Prohibition of volunteer activity pursuing extremist or separatist purposes is quite reasonable; however, two restrictions sometimes raise questions. Thus, for instance, traditional religious denominations make use of free labor, and activity of a youth organization “Uly Dala Skauttary” (“Scouts of the Great Steppe”) shows some signs of paramilitary units listed in paragraph 5, Article 4 of the Law on Volunteer Activity. The web-site of Social Fund “Birgemiz” created on March 20, 2020 at the initiative of the first President of the Republic of Kazakhstan contains information that the fund procured 5 million medical face masks which were distributed among needy families in Nur-Sultan, Almaty and Shymkent by volunteers of “Zhas Otan”, a youth branch of “Nur-Otan” party, i.e., in this case, it was volunteer activity organized on the basis of political association. Volunteer activity in the cases listed above carries no threat to social stability, however, its implementation comes into certain conflict with legislative provisions reflected in sub-paragraphs 3 and 5, Article 4 of the Law on Volunteer Activity. The consequence of such situation is restricted capacity of the government to control volunteer activity in cases similar to those specified above, including monitoring of such activity and collection of information thereon. Hence, it is desirable to **review legislative provisions relating to restricted opportunities to carry out voluntary activity in certain cases and adoption of a number of improvements.**

The major tool to collect information on volunteer activity is Records Register of Volunteer Activity, which presents “a register of data containing details of volunteers, groups of volunteers, volunteer organizations, coordinators and organizers of volunteer activity, volunteer programs (projects), volunteer activities, place and timing, requirements thereto” (Article 1 of the Law on Volunteer activity). In accordance with the provisions of article 8 of the Law on Volunteer Activity, central executive bodies must keep records registers of volunteer activity and publish them on their web-sites. However, there is no such registers on the web-sites of central executive bodies.

From the perspective of improvement of efficiency of collection of information on volunteer activity, it makes sense to discuss the possibility to change the approach to keeping registers of volunteer activity which would provide for keeping regional registers of volunteer activity by local executive bodies and establishment of centralized database of volunteer activity by a competent body in the sphere of volunteer activity (currently - the Ministry of Information and Social Development of the Republic of Kazakhstan).

Besides, it is necessary to note that Article 16 of the Law on Volunteer Activity provides for notification procedures for recording volunteer activity, i.e., all and every subject of volunteer activity, including volunteers themselves, must notify government bodies on commencement and cessation of volunteer activity. It is obvious that overwhelming majority of volunteers carrying out their activity in unstructured, spontaneous format, can hardly have a notion of such restriction in the laws and do not provide respective information to government agencies. Thus, many representatives of volunteer activity acting in unstructured format, in fact, violate requirements of the laws. In this regard, it is required to review the requirements of the laws regarding volunteers acting in unstructured format and presentation of information to government agencies.

It is interesting that separate important aspects of organization of volunteer activity are governed not by the Law on Volunteer Activity, but bylaws of separate authorities. Most bylaws dealing with issues of volunteering are presented in Table 1.

Table 1.
Bylaws governing volunteer activity

No	Bylaws	Aspects of governing volunteer activity
1.	The Order of the Minister of Religious Affairs and Civil Society of the Republic of Kazakhstan dated February 22, 2017 No. 15 "On approval of model rules for monitoring of implementation of volunteer programs (projects) and volunteer activities"	Determines procedures for monitoring of implementation of volunteer programs (projects) and volunteer activities
2.	The Order of the Minister of Religious Affairs and Civil Society of the Republic of Kazakhstan dated February 22, 2017 No. 16 "On approval of model rules for keeping records register of volunteer activity"	Determines procedures for keeping records register of volunteer activity
3.	The Order of the Minister of Education and Science of the Republic of Kazakhstan dated May 6, 2019 No. 187 "On approval of methodological recommendations "Volunteering and charity in the sphere of education and their role in modernization of the system of education in the modern context".	Contains recommendations on organization of volunteer and charitable activity at institutions of the educational system
4.	The Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated February 19, 2016 No. 51 "On approval of the Rules for presentation of information on own activity by non-government organizations and formation of Database"	Provide for inclusion of information on number of volunteers attracted by non-commercial organizations and on their activity.
5.	The Order of the Minister of Information and Social Development of the Republic of Kazakhstan dated October 19, 2019 No. 444 "On approval of model provisions on youth resource centers"	One of the tasks of youth resource centers is worded as "supporting and developing volunteer activity among young people".
6.	The Order of the Minister of Public Health of the Republic of Kazakhstan dated November 14, 2013 No. 657 "On approval of standard for organization of palliative care for the population of the Republic of Kazakhstan"	Governs labor of volunteers in the field of care in hopeless cases.
7.	The Order of the Minister of National Economy of the Republic of Kazakhstan dated December 30, 2014 No. 196 "On approval of Rules for engagement, use, monitoring and assessment of the use of unrelated grants"	Governs allocation of state grants for purposes providing for engagement of volunteers.
8.	The Order of deputy Minister of Public Health of the Republic of Kazakhstan dated June 9, 2011 No. 381 "On approval of Provisions on activity of health care organization carrying out activities in the field of formation of healthy lifestyle"	It is expected to engage volunteers in promotion of healthy lifestyle.
9.	Joint Order of the Minister of Internal Affairs of the Republic of Kazakhstan dated January 1, 2017 No. 1 and the Minister of Culture and Sports of the Republic of Kazakhstan dated January 17, 2017 No. 9 "On approval of Instructions on supporting security of sporting and mass sporting, and entertaining mass cultural events".	Provides for opportunity to engage volunteers in maintaining security at different mass events.

Source: Summarized by "TALAP" CAP" SF based on materials of information and legal system of the Ministry of Justice of the Republic of Kazakhstan "Adilet"// <http://adilet.zan.kz>

A problem point is lack of proper regulation of a number of issues related to volunteer activity and norms of civil law. Thus, the Civil Code of the Republic of Kazakhstan (CC RK), the Laws of the Republic of Kazakhstan dated May 31, 1996 No. 3 "On Social Associations" and that dated January 16, 2001 No. 142 "On non-commercial organizations" contain norms governing participation of citizens in activities of non-commercial organizations. Chapters 32 and of 33 CC RK govern refundable performance of works and provision of services within respective civil and legal agreements, and gratuitous nature of activities of participants (members) of non-commercial organization may only be provided for by chapters and other internal instruments of non-commercial organizations. From the perspective of protection of rights of volunteers and prevention of risks arising during implementation of volunteer activity, it is necessary to provide for in the civil laws an opportunity to conclude agreements providing for gratuitous performance of works and provision of services.

Best international practices and, in particular, recommendations of International Labor Organization propose to refer volunteer activity to labor. In fact, volunteering is a working activity as per any parameter, except for its gratuitous nature. At the same time, Article 4 of the Labor Code of the Republic of Kazakhstan separates *"enforcement of the right for labor remuneration no less than minimum wage"* as one of the principles of the labor laws. This norm excludes a possibility to acknowledge volunteer activity as labor, therefore it is impossible for participants of volunteer movement to exercise the right for social and pension protection, accident insurance, health insurance, tax exemptions etc.

Lack of norms governing volunteer activity in the labor laws results in impossibility of volunteer to obtain social security in implementation of volunteer activity. Therefore, it is recommended to include other regulatory and legal acts in the Labor Code of the Republic of Kazakhstan providing for:

- opportunity to obtain benefits in paying income tax based on number of hours spent for volunteer activity;
- opportunity to obtain unpaid leaves on social grounds to carry out volunteer activity;
- inclusion of volunteer activity in length of employment as of the date of retirement;
- opportunity to receive specific social guarantees for volunteers.

1.2

Analysis of activity of volunteer organizations and action groups, and completed and current volunteer projects

Since 2017, the state statistical office has annually published information on the total number of volunteer, as well as some quantitative data describing certain aspects of volunteer activity. According to data available on the web-site of BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan, maximum number of Kazakhstani residents involved in volunteer activity was recorded in 2018, when it was 66.1 thousand people or about 0.36% of the total population of the country. Drop in number of volunteers down to 55.2 thousand people (0.3% of the population of the country) was observed in 2019.

Apparently, dynamics of the number of volunteers in BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan is largely preconditioned by some persistence of indicators associated with the methodology of formation of statistical reports. In collecting statistical data, citizens who have had experience in volunteer activity within 12 months before collection of information are noticed as volunteers. Hence, number of volunteers over the year under review may include both those who have had experience in volunteer activity in the year under review, and those who have had such experience in the year preceding the year under review.

Thus, high indicator of number in 2017 and 2018 was preconditioned by two large-scale international events held in 2017: Expo 2017 and Winter Universiade. During both events, the government massively engaged volunteers from among young people and students, and as reflected by sex-age structure of volunteers, female part of urban population had the utter mobilization capacity. At the same time, in 2019, when the number of volunteers has not been influenced by large-scale events held by the government, most volunteers were also men. It is also interesting that while women are more inclined to volunteer activity in cities, man are more inclined to volunteer activity in rural areas.

Table 2.**Number of volunteers in Kazakhstan in 2017-2019**

	2017		2018		2019	
	Number	In % of total number	Number	In % of total number	Number	In % of total number
Number of volunteers, total	63,830	100,0%	66,136	100,0%	55,243	100,0%
In % of total population of Kazakhstan	0.35%	-	0.36%	-	0.30%	-
including:						
men	30,466	47.7%	28,460	43.0%	27,773	50.3%
women	33,364	52.3%	37,676	57.0%	27,470	49.7%
Urban population	39,516	61.9%	31,051	47.0%	30,897	55.9%
including:						
men	17,999	28.2%	11,861	17.9%	13,883	25.1%
women	21,517	33.7%	19,190	29.0%	17,014	30.8%
Rural population	24,314	38.1%	35,085	53.0%	24,346	44.1%
men	12,467	19.5%	16,599	25.1%	13,890	25.1%
women	11,847	18.6%	18,486	28.0%	10,456	18.9%

Source: BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

Most volunteers of their total number, namely 65%, following 2019 are accounted for three age groups: 29 to 34, 35 to 44 and 45 to 54. Thus, the stereotype that mostly young people are engaged in volunteering has not been confirmed (Table 3).

Table 3.**Age of Kazakhstani volunteers**

	2017		2018		2019	
	Number	In % of total number	Number	In % of total number	Number	In % of total number
Number of volunteers, total	63,830	100,0%	66,136	100,0%	55,243	100,0%
16-24	6,251	9.8%	5,963	9.0%	7,629	13.8%
25-28	8,790	13.8%	7,425	11.2%	5,800	10.5%
29-34	14,612	22.9%	14,707	22.2%	12,359	22.4%
35-44	15,049	23.6%	16,508	25.0%	11,290	20.4%
45-54	13,714	21.5%	14,693	22.2%	12,255	22.2%
55-64	5,414	8.5%	6,498	9.8%	5,824	10.5%

Source: BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

Data of BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan on the level of education of volunteers shows that propensity to volunteer activity depends on level of education: the higher education level a person has, the more probable that such person will join volunteers. On the other hand, data for 2017-2018 shows that when holding large-scale cultural and sporting events, including Asiada and Expo 2017, mobilization potential of volunteers with higher or incomplete higher education is significantly higher in comparison with volunteers from other groups (Table 4).

Table 4.

Level of education of Kazakhstani volunteers

	2017		2018		2019	
	Number	In % of total number	Number	In % of total number	Number	In % of total number
Number of volunteers, total	63,830	100.0%	66,136	100.0%	55,243	100.0%
Higher or incomplete higher, and post-graduate education	34,824	54.6%	28,796	43.5%	24,208	43.8%
Secondary vocational education	19,994	31.3%	23,420	35.4%	23,828	43.1%
Elementary, basic, secondary general, elementary vocational education	9,012	14.1%	13,920	21.0%	7,207	13.0%

Source: BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

Overwhelming majority of volunteers, over 80%, are salaried employees, and this category, apparently, also includes students of higher and specialized secondary educational institutions. Share of self-employed persons is significantly lower, and their proportion in the number of volunteers is significantly lower of their mass share within the structure of Kazakhstani workforce. At the same time, self-employed workers have more opportunities to allocate time to any additional activity than salaried employees working as per fixed work schedule. Thus, propensity to volunteer activity in whole cannot be defined by availability of free time (Table 5).

Table 5.**Primary employment of Kazakhstani volunteers**

	2017		2018		2019	
	Number	In % of total number	Number	In % of total number	Number	In % of total number
Number of volunteers, total	63,830	100.0%	66,136	100.0%	55,243	100.0%
Salaried employees	53,277	83.5%	54,314	82.1%	46,435	84.1%
Self-employed workers	10,553	16.5%	11,822	17.9%	8,808	15.9%
Unemployed	2,484	3.9%	2,296	3.5%	3,419	6.2%
Persons not included in workforce	297	0.5%	412	0.6%	432	0.8%

Source: BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

Following 2018 and 2019, voluntary activity of almost half of Kazakhstani volunteers (47% of total number) was included in area improvement and cleaning. Quite a large number of volunteers was also engaged in conduction of social works (17.7% in 2019), charity fundraising and other social projects (11.7%) and works included in the category of "Provision of any free-of-charge medical aid or legal consulting, conduction of unpaid classes, training, counselling" (10.2%). In the meantime, in 2017-2019 there was a sensible "cross-flow" of volunteers between the above types of activity, which affords certain ground to suppose that separation of certain types of activity among volunteers within researches conducted by the statistical office might be not quite specific. On the other hand, the format of statistical data published assumes that each volunteer might be engaged only in one type of volunteer activity which, in whole, seems less than fully reasoned (Table 6).

Table 6.**Distribution of Kazakhstani volunteers by types of volunteer activity**

	2017		2018		2019	
	Number	In % of total number	Number	In % of total number	Number	In % of total number
Number of volunteers, total	63,830	100.0%	66,136	100.0%	55,243	100.0%
Social works	22,369	35.0%	20,461	30.9%	9,789	17.7%
Area improvement and cleaning	23,133	36.2%	31,181	47.1%	25,959	47.0%
Environmental projects	646	1.0%	574	0.9%	406	0.7%
Construction, repair works, restoration works	1,734	2.7%	421	0.6%	1,455	2.6%
Agricultural works	593	0.9%	1,032	1.6%	302	0.5%
Charity fundraising or other social project	3,194	5.0%	6,351	9.6%	6,467	11.7%
Organization of sporting, cultural and other events	2,199	3.4%	880	1.3%	886	1.6%
Helping animals	1,898	3.0%	352	0.5%	921	1.7%
Helping local schools	1,205	1.9%	1,243	1.9%	1,457	2.6%
Tracing missing people	309	0.5%	347	0.5%	436	0.8%
Participation in activities of common authorities of schools and other educational institutions, social, religious and other non-commercial organizations, clubs, unions	2,374	3.7%	295	0.4%	1,517	2.7%
Provision of any free-of-charge medical aid or legal consulting, conduction of unpaid classes, training, counselling	4,176	6.5%	2,999	4.5%	5,648	10.2%

Source: BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

Over 50% of Kazakhstani volunteers spend for volunteer activity 5 or less hours a month, and about 90% - less than 10 hours. Thus, the overwhelming majority of volunteers are engaged in volunteer activity only occasionally, and number of those who are engaged in volunteer activity on a regular basis is quite low (Table 7).

Table 7.**Expenditure of time for volunteer activity (hours a month's)**

	2017		2018		2019	
	Number	In % of total number	Number	In % of total number	Number	In % of total number
Number of volunteers, total	63,830	100.0%	66,136	100.0%	55,243	100.0%
5 hours or less	26,337	41.3%	34,605	52.3%	28,668	51.9%
6-10 hours	19,645	30.8%	21,095	31.9%	20,378	36.9%
11-15 hours	7,312	11.5%	6,398	9.7%	2,761	5.0%
16-20 hours	5,132	8.0%	814	1.2%	1,555	2.8%
21-25 hours	2,910	4.6%	1,347	2.0%	1,156	2.1%
26-30 hours	1,523	2.4%	601	0.9%	197	0.4%
31-35 hours	143	0.2%	32	0.0%	268	0.5%
36-40 hours	376	0.6%	751	1.1%	127	0.2%
41 hours or more	452	0.7%	493	0.7%	133	0.2%

Source: BS Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

There are records on 3,190 “organizations in the field of volunteer” in the database on the website of the Unified Volunteer Platform Qazvolunteer.kz, however, only with 1,699 of them (53.3% of total number) regions where they carry out their activity are indicated. Most “organizations in the sphere of volunteering”, namely 514 are active in Nur-Sultan, 243 in Almaty and 137 in Almaty Region. In rest regions, number of “organizations in the sphere of volunteering” is significantly lower.

According to information from the database of Qazvolunteer.kz, since between January 1 and October 15, 2020 Kazakhstan initiated in total 619 volunteer project, including 225 (36.3%) accounting for Nur-Sultan city. It is followed by Almaty city (9.4% of total number of projects), Karaganda Region and Pavlodar Region (6.5% and 6.3% respectively) by a significant margin. Apparent predominance of Nur-Sultan is precondition, apparently, both by efforts of administration of the capital city and focuses within the activities of the Republican Front Office of Volunteers “Birgemiz” which pays relatively small attention to development of volunteering in regions.

In whole, the number of scheduled projects is far less than the number of “organizations in the sphere of volunteering”; over ten months of 2020 only one project was registered for five registered projects, i.e. far from every organization is in operation. On the other hand, both volunteer organizations and different educational institutions, and government and other organizations, and even certain individuals (!) have been included in data base of Qazvolunteer.kz as “organizations in the sphere of volunteering”. This, database of the Unified Platform of Volunteers definitely requires revision and arrangement (Table 8).

Table 8.

Volunteer organizations and volunteer projects according to data of Unified Platform of Volunteers

	Number of "organizations in the sphere of volunteering" (as of November 15, 2020)	% of number of organizations in the database	Number of scheduled projects (over the period between January 1 and November 15, 2020)	% of number of organizations in the database
Nur-Sultan	514	16.1%	225	36.3%
Almaty	243	7.6%	58	9.4%
Shymkent	93	2.9%	10	1.6%
Pavlodar Region	54	1.7%	39	6.3%
Almaty Region	137	4.3%	31	5.0%
Aktobe Region	49	1.5%	24	3.9%
Kostanay Region	99	3.1%	13	2.1%
Kyzylorda Region	36	1.1%	8	1.3%
Atyrau Region	59	1.8%	25	4.0%
West-Kazakhstan Region	36	1.1%	15	2.4%
Akmola Region	82	2.6%	36	5.8%
Karaganda Region	78	2.4%	40	6.5%
North-Kazakhstan Region	33	1.0%	9	1.5%
East-Kazakhstan Region	85	2.7%	27	4.4%
Mangystau Region	44	1.4%	16	2.6%
Turkestan Region	24	0.8%	24	3.9%
Zhambyl Region	33	1.0%	19	3.1%
Total across Kazakhstan	1,699	53.3%	619	100.0%

Source: Unified Platform of Volunteers// <https://qazvolunteer.kz>

Only 1,435 of all registered “organizations in the sphere of volunteering”, i.e., 45% of total number, specified areas of their volunteer activity. At the same time, only in the sphere of social volunteering, there are approximately one scheduled project per one organization, while in rest areas, the number of projects is far less than the number of organizations (Table 9).

Table 9.

Volunteer organizations and volunteer projects broken down by volunteer activity

	Number of "organization in the sphere of volunteering" (as of November 15, 2020)	% of number of organizations in the database	Number of scheduled projects (over the period between January 1 and November 15, 2020)	% of number of scheduled projects
Volunteering in the sphere of health care	108	3.4%	33	5.3%
Environmental volunteering	152	4.8%	76	12.3%
Social volunteering	311	9.7%	313	50.6%
Media volunteering	92	2.9%	23	3.7%
Event-driven volunteering	100	3.1%	21	3.4%
Helping animals	48	1.5%	11	1.8%
Volunteering in the field of management of emergencies	80	2.5%	25	4.0%
Cultural volunteering	136	4.3%	64	10.3%
Donation	45	1.4%	1	0.2%
Sporting volunteering	120	3.8%	24	3.9%
Pro bono volunteering	27	0.8%	6	1.0%
Corporate volunteering	61	1.9%	7	1.1%
Online volunteering	100	3.1%	17	2.7%
Ethnic volunteering	55	1.7%	3	0.5%
Total across all areas of activity	1,435	45.0%	619	100.0%

Source: Unified Platform of Volunteers// <https://qazvolunteer.kz>

1.3

Profile of a Kazakhstani volunteer according to the findings of the social research

Over the period between July and October 2020, "TALAP" CAP" SF conducted a social research which was aimed to conduct analysis of the current state and development prospects of volunteer movement in Kazakhstan. During the research, total of 1,472 respondents from all regions of Kazakhstan representing different socio-economic and demographic social groups were surveyed. For full description of the sampling see Annex...

For the majority of respondents in Kazakhstan, a volunteer is a person "who voluntarily provides active gratuitous assistance to people in need". 52.2% of all respondents agree with this opinion, and this answer was chosen most frequently by respondents living in Almaty Region (85.7%), East-Kazakhstan Region (80.3%), Zhambyl Region (81.5%), West-Kazakhstan Region (86.5%), Kostanay Region (87.2%), as well as Almaty city (81.5%) and Shymkent city (87%). It also worth to note that this answer option to the question was most frequently chosen by young Kazakhstan people. This answer is most frequently encountered with respondents belonging to the age groups of 18 - 21 (80.5%), 26 - 29 (81.3%) and 36 - 40 (82.5%). Among persons above the age of 56, this answer is encountered in 69% of cases.

For each fifth respondent, a volunteer is "a person having much free time and is ready to help others". This answer was most frequently chosen by respondents living in North-Kazakhstan Region (59.6%), Zhambyl Region (46.9%) and Mangystau Region (43.8%), and they belong to the age groups of 36 - 40 and 41 - 50 (36.1% and 39.5% of total number of respondents respectively).

17.6% of respondents believe that volunteer services are included in donating money to people in need. The same opinion is shared by many respondents in the age groups 46 - 50 (34.2%) and above 56 (33.2%); it is widespread in Turkestan Region (64.7%), North-Kazakhstan Region (46.8%) and in Atyrau Region (45.7%).

Quite a small per cent (7.4%) of respondents indicated an answer option according to which volunteers are "people who want to feel their importance and social recognition". This opinion is mostly widespread in Akmola Region (36.5%) and in North-Kazakhstan Region (36.2%).

In gender terms, there aren't any significant differences in distribution of answers to the question "Who is volunteer?"; however, there are quite a significant difference depending on the level of material prosperity of respondents. Thus, each fourth respondent who cannot afford even bare essentials in material term, believes that volunteers are those who want to feel their social importance and recognition of others. Among other answers from other categories of respondents, the frequency of this answer option does not exceed 13% (Table 10).

Table 10.**Distribution of answers of respondents to the question: “In your opinion, who is “Volunteer”?”**

A person who provides voluntarily active gratuitous assistance to people in need	19.9%
A person having much free time and is ready to help others	17.6%
A person who donates money to people in need	7.4%
A person who wants to feel his/her importance and social recognition	2.1%
Not sure	0.8%

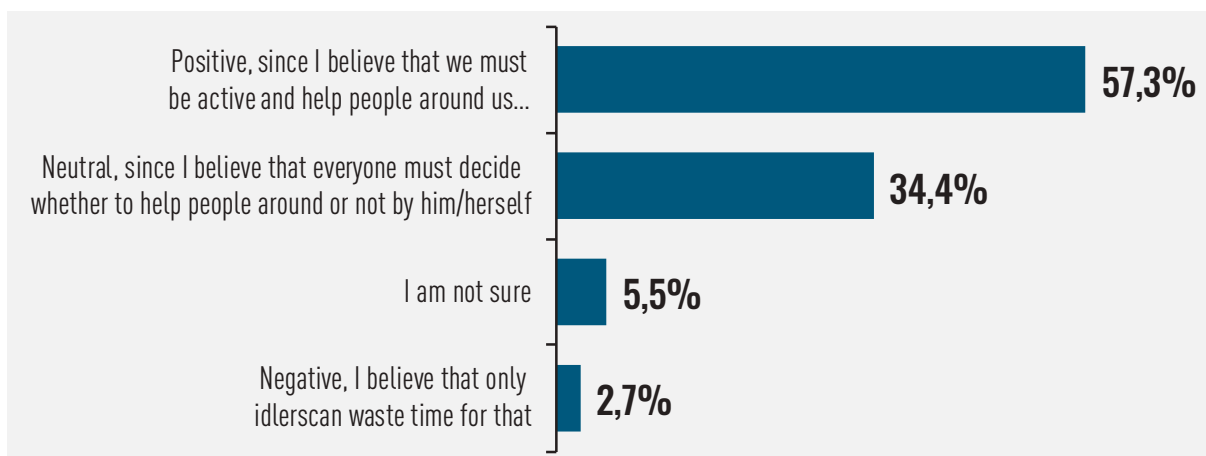
Source: Data of “Talap” CAP” SF

More than half of respondents in Kazakhstan (57.3% of respondents) declared their positive attitude towards volunteer activity, and positive perception is most common for those respondents who are either engaged in volunteer activity these days (74.3%), or who would like to try to (74.2%). 34.4% of respondents answered that they are neutral towards volunteer activity as, in their opinion, each person should choose for himself/herself whether to help or not to help people around.

2.7% of people have negative attitude (answer option: “Negative, I believe that only idlers can waste time for that”) towards volunteer activity. Men are more inclined to negative perception of volunteer activity (3.8% versus 1.7% of women), as well as representatives of the age group of 22 - 25 (6.3%; in other age groups the share does not exceed 3%). Urban dwellers are more inclined to negative attitude in comparison with country dwellers (3.7% versus 1.4%); broken down by regions, the highest frequency of negative responses was observed in Nur-Sultan (11.8%) and in Akmola Region (9.6%). The share of negative responses is specifically affected by living standards of respondents: among those who consider their financial situation worse, share of negative responses made up 12.5%, while only 2% of respondents (Figure 1) had such responses in the group of respondents with higher level of prosperity.

Figure 1.

Distribution of answers of respondents depending on their perception of volunteer activity (Question: "Your attitude towards volunteer activity: ...")

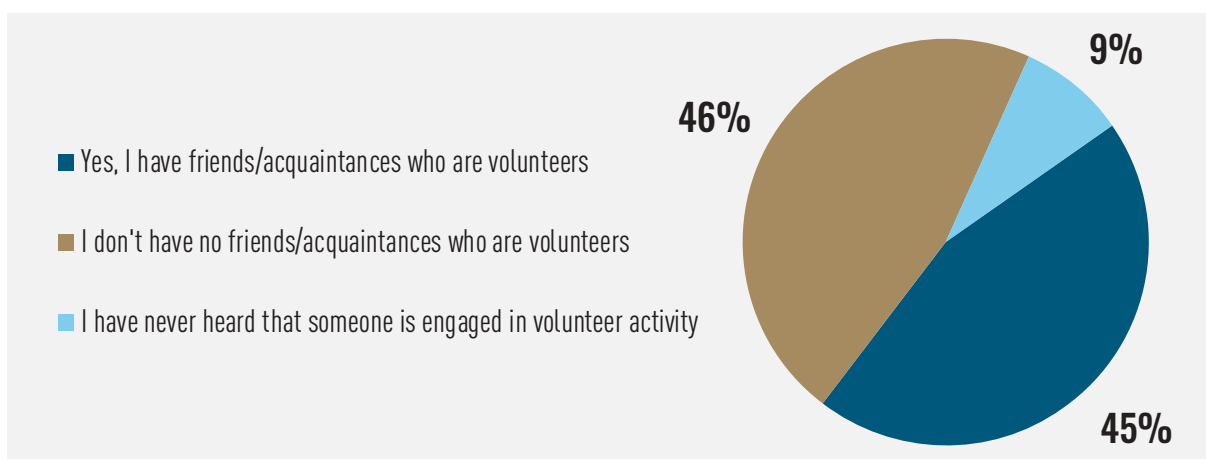


Source: Data of "TALAP" CAP" SF

45% of respondents have volunteers among their friends, 46% of respondents have never encountered volunteers in real life, and 9% of respondents have never heard that there are people involved in volunteer activity. Most representatives of the latter category are men at the age above 56, as well as respondents living in Zhambyl Region (74.1%), Mangystau Region (60.4%) and North-Kazakhstan Region (59.6%) (Figure 2)

Figure 2.

Distribution of answers of respondents depending on their perception of volunteer activity (Question: "Your attitude towards volunteer activity: ...")



Source: Data of "Talap" CAP" SF

Before introduction of quarantine and the emergency rule in March 2020, 30.6 of respondents have had experience in volunteer activity; at the time of introduction of the emergency rule,

only 4.8 of respondents were volunteers. 52.3% of respondents have had no volunteer experience, and 12.3% of volunteers could not answer the question.

33.8% of respondents are planning to involve in volunteer activity in the future, including 13.3% of the total number of respondents who have had experience in volunteer activity in the past, and 20.5% have never been volunteers before. It should be noted that interest in volunteer activity is mostly demonstrated by respondents of younger age (18 - 29; Table 11).

Table 11.

Distribution of answers to the question: “Have you ever been involved in volunteer activity (before the quarantine and emergency rule)?”

Yes, I have such experience, but I am not planning to be a volunteer in the future	17.3%
Yes, I have such experience and I am planning to be a volunteer in the future	13.3%
Yes, and I am a volunteer these days	4.8%
Respondents with experience in volunteer activity	35.4%
No, I haven’t been involved, but I would like to try to	20.5%
No, I have never been involved, and I wouldn’t like to	27.1%
No, and I don’t understand why people are involved	4.7%
Respondents without experience in volunteer activity	52.3%
Could not answer the question	12.3%

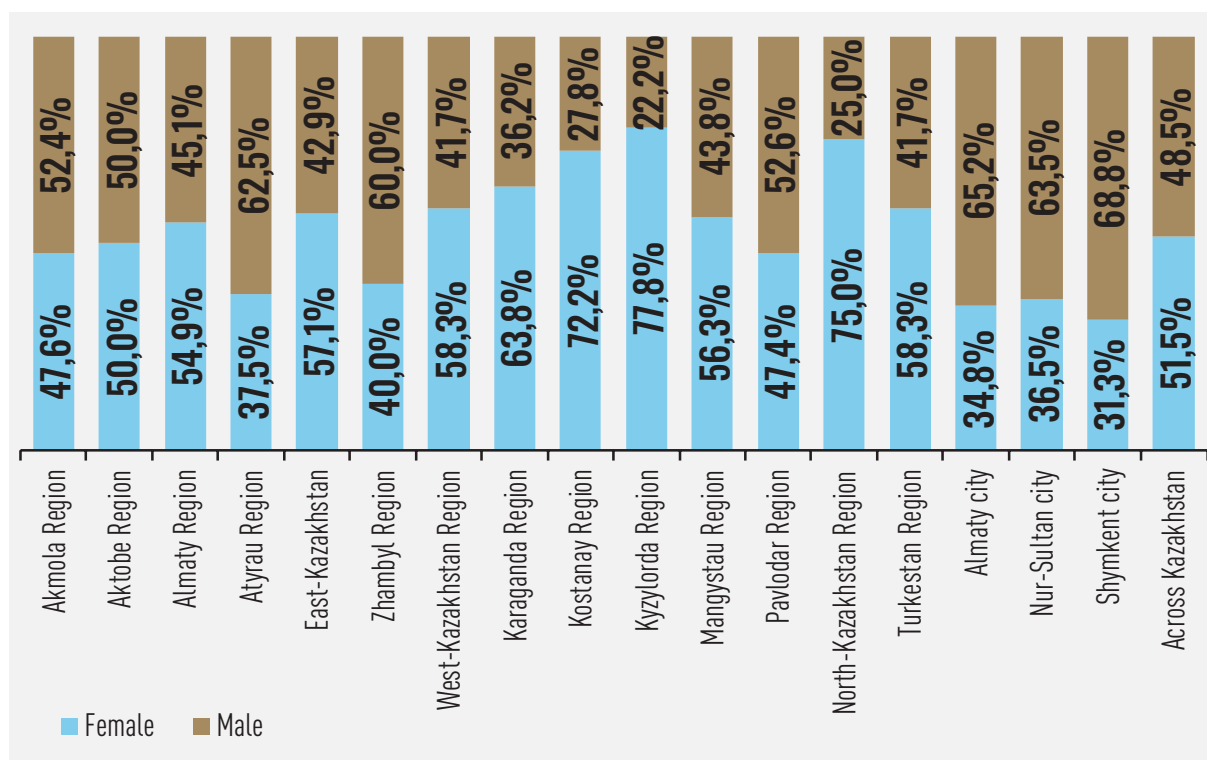
Source: Data of “Talap” CAP” SF

At the moment of research, total of 520 respondents were acting volunteers or have had experience in volunteer activity. Across the country, potential level of involvement of women in volunteer activity is slightly higher in comparison with that of men (51.5% versus 48.5%), however, in Kyzylorda Region, North-Kazakhstan Region and Kostanay Region, the share of potential female volunteers was higher by about two times. At the same time, in Atyrau Region and Zhambyl Region and in Almaty, Nur-Sultan and Shymkent cities the opposite trend is observed (Figure 3).

According to the findings of the research, most Kazakhstani volunteers (61.5%) are city dwellers. The opposite trend is only observed in the age group of 46 - 50, where the share of volunteers living in rural areas is 67.3% (Figure 4).

Figure 3.

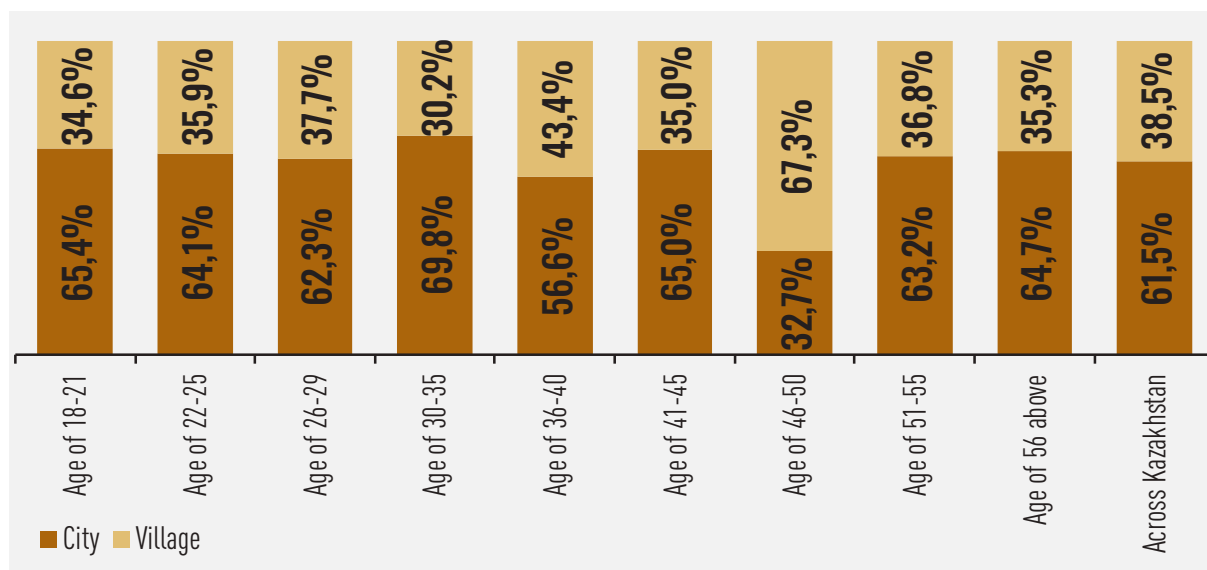
Gender distribution of respondent volunteers broken down by regions of residence



Source: Data of "Talap" CAP" SF

Figure 4.

Distribution of respondent volunteers according to the type of settlements broken down by age groups



Source: Data of "Talap" CAP" SF

Most respondents having experience in volunteer activity are either employees of state-financed organizations (21%) or public officers (14%). Contrary to the prevailing stereotype that mainly students are involved in volunteer activity, the latter group only made up 9.4%.

Those respondents who have experience in volunteer services, but who are not planning to involve in it in the future were asked a question about reasons to cease involvement in volunteer activity. Almost half of them (47%) named excessive time expenditure, and 22.7% named financial difficulties as the key reason. Pressure on the part of a volunteer organization/groups ranks third (9.7%) in the list of reasons to give up volunteer activity (Table 12).

Table 12.

Distribution of answers of respondents to a question “Why did you cease your involvement in volunteer activity?”

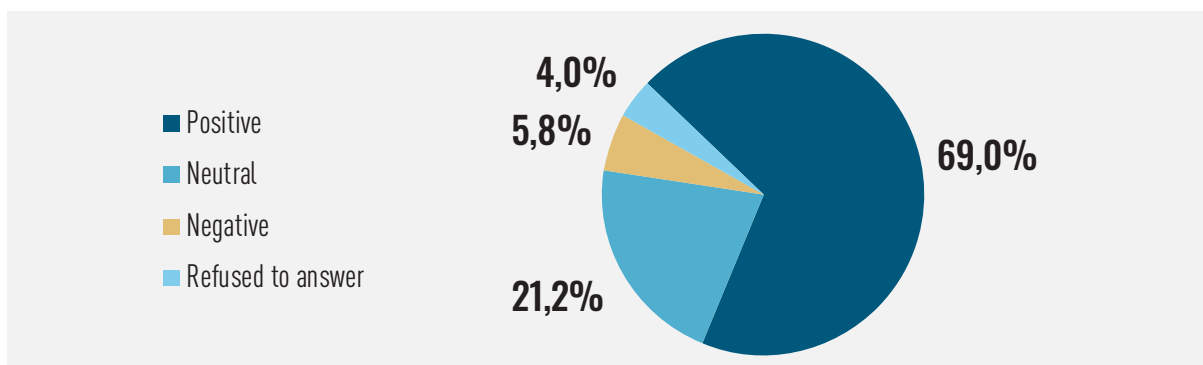
It takes too much time	47.0%
Financial difficulties	22.7%
A group / club / organization had put pressure on me to make me doing more than I would like to do	9.7%
Adverse effect on work/studies	5.3%
Adverse effect on general state/health	4.7%
I felt myself underappreciated	3.1%
Conflicts with group/club/organizations members	2.5%
Adverse effect on intra-familial relations	1.9%
I didn't feel safe	1.9%
I didn't feel myself as a part of my team	1.2%

Source: Data of “Talap” CAP” SF

Among respondents having experience in volunteer activity, 69% considered such experience positive, 21.2 considered it neutral, and 5.8% considered it negative. 4% of respondents could not answer the question. Men (8.7% versus 3% of women), respondents living in cities (8.8%), respondents at the age between 36 and 40 (11.3%) and respondents who defined their financial status as “our life condition is very poor” (11.1%) frequently considered their experience in volunteer activity negative. At the same time, from among those who considered themselves as volunteers at the moment of questioning, only one person considered his/her experience in volunteer activity negative (Figure 5).

Figure 5.

Distribution of answers to a question: "How would you describe volunteer experience (either your experience or that of your friends or family members)?"



Source: Data of "Talap" CAP" SF

Respondents consider their own willingness to help people in need (37.3%), a willingness to "make contribution to own community" (12.2%) and positive experience of their friends and family members (9.4%) as primary driving factors to be involved in volunteer activity. It is noteworthy that 9.4% of respondents indicated pressure on the part of society (Table 13) as a driving factor.

Table 13.

Distribution of answers of respondents to a question "Why did you ceased your involvement in volunteer activity?"

Own willingness to help people in need	37.3%
Make contribution to own community	12.2%
Positive experience of friends and family members	11.4%
Pressure on the part of own community	9.4%
Desire to meet some new friends. become a part of a team or spend quality time	8.2%
Desire to gain new experience	6.8%
A sense of obligation/duty	5.1%
Other	4.3%
Positive influence on general state/health	2.9%
Not sure	2.5%

Source: Data of "Talap" CAP" SF

Acting volunteers from among respondents were also asked what prevents them from devoting more time to volunteer activity. Respondents indicated limited time (18%), family (16.2%) and work (15.8%) obligations as key reasons. 13.3% of respondents noted that there is nothing that would prevent them from being involved in volunteer activity (Table 14).

Table 14.

Distribution of answers respondents to a question: “What prevents you from devoting more time to volunteer activity?”

Limited time	18.0%
Family obligations	16.2%
Work obligations	15.8%
Nothing	13.3%
Age	4.4%
Other	4.4%
General health state	3.5%
Lack of interest / lack of willingness	3.1%
I have never been asked to	2.9%
Preference for paid work	2.6%
Lack of communication / awareness of volunteer services	2.3%
I don't know where to address / lack of information	1.7%
Lack of anticipated benefit	1.7%
Travelling	1.6%
Negative experience in volunteering	1.3%
Notable lack of skills or capabilities	1.3%
I am too shy	1.1%
Lack of recognition	0.9%
Concerns regarding the level of commitment / involvement in work	0.7%
Poor conditions	0.7%
Lack of accessible volunteer activity	0.7%
Concerns about legal liability	0.6%
Employers prevent involvement	0.5%
Policy and practice of volunteering with participation of organizations	0.4%
Disability	0.3%

Source: Data of “Talap” CAP” SF

44% of acting volunteers have also noted that they participated in online-volunteering, which may be presumably explained by donations of representatives of this group in support of people in need via charitable online platforms. At the same time, most respondents (47%) have not participated in online volunteering, while 9% could not answer the question.

1.4

Review of development trends of volunteer activity in consideration of COVID-19 pandemic

In March 2020 Kazakhstan had to introduce strict quarantine measures designed to fight against the spread of COVID-19 pandemic. The country was in extremely difficult situation which required unprecedented efforts on the part of both the government and society. Volunteers joined efforts to combat coronavirus infection in all regions of Kazakhstan together with doctors and law-enforcement officers. Volunteers provided assistance to health workers on the front-line of efforts to combat the dangerous infection, and participated in transportation of patients, made arrangements of health workers and law-enforcement officers, distributed means of protection for free among population in distress etc. At the same time, volunteers did not disregard their "traditional profile" of activity related to provision of assistance to people in need.

According to the findings of the social research conducted by "TALAP" CAP" SF, 60% of respondents, who considered themselves volunteers, provided assistance to people during the emergency rule announced in March. 42% of respondents, who considered themselves volunteers, answered in the affirmative to a question whether they produced or helped to produce, or helped to distribute any products for disposition (food products, clothes, masks etc.). On the other hand, almost every fourth respondent (23% of all respondents) stated that he/she obtained aid from organizations, societies or other persons during the emergency rule.

All respondents were asked, what aid they rendered during the quarantine. Considerable part of respondents (36.8%) neither rendered any aid nor were involved in volunteer activity. At the same time, 11.7% of respondents stated that they delivered and distributed food products, 9.1% bought food products for others, and 7.5% provided free services in the field medicine and health care (Table 15).

According to the Ministry of Information and Social Development, since declaration of the emergency rule in March 2020, volunteers rendered aid to more than 1 million 258 thousand people in difficult circumstances (war or labor veterans, single seniors, vulnerable social groups, large or low-income families). Over 93 thousand food packages and 5.5 million medical face masks have been distributed. To ensure public monitoring, a group of volunteers and activists established "Public Control" group consisting of 397 volunteers. Some positive examples of volunteer activity in different regions of Kazakhstan during the quarantine are presented below¹².

¹² The abstract was prepared based on mass media materials and the web site of Common Platform of Volunteers (<https://qazvolunteer.kz>).

Table 15.**Distribution of answers of respondents to a question: “What aid did you rendered during the quarantine?”**

I wasn't a volunteer / didn't render any assistance	36.8%
Delivery, distribution of food products	11.7%
Procurement of food products for others	9.1%
Other	8.7%
Medicine or health care	7.5%
Production of food products	6.8%
Transportation of people	5.3%
Communication and information services	3.4%
Cleaning, disinfection	3.2%
Preparing, delivering food	2.8%
Personal care	2.8%
Readjustment, repairing	1.8%

Source: Data of “Talap” CAP” SF

Nur-Sultan. During the emergency rule, volunteers of the National Volunteer Network, Club of Kind Souls and “Astana Zhastary” held a campaign on distribution of face masks at “Nurlyzhurek” and “Sharapat” social service centers and at an orphan home in the capital city. In total 14.5 thousand face masks were distributed in one day.

Volunteers also provided lower-income families with antiseptics, medical face masks and other essential means. In total, the scope of aid covered 5 thousand families. Besides, in the capital city, volunteers worked in Magnum supermarket network: they allocated and sorted basic-needs products for people in difficult circumstances.

Almaty. In Almaty city during the “first wave”, volunteer organizations launched campaign “Who else if not me?” designed to provide aid to vulnerable social groups. People in need received food packages which included cereals, canned goods, household chemicals and other basic goods. It is worthy to note that large chain stores assisted in formation of food packages.

Many entities participated volunteer campaigns. Thus, only volunteers from Kazakhstani “Red Crescent” distributed about 700 food packages, while the entire scope of aid amounts to thousands. Volunteers also distributed newspapers such as “Argumenty i Fakty”, “Vremya”, “Delovoy Kazakhstan”, “Karavan”, “Komsomolskaya Pravda”, “Na strazhe” and “Saqshy” free of charge.

Future medical professionals also made their contribution: 50 students from Asfendiyarov Kazakh National Medical University have volunteered to reduce workload of their colleagues at least by a little.

Shymkent. On March 26, a large-scale campaign was held in Shymkent, during which volunteers distributed face masks at crowded public areas: on Arbat in Al-Farabi district, "Yangi Shahar" market in Abai district, in "Sever" Shopping Center in Yenbekshi district, and in Kaynarbulak and Sairam settlements in Karatau district. In total, 20 thousand medical face masks and 600 packages of "small vitamins" - Vitamin C for children, were distributed.

During the entire period of the quarantine, Shymkent volunteers also participated in disinfection activities and distributed food among low-income families.

Kokshetau and Akmola Region - In order to avoid spreading of coronavirus, young people in Akmola Region launched a challenge "My entrance hall - My health". Within the campaign, young people cleaned entrance halls in dwelling houses, and distributed booklets on prevention measures among owners and employees of shopping centers in Kokshetau city.

Volunteers in Kokshetau city helped to fabricate face masks for Mother House and Center for Adaptation of Minors. In Kokshetau city, volunteers of "Path of Life" Information and Coordination Resource Center for Support of Motherhood and Childhood" Social Fund helped to sew face masks for Mother House and Center for Adaptation of Minors.

Aktobe Region - Young volunteers bought and delivered food to those people who couldn't get outside by themselves. At the same time, young people in Aktobe established "Bizbirgemiz" group of volunteers which delivers basic-needs products directly to houses. The main task set by volunteers included in helping people without opportunity to go out during the quarantine. Most often they were families with disabled persons, low-income families and others.

Almaty Region and Taldykurgan city. Under conditions of the emergency rule, volunteers in Almaty Region held over 560 charitable campaigns. According to the regional administration for youth policy affairs, today there are about 1,500 volunteers and 23 active volunteer associations in the region. Volunteers mainly participate in activities on disinfection of settlements, provision of basic necessities, personal hygiene means and many others.

In Taldykurgan, volunteers of Lider.kz movement rendered aid to workers of medical aid posts; they arranged meals for workers of medical aid posts with the support of entrepreneurship of Taldykurgan city. Police officers and workers of sanitary and epidemiological services worked at the posts. Shifts lasted 12 hours, so the assistance of volunteers was particularly welcomed.

Atyrau Region - In Atyrau, volunteers from "BizBirgemiz" headquarters received specific training and participated in disinfection activities. Besides, volunteers in Atyrau sewed reusable face masks and share the experience how to sew them at home online. 16 sewers who started their own business on grants provided within "Zhas Project" sewed 800 face masks a day.

East-Kazakhstan Region Volunteers rendered active assistance to retired people in Semey and Ust-Kamenogorsk cities, where volunteers delivered food and medicine to retired people.

In Ust-Kamenogorsk, special services on delivery of food products and medicine to seniors and physically challenged people were established in the municipal Volunteer Center and at the branch office of "Nur Otan" party.

In whole, according to qazlunteer.kz Internet-site, today over 5 thousand volunteers carry out their activity in East-Kazakhstan.

Zhambyl Region - The region launched "Tagzym" and "Asar" projects, within which volunteers regularly carries out activities on sanitation in senior homes. Young people provide assistance in housework to seniors. As from this year, capacity of volunteers is aimed at providing support to low-income families in the region in social terms. Besides, volunteers started targeted activities and identify families needing care and support. Regional authorities allocated 15 million KZT for these purposes.

West-Kazakhstan Region and Uralsk city - "Aqzhayik volonterleri" volunteer movement was established within the Administration for Youth Policy Affairs of East-Kazakhstan Region. After the President declared the emergency rule, volunteers extended the hand of assistance to military veterans, mothers with several children, lonely and elderly people. Each volunteer had his/her own areas covered; over 300 volunteers worked during the emergency rule. In whole, "Aqzhayik volonterleri" organization includes 8,000 young volunteers.

"Karavan Miloserdiya" ("Caravan of Charity") event was held in Uralsk city, the main purpose whereof was to support lonely elderly people. Center of Volunteer Movement of Assembly of People of Kazakhstan held an event within which elderly people received basic necessities, antiseptics and medical face masks.

Karaganda Region - In Karaganda, within "Biz birgemiz" campaign, the local branch of "Nur Otan" collected 15 million KZT to procure goods of primary necessity for people in need living in the city. 1,260 persons received required goods of primary necessity, delivery whereof was entrusted to volunteers.

Within "Biz birgemiz", "We are from Shakhtinsk" association of volunteers in cooperation with officers of the youth resource center launched a campaign on sewing and distribution of reusable face masks.

Kostanay Region - On March 16, the Chief Sanitary Inspector of the Republic of Kazakhstan issued a decision according to which a number of categories of patients who previously received prescriptions at outpatient clinics had to receive them at home. Workload of medical workers has increased, since they received obligations of couriers, so the department of public health asked the administration for youth policy for assistance. On March 18, volunteer recruiting was announced via social networks. Delivery was only performed upon preliminary call from an outpatient clinic, and patients had to sign a receipt of medicine.

Kyzylorda Region. In Kyzylorda, policemen together with volunteers gave briefing aimed to ensure safety during the emergency rule. The main objective of all measures taken during a special regime is to ensure proper maintenance of public order and security.

Mangystau Region - Under conditions of combating the spread of coronavirus, volunteers in Mangystau Region provided goods of prime necessity to representatives of vulnerable social groups, including physically challenged people. Within "Biz birgemiz" campaign, volunteers help people in need, and provide them with basic essentials, medical face masks, soap and antiseptics.

Pavlodar Region - During the emergency rule, Pavlodar "Club of Kind Souls" arranged a free of charge delivery of food and medicine to residents placed under quarantine in apartment houses and shared households. They also provided regular assistance to medical workers working on the "front line" in combating coronavirus. It is interesting to note that initially there have been only about fifty activists in "Club of Kind Souls", but after declaration of the emergency rule, the number of volunteers increased by 10 times.

North-Kazakhstan Region - In Petropavlovsk, members of Volunteer Club of North-Kazakhstan Region helped workers of outpatient clinics to cope with increased workload. Volunteers helped to answer calls and entered details of patients into a computer database. Volunteers delivered medicines to retired people to prevent them from leaving their homes too often. Volunteers take prescriptions, receive medicines in pharmacies and deliver them to elder city residents.

Turkestan Region - Volunteers from a medical college in Tole bi district, Turkestan Region, sewed 100 face masks and distributed them among families with many children. Volunteers also distributed special booklets on measures to prevent the spread of coronavirus and conducted awareness-raising activities in public places. In turn, families that were provided by volunteers with food products expressed their gratitude.

Chapter 2.

International experience in implementation of volunteer activity

2.1

Review of strategies and advanced practice in implementation of volunteer activity

Best volunteer practices in developed countries

Volunteer activity is mostly widespread in western developed countries. Thus, in OECD countries, every third adult is involved in charitable activities within a volunteer organization at least once a year, and seven out of ten Europeans say that they provide unofficial assistance to their friends, neighbors or strangers. According to different researches, volunteers from OECD countries are more satisfied with their lives in comparison those citizens who are not involved in volunteer activity. At the same time, contribution of volunteer activities to the economies of OECD countries reaches 2% of GDP.

Volunteering in Australia - Volunteer activity in Australia makes valuable contributions to the activities of volunteers and communities in whole not only in social but in economic terms as well. Volunteer activity help to establish relations with fellow citizens which, in turn, strengthens involvement of volunteers in the life of communities. The research conducted established that volunteer activity benefits vulnerable social groups and helps their representatives to have positive outlook on their capacity to succeed in future (Spring et al., 2007).

According to Volunteering Australia (2014) and publication Voluntary Work, Australia, 2010 (Australian Bureau of Statistics (ABS)) 36% of adult population (6.1 million) of Australia are involved in one or another type of charitable works. When comparing data on volunteer work provided by Australian Bureau of Statistics (ABS) for 2006, where 34% of adult population are involved in volunteering, with data for 2010, then increase in the number of volunteers by 2% becomes noticeable. It is also reported that in 2006 about 16% of population of Australia were informally involved in volunteering (Bittman, M. (2006)), and about a half of volunteer activity in Australia is unorganized (ABS,2009). In addition, according to John Hopkins University, as early as in 1998, 1.8 people in Australia were involved in volunteer activity which constituted at that time 13% of adult population of the country. In other words, number of volunteers in the country has increased from year to year.

According to ABS, over 528 thousand citizens of the country at the age above 65 are involved in volunteer activity, which is 12% of the total number of Australian volunteers. Representatives of this group are involved in volunteer activity to a greater extent in comparison with other age categories.

In 2010 number of female volunteers was greater by 4% than male volunteers. Number of women involved in volunteer movement made up 3.24 million, while number of men amounts to 2.85 million.

Australian volunteer organizations carry out their activity in the fields of cultural heritage, education, environmental protection and public health, however, most volunteers are involved the field of sports (37%) and religion (22%). In 2011, "National Volunteering Strategy" organization conducted an analysis of volunteer activity in Australia and revealed the following trends:

1. Despite the fact that over the years, the number of volunteers has increased, they allocate less time to volunteer activity in comparison with previous years. Number of volunteers increased in 2010 in comparison with 1995 by almost two times (from 3.2 to 6.1 million), while average number of hours per one volunteer reduced almost by a quarter (from 74 in 1995 down to 56 numbers in 2010).
2. Involvement of volunteers in different areas of activity varies. It has increased in the field of sports, education and religion, but it has reduced in the fields of social support and emergency management.
3. In the course of time, more volunteers prefer flexible work schedule or ask to shorten their working time.
4. Increase in mobility of citizens resulted in reduced opportunities of volunteers to devote their time to the same area of activity for long time periods.
5. Increase in the number of natural disasters requires higher level of training from volunteers.

In Australia, volunteers make great contribution to operation of non-commercial organizations. Volunteers in Australia believe that the government plays an important role in supporting volunteer initiatives. The state policy indifferent to problems of volunteers and volunteer organizations may have negative influence on the sphere of volunteering (Volunteering Australia, 2014).

Australia developed Volunteer Code which states that volunteer work is not a replacement for paid work. The code also indicates that volunteer activity shall be carried out without expectation of remuneration, however, all expenses of volunteers must be compensated in full or partially.

Volunteering in the USA - The USA is a country with highly popular volunteering and great experience in arranging volunteer activity. Volunteer activity is an integral component of life of different social groups and it is implemented within activities of different organizations of "third sector".

In the United States, volunteer activity started developing actively as early as in 30s in 21st century, when about 3 million people became volunteers after Franklin Roosevelt has established Civilian Conservation Corps. With the beginning of the World War II, activity of the organizations was suspended, however, it restarted its activities after the end of the war.

Today, the government actively supports volunteer movement in the country. According to the government statistics, in 2008-2011 volunteer movement covered 26.8% of US population, however, in 2013 it dropped approximately by 1%, which in turn resulted in increased demand for their participation in activities of non-commercial organizations. According to Bureau of Labor Statistics, the non-commercial sector, which mostly depends on volunteers as its strategic resource, increased by 25% over the last 5 years. It is important to note that in 2011 in whole volunteers worked 7,000 million hours in an organized way, and yielded 171 billion USD for the country.

Today, various projects for volunteers have been implemented in America, and they vary according to their areas of activity, tasks and objectives, and the most active population group is retired people. According to Corporation for National and Community Service, there were 63 million volunteers in 2018 in the USA.

Volunteering in Netherlands - In 1973, Ministry of Health, Welfare and Sports (MVWS) considered volunteering as "work done in any organised context that is carried out without obligation and without pay for other people or the community whereby the person doing the work is not dependent on it for his or her livelihood".

The scale of volunteer activity in Netherlands expanded rapidly between 2004 and 2007, however, just as in America, in 2007-2008 reduction in number of volunteers was recorded. According to Central Bureau for Statistics (CBS), in 2007 number of people involved in volunteering made up 5.6 million (44% of the total population of the country), however, in 2008 it reduced by 2% (down to 5.3 million).

Representatives of the age group of 35 to 44 are mostly involved in volunteer activity. This is due to the fact that they have school-aged children, so 75% of citizens of that age group are involved in voluntary activity at educational institutions.

Involvement of Netherlands citizens in volunteer activity varies depending on their employment. Thus, 42.5% of working population, 47.6% of unemployed population, 57.1% of those who are completing their studies and 48.7% of retired people allocate their time to volunteer activity. Besides, 54.5% people not working in connection with caring for children are involved in volunteer activity. Netherlands citizens allocate in average 3.7 hours per day to volunteer activity.

Volunteering in Germany - Within National Surveys 1999, Germany conducted a survey according to which only 34% of respondents stated that they have been involved in volunteer activity previously. A similar survey conducted in 2004 showed increase in this indicator by 2%. It is estimated that today over 30% of Germany population is somehow involved in volunteer activity.

Findings of National Surveys 1999 and 2004 demonstrate greater involvement of men in volunteer activity. Thus, in 2004, 39% of male Germans and 32% of female Germans had experience in volunteer activity, and women spent less time for volunteering. Women and men are engaged in different types of volunteer activity; women mostly participate in activities related to schools or kindergartens, social support, church and religious organizations, and

public health, while men prefer other areas of activity. However, trends of recent years show reduction of gender differences.

The following large volunteer organizations are active in Germany:

- Deutsch-Russischer Austausch e.V.;
- Europäischer Freiwilligendienst or EFD;
- Aktion Sühnezeichen Friedensdienste or ASF;
- Internationale Jugendgemeinschaftsdienste or IJGD;
- AFS Interkulturelle Begegnungen e.V.;
- WWOOF Deutschland;
- DRK Freiwilligendienste.

Volunteering in UK - According to National Survey of Volunteering 1997 conducted by Davis Smith (1997), about 22 million adults have taken part in some kind of voluntary activity each year, however in 2007 this number has fallen to 17.9 million people. According to the last available data, 43% of adults volunteered formally at least once in the 12 months prior to the interview, with 28% having volunteered once a month.

A Helping out Report (2007) states that most number of constant volunteers were in younger 16-24 (43%) and in elder 55-64 (42%), 65 and above (41%) age groups. Sports field is the most popular among British volunteers (24%).

According to Volunteering Works published by IVR and Volunteering England, in September 2007, volunteers themselves undertook huge range of activities. IVR distinguishes four types of volunteering:

- Mutual aid or self-help: people with shared problems, challenges or conditions working together to address them.
- Philanthropy or service to others: most commonly volunteering through a voluntary or community organization to provide some form of service to one or more third parties or beneficiaries.
- Participation: the involvement of individuals in the political, governance or decision-making process at any level.
- Advocacy and campaigning: collective action in formal or informal groups, or as individuals, to secure or prevent change.

Most volunteers (71%) undertook more than one type of volunteering activity, whether this was in one or more organizations. About 27% of volunteers had been involved in five or more different formal volunteering activities in 2009. Raising and handling money was the most common type of volunteering activity (undertaken by 65% of current volunteers). Organizing and helping to run events was the second most common (50%).

Volunteering in post-Soviet countries

As in developed countries, volunteer movement is also supported to various extent in post-Soviet countries. In World Giving Index calculated by Charities Aid Foundation in 2018 based on data across 153 countries, Tajikistan was ranked 36, Uzbekistan - 53, Belarus - 121, Kyrgyzstan - 55, Georgia 118, Russian Federation 110, and Ukraine - 81. In all post-Soviet countries, determination of word "volunteer" is identical, however practice of government policy in the field of volunteering and supporting volunteers differs.

Volunteering in Russia - Phenomenon of volunteering in Russian Federation can be traced back centuries: tradition of voluntary labor of believers in churches and monasteries has been established over many centuries in the country; voluntary labor was also widespread during wars. During the Soviet period, volunteer activity was organized by Komsomol and Pioneer organization among youth, and by administration of enterprises among adult citizens at their places of work.

In 1995, Russia adopted the Law "Charitable Activities and Charitable Organizations"; a little later, the first Russian Forum of Volunteers was held in Moscow. Over the last two decades, the number of volunteer organizations working in the field of social support has increased year by year. Thus, the society keenly responded to the growth of social problems.

Russian Federal Statistical Service (Rosstat) regularly assesses the number of volunteers in the country. According to Rosstat, the greatest increase in involvement of Russian in volunteer movement was observed in 2012-2017; while in 2012 the number of volunteers amounted to about 1.4 million people, in 2017 this indicator increased up to 2.7 million.

As of the end of the second quarter of 2020, the number of officially registered volunteers also amounted to 2.7 million people. Most volunteers were engaged in the sphere of social support (1.1 million people), improvement of areas (over 600 thousand) and protection of animals (about 200 thousand).

Volunteering in Belarus - In Belarus, official statistics on number of volunteers is not publicly available, however, a certain insight into development of volunteer movement can be obtained from unofficial sources. Thus, according to social research "Civic Literacy in Belarus, Moldova and Ukraine" conducted by Kiev International Institute of Sociology in 2016, 19% respondents from Belarus acted as volunteers at least once in their lives, and 4% are engaged in volunteer activity on a regular basis. According to data gathered during preparation of World Giving Index 2017, 19% of Belarus citizens had experience in volunteer activity. The largest volunteer organizations of the country are Belarusian Republic Youth Union, Belarus Red Cross Society, Belarusian Association of UNESCO Clubs, League of Youth Voluntary Service.

According to the provisions of the applicable law "On Fundamentals of State Youth Policy", Belarus "creates conditions for development of youth volunteer movement - voluntary activity of young people carried out on a non-reimbursable basis aimed to develop with young people the sense of assistance, creation of conditions for implementation of youth initiatives in supporting different social groups of population, promotion of healthy lifestyle among young people, reduction of risks of involvement of young people in antisocial behavior, and

achievement of other socially important public purposes". In 2015, The Ministry of Education of Belarus adopted "Concept of Organization of Youth Volunteer Movement in the Republic of Belarus", which:

- gives definitions of volunteer activity; volunteer; youth volunteering; volunteer organization (association); state support for youth volunteer activity;
- enshrines the principles of youth volunteer movement - voluntariness, gratuitousness, respect, equality, self-improvement, morality, responsibility, cooperation;
- assigned central administrations for ideological activity, culture and on affairs of youth of regional executive committees and Minsk municipal executive committee and educational institution "National Center for Artistic Activities of Children and Youth" as authorized bodies for accounting of young people willing to participate (participating) in youth volunteer movement.

At the same time, representatives of volunteer movement in Belarus have often made statements on lack of attention on the part of the government in mass media and in social networks.

Volunteering in Uzbekistan - Uzbekistan adopted the law "On Volunteer Activity" on December 2, 2019 According to the provisions of the law, the objectives of volunteer activity is provision of assistance to individuals or legal entities, and society, protection of the environment and others. It is interesting that, political parties often act as volunteer organizations. IACT Social Platform is in operation in the country, which was created with the support of UNDP and UNV in order to develop social innovations and volunteer movement.

At the same time, there is a number of systemic shortcomings and problems in the field of regulation and state support of volunteering in Uzbekistan; there is also a pressing issue of financing of volunteer organizations.

Volunteering in Tajikistan - In Tajikistan, volunteering has deep roots which is related to national traditions. The traditions include hashar (voluntary gratuitous help to neighbors, friends, relatives) and savob, or kori savob (helping childless elder neighbors in household works).

In 2013, the country adopted the law "On Volunteer Activity" which defines legal, social and organizational framework for volunteer activity and governs social relations associated with its implementation. In 2014, National Association of Volunteers of Tajikistan started its activities, which put forward an initiative to join efforts of non-government organization for development of volunteer activity and establishment of opportunities for proper implementation of the Law of the Republic of Tajikistan "On Volunteer Activity".

There are three categories of volunteer movement operating in Tajikistan:

- volunteers from among active young people studying at educational institutions and unemployed young people;
- members of volunteer units from among students of different universities and sports institutions;

- volunteers voluntarily joining the National Army.

Volunteering in Kyrgyzstan - As in Tajikistan, volunteer activity in Kyrgyzstan also has its roots in national customs. One of the tradition is "ashar" - tradition to help neighbors and fellow villagers.

Volunteer activity began developing actively in 90s of the 20th century after occurrence of a large number of non-government organization, though the number thereof has reduced today. The reason is the fact that often volunteer activity was carried out by persons without adequate skills and competences. It is worth noting that volunteering is popular in large cities of Kyrgyzstan, while in smaller settlements it has not developed due to social stereotypes.

Volunteering in Georgia - Mentality of Georgians is notable for close intra-group solidarity. Thus, according to a research conducted in Georgia by Caucasus Research Resource Centers (CRRRC) in 2016, 93% of respondents stated that, where necessary, they can address to their family, and 80% of respondent would ask help from their friends. At the same time, Georgia citizens do not believe that helping their families is obsessive: 56% of respondents do not agree that their families demand too much, and 39% strongly disagree with such statement, and only 16% agree that their help looks obsessive. Besides, employed Georgia citizens (39% of respondents) do not believe that demands on the part of their families are disruptive, and three quarters of employed people believe that their families are never disruptive. In other words, citizens of Georgia willingly spend their time and energy to support other people at least in everyday life.

Community leaders or "social entrepreneurs" are solving problems in local communities. 52% of respondents stated that there is a person acting as an organizer in every district, and in 56% of cases such person is elected or chosen by respective community. Residents of Tbilisi have such community organizers in the neighborhood often than rural residents. Besides, volunteer labor in the religious sphere has significantly expanded in Georgia.

Volunteering in Ukraine - The first step in development of volunteer movement in Ukraine was establishment of volunteer service "Hot Line" in the early 90s of the 20th century; social services for youth has demonstrated active development since 1992, which, in turn, resulted in development of volunteer movement. In 2001, within implementation of the Decree of the President of Ukraine L. Kuchma, an instruction "On organization of International Volunteer Day in Ukraine" was issued, which declared the necessity for development of volunteer movement in Ukraine, including to help disabled people, senior citizens, children deprived of parental care and orphans.

Application of volunteer resources in Ukraine covers almost all spheres of social and political life, however, it is more visible in the social sphere. At the same time, economic aspects of labor still cannot be assessed due to underdevelopment of methodological approaches to such assessment.

Preparation for Euro 2012 Championship gave momentum to development of volunteer movement: young people were actively attracted to volunteer groups in host cities. For instance, Kiev Center for Social Services for Families, Children and Youth attracted 2,000 people to provision of services at the final stage of Euro 2012 on volunteer basis.

2.2

Activities of international organizations in the field of support of volunteering (UN volunteers, UNV Projects)

International organizations of all types work in partnership with governments of those countries which implement volunteer projects, other international organizations, international banks, and third sector organizations. Volunteer structures which integrate at the international level but localize their activities within certain territorial borders appeared by the late 20th century. They implement international programs aimed at development of volunteering at the cost of consolidated budget allocated to solve these tasks by government of different countries.

Such volunteer organizations provide opportunities for implementation of different types of mobility (educational, professional) to the best interests of individuals. To the best interests of government structures, they help to solve issues of employment of population.

International social organizations, as a rule, have network structure. Hierarchy in such organizations ensures that representative of all associations are established at national level in certain countries to the extent possible; in some cases, they have their representative offices at local levels.

In some countries, special government agencies are established, area of responsibility whereof include development of and supporting volunteer initiatives of citizens of such countries implemented both within certain country and beyond. Scope of functions of such institutions may be addressing social and economic issues of a country, in particular unemployment. They can also provide assistance to population of developing countries in obtaining basic technical expertise and labor skills, carrying out educational activities, and providing medical and social aid in other countries.

In most countries, government institutions and a number of political institutions provide resourcing for activities of volunteer structures at the level of strategy and tactics. Regulatory and legal framework has been established, funds from state budgets have been allocated, and state programs have been planned and implemented. In such context, volunteering is considered as a mechanism to form civil and political activity.

There are many international volunteer organizations across the globe, and the most influential are:

1. **United Nations Volunteer, UNV** - an organization directly reporting to UN and engaged in providing support for sustainable global development across the globe by promoting ideas of volunteering and mobilization of volunteers to address certain practical tasks;
2. **SCI** (Service Civil International) is a volunteer organization established in 1920 and having 33 branches across the globe. Its objectives include promotion of ideas of peace, international understanding and solidarity, social justice and environmental protection. Major activity of SCI is focused on organization of international volunteer projects,

workshops, short, middle and long-term volunteer programs, educational trainings and international exchange;

3. **Alliance of European Voluntary Service Organizations** was established in 1982. It represents a coordination center for European national volunteer organizations specializing in coordination of short-term and long-term volunteer working camps, promoting ideas of international cooperation, peace and understanding;
4. **ICYE (International Cultural Youth Exchange)**. ICYE commenced its operation in 1949. ICYE has over 30 branches in countries of Africa, Asia, Europe and Latin America. The mission of ICYE is to promote youth volunteer activity for international understanding and peace. Global education and inter-cultural education are two major principles of ICYE programs on working with children, seniors and disabled people; on organization of children centers and environmental projects;
5. **YAP (Youth Action for Peace)**. The youth organization started its operation in 1923; it promotes ideas of peace and cooperation between countries and actively takes against military conflicts. YAP has branches in 15 countries and unites politically active youth in volunteer movement. YAP is engaged in organization of volunteer anti-war projects, pacifist workshops and trainings, development of non-violent resolution of military conflicts, work with refugees, vulnerable groups, lobbying anti-war and peacemaking ideas among political parties and organizations.

From among the above organizations, only UNV is active in Kazakhstan. UNV program was launched in Kazakhstan in 1993 and initially it was aimed at participation of volunteers in sustainable development and strengthening of the capacity of local communities. Since the launch of the program, over 80 international UN volunteers and over 50 national volunteers have been employed. The mission of UNV in Kazakhstan is promotion of volunteering through participation meeting social diversity of Kazakhstan. In accordance with their mandates, UN volunteers in Kazakhstan work in the sphere of social development, administration, environmental protection, education, provision of humanitarian aid and development of civil activity. One of the priorities of UNV within achievement of objectives on sustainable development is development of the capacity of civil society. UNV holds trainings and workshops on institutional development, social commitment and volunteer activity in cooperation with national NGOs. The advantage of UNV is included in its ability to implement transformation changes through volunteer activity, public volunteer activity and involvement of civil society through active participation of civil society, volunteer organizations, UN agencies and the Government.

UNV provides operational support to UN partners and the Government of Kazakhstan in the field of adoption of the sustainable development principles. The role of UNV in Kazakhstan was figuratively described by Norimasa Shimomura, the UNDP Resident Representative in Kazakhstan: "UN Volunteers play a crucial role in Kazakhstan, reaching out to communities at the grass-root level, bringing innovations and empowering people. They are the real experts for change, a combination of outstanding inspiration and commitment". Today, Kazakhstan citizens work as international UN volunteers in countries such as Malawi, Mozambique, Ukraine and others.

Chapter 3.

Further areas of development of volunteer activity in Kazakhstan

3.1

Issues of concern and barriers for development of volunteer activity

Findings of the sociological survey

One of the objectives of the social research conducted by “TALAP” CAR” SF was determination of prospects for development of volunteer movement in Kazakhstan, as well as barriers interfering the process.

According to the findings of the research, share of respondents who has no experience in volunteer activity but are willing to be volunteers is quite high and amounts to 35.4%: 8.3% answered “yes”, and 20.6% answered “rather yes” to a question whether they would like to be volunteers. At the same time, more than a half of respondents (52.4%) answered negatively to the question regarding their willingness to become volunteers (Table 16).

Table 16.

Distribution of respondents to the question “Would you like to be a volunteer?”

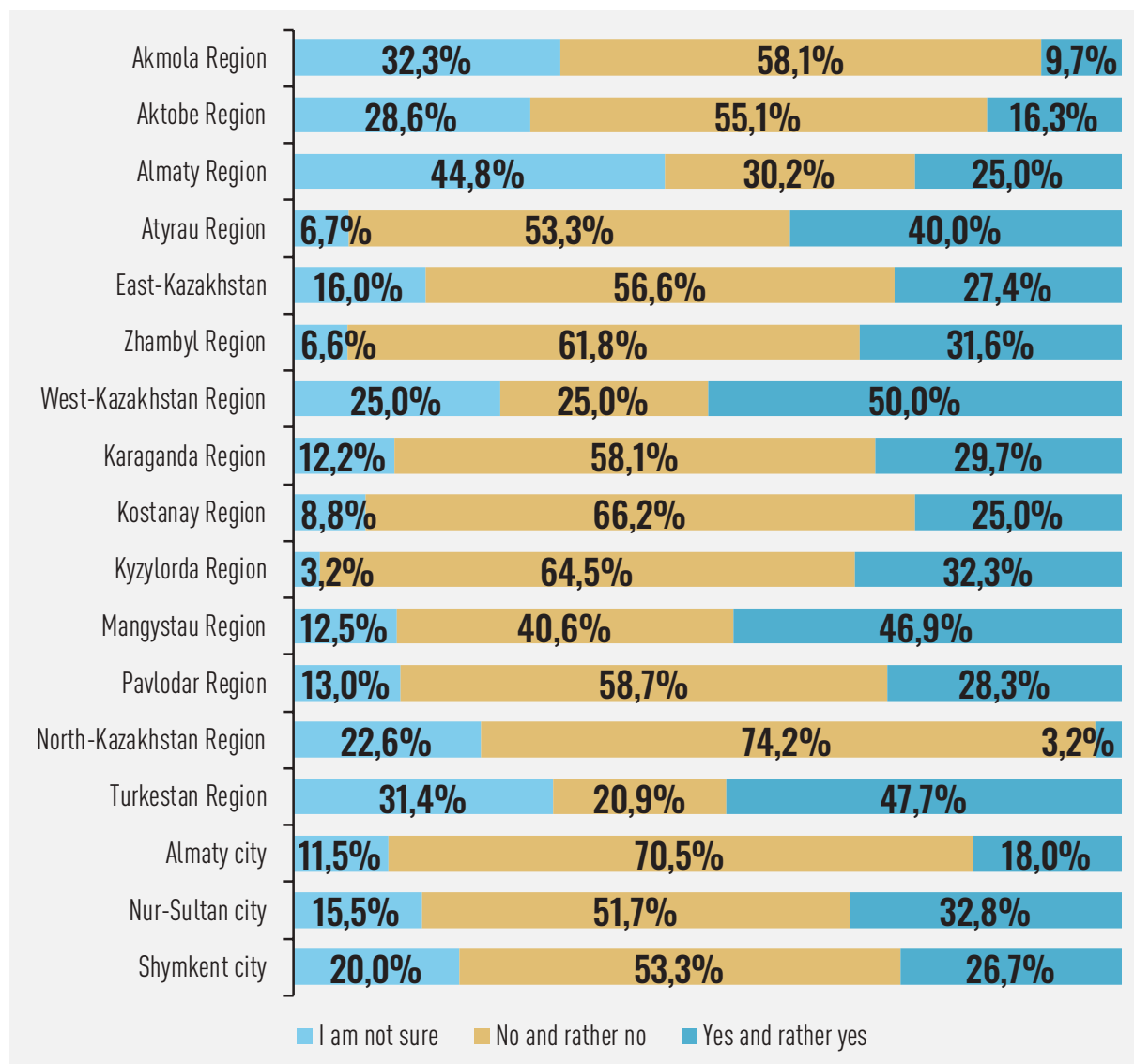
Yes	8.3%
Rather yes	20.6%
Rather no	17.0%
No	35.4%
I am not sure	18.7%

Source: Data of “Talap” CAP” SF

Residents of Mangystau Region (46.9%), Turkestan Region (47.7%) and West-Kazakhstan Region (50%) indicated their willingness to be volunteers most often. Share of respondents who answered positively to the question on their willingness to be volunteers is quiet high in Nur-Sultan (32.8%) and Shymkent (26.7%) cities, in Pavlodar Region (28.3%), Kyzylorda Region (32.3%), Karaganda Region (29.7%), Zhambyl Region (31.6%), East-Kazakhstan Region (27.4%) and Atyrau Region (40%). Minimum number of respondents indicated their willingness to be volunteers in North-Kazakhstan Region and Akmola Region (Figure 6).

Figure 6.

Distribution of answers to the question “Would you like to be a volunteer?” in different regions of Kazakhstan

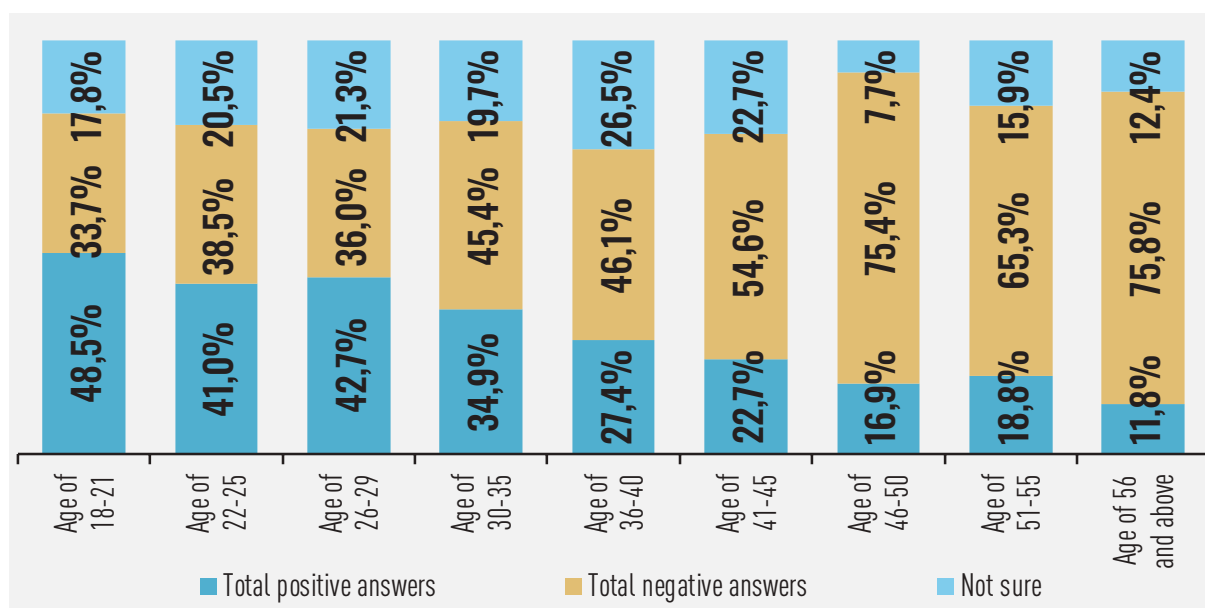


Source: Data of “Talap” CAP” SF

Depending on sector of employment, higher readiness to participate in volunteer activity has been demonstrated by students (46.8% of the category), housewives (38.9%), public officers (36%) and government employees (33.3%). Broken down by age, willingness to be a volunteer is higher in age groups of 18 - 21, 22 - 25 and 26 - 29; at the same time respondents of older age groups have a propensity to volunteer activity to a far lesser degree (Figure 7).

Figure 7.

Distribution of answers to the question: "Would you like to be a volunteer?" in different age groups



Source: Data of "Talap" CAP" SF

Respondents who indicated their willingness to be volunteers stated focusing of volunteers' efforts on those who really needs it (27.1%) and proper organization of volunteers' activity (22%) as major conditions for their involvement in volunteer activity. Only 9.6% of respondents who showed their willingness to be volunteers stated that official work experience through participation in volunteer activity is important for them (Table 17).

Table 17.

Distribution of answers of respondents to a question: "What aid did you rendered during the quarantine?"

Under condition that all efforts of volunteers are directed to those who really needs it	27.1%
Under condition of proper organization of volunteer activity	22.0%
Other conditions	15.2%
Under condition when a coordinated and harmonious team works	12.6%
All of the above conditions	12.3%
Under condition of official work experience indicate in CV	9.6%
I am not sure	1.2%

Source: Data of "Talap" CAP" SF

Almost every fourth (24.1%) respondent who have had experience in volunteering or who is ready to be a volunteer is ready to help people in need in case of emergency situation. 15.1% of respondents within the mass survey indicated their willingness to help seniors or physically

challenged people in procurement of food products and helping in cleaning. Share of respondents who are ready to provide psychological aid or administer support groups made up 10.3%; a little less than 9.5% would like to provide legal, judicial or other information and advisory support. 7% of volunteers surveyed indicated their intention to teach children useful skills (Table 18).

Table 18.

Distribution of answers of respondent to the question: “Under which circumstance you are ready to help people around you?”

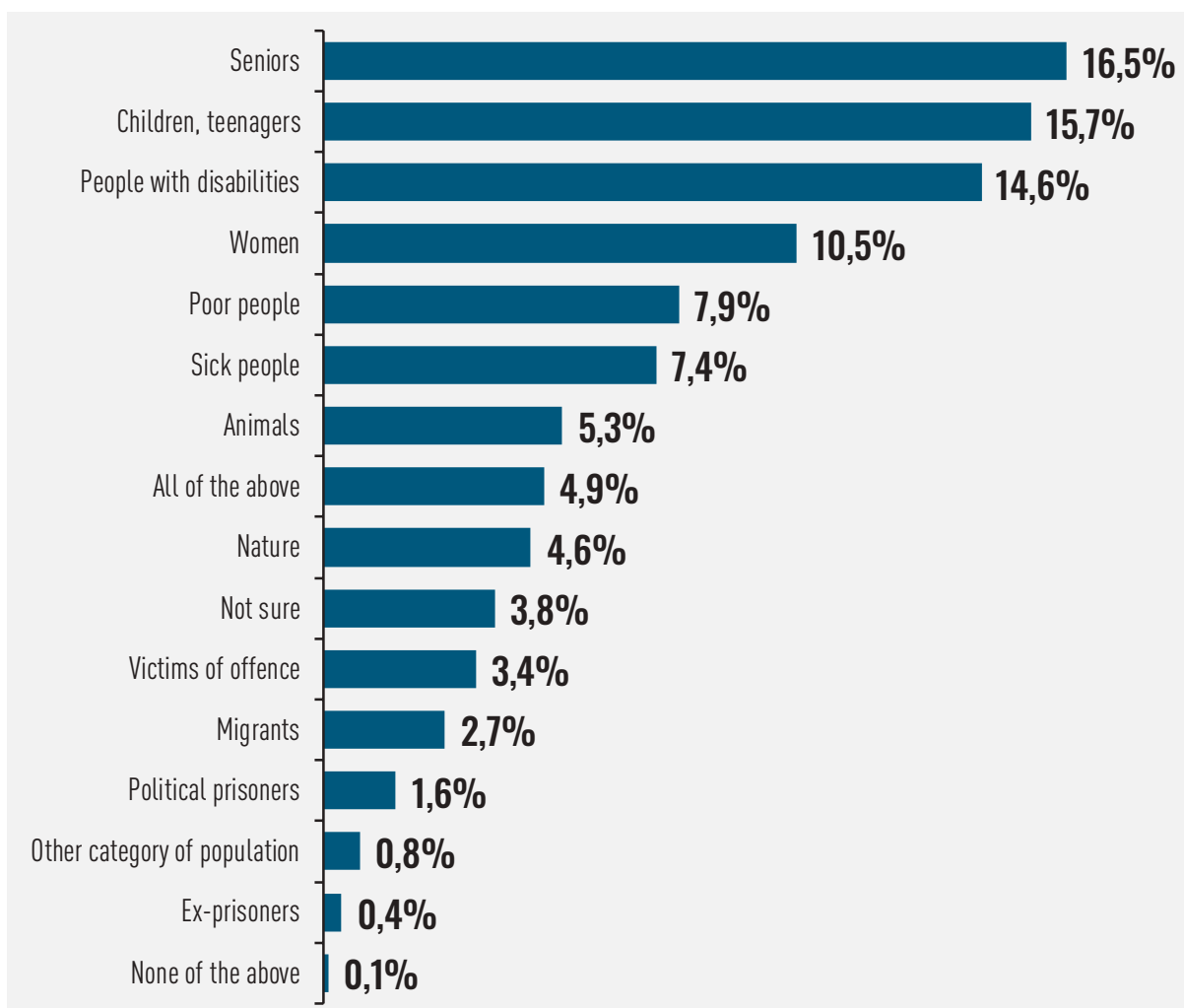
In emergency (flood, fire, natural disaster etc.)	24.1%
To help seniors or physically challenged people (procurement of food products, cleaning etc.)	15.1%
Provision of psychological aid, administering support groups	10.3%
Provision of legal, judicial or other information and advisory assistance	9.5%
Teaching children skills they have themselves	7.0%
Other circumstances	6.9%
To help in organizing leisure time for seniors, retired people and physically challenged people	5.4%
To help in maintaining hygiene to seniors, retired people or physically challenged people	4.8%
Provision of information support for a social charitable project	4.6%
Participation in organization of sporting events of municipal or republican significance	4.0%
Teach skill I have to seniors, retired people or physically challenged people	3.8%
Provide technical assistance to support a social charitable project	3.0%
I am not ready to provide help	1.4%

Source: Data of “Talap” CAP” SF

Participants of the survey who have had experience in volunteering or those who were ready to be volunteers would like to participate in volunteer activity focused on helping seniors (16.5%), children, teenagers (15.7%) or disabled persons (14.6%). Some lesser priority was given to women (10.5%), poor people (7.9%) and people with diseases (7.4%). At last, helping animals (5.3%), the nature (4.6%), crime victims (3.4%), migrants (2.7%), political prisoners (1.6%), ex-prisoners (0.4%; Figure 8) is least desirable.

Figure 8.

Distribution of answers to the question “Who are you ready to help to?”



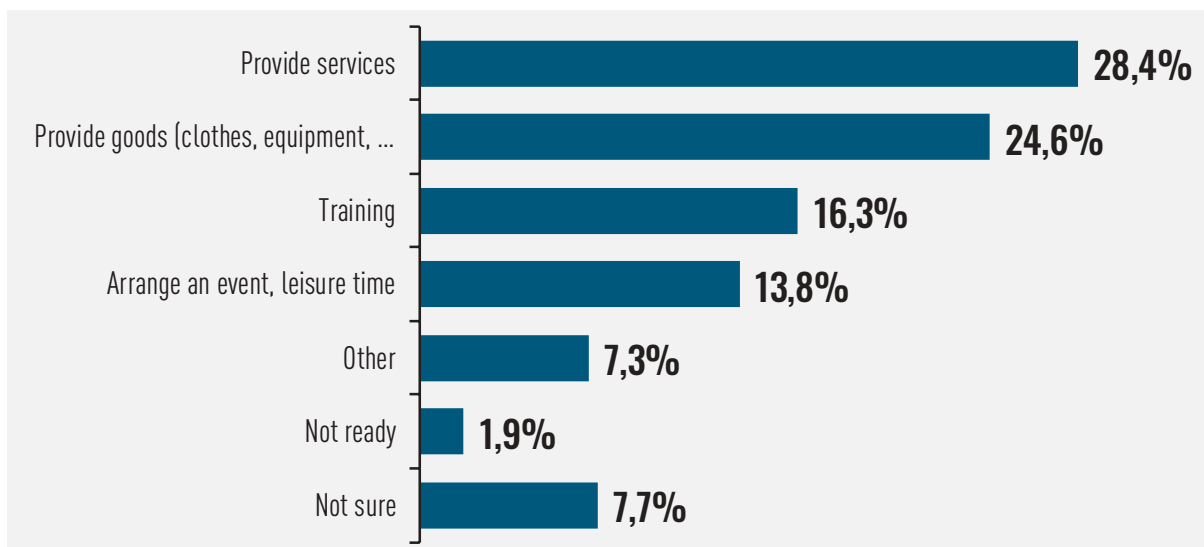
Source: Data of “Talap” CAP” SF

28.4% of respondents who have had experience in volunteering or those willing to be volunteers noted that they were ready to help to people in need in the form of provision of services, 24.6% were ready to provide different material values (goods, household items etc.), 16.3% were ready to provide training, and 13.8% might act as organizers of different events and leisure activities (Figure 9).

Most participants of the survey, who have had experience in volunteering or those who were ready to be volunteers, were ready to spend for volunteer activity 1-2 hours a week (19.1%) and one day a week (16.6%). Only 7.5% of respondents were ready to spend for volunteering more than one day a week, and 4.1% were not ready to spend their time for volunteer activity at all (Figure 10).

Figure 9.

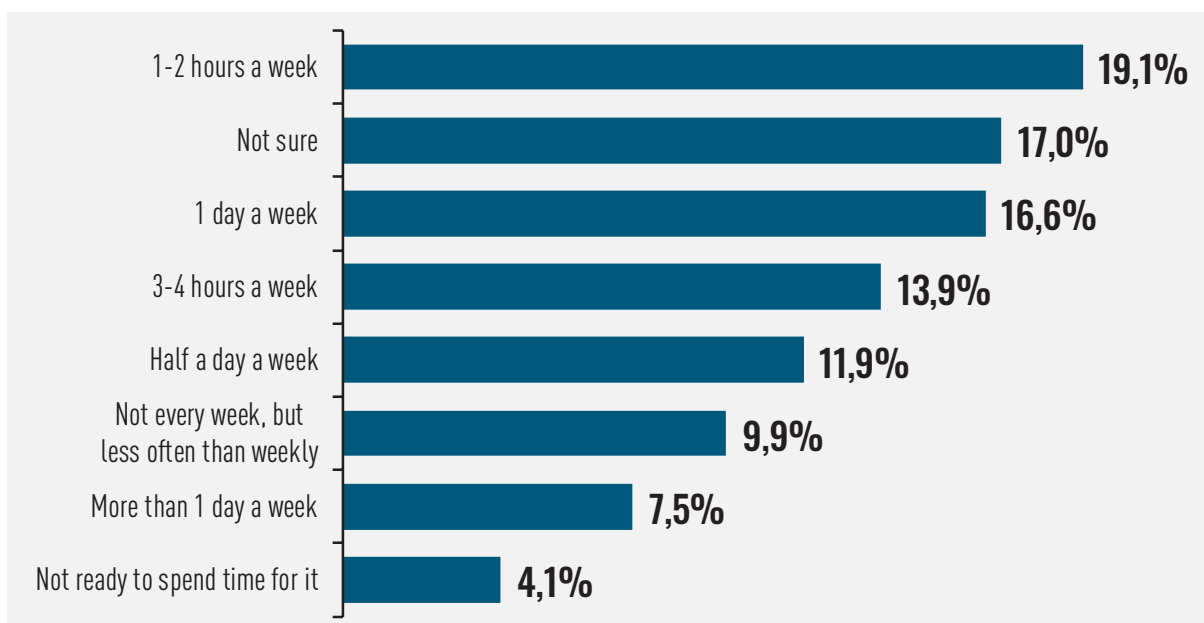
Distribution of answers to the question: "Who are you ready to help to?"



Source: Data of "Talap" CAP" SF

Figure 10.

Distribution of answers to the question: "How much time are you ready to spend for volunteering a week?"



Source: Data of "Talap" CAP" SF

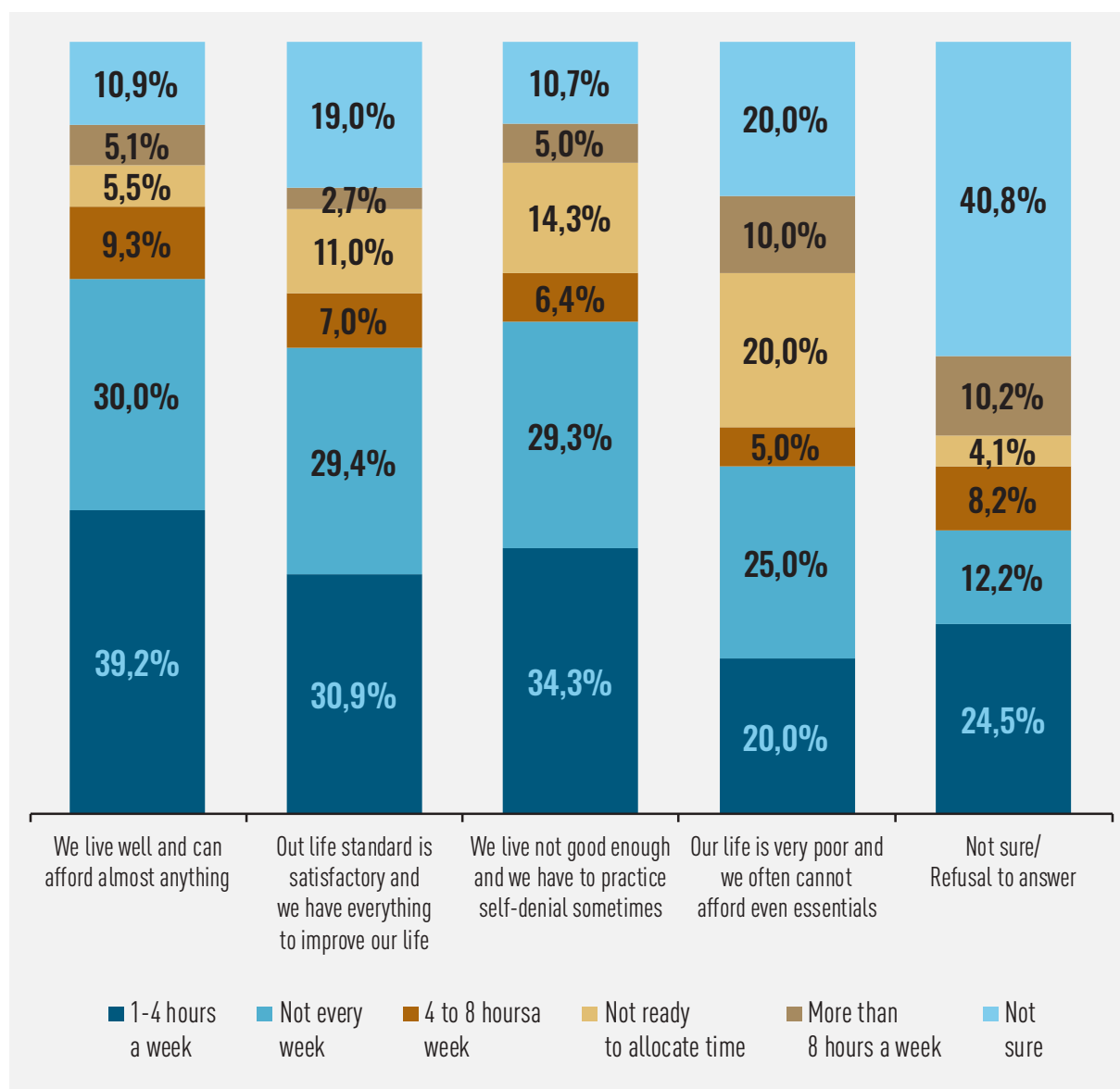
Willingness to sacrifice private time for volunteer activity to some extent depends on the age of respondents. Thus, representatives of the age groups 18 - 21, 22 - 25 and 26 - 29, as well as respondents at the age between 46 and 55 are most often ready to spend for volunteering 1 to 4 hours a week. At the same time, participants of the survey at the age between 30 and

45 are ready to spend for volunteer activity up to 1 day a week. People at the age above 56 are often couldn't answer the question and only a quarter of them indicated their readiness to spend for volunteer activity no more than 4 hours a week.

In addition, amount of time that respondents are ready to spend for volunteer activity also largely depends on their income level. Thus, 20% of respondents with lower income either are not ready to be involved in volunteer activity every week, or could not answer the question (Figure 11).

Figure 11.

Distribution of answers to the question: "How much time a week you are ready to spend for volunteering?" in groups with different level of income



Source: Data of "Talap" CAP" SF

It is interesting that over 40% of respondents either know organizations carrying out their activities in settlements they live in, or are aware that such organizations have their accounts in social networks. 18.6 don't know about such organizations, 21% are not planning to reach out to them and 19.8 of respondents could not answer the question (Table19).

Table 19.

Distribution of answers to the question: "Do you know volunteer organizations in your settlement you can reach out and be a volunteer in?"

Yes, I know such organizations in my settlement	20.6%
Yes, I know that organizations I am interested in are presented in social networks	20.0%
I don't know such organizations I and where I can reach out	18.6%
I am not planning to reach out them	21.0%
I am not sure	19.8%

Source: Data of "Talap" CAP" SF

Thus, activity of volunteers is supported by most citizens of the Republic of Kazakhstan at the age below 40, while Kazakhstan citizens at the age above 40 are reluctant to volunteering. Attitude to volunteering is also influenced by the level of material wealth: the higher it is, the more a respondent is inclined to positive perception of volunteering. In addition, positive assessment of volunteering depends on respondent's experience in volunteering: positive assessment prevails among those who participated (or wants to participate) in volunteer activity, while those who haven't had (or don't want to have) such experience have neutral or negative perception of volunteering.

A certain problem is the fact that many representatives of younger age groups who have already had experience in volunteer activity do not show willingness to continue it in the future. Respondents indicated financial difficulties and the fact that volunteering takes much time as the main reasons to give it up.

At the same time, most respondents willing to be volunteers say that they would join volunteering movement "if efforts of volunteers are directed to those who really need help"; it can be assumed that a factor which seriously discourage development of volunteering is objectives of volunteer project they cannot admit or the fact that they are not ready to sacrifice their time and resources for them.

In whole, 28.9% of Kazakhstan citizens would like to be volunteers provided that all efforts of volunteers will be directed to those who really need help and under condition of proper organization of volunteer activity. Students, housewives, public officers and public sector employees at the age between 18 and 29 in western and southern regions have demonstrated greater willingness to be volunteers. At the same time, in turn, potential volunteers are ready to provide aid in case of emergency and to help seniors, physically challenged people, children and teenagers.

Findings of expert survey

Over the period between July and October 2020, "TALAP" CAR" SF conducted a sociological research in the form of expert survey, the objective whereof was to conduct analysis of the current state and prospects of development of volunteer movement in Kazakhstan. During the research, in total 508 experts from all regions of Kazakhstan representing different socio-economical and demographical social strata were questioned.

Expert were asked a question who, in their opinion, a volunteer is; one could choose several answer options to the question. For most experts questioned, a volunteer is "a person, who voluntarily provides gratuitous aid to people in need". This opinion is supported by 83% of all respondent, and this answer was mostly chosen by female respondents (91% versus 81% of men). This opinion is supported by 100% respondents in Atyrau Region and in Mangystau Region, 93% in Karaganda, West-Kazakhstan and Turkestan regions, 92% in East-Kazakhstan and Kyzylorda regions, over 90% respondent in Nur-Sultan city, and 88% respondents in Akmola Region.

19% of respondents answered that a volunteer is "a person having much free time and ready to help others". 10% of experts believe that a volunteer is "a person, feel his/her importance and social recognition", and only 9% of respondents have chosen an answer option "a person who donates money for people in need" (Table 20).

Table 20.

Distribution of answers of respondents to the question "In your opinion, who is "Volunteer"?"

A person who provides voluntarily active gratuitous assistance to people in need	83%
A person having much free time and is ready to help others	19%
A person who donates money to people in need	10%
A person who wants to feel his/her importance and social recognition	9%

Source: Data of "Talap" CAP" SF

Most experts (92% of their total number) see certain prospects for development of volunteering in Kazakhstan. Thus, to the question "In your opinion, what prospects of development of volunteering has Kazakhstan?". 41.5% of respondents answered that volunteering will be successfully develop, and 50.5% answered that it will develop rather successfully but only under condition of support on the part of the government. Only 4.4% of respondent see no serious prospects for volunteer movement in the country (Table 21).

Table 21.

Distribution of answers of respondents to the question “In your opinion, what prospects of development has volunteering in Kazakhstan?”

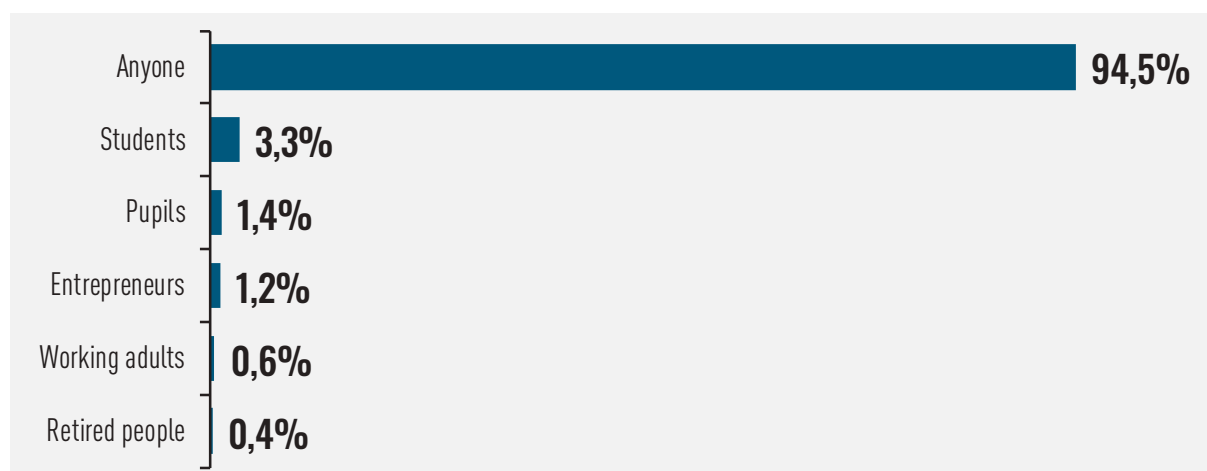
Volunteering will develop in the country successfully	41.5%
Rather successfully, but with the support of the government	50.5%
Rather unsuccessfully - volunteering in the country has a formalistic nature	3.0%
I don't see the future for volunteering movement in Kazakhstan	1.4%

Source: Data of “Talap” CAP” SF

In the opinion of most experts questioned, anyone may act as a volunteer in Kazakhstan regardless of his/her age or income level. This answer was chosen by almost 95% of respondents (Figure 12).

Figure 12.

Distribution of answers of respondent to the question “Who can be a volunteer?”



Source: Data of “Talap” CAP” SF

Answering to the question “In which sphere volunteers are required the most?”, experts mainly indicated the environment (83%), social sphere (67%) and health care (47%). At the same time, experts could choose several answer options, and, in fact, almost all options have been considered (Table 22).

Table 22.**Distribution of answers of respondents to the question “In which sphere volunteers are required the most?”**

The environment (waste collection, helping animals, greenspace expansion in cities etc.)	83%
Social sphere (helping people, disabled persons, seniors, people in difficult circumstances)	67%
Health care sector (activity in the health care sector, volunteering in donor service)	47%
During emergencies (assisting emergency response services in prevention and management of emergencies)	45%
Education (helping in provision of educational services, teaching languages etc.)	35%
Sporting and cultural sphere (helping in holding sporting events and events in cultural sphere)	28%

Source: Data of “Talap” CAP” SF

In the opinion of most experts questioned, coverage of volunteer activity in mass media is the sufficient level: 38.6% of respondent answered that amount of news on volunteering is within the norm, at the same time they believe that more attention should be pair to it. 36.4% believe that there is enough news on volunteer activity; only 4.1% noted insufficient amount of information on volunteer activity (Table 23).

Table 23.**Distribution of answers of respondents to the question “Is volunteer activity is sufficiently covered in mass media?”**

Within the norm, but should be more news	38.6%
Sufficiently - I hear news about volunteering permanently	36.4%
Insufficiently - I knew about volunteering only in the Year of Volunteer	19.1%
There is very small amount of information	4.1%
No answer	1.2%
Incorrect communication about volunteer activity	0.4%
Not sure	0.2%

Source: Data of “Talap” CAP” SF

Within the research conducted, experts were asked a question “Does the applicable laws on volunteer activity need improvement?”. 45.3% of respondent believe that the applicable laws shall provide for partial funding for volunteer activity, including expenditures for logistics, meals, accommodation and insurance. 35.6% noted that it is necessary to provide for non-financial incentives for volunteers: diplomas, accounting of volunteer activity as length of employment, assignment of a special status to volunteers etc. 6.9% believe that the applicable laws require drastic improvement, and only 19.7% of respondents believe that the applicable laws do not require improvement (Table 24).

Table 24.**Distribution of answers of respondents to the bonpoc question “Does the applicable laws on volunteer activity require improvement?”**

The laws should provide for partial financing for volunteer activity (logistics, meals, accommodation, insurance)	45.3%
The laws must provide for non-financial measures (diplomas, recording the length of employment, status for volunteers)	35.6%
The laws need insignificant changes to fill the gaps	23.2%
The laws do not need improvement	19.7%
It is necessary to revise the laws in full since they do not reflect the reality	6.9%
Not sure	6.3%
Other	1.0%

Source: Data of “Talap” CAP” SF

According to the Law of the Republic of Kazakhstan dated December 30, 2016 No. 42-VI 3PK “On Volunteer Activity”, volunteer activity is volunteer, socially oriented and socially useful activity carried out at free determination and on a gratuitous basis to the best interests of individuals and (or) legal entities. However, issue on necessity of incentives for volunteers remains unresolved. Within the survey, experts were asked a question “Shall motivational norms for volunteers be specified in the laws?”. Over half of respondents noted that partial motivation is required, at the same time they underline that involvement in volunteer activity may be strictly voluntary. 37.4% of experts believe that the laws must be supplemented by provisions governing financial and non-financial support for volunteer activity (Table 25).

At the initiative of the President of the Republic Kazakhstan Kassym-Jomart Tokayev, 2020 was declared as the Year of Volunteer in Kazakhstan, therefore great attention is paid to volunteer activity in the current year. During the survey, experts were asked a question “Will the government pay the same attention to volunteers after the Year of Volunteer?”. Opinion of experts in this question varies: most respondents (37.4%) believe that after the end of the year of volunteer much less attention will be paid, 29.3% believe that attention on the part of the government to the sphere of volunteering will not change, and 25.8% believe that the attention will grow in due course (Table 26).

Table 25.**Distribution of answers of respondents to the question “Shall motivational norms for volunteers be specified in the laws?”**

Partially since volunteer activity is a voluntary act, however it needs support	50.2%
The laws must expressly specify financial and non-financial supporting measures for volunteers	37.4%
No, volunteers are highly motivated	9.8%
Not sure	2.6%

Source: Data of “Talap” CAP” SF

Table 26.**Distribution of answers of respondents to the question “Will the government pay the same attention to volunteers after the Year of Volunteer?”**

There will be less attention paid	37.4%
The attention paid will be at the same level	29.3%
There will be a closer attention to volunteering in the future	25.8%
Yes	3.3%
No	1.4%
Not sure	1.2%
No answer	1.2%

Source: Data of “Talap” CAP” SF

Within the survey, experts were asked a question whether volunteers need a unified platform for communication. Most respondents (53.3%) answered that it is necessary to create a new unified communication platform with opportunity to unite all volunteers and volunteer organizations with the government agencies. 27.6% of experts believe that it is necessary to improve and consolidate active platforms; 16.9% find no sense in changing existing situation (Table 27).

Table 27.**Distribution of answers of respondents to the question “Do volunteers need a unified platform for communication?”**

It is necessary to create a new unified communication platform with functional capability to unite all volunteers and volunteer organizations with government agencies	53.3%
It is necessary to improve active platforms and merge them in a single one	27.6%
No, the existing platform is sufficient	16.9%
Not sure	2.2%

Source: Data of “Talap” CAP” SF

Experts also noted that it is necessary to establish a separate supervisory structure within executive authorities and the Parliament, which would be responsible for volunteer activity. This point of view is supported by 65.6% of experts questioned. 17.1% believe that there is no need in a separate supervisory structure, and 11.2% believe that it is necessary to expand functional duties of deputies and heads of executive bodies (Table 28).

Table 28.

Distribution of answers of respondents to the question “Is a unified supervisory organization (supervisor) which would be responsible for volunteer activity is required?”

A respective separate supervisor on volunteer activity within government agencies and the Parliament of the Republic of Kazakhstan is required	65.6%
No, deputies and government agencies can cope with it themselves	17.1%
It is necessary to expand and add functional duties for deputies and heads of government agencies	11.2%
Not sure	6.1%

Source: Data of “Talap” CAP” SF

Within the survey, experts were also asked which sphere requires more volunteer projects, which suggested choosing of several answer options simultaneously. 21.1% of respondents chose the option “Helping physically challenged people”, 14% chose helping families with lower income, and 16% chose the environment sphere. Minimum number of respondents (7.9%) chose answer “Mass events and campaigns”, and only 1.2% believe attention shall be paid to all areas of activity (Table 29).

Table 29.

Distribution of answers of respondents to the question “Number of which volunteer projects must be greater?”

Helping physically challenge people and retired people	21.1%
Families with lower income level	13.9%
Tracing missing people	11.0%
Helping animals	13.0%
The environment sphere	16.3%
Health care and education	13.4%
Mass events and campaigns	7.9%
All of the above	1.2%
Other	2.2%

Source: Data of “Talap” CAP” SF

44% of experts considered “cyber volunteering” as a modern necessity, and 20% of respondent believe spreading of cyber volunteering was promoted by restrictions for mass meetings and

going out in groups during the quarantine. At the same time, 18.7% of experts answered that they have never heard about online volunteering, and about 10% consider online volunteering risky due to frequent fraudulent case in the network (Table 30).

Table 30.

Distribution of answers of respondents to the question “What do you think of online volunteering (cyber volunteering) in Kazakhstan?”

It is the dictate of the time and mobility of volunteering	43.9%
It is a passing phenomenon during the quarantine	20.5%
I have never heard about online volunteering	18.7%
There is a high risk of fraud in the network	9.8%
I am not sure	3.1%
I oppose it	3.0%
Neutral	1.0%

Source: Data of “Talap” CAP” SF

Volunteer movement gets widespread in many countries of the world, and it has been more significant factor of spiritual development of the society. In this case, Kazakhstan is no exception. When answering a question, which countries Kazakhstan shall be oriented towards to adopt international experience, 61.2% of experts noted that it is necessary to develop our national experience, about 20% chose answer option “OECD countries”, and 11.4% believe that it is necessary to adopt the experience of CIS countries (Table 31).

Table 31.

Distribution of answers of respondents to the question “Which countries Kazakhstan shall be oriented towards to adopt international experience?”

It is necessary to develop own national experience	61.2%
OECD countries	19.7%
CIS countries	11.4%
Other countries	5.5%
No answer	2.2%

Source: Data of “Talap” CAP” SF

Total of 90.6% of respondents believe that Kazakhstani volunteers shall participate in international projects. At the same time, 52% of respondent believe that active participation is required to adopt international practice, and 36.6% believe that participation must be conditioned by application of the international practice within the country. Only 3.7% of respondent criticize participation of Kazakhstani residents in international volunteer projects (Table 32).

Table 32.

Distribution of answers of respondents to the question “Should Kazakhstani volunteer participate in international projects?”

Need to be actively involved, volunteers lack experience	52.0%
You can take part in part, subject to international experience within the country	36.6%
Difficult to answer (I don't know about international volunteer projects)	4.1%
No, help is needed domestically	3.7%
Yes	2.4%

Source: Data of “Talap” CAP” SF

The questionnaire also included an open question, what recommendations and proposal on development of volunteering in Kazakhstan expert would offer experts. Most answers suggested government support for volunteer movement and its promotion in mass media.

3.2

Recommendations on further development of volunteer activity in Kazakhstan

SWOT-analysis of the condition and prospects of development of volunteering in Kazakhstan

Within implementation of a social project "Preparation of report on development of volunteer activity in Kazakhstan", "TALAP" CAP" SF conducted a SWOT-analysis the objective whereof was to identify capacity of the volunteering sphere in Kazakhstan in view of its current state, as well as barriers and risks carrying a threat to the process. The object of the SWOT-analysis conducted is the sphere of volunteer activity in Kazakhstan, and the subject of the analysis is the current state of the sphere of volunteer activity in the context of opportunities for its development. Findings of the analysis are presented below.

I. Basic (classical) matrix of SWOT-analysis

Strengths (S)	Weaknesses (W)
<ol style="list-style-type: none">1. Availability of separate laws on volunteer activity;2. Availability of a Unified Volunteer Platform Qazvolunteer (https://qazvolunteer.kz), created with support of the government;3. Attention from the country's top leadership;4. Opportunity to apply experience of countries with similar culture and level of economic development;5. Availability of strong volunteer organizations and action groups;6. Support on the part of the public.	<ol style="list-style-type: none">1. Lower degree of detailed elaboration of the laws and deficiencies therein;2. Lack of integrated policy on supporting volunteering in the immediate future;3. Limited functionality of Qazvolunteer platform;4. Inefficient implementation of instructions related to volunteer activity;5. Lower level of organization an self-organization of volunteer activity.
Opportunities (O)	Threats (T)
<ol style="list-style-type: none">1. Improvement of regulatory and legal framework;2. Development of state policy and action plan on development of volunteering for the medium term;3. Allocation of public funds for development of volunteer programs;4. Adoption of mechanisms of legal protection for volunteers;5. Improvement of approaches to government control over volunteering. Establishment of a separate government structure (state enterprise), directly implementing initiatives in the sphere of volunteering.	<ol style="list-style-type: none">1. Higher level of bureaucracy in governing volunteering;2. Formalistic implementation of instructions related to activities on development of volunteer activity in the medium term;3. Government refusal from funding volunteer programs;4. Reduced attention to the sphere of volunteering on the part of government after the end of Volunteer Year

II. Matrix of strengths

No	Factors	Influence level	Opportunities for implementation
1	Separate laws on volunteer activity	Strong	Attention on the part of the government to the problems of volunteering
2	Availability of Unified Volunteer Platform Qazvolunteer created with the support of the government	Strong	
3	Attention on the part of the country's top leadership	Strong	
4	Opportunity to apply experience of countries with similar culture and level of economic development	Strong	High level of development of volunteer movement in a number of partner countries, including Russia
5.	Strong volunteer organizations and action groups	Strong	Experience of 2020 indicates opportunity for mobilization of volunteers to address urgent issues
6.	Support on the part of general public	Medium	Positive image of volunteer movement has dramatically strengthened during the period of combating pandemics

Explanations to the matrix of strengths:

- Factor "Separate laws on volunteer activity":** Kazakhstan adopted a separate Law "On Volunteer Activity in the Republic of Kazakhstan" and a number of bylaws governing volunteer activity.
- Factor "Unified Volunteer Platform Qazvolunteer, strengthened with the support of the government":** The unified volunteer platform may in the long run be an efficient tool for coordination of volunteer movement across Kazakhstan in whole.
- Factor "Attention on the part of the country's top leadership":** 2020 was declared as Volunteer Year at initiative of the acting President of Kazakhstan.
- Factor "Opportunity to apply experience of countries with similar culture and level of economic development":** In Russia, which is a partner country of Kazakhstan in EAEU, volunteer movement is more developed than in Kazakhstan, and it has significant amount of examples of positive experience which may be efficiently applied in Kazakhstan.
- Factor "Availability of strong volunteer organizations and action groups":** Large international events held, including Universiade and Expo, as well as activity of volunteers during the period of combating pandemics demonstrated that Kazakhstani volunteer organizations and action groups have very high mobilization capacity.
- Factor "Support on the part of public":** During the period of combating with pandemics, Kazakhstani mass media has created a strong positive image of volunteers.

III. Matrix of weaknesses

No	Factors	Influence level	Opportunities for implementation
1.	Lower degree of detailed elaboration of the laws and deficiencies therein	Strong	Law provisions have not been elaborated properly
2.	Lack of integrated policy on supporting volunteering in the immediate future	Strong	Lack of priorities in the sphere of volunteering for the period after 2020 articulated by the government.
3.	Limited functionality of Qazvolunteer platform	Medium	Currently, the platform, in fact, serves as an integrator of news on the topic of volunteering
4.	Inefficient implementation of instructions related to volunteer activity	Strong	Formality in activities of government agencies
5.	Lower level of organization and self-organization of volunteer activity	Strong	In practice, a higher tendency of volunteers to activities in unorganized format is revealed

Explanations to the matrix of weaknesses:

- Factor "Lower degree of detailed elaboration of laws and deficiencies therein":** A number of aspects of volunteer activity is not addressed in the laws, and government agencies do not have full understanding of directions of its further improvement.
- Factor "Lack of integrated policy on supporting volunteering in the immediate future":** Expected measures to support volunteer activities in the country are limited to the Plan of activities within Volunteer Year in Kazakhstan, validity whereof is limited to 2020.
- Factor "Restricted functionality of Qazvolunteer platform":** Currently the functionality of the platform is seriously limited: it mainly includes news feed on volunteer campaigns.
- Factor "Inefficient implementation of instructions related to volunteer activity":** Operation of government agencies shows formalism, weak performance discipline and simplification. There is not legislative recognition of functions related to supervision of volunteering by a separate government agency.
- Factor "Lower level of organization and self-organization of volunteer activity":** Practically volunteer organization and groups often have no interest in cooperation with each other and with government agencies.

IV. Matrix of opportunities

No	Factors	Influence level	Opportunities for implementation
1.	Improvement of regulatory and legal framework	Strong	Filling legislative gaps would significantly increase the degree of organization of volunteer movement
2.	Development of state policy and action plan on development of volunteering for the middle term	Strong	The government is able to provide sensible organizational and financial support to volunteers
3.	Allocation of public funds for implementation of volunteer programs	Strong	
4.	Adoption of mechanisms for legal protection of volunteers	Medium	Adoption of a definite legal status of volunteer will help to expand coverage of volunteer movement
5.	Improved approaches to the state control over volunteering. Establishment of a separate government structure (state institution) immediately implementing initiatives in the sphere of volunteering	Strong	Legislative recognition of functions related to supervision over volunteering, establishment of a special structure implementing state policy in the sphere of volunteering, supervision over volunteer movement at the level of the Parliament

Explanations to the matrix of opportunities:

1. **Factor "Improvement of regulatory and legal basis"**: Filling legislative gaps will help to seriously improve the efficiency of legal control over volunteering.
2. **Factors "Development of state policy and action plan on development of volunteering for a middle term" and "Allocation of public funds for implementation of volunteer programs"**: Direct state support over a sufficient period of time can lead to quite positive outcomes, which became clear in the case of implementation of certain items of Action Plan for Year of Volunteer.
3. **Factor "Adoption of mechanisms of legal protection of volunteers"**: Legal status of volunteers will promote increase the attractiveness of volunteer movement.
4. **Factor "Improvement of approaches to state control over volunteering. Establishment of a separate government structure (state institution), immediately implementing initiatives in the sphere of volunteering"**: It is about establishment of a separate supervisory body and a structure which will immediately implement initiatives in the sphere of volunteer activity.

V. Matrix of threats

No	Factors	Influence level	Opportunities for implementation
1.	Higher level of bureaucracy in governing volunteering	Strong	Tendency of government structures to formalism
2.	Formalistic implementation of instructions related to activities on development of volunteer activity in the medium term	Strong	
3.	Government refusal from funding volunteer programs	Strong	Budget savings
4.	Reduced attention to the sphere of volunteering on the part of government after the end of Volunteer Year	Medium	Lack of instructions on the part of the country's leadership over the period after the Year of Volunteer

Explanation to the matrix of threats:

- Factors "Higher level of bureaucracy in governing volunteering" and "Formalistic implementation of instructions related to activities on development of volunteer activity in the medium term":** Government agencies has no complete understanding in which directions shall be policy in the sphere of volunteering be implemented. In such situation, there is a high risk that they would have a formalistic approach to implementation of policy in the field of volunteering.
- Factor "Government refusal from funding volunteer programs":** Under conditions of reduced budget revenues against the background of pandemics, there is a high risk that the government will withdraw from direct supporting volunteer movement.
- Factor "Reduced attention to the sphere of volunteering on the part of government after the end of Volunteer Year":** Year of Volunteer was initiation by the country's leadership. There is a risk that relevant agencies will pay less attention to the issues of volunteer movement without instructions "from upstairs".

VI. Matrix of solutions

List of measures and solutions presented in "Matrix of Solutions" was formed in view of opinions of participants of a focus research conducted within implementation of the project.

Keys to the matrix:

S - Use of strengths

W - Mitigation of weaknesses

O - Use of opportunities

T - Mitigation of threats

No	Measures	S	W	O	T
1	Adoption of more detailed legal norms governing activities of volunteers		•	•	•
2	Improvement of professionalism of volunteers			•	•
3	Reduction in bureaucracy and adoption of clear and distinct legislative norms	•		•	
4	Non-financial supporting measures for volunteers		•	•	•
5	Supervision on the part of central and local representative bodies	•	•	•	•
6	Within programs supported by the government expenses for logistics, meals and incentives for volunteers shall be provided for			•	
7	Increase in the degree of representativity of volunteer movement in universities and schools	•	•	•	•
8	Improvement of social control and monitoring		•		•
9	Improvement of media coverage of activities of volunteers			•	•
10	Activization of NGOs and volunteer organizations in information and analytical field			•	•
11	Establishment of interrelations between volunteers of different generations, including for the purposes of change of experience			•	•
12	Creation of conditions for closer cooperation between volunteers and law enforcement agencies	•	•	•	
13	Assignment of a legal status to volunteers	•	•	•	•
14	Adoption of UNV experience regarding conclusion of contracts with volunteers	•	•	•	•
15	Creation of a single powerful information portal (supposedly on the basis of Qazvolunteer resource)			•	•
16	Development of corporate volunteering			•	•
17	Supporting volunteering in rural areas			•	•

Recommendation on improvement of the state policy in the field of volunteering

Following activities on implementation of project "Preparation of report on development of volunteer activity in Kazakhstan" a number of recommendations on further improvement of the state policy in the sphere of volunteer activity were developed and they are presented below.

I. **Regarding development of infrastructure for volunteer activity** the following is recommended:

- To form a quality infrastructure to support volunteer activity, it is necessary to create and adopt scientific and methodological basis for provision of informational-advisory and methodological assistance to volunteer organizations;
- It is necessary to develop programs of professional management in the field of volunteer activity. Preparation of volunteer project management may be implemented through establishment of permanent resource centers carrying out academic activities;
- Project offices in the sphere of social policy shall develop a mechanism of competitive selection of social projects dedicated to problems of local community. Within implementation of volunteering development program, it is recommended to create a map of social problems in each region, which would reflect problems in the sphere of the environment, education, culture, sports, participation in local administration or other social issues;
- It is recommended to develop a regional program of grant supporting for volunteer organizations and finance spending of volunteer organizations related to administration and implementation of projects within the program. For the purposes of promotion of volunteering, projects must be close to local communities as far as possible, in the first instance, in rural areas;
- Active placement of social advertising of volunteer projects in different mass media is recommended, including promotion of socially committed citizenship and participation of communities in volunteering at local level via social networks;
- Development of international cooperation in the field of volunteering with leading international organizations: European Solidarity Corps, United Nations Volunteers Program;
- Development of corporate volunteering via experience exchange programs in different Kazakhstani companies;
- Focusing of the Republic Office of Volunteers "Birgemiz" on work with regional volunteer organizations.

II. **Regarding improvement of legislative control over volunteer activity** it is recommended to enter to the laws amendments providing for:

- opportunity to have privilege when paying income tax proceeding from hours spent for volunteer activity;

- opportunity to obtain unpaid leaves on social grounds to carry out volunteer activity;
 - inclusion of volunteer activity into duration of employment as of the date of retirement;
 - opportunity to obtain specific social securities for volunteers.
- III. **Regarding improvement of processes for collection of statistical information on volunteer activity**, it is required to improve the methodology related to definition of types of volunteers and volunteer organizations, as well as collection of information on large volunteer projects.

CONCLUSION

Popularity of volunteer movement in Kazakhstan growth from year to year; number of Kazakhstani people who are ready to gratuitously devote their time for the benefit of the society has increased. However, it is not always easy for them to find an opportunity for full implementation of their honorable impulses and need in serving due to insufficient development of volunteer infrastructure in Kazakhstan. In such context, the major tasks of the government in the field of volunteer activity are not only stimulation of citizens to participation in volunteer movement, but also creation of an efficient volunteer infrastructure, as well as legal environment for implementation of volunteer activity.

To address these tasks, in January 2020, the Government approved Action Plan for the Year of Volunteer, which provides for the following areas of activities on development of volunteer activity:

- Development of favorable environment for volunteer activity;
- Development of infrastructure on volunteer activity and expansion of its capacity for its participants;
- Expansion of participation of citizens in volunteer activity;
- Development of corporate volunteer activity;
- Development of international cooperation on volunteer activity;
- Promotion of volunteering;
- Development of volunteering to achieve Sustainable Development Goals

Today, the Government and local executive bodies conduct works on establishment of an efficient volunteer infrastructure, which would allow its regulation and making it less spontaneous. Since volunteer activity in some cases bears risks for health and life of volunteers, issue of providing them with special guarantees on the part of the government is elaborated deeply. It is planned to equate activities of volunteers with actual work, and length of experience in volunteer activity shall be considered when calculated overall length of service. Within the Action Plan for the Year of Volunteer, the government assumed certain obligations on training personnel for volunteer movement.

We depend on the fact that volunteers can make maximum contribution to the prosperity of their Homeland and are ready to do their best to create favorable conditions for development of volunteer movement. The government, in turn, will strive to create all conditions for members of volunteer movement for self-realization for the benefit of the Homeland.

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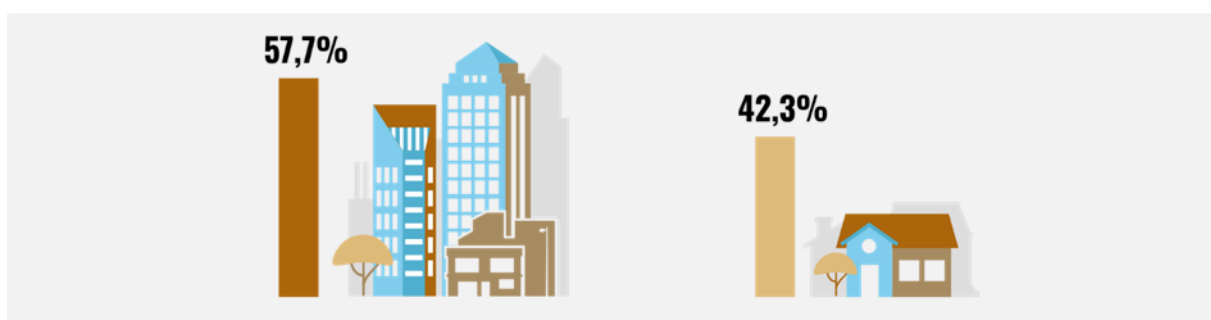
Parameters of the sociological survey

The main objective of the survey conducted is analysis of the current state and prospects for development of volunteer movement in Kazakhstan. Question pools have been composed in such a manner as to reveal the degree of respondents' understanding of each question relating development of volunteering.

In order to ensure that findings of the survey are verifiable and reflect the picture describing the population of the country in whole, the survey was conducted among representatives of different socio-economic and demographic social strata.

In total, the survey covered **1,472** respondents. Coverage broken down by regions included 14 regions and 3 cities of republican significance, namely Nur-Sultan, Almaty and Shymkent.

According to the type of settlements dominant portion of respondents (57.7%) is urban residents; 42.3% are rural.



Broken down by gender, 52.2% of respondents are women and 47.8% are men.

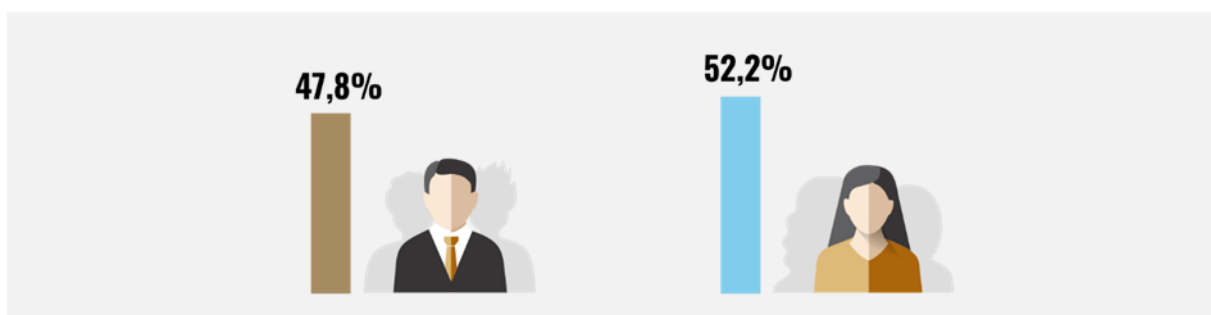
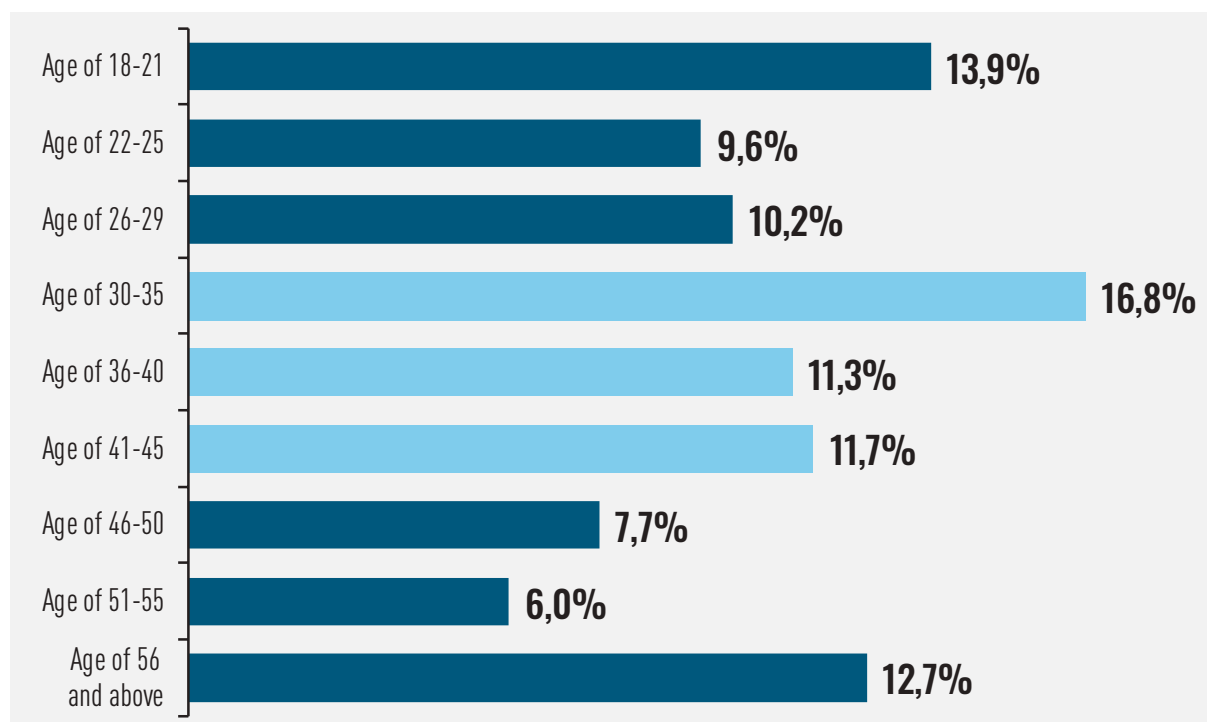


Diagram 1.

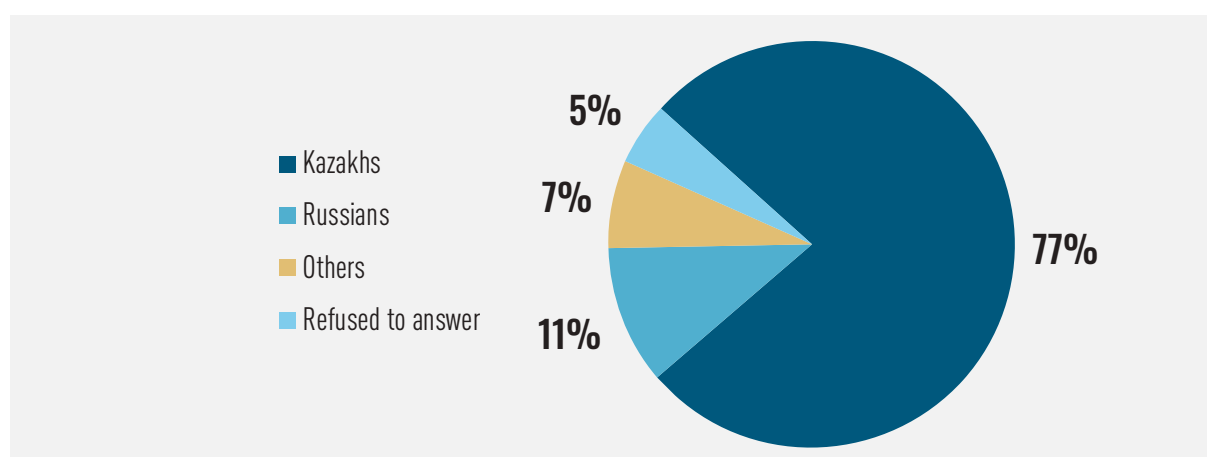
Age groups of respondents



As per national ethnicity, the survey covered representatives of 18 ethnic groups. The overwhelming majority were Kazakhs (77%); Russians (11.2%) goes second. Less than 2% of respondent include ethnic groups such as Koreans (1.4%), Tatars (1.3%) and Ukraines (1.2%). Total number of representatives of other ethnic groups did not exceed 7%.

Diagram 2.

Distribution of respondent by ethnicity



In addition to the above socio-demographic characteristics of respondents, the sociological survey considered indicators of socio-economic status of respondents. Indicators such as family

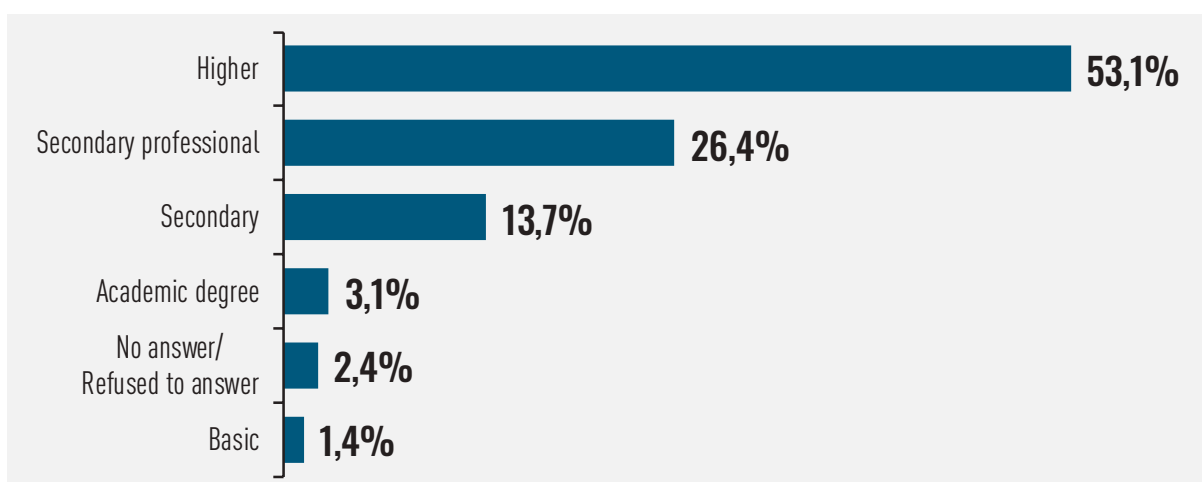
status, level of education, field of work and assessment of material welfare of families were used as major parameters.

As per level of education, it worth to note that most respondents (53.1%) have higher or secondary specialized education (26.4%). Share of respondents with secondary education made up 13.7%. 3.1% of respondents had academic degree.

1.4% of respondents only had basic education, at the same time, portion of those who refused to answer did not exceed 2.4%.

Diagram 3.

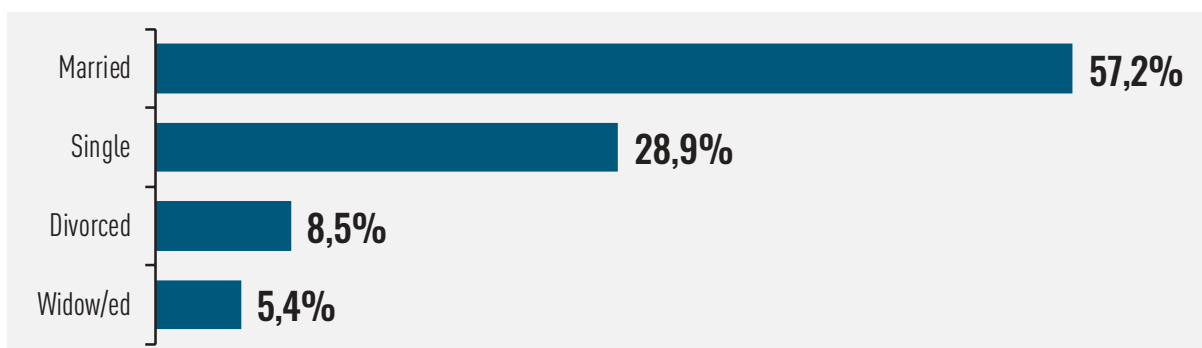
Distribution of respondents by level of education obtained



When analyzing **family status of respondents** participated in the survey, we may not that a significant part, which exceed half of the respondents (57.2%) are married. Next category includes single persons; their share made up 28.9%. 8.5% of respondents are divorced; 5.4% of respondents are widowed/wifeless.

Diagram 4.

Distribution of respondents as per family status



In the sphere of professional activities, the overwhelming majority or 19% respondents work in public sector. 13.5% of respondents are public officers; 12.1% of respondent work in private sector.

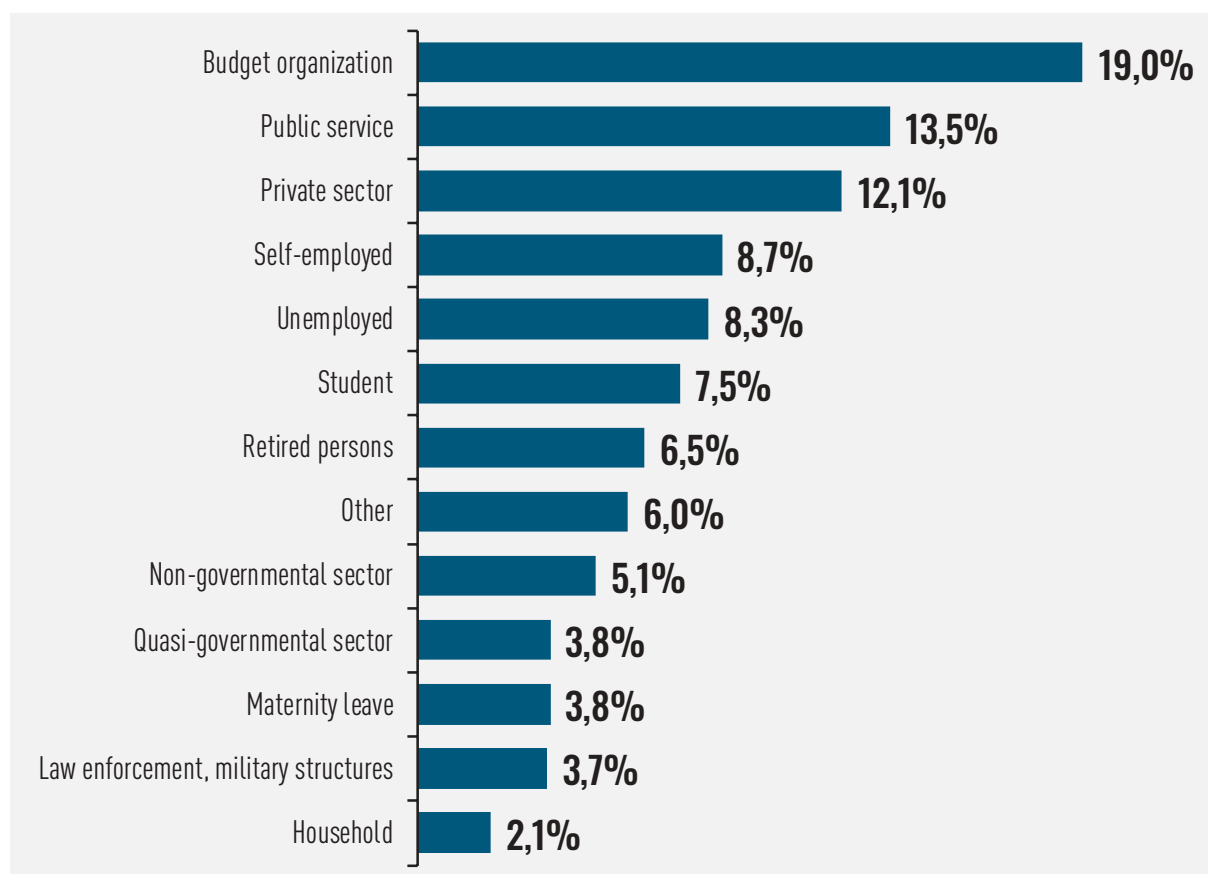
Almost equal number consider themselves as self-employed (8.7%) and unemployed (8.3%).

The sampling included students (7.5%), retired people (6.5%), women on maternity leave (3.8%), officers of law-enforcement and military structures (3.7%), and persons managing households (2.1%).

In addition, the respondents included in activity areas non-government (5.1%) and quasi-government (3.8%) sectors.

Diagram 5.

Areas of activities of respondents, in %



As per material welfare, respondents were conditionally divided into four categories based on answers to the question: *“Please, assess the level of welfare of your family?”*.

Findings showed that most respondents (54.1%) made up well-off people, since they have all they need.

Each fifth (20.7%) respondent noted that he/she lives well without and can afford anything.

The similar share (20.4%) of respondents are low-income persons, i.e., respondents who have chosen answer options “not very well” or “very bad”, at the same time, 2.7% of them stated that they cannot afford even bare essentials.

4.8% of respondents refused to answer the question.

Diagram 6.

Distribution of respondent by level of material welfare



The above socio-demographic characteristics allow us to note that questioning within the sociological survey covered major categories of citizens of the country, whose participation allows drawing general empirical regularities regarding awareness of the research subject.

To analyze factors affecting the level of awareness of respondents on issues raised within the survey, a number of socio-demographic parameters was taken, which include both indicators of general nature such as sex, age, ethnicity, and factors which have immediate influence on the degree of awareness of population on issues of development of volunteering in Kazakhstan, such as level of education, area of professional activity and region of residence (city/village).

Thus, it is worth noting that the survey covered maximum possible number of representatives of Kazakhstani society.

Based on the findings of socio-demographic pool of the questionnaire, we can conclude that the most active participants of the survey are married people at the age between 30 and 45 with satisfactory level of welfare living in cities. Most of them are representatives of titular ethnic group having degree in their area of activities, engaged in qualified work in the professional terms; as a rule, they are specialists in the public sector.

These indicators us to conclude that the average participant of the survey is a person with active civic position.

Parameters of expert survey

Socio-demographic characteristics of respondents participated in the survey

The main objective of the survey conducted is analysis of the current state and prospects for development of volunteer movement in Kazakhstan. Question pools have been composed in such a manner as to reveal the degree of respondents' understanding of each question relating development of volunteering. To validation of surveys conducted, the field of work of interviewers was checked. At that stage, 20% of questionnaires of each interviewer have been checked selectively through call-down of respondents with review questions. After the stage of data collection and control of questionnaires for proper filling, a stage of processing and encoding of data received was conducted using special software SPSS Statistic 24 with further interpretation and analysis of data set obtained.

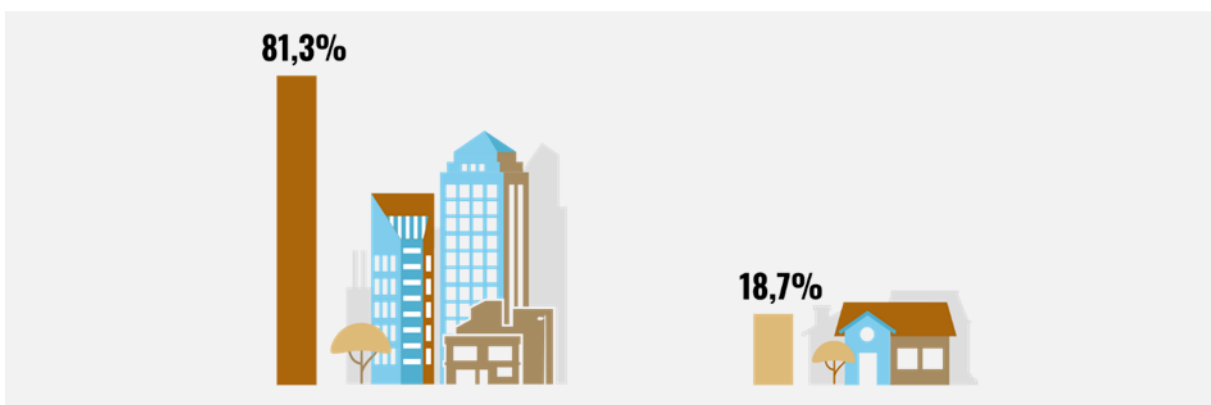
In total, the survey was participated by **508** respondents. In territorial terms, the survey covered 14 regions and 3 cities of republican significance: Nur-Sultan, Almaty and Shymkent.

Table 1.

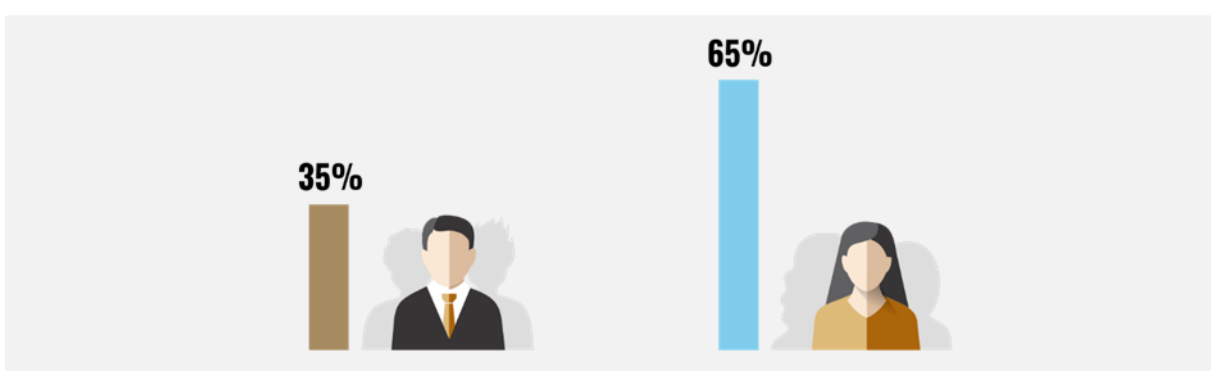
Distribution of sampled respondents surveyed

Region	Number	Percentage
Akmola Region	60	11.8%
Aktobe Region	25	4.9%
Almaty Region	22	4.3%
Atyrau Region	16	3.1%
East-Kazakhstan Region	26	5.1%
Zhambyl Region	15	3.0%
West-Kazakhstan Region	14	2.8%
Karaganda Region	63	12.4%
Kostanay Region	77	15.2%
Kyzylorda Region	12	2.4%
Mangystau Region	12	2.4%
Pavlodar Region	25	4.9%
North-Kazakhstan Region	26	5.1%
Turkestan Region	14	2.8%
Almaty city	28	5.5%
Nur-Sultan city	53	10.4%
Shymkent city	20	3.9%
Total	508	100.0%

According to types of settlements, the overwhelming part of respondents (81.3%) is urban population, and 18.7% are rural population.



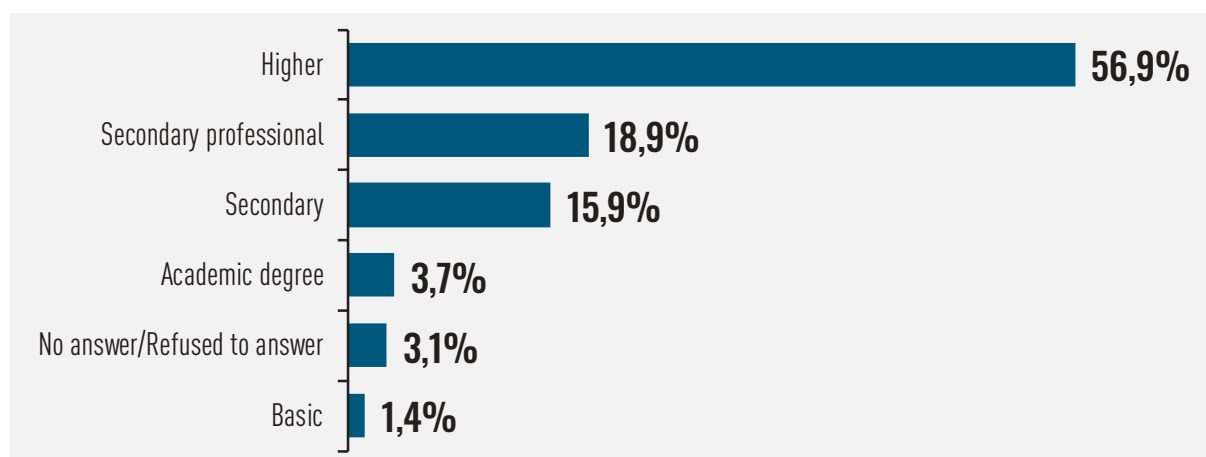
As per gender 65% of respondents are women, and 35% are men.



As for level of education obtained, it worth noting that most respondents (56.9%) have higher or general secondary (18.9%) education. Share of respondents with secondary professional education made up 15.9%. 3.7% of respondents have academic degree. 1.4% of respondents have only basic education, at the same time, share of those who refused to answer did not exceed 3.1%.

Diagram 1.

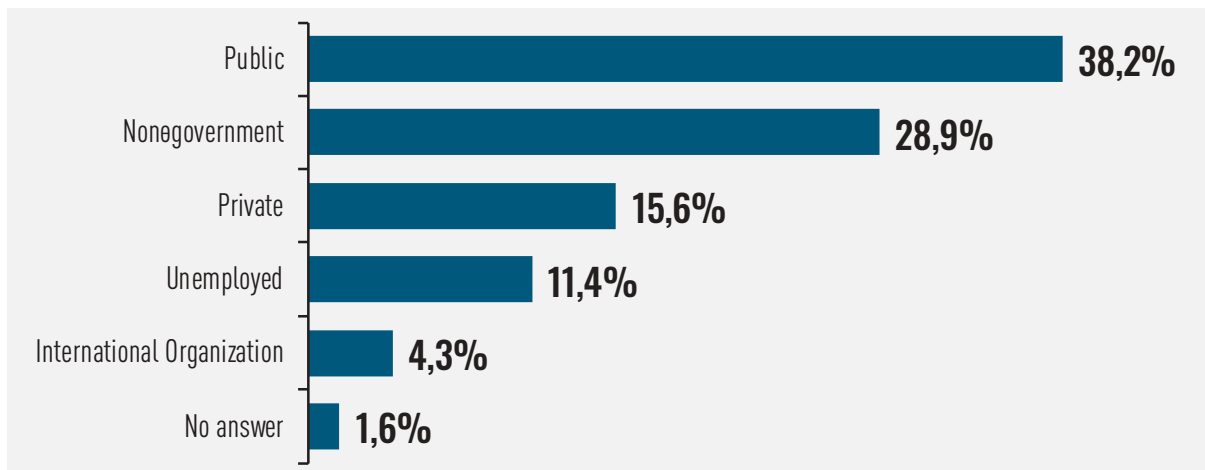
Distribution of respondents as per level of education obtained



In the field of professional activity, the overwhelming majority, or 38.2% of respondents, are engaged in the public sector. 28.9% of respondents work in the non-government sector, and 15.6% work in private sector. 11.4% of respondents are unemployed, and 4.3% of respondents work in international organizations.

Diagram 2.

Sectors of respondents' employment, in %



The above socio-demographic characteristics of respondents allow noting that the sociological survey covered main categories of experts, whose participation allows drawing general empirical regularities.

Social survey questionnaires

MASS SURVEY QUESTIONNAIRE

Questionnaire No. _____
 Region _____
 Settlement _____
 Type of settlement 1) City
 2) City of republican significance
 3) District center
 4) Village
 Interviewer's name _____

Dear respondent!

We ask you to participate in our survey. The questionnaire is anonymous and all the information will be only used in the aggregate for academic purposes. You shall answer our questions by choosing an answer option which correspond to your opinion the most.

We thank you in advance for your participation and sincere answers!

MAIN POOL**Notion of volunteering****1. In your opinion, who is "Volunteer"?**

- 1) A person who provides voluntarily active gratuitous assistance to people in need
- 2) A person having much free time and is ready to help others
- 3) A person who donates money to people in need
- 4) A person who wants to feel his/her importance and social recognition
- 5) Other answer option: _____
- 99) *Not sure*

Personal experience and attitude towards volunteering**1. Your attitude towards volunteer activity:**

- 1) Positive, since I believe that we must be active and help people around us
- 2) Neutral, since I believe that everyone must decide whether to help people around or not by him/herself
- 3) Negative, I believe that only idlers can waste time for that
- 99) *Not sure*

Experience of significant other**1. Do you have any acquaintances/friends who are volunteers?**

- 1) Yes, I have friends/acquaintances who are volunteers
- 2) No, I have no friends/acquaintances who are volunteers
- 3) I have never heard that someone is engaged in volunteer activity

2. Have you ever been involved in volunteer activity (before the quarantine and emergency rule)?

1) Yes, I have such experience, but I am not planning to be a volunteer in the future	→ GO TO 5
2) Yes, I have such experience and I am planning to be a volunteer in the future	→ GO TO 6
3) Yes, and I am a volunteer these days	
4) No, I haven't been involved, but I would like to try to	→ GO TO 8
5) No, I have never been involved, and I wouldn't like to	
6) No, and I don't understand why people are involved	
99) Not sure	

3. Why did you cease your involvement in volunteer activity?

- 1) It takes too much time
- 2) Financial difficulties
- 3) A group / club / organization had put pressure on me to make me doing more than I would like to do
- 4) I felt myself underappreciated
- 5) Conflicts with group/club/organizations members
- 6) I didn't feel myself as a part of my team
- 7) Adverse effect on general state/health
- 8) Adverse effect on intra-familial relations
- 9) Adverse effect on work/studies
- 10) I didn't feel safe

4. How would you describe your experience in volunteering (either your experience or experience of your friends/family members)?

- 1) Positive
- 2) Neutral
- 3) Negative
- 4) I have no volunteering experience

5. What motivated you to participate in volunteer activity?

- 1) Own willingness to help people in need
- 2) Pressure on the part of society
- 3) Attractive positive experience of friends/family members
- 4) Desire to meet some new friends, become a part of a team or spend quality time
- 5) Make contribution to community
- 6) A sense of obligation/duty
- 7) Positive influence on general state/health
- 8) Desire to gain new experience
- 9) Not sure
- 10) Other (specify)

6. What prevents you from devoting (more) time to volunteer activity? (you can choose up to 5 options)

- 1) Limited time
- 2) Work obligations
- 3) Family obligations
- 4) Travelling
- 5) I have never been asked to
- 6) Lack of communication / awareness of volunteer services
- 7) Lack of anticipated benefit
- 8) Lack of interest / lack of willingness
- 9) Concerns regarding the level of commitment / involvement in work
- 10) I am too shy
- 11) General health state
- 12) Age
- 13) Disability

- 14) Negative experience in volunteering
- 15) Lack of sensible skills and capacity
- 16) I don't know where to address / lack of information
- 17) Concerns about legal liability
- 18) Employers prevent involvement
- 19) Poor conditions
- 20) Preference for paid work
- 21) Lack of accessible volunteer activity
- 22) Policy and practice of volunteering with participation of organizations
- 23) Lack of recognition
- 24) Other
- 25) No answer

7. Have you ever been engaged in online volunteering (creation, development, adoption of special online platforms, applications, technical support, information support, administering social networks, administering chats etc. to help people in need)?

- 1) Yes
- 2) No
- 99) Not sure

Volunteer activity during the quarantine and emergency rule

1. Have you rendered gratuitous help to organizations or people who are not your family members or relatives since the introduction of the quarantine and emergency rule due to COVID-19 pandemics?

- 1) Yes
- 2) No

2. Did you spend time to manufacture products for donation or for distribution thereof during the quarantine and emergency rule (for instance, food products, clothes, equipment, sewing face masks etc.)?

- 1) Yes
- 2) No

3. What aid did you render during the quarantine?

- 1) Medicine or health care
- 2) Transportation of people
- 3) Manufacture of products
- 4) Delivery, distribution of products
- 5) Procurement of products for others
- 6) Preparing, serving meals
- 7) Cleaning, disinfection
- 8) Readjustment, repair
- 9) Communication or information services
- 10) Personal care
- 11) Other: _____
- 12) I have not been a volunteer/did not render any aid

4. Have you or your family received any gratuitous aid from any organizations, association or other persons due to the crisis caused by COVID-19 pandemics since the introduction of the emergency rule?

- 1) Yes
- 2) No
- 3) Not sure

INSTRUCTION FOR INTERVIEWERS/OPERATORS:

When a respondent had no experience in volunteering, the he/she shall go to Question 14
 When a respondent had experience in volunteering, then he/she shall go to Question 16

Potential participation in volunteer activity

1. Would you like to be a volunteer?

- 1) Yes
- 2) Rather yes
- 3) Rather no
- 4) No GO to question 20
- 99) Not sure

Form of participation in volunteer activity

1. Under which conditions you are ready to be a volunteer?

- 1) Under condition of proper organization of volunteer activity
- 2) Under condition that all efforts of volunteers are directed to those who really needs it
- 3) Under condition when a coordinated and harmonious team works
- 4) Under condition of official work experience indicate in CV
- 5) All of the above conditions
- 6) Other conditions
- 7) Under no conditions; I am not interested in this type of activity
- 99) Not sure

2. Under which circumstance you are ready to help people around you?

- 1) In emergency (flood, fire, natural disaster etc.)
- 2) Provision of legal, judicial or other information and advisory assistance
- 3) Provision of psychological aid, administering support groups
- 4) To help seniors or physically challenged people (procurement of food products, cleaning etc.)
- 5) To help in maintaining hygiene to seniors, retired people or physically challenged people
- 6) To help in organizing leisure time for seniors, retired people and physically challenged people
- 7) Teaching children skills, I have myself
- 8) Teach skill I have to seniors, retired people or physically challenged people
- 9) Participation in organization of sporting events of municipal or republican significance
- 10) Provide technical assistance to support a social charitable project
- 11) Provide technical assistance to support a social charitable project
- 12) Other circumstances
- 13) I am not ready to render aid

3. Who are you ready to help to?

- | | |
|-----------------------------|----------------------------------|
| 1) Children, teenagers | 9) Sick people |
| 2) Seniors | 10) Ex-prisoners |
| 3) People with disabilities | 11) Animals |
| 4) Women | 12) The nature |
| 5) Migrants | 13) All of the above |
| 6) Victims of offences | 14) None of the above |
| 7) Political prisoners | 15) Other category of population |
| 8) Poor people | 99) Not sure |

4. In which form you are ready to provide help?

- 1) Provide services
- 2) Provide goods (clothes, equipment, household items, stationaries etc.)
- 3) Training
- 4) Arrangement of events, leisure time
- 5) Other
- 6) I am not ready to
- 99) Not sure

5. How much time a week you are ready to spend for volunteering?

- 1) 1-2 hours a week
- 2) 3-4 hours a week
- 3) Half a day hour a week
- 4) 1 day a week
- 5) More than 1 day a week
- 6) Not every week, but no often than every week
- 7) I am not ready to spend my time for that
- 99) Not sure

Awareness of volunteering in Kazakhstan

1. In your opinion, at what age one can become a volunteer?

- 1) Since the age of 14
- 2) Since the age of 16
- 3) Since the age of 18
- 4) There are different age requirements in different organizations
- 5) At any age
- 99) Not sure

2. Who do you think is usually involved in volunteer activity?

- 1) Pupils
- 2) College and university students
- 3) Young people who neither work nor study
- 4) Employees of different entities
- 5) Businessmen
- 6) Retired people
- 7) I don't know
- 8) Anyone who is willing to render aid
- 99) Not sure

3. Which volunteer organizations in Kazakhstan you have heard or know about? (write names of organizations you have heard or know about)

- 1) _____
- 2) _____
- 3) _____
- 99) Not sure

4. Do you know volunteer organizations in your settlement you can reach out and be a volunteer in?

- 1) Yes, I know such organizations in my settlement
- 2) Yes, I know that organizations I am interested in are presented in social networks
- 3) I don't know such organizations I and where I can reach out
- 4) I am not planning to reach out them
- 99) Not sure

Recommendations, proposals and comments on development of volunteer activity

1. Your recommendations, comments or proposals on development for volunteering in Kazakhstan:

SOCIO-DEMOGRAPHIC POOL

D1. Sex:

- 1) Female
- 2) Male

D2. Age:

- | | |
|----------|-------------|
| 1) 18-21 | 6) 41-45 |
| 2) 22-25 | 7) 46-50 |
| 3) 26-29 | 8) 51-55 |
| 4) 30-35 | 9) Above 56 |
| 5) 36-40 | |

D3. Nationality:

- | | |
|----------------|----------------------------|
| 1) Kazakh | 6) German |
| 2) Russian | 7) Uyghur |
| 3) Uzbek | 8) Chechen |
| 4) Ukrainian | 9) Ingush |
| 5) Belarussian | 10) Other (specify): _____ |

D4. Education:

- 1) Basic
- 2) Secondary
- 3) Secondary professional
- 4) Higher
- 5) Academic degree
- 98) No answer/refused to answer

D5. Family status:

- 1) Married
- 2) Single
- 3) Divorced
- 4) Widow

D6. Place of work:

- 1) Budgetary organization
- 2) Public service
- 3) Law-enforcement, military structure
- 4) Quasi-government sector
- 5) Private sector
- 6) Household
- 7) Non-government sector
- 8) Self-employed
- 9) Retired
- 10) Maternity leave
- 11) Student
- 12) Unemployed
- 13) Other (specify) _____

D7. Please, assess the level of welfare of your family (only one answer option)

- 1) We live well and can afford almost anything
- 2) Our life standard is satisfactory and we have everything to improve our life
- 3) We live not good enough and we have to practice self-denial sometimes
- 4) Our life is very poor and we often cannot afford even essentials
- 99) Not sure / Refusal to answer

QUESTIONNAIRE FOR EXPERT SURVEY

Region _____

1. City
2. Village

Interviewer's name:

Respondent's name:

Interview site:

Respondent's phone:

Date of interview: _____ Timing: Beginning _____ End _____

Dear expert!

Hello! My name is _____ and I am an interviewer of "TALAP" Center for Applied Researches" Social Fund. Currently, our center conducts a sociological research aimed to study the state of and prospects for development of volunteering in Kazakhstan. We ask you to participate in the survey and share your experience. The questionnaire is anonymous and all information will only be used in aggregate for academic purposes. You shall answer our questions by choosing an answer option which correspond your opinion the best, we guarantee confidentiality of data.

Thank you in advance for your participation in our survey and sincere answers!

Expert details:

D1. Sex (interviewer, do not read):

- 1) Female
- 2) Male

D2. Indicate the sphere\sector of your activities (interviewer, write down according to the statement of a respondent):

D3. In what sector do you work?

- 1) Public
- 2) Private
- 3) Non-government
- 4) International organization
- 5) Other (specify) _____

D4. Indicate your professional experience (how many years\months do you work in the sector)?

_____ years _____ months

D5. Indicate your level of education:

- 1) Basic
- 2) Secondary
- 3) Secondary professional
- 4) Higher
- 5) Academic degree
- 98) No answer / refused to answer

Current state

1. In your opinion, who is "Volunteer"? (you can choose several answer options)

- 1) A person who provides voluntarily active gratuitous assistance to people in need
- 2) A person who donates money to people in need
- 3) A person having much free time and is ready to help others
- 4) A person who wants to feel his/her importance and social recognition
- 5) Other answer option: _____

2. What does “volunteer activity” mean for you personally?

- 1) _____;
- 2) _____;
- 3) _____.

3. In your opinion, what prospects of development has volunteering in Kazakhstan?

- 1) Volunteering will develop in the country successfully
- 2) Rather successfully, but with the support of the government
- 3) Rather unsuccessfully - volunteering in the country has a formalistic nature
- 4) I don't see the future for volunteering movement in Kazakhstan

4. Who can act as a volunteer? (you can choose several answer options)

- 1) Pupils
- 2) Students
- 3) Retired people
- 4) Entrepreneurs
- 5) Adult employed people
- 6) Anyone
- 7) Other (specify) _____

5. In which sphere volunteers are required the most? (you can choose several answer options)

- 1) Health care sector (activity in the health care sector, volunteering in donor service)
- 2) Education (helping in provision of educational services, teaching languages etc.)
- 3) Social sphere (helping people, disabled persons, seniors, people in difficult circumstances)
- 4) The environment (waste collection, helping animals, greenspace expansion in cities etc.)
- 5) Sporting and cultural sphere (helping in holding sporting events and events in cultural sphere)
- 6) During emergencies (assisting emergency response services in prevention and management of emergencies)
- 7) Other (please specify) _____

6. Please, explain your answer:

- 1) _____;
- 2) _____;
- 3) _____.

7. Have you heard about the format of “corporate volunteering”?

- 1) Yes, I know it well
- 2) Yes, I have heard about it
- 3) No, I am not aware of such format of volunteer activity

8. Is volunteer activity is sufficiently covered in mass media, social networks and on TV? (choose only one answer option)

- 1) Insufficiently - I knew about volunteering only in the Year of Volunteer
- 2) Within the norm, but should be more news
- 3) Sufficiently - I hear news about volunteering permanently

9. Please, name the most socially significant volunteer projects you have implemented within the last 2-3 years? (you can choose several answer options)

- 1) _____;
- 2) _____;
- 3) _____.

10. Please, name leaders of volunteer movement in Kazakhstan? (you can choose several answer options)

- 1) _____;
- 2) _____;
- 3) _____.

Issues of concern

11. Do you think, does the applicable laws on volunteer activity require improvement? (you can choose several answer options)

- 1) It is necessary to revise the laws in full since they do not reflect the reality
- 2) The laws need insignificant changes to fill the gaps
- 3) The laws should provide for partial financing for volunteer activity (logistics, meals, accommodation, insurance)
- 4) The laws must provide for non-financial measures (diplomas, recording the length of employment, status for volunteers)
- 5) The laws do not need improvement

Areas in development of volunteer activity

12. Do you think the government will pay attention to volunteers to the same extent after the end of the Year of Volunteer? (you can choose only one answer option)

- 1) Much less attention will be paid
- 2) Attention will be paid to the same extent
- 3) There will be increased attention to volunteering in the future

13. In your opinion, shall motivational norms for volunteers be specified in the laws?

- 1) No, volunteers are highly motivated
- 2) Partially since volunteer activity is a voluntary act, however it needs support
- 3) The laws must expressly specify financial and non-financial supporting measures for volunteers

14. Do you think, do volunteer need a unified platform for communication, i.e. a unified functional portal which would unite all volunteers, volunteer organizations, action groups and government agencies?

- 1) No, the existing platform is sufficient
- 2) It is necessary to improve active platforms and merge them in a single one
- 3) It is necessary to create a new unified communication platform with functional capability to unite all volunteers and volunteer organizations with government agencies

15. In your opinion, is a unified supervisory organization (supervisor) which would be responsible for volunteer activity is required?

- 1) No, deputies and government agencies can cope with it themselves
- 2) It is necessary to expand and add functional duties for deputies and heads of government agencies
- 3) A respective separate supervisor on volunteer activity within government agencies and the Parliament of the Republic of Kazakhstan is required

16. In your opinion, number of which volunteer projects must be greater? (you can choose several answer options)

- 1) Helping physically challenge people and retired people
- 2) Families with lower income level
- 3) Tracing missing people
- 4) Helping animals
- 5) The environment spheres
- 6) Health care and education
- 7) Mass events and campaigns
- 8) Own answer _____

17. What do you think of online volunteering (cyber volunteering) in Kazakhstan?

- 1) It is a passing phenomenon during the quarantine
- 2) It is the dictate of the time and mobility of volunteering
- 3) There is a high risk of fraud in the network
- 4) I have never heard about online volunteering

18. What problems does development of online volunteering (cyber volunteering) face in Kazakhstan?

- 1) _____;
- 2) _____;
- 3) _____.

International experience

19. In your opinion, which countries Kazakhstan shall be oriented towards to adopt international experience?

- 1) OECD countries
- 2) CIS countries
- 3) It is necessary to develop own national experience

20. In your opinion, shall Kazakhstani volunteers participate in international project?

- 1) No, assistance is required within the country
- 2) Participation might be partial under condition of application of international practice within the country
- 3) It is necessary to participate actively since volunteers missing experience
- 4) Own answer _____
- 5) Not sure (I have no knowledge about international volunteer projects)

Recommendations

21. Your proposals or recommendations on development of volunteer activity in Kazakhstan:

- 1) _____;
- 2) _____;
- 3) _____.

*Nur-Sultan city, 2020. "ARTFXKZ" polygraphy
phone: +7 (705) 580-333-8
instagram: artfxkz*

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