

VOLUNTE3RISM

ⁱⁿ **TURKEY** a SNAPSHOT

Exploring the Role and Contributions of Volunteering



VOLUNTEERISM in TURKEY – a SNAPSHOT Exploring the Role and Contributions of Volunteering

United Nations Volunteers

The United Nations Volunteers (UNV) programme is the UN organization that contributes to peace and development through volunteerism worldwide. Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation. UNV contributes to peace and development by advocating for recognition of volunteers, working with partners to integrate volunteerism into development programming, and mobilizing an increasing number and diversity of volunteers, including experienced UN Volunteers, throughout the world. UNV embraces volunteerism as universal and inclusive, and recognizes volunteerism in its diversity, as well as the values that sustain it: free will, commitment, engagement and solidarity.

GSM Youth Services Centre

GSM-Youth Services Centre was founded in 1985, in Ankara to support social, cultural, artistic, scientific and professional improvement of young people and to develop projects on active participation of young people in social and economic life.

GSM believes that volunteerism is a two-way action contributing to the psycho-social improvement of youth and providing social benefits for them. In addition, taking a place in such activities gives them the opportunity to improve their communication skills, understand the meaning of sharing, learn teamwork and solidarity, gain new experiences, meet different people, learn how to organize events, get to know different institutions, understand society and the world better and increase their self-confidence. GSM believes that young people who internalize the importance of volunteerism also learn to be active citizens and encourages youth to participate actively in social, economic and political life in order to develop hopes for both today and the future.

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Every year on 5 December, volunteers the world over, including in Turkey, celebrate International Volunteer Day. This year, on this special day, the United Nations Volunteers (UNV) programme highlights the contributions youth volunteers make for a better world. We want to recognize that young people are increasingly acting as agents of change in society. They are calling on institutions to be more responsive not only to their needs, but also to national and global concerns. Youth provide the energy, the creativity, the solutions and the determination to drive change.

This is why, to mark this very special day in Turkey, we are pleased to be launching this publication, Volunteerism in Turkey – a Snapshot. The publication is in collaboration with the GSM Youth Services Centre, which is inspired by the opportunities volunteerism provides to young people for personal learning and development and for engagement in their communities. We are happy to work with an organization that shares our commitment to increase the recognition of the role volunteerism plays in engaging people – young and old, and from every walk of life – in development efforts.

UNV has a long history of integrating volunteering into global and national strategies, policies and plans for peace and development. Over the past 40 years we have witnessed the power of volunteering in creating social and economic well-being in different continents, countries, cultures and contexts.

We have also witnessed the universality of volunteering: volunteering is a global phenomenon that transcends boundaries, religions and cultural divides. Wherever we find volunteering, we see it strengthening social inclusion and solidarity and providing a meaningful way for individuals to get involved with their communities. Invariably volunteerism forms the backbone of national and international civil society organizations, as well as many social and political movements. It is a powerful force in the public sector and increasingly important in the private sector.

This is also true in Turkey. As is demonstrated in the following pages, many organizations and individuals choose to respond to development challenges through volunteerism. What you will find described in the articles is the commitment and voluntary effort of individuals and organizations contributing to social, economic and environmental progress. The force of volunteerism should not go unnoticed, but acknowledged, valued and nurtured.

Richard Dictus

Executive Coordinator, United Nations Volunteers

Volunteers across Turkey Contribute towards Sustainable Human Development

Volunteering and citizen participation is an integral part of development. As the era on the Millennium Development Goals is approaching its final stages and a new, global development agenda is being crafted, the global community continues to emphasize human-centred development and the role of empowered citizens in realizing positive social, economic and environmental transformation. In this context, volunteering provides a route for all citizens to become agents of change and to contribute towards such a transformation in a meaningful way.

In the coming years, the United Nations Development Programme (UNDP) will continue to cooperate with the Government of Turkey to achieve the eradication of poverty, as well as a significant reduction in inequalities. We acknowledge that only a vibrant, responsible and capable civil society can reinforce these changes in society and contribute to development. Therefore, it is imperative to ensure an equitable and inclusive society where participation and the voice of the people are guaranteed in pursuit of equitable access to development opportunities and gains. It is also crucial to work with all segments of society as agents of their own development.

In Turkey, volunteerism has a long and deep history, but its value and contributions have not been fully realized and harnessed so far. UNDP in Turkey recognizes this. Since 2011 the United Nations Volunteers (UNV) programme has provided us with new avenues to truly appreciate the value volunteering brings to our work. UNDP considers UNV to complement its policy work as a key resource for community level presence, organization and action; for reinforcement of social cohesion through volunteers and voluntary work; and for the creation of opportunities for youth in volunteering.

This publication provides a snapshot of the role and contributions volunteering makes in Turkey. It highlights the integral role volunteers play in society and the value they bring to a number of areas that are of importance to us, from protection of the environment to providing avenues for social inclusion.

I hope this publications will inspire further discussion on how all of us can better harness the dedication, skills and commitment of volunteers across Turkey toward achievement of a more sustainable, equitable and peaceful society.

I wish you an inspiring read.

Malhote

Kamal Malhotra

UN Resident Coordinator

UNDP Resident Representative, Turkey

The Embassy of Finland has supported this publication from its Local Cooperation Funds. The objective of the fund is to strengthen local civil society in Turkey. A vibrant and independent civil society with its volunteers is an essential part of a functioning democratic system.

Finnish democracy has truly benefited from an active civil society and volunteering. Some 75-80 per cent of people in Finland are members of voluntary organizations during their lifetime, and many people belong to several different organizations. A significant part of voluntary work is performed by these organizations. The Finnish expression "talkoot" - working together for a common goal - and other informal forms of volunteering have been and continue to be widespread. Volunteerism provides opportunities for many to be active in society and thus become agents of change.

The Development Policy of the Finnish Government aims at human development that enhances equal opportunities in access to basic services or basic income security. The priorities of the Policy include the right to an education, decent work, reducing youth unemployment and improving the status of women and children. Gender equality, reduction of inequality, and climate sustainability are the cross cutting objectives of Finland's Development Policy and Cooperation. We emphasize the importance and commitment to the Millennium Development Goals, Political will is essential for development and change but alone it does not suffice. These goals need the voluntary engagement and support of the people. The universal values of these goals motivate people, not only in Finland, but also in Turkey to cooperate and contribute to the quality of life.

The aim of this publication is to promote volunteer work and the important role of civil society organizations (CSOs) in Turkish society, and to reach potential volunteers, decision makers and CSOs, and to raise awareness of the value and importance of volunteering. I would like to emphasize that volunteering is an active expression of civic participation which strengthens such values as solidarity and social cohesion. Volunteering plays an important role in sectors like education, youth, equal opportunities, culture, sport, environment, health, social care, consumer protection and humanitarian aid.

We expect this publication to contribute to discussions about the importance of civil society and volunteerism in Turkey. We hope that it will have an impact on the values of trust, solidarity and mutual respect, and carry on the idea of volunteerism in Turkey. We hope that it opens up debates about the importance of recognition of volunteerism in Turkish society.

We highly respect and congratulate all volunteers on their efforts and their achievements for the common good and for a better life.

Nina Vaskunlahti

Ambassador of Finland to Turkey



Volunteerism in Turkey – a snapshot, is a product of combined efforts by many stakeholders. The UNV office in Turkey would like to sincerely thank all the contributors who have made the publication possible. In the spirit of the issues discussed, all articles presented in this booklet are volunteer contributions, and we are very proud to share this example of dedication and inspiration in action with all the readers.

The overall coordination and editing of the publication was done by UNV in Turkey by the core team of the UNV Programme Officer Ulla Gronlund and Volunteering & Post2015 National Coordinator Melis Memisoğlu. Öykum Bağci from GSM Youth Services Centre, a co-owner of this publication, has provided substantial inputs in the overall content of the publication.

All the articles have been written by experienced volunteer practitioners, many of them representing civil society organizations from a number of different fields such as education, environment, youth work and disaster management.

We would like to extend our gratitude to the following organizations and authors for their efforts, expertise and views: Ayşegül Ekmekçi (Third Sector Foundation of Turkey, TÜSEV), Ayşegül Güzel (ZUMBARA), Başak Güçlü (Corporate Volunteer Association), Başak Yalvaç Özçağdaş and Ayşe Yapıcı (Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitat), Elvan Cantekin (Neighbourhood Disaster Volunteers), Hatice Kapusuz (Civil Society Development Centre), Merve Tuna (Dreams Academy), Ibrahim Demirel (National Agency), Aygül Fazlıoğlu (Ministry of Family and Social Policy), Suat Özçağdaş (Social Innovation Centre), Dr. Uygar Özesmi (Change.org), İstem D. Akalp (Educational Volunteer Foundation), Görkem Bağcı (GSM Youth Services Centre), Laden Yurttagüler (Istanbul Bilgi University NGO Training and Research Centre), Ibrahim Betil and Seyhan Aydınlıgil.

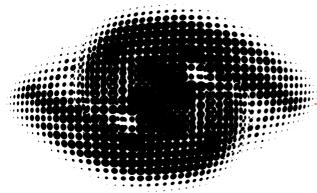
The publication has benefited from the insight and advice from colleagues at UNV headquarters.

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The UNV team in Ankara wishes to extend a sincere thank you to everyone involved in the process, providing us and you with an interesting snapshot of volunteerism and making this publication possible.

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LANDSCAPE OF VOLUNTEERISM IN TURKEY

Introduction

Volunteerism refers to a wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of participation and civic engagement. It is undertaken of free will, for the general public good, and where monetary reward is not the principal motivating factor. Most importantly, it is an expression of citizenship and an integral part of human relationships we engage in: inspired by the ideas of solidarity, commitment and engagement, volunteerism contributes towards the well-being of communities and individuals alike.

In all its diversity, volunteerism has long existed in Turkey like everywhere else in the world. Turkish society has traditionally valued volunteerism, although it has not fully recognized and utilized the potential contributions volunteerism brings to society.

The development of volunteerism in Turkey must be looked at as part of the transformation civil society and civic engagement in general have undergone since the 1980s. As a result of the 1980 military coup, almost all civil society activities were suspended while many CSOs were shut down permanently¹. Only during the 1990s did civil society gain new impetus and influence: notably many of the largest volunteer organizations, such as Community Volunteer Foundation and Educational Volunteer Foundation in Turkey were established at the time.

In the last decade or so, civil society engagement has grown in numbers, influence and professionalism. According to the Department of Associations of the Ministry of Interior there are currently 245,170 registered associations in Turkey, of which approximately 97,000 are active; the number of active associations being up from 67,000 since the year 2000². The growth in civil society organizations has been influenced by a number of legal reforms Turkey has implemented since officially beginning the European Union (EU) accession process in 2003, aiming at enhanced democratization. The Associations Law adopted in 2004 and the Law of Foundations enacted in 2008 form a legal framework for civil society organizations, create some limitation to participation and operational activity, but nevertheless provide a considerably more enabling environment for civil society to organize itself than previously.

While the increase in the number of civil society organizations inevitably leads to an increase in membership to CSOs and volunteering alike, the level of volunteering in Turkey is still relatively low. The World Giving Index³ gives an indication of the level of participation in Turkey, according to which 10 per cent of Turkish people donate money, 4 per cent volunteer and 31 per cent are willing to help a stranger, ranking Turkey in place 137 in the index of 145 countries. Helpful statistics on the extent of civic engagement published by the Third Sector Foundation of Turkey support this by revealing that levels of membership, volunteering, political activism and community engagement are all relatively low. Volunteering attracts citizens the least: only 2.5 per cent of citizens volunteer for social organizations, and 4.2 per cent volunteer for political ones⁴. These figures, however, do not include individual activism that 11.6 per cent of citizens engage in, or more informal volunteering such as community and neighbourly help which take place outside formal, organizational structures.

¹ Civil Society in Turkey: At a Turning Point (TUSEV, 2011): p. 52

² http://www.dernekler.gov.tr/en/default.aspx

³ World Giving Index 2012 https://www.cafonline.org/PDF/WorldGivingIndex2012WEB.pdf

⁴ Civil Society in Turkey: At a Turning Point (TUSEV, 2011): p. 68-69



While robust and comprehensive statistics including both formal and informal volunteering in Turkey are lacking, it is difficult to identify which thematic issues attract citizens to volunteer the most. However, thematic distribution of civil society organizations gives some indication of this. Sports organizations, religious groups and charities providing social services dominate the field, whereas right-based organizations and advocacy groups form a considerably smaller percentage of CSOs⁵.

All in all, a clear picture of the level of volunteering in Turkey is difficult to construct not least because of a lack of a generally accepted definition for it. While it is relatively commonly understood that volunteering is an activity undertaken for no financial reward and usually for social good, the definition is also used at times to include internships, study-related work practice or other un-paid work, membership to an organization or donating. On the other hand, volunteering is at times categorized as a form of participation different to that of, for example, activism, campaigning, neighbourly help or mutual aid.

National Development Priorities and Volunteering

While participation of citizens as part of a democratization process has been on the Turkish policy agenda for a number of years, volunteering continues to be conspicuously missing from the agenda. Nevertheless, the development priorities of the government, outlined in the Turkish 9th Development Plan (2007–13) and the 10th Development plan (2014–20), have had – and continue to have – a strong potential to create an enabling environment for volunteering that can contribute towards social, economic and environmental development in Turkey in a meaningful way.

One of the key objectives of the 9th development plan has been to strengthen human development and social solidarity, through enhancing the education system, improving social inclusion and the fight against poverty, as well as protecting and improving culture and strengthening social dialogue. While it did not consistently set out to deploy contributions of civil society organizations and volunteer groups to achieve these goals, the 10th development plan takes a step forward by explicitly acknowledging the role of active citizens in achieving social objectives by stating that "The main objective is to provide a more effective participation of all sectors of society in social and economic development processes by creating a suitable environment for a strong, diverse, pluralistic and sustainable civil society⁶."

The Government also dedicated itself through the 10th Development Plan to carry out studies aimed at guiding the public and private sector to bring about new approaches in economic, social and cultural areas; an opportunity that advocates and practitioners of volunteering should not miss

United Nations agencies in Turkey advance Turkey's development goals by strategically contributing to the key development objectives outlined in the national development plans,

⁵ http://www.dernekler.gov.tr/en/default.aspx

⁶ Article 239., 10th Development Plan

particularly as they relate to the Millennium Development Goals (MDGs). The areas of collaboration between the Government and the UN are outlined in the UN Development Collaboration Strategy with three key areas for cooperation: Democratic and Environmental Governance; Disparity Reduction, Social Inclusion and Basic Public Services; and Poverty and Employment. The linkage to volunteering in all these areas is strong, as it provides a method for participation to all citizens, including those who are disadvantaged or socially excluded; it complements delivery of basic services; and as a non-formal learning method, it strengthens the route to employment for young people. However, within UN agencies volunteering remains – if not at the margin – at least in a relatively invisible role.

Enabling Environment and Volunteer Infrastructure

While volunteering is on the increase in Turkey, the development of it in general is hindered by a limited volunteer infrastructure. Volunteer infrastructure refers to all "the systems, mechanisms, and instruments needed to ensure an environment where volunteerism can flourish". While there is no one-fits-all model for volunteer infrastructure, the following four key factors form a backbone for an effective structure that enables the harnessing of volunteering:

- Reaching a common understanding of volunteerism and a shared appreciation of its value;
- Establishing and nurturing an enabling environment;
- Adopting a diversity of approaches to mobilizing and facilitating volunteerism;
- Ensuring sustainable funding.

Issues such as a favourable policy and a legal framework for volunteering, systematic research and reliable statistical data, volunteer centres, available professional training and qualifications in volunteering, quality standards, institutionalized and continuous collaboration between different stakeholders, and capacity support to volunteer-based organizations all contribute towards effective infrastructure.

The development of volunteering in Turkey in the coming years will depend on building towards these key factors. As a first step though, it is imperative that the value of volunteering as a means to development is properly recognized and valued. Only through this recognition, which is generally enhanced through relevant research, data and information, will other actions follow.

Currently there is no government or other public sector institution vested with the responsibility of promoting volunteering and taking a lead in developing it further. Therefore, much will be left to a network of various stakeholders in the field that – through systematic collaboration – can open up discussions, and based on their combined expertise in the field can inspire further development by the government, local authorities , civil society organizations and UN agencies alike.

⁷ Developing a Volunteer Infrastructure: Guidance Note (UNV)



Objectives and Limitations of the Publication

The purpose of this publication is to raise awareness about the role volunteering plays in Turkish society, in order to contribute towards its enhanced recognition and appreciation.

With the exception of one article, this publication is not an academic study or a research project. Instead, it aims at describing the critical role volunteering plays in creating social progress and sustainable development by introducing a number of key organizations working with issues relating to volunteering in Turkey. Through perspectives of experienced practitioners in the field, the publication draws a picture of the role volunteering plays and the added-value it can create in society. The articles draw from the authors' personal experiences and those of their organizations in how thousands of people at the grass roots level can contribute towards the well-being of their communities and that of their own in various fields, such as education, disaster response, youth, human rights, social innovation and the environment.

The authors make recommendations to different stakeholders on how to further enable volunteerism so that the potential, positive change it creates in society can be effectively harnessed. While the United Nations Volunteers (UNV) programme in Turkey, as a publisher of this report, does not necessarily agree with all the arguments made in the following articles, we sincerely hope they will inspire all readers to take systematic and purposeful action in establishing and nurturing an enabling environment for volunteering in Turkey.

Volunteering as Reflection of an Active Civil Society: Challenges and Opportunities ibrahim Betil

Ibrahim Betil, (1944) founded, chaired and presided over industrial and financial companies and commercial banks in and outside of Turkey for 25 years (1970-1994). Simultaneously, and especially after 1994, he has been closely involved in educational and civil society activities in Turkey. He has established and currently chairs several CSOs that focus on youth empowerment, teacher training, international poverty reduction and education. He is also a founder of schools. He has lectured in universities, produced radio and TV programs, has been a columnist in several newspapers and periodicals, and is an author of a bestseller book. He is a member and has served as Europe, Middle East and Africa regional advisor for the World Board of Governors of the IBO -International Baccalaureate Organization. In his professional life, he continues to advise and to sit on the boards of several industrial and financial companies.

Voluntary work is the realization and effectuation of the will to contribute to the social development, which is present in every human being, through civil society organizations. Voluntary work is also an activity that allows people to indulge, enjoy and be happy by sharing their knowledge, talent and experience with their environment and society. The growth and increase in the number of civil activities that also enable the effectiveness of voluntary work is only possible with the cultural habits and traditions of society.

Turkey is a society that is fairly distant from the understanding of "civil society" due to the oppressive manner that stem from the families

and the cultural structure and traditions of society. The power of the central government, the understanding of structuring society in nearly all areas that concern the citizens, and the tendency to centrally govern have all been obstacles to the empowerment of the civil society for many years.

The civil society organizations that have been established in our country up to date are mainly initiatives orientated toward "sports", "religious beliefs" and "social aid". Generally throughout the years foundations have not been able to spread wider the civil understanding and initiatives in different areas and have not been able to establish the trust that society and individuals need for the increase of voluntary participation. Principles such as "transparency", "accountability" are very foreign concepts for many civil society organizations. Many of the existing civil society organizations stand back from these types of approaches. As civil society organizations distance themselves from these principles, which constitute the fundamentals of trust, the majority of society rightfully becomes suspicious of the associations and foundations. Therefore this constitutes the biggest barrier for our people to participate in voluntary work and to become members of a civil society organization.

Due to the fact that on one hand the central government is preventing the growth of the civil society and on the other civil societies are carrying out "unreliable" activities, the number of civil society organizations, being the total number of foundations and associations, has only reached to 100,000 as of April 2013 in our country with a population of 75 million. Only 12 per cent of society is involved in civil initiatives. The male dominant cultural structure is also observed in this area: The participation of women to civil society activities is 2 per cent, while for men it is approximately 10 per cent. As in developed democracies the participation level to the civil indicatives is around 25-56 per cent, it is clear how behind Turkey is. The fact that the biggest civil society organization, BRAC, is situated in Bangladesh clearly indicates that economic development is not a prerequisite for development and growth of civil society.

Two main sources for the development of the civil society are the participation of the volunteers



and financial support. In order to ensure the participation of people it is important to trust volunteers and motivate them. Unfortunately because most of the associations and foundation's "hierarchic" structure does not embrace this understanding, it blocks the path to participation and cannot lead the way to its increase. For this reason civil society development cannot feed on its main resource of volunteer potential. Finding material sources therefore remains to be a second major difficulty after a lack of participation.

It is possible to turn all these disadvantages to our advantage.

Turkey has a young population. The average age is below 30. Nearly all our youth have a high social sensitivity. Giving way to the social sensitivity of our youth, encouraging the initiatives they have made in this area may create drastic change in terms of the process of civil society development. When the youth becomes active and carries out activities at their own initiative in the civil sector, this will change the cultural habits of society. The negative prejudices, fear established against the youth, will rapidly change as what they have created is seen. If the opportunity is granted, the youth have the energy and willpower to prove this. However, first the adults will have to change the "unconfident" habit which is rooted within society, starting from the administrators within the public organizations. The government as a whole has to change its approach towards the civil society, and particularly the youth, and portray a much more trusting image.

On the other hand with the approach that "Trust is earned, not given away", earning the trust of the government as well as society is up to the civil society. This is firstly possible with "transparency and accountability". Every civil society organization should announce how they sustain their material sources and how much and on what they spend to the donors and the general public. The financial data should be audited by independent organizations and be published on the website of a civil society organization. Associations should also be transparent and clear when it comes to their objectives: they should not have any secret agenda. Those who are members and volunteer participants to the activities should accept these principles, demand them from the organizations and if necessary warn those who do not abide by them. Associations should welcome the membership of all those who are willing to volunteer, should not have a hierarchical structure and promote participation. Internalizing these values and practices may demolish the prejudices against civil society activities and foster trust in a short period.

Turkey has a big potential for the development of the civil society. There is a high possibility that civil society organizations that act to set a good example in society, which have internalized this as a general principle and which clearly advocate them, will grow at a rapid pace. Each day, the need for a more developed civil society increases in communities and society as a whole. Creating "best examples", promoting them, and ensuring the sustainability of the activities may establish trust in the civil society. With ensuring the transparency of participation there is a high chance for the social support to increase. It is the young generation who can develop this approach, increase voluntary participation and fulfil this new understanding that can enable the development of the civil society. Development of the civil society is the development of democracy. For this reason granting this opportunity to the youth shall have important contributions to the future of Turkey.

Concept of Volunteering and Citizenship

Laden Yurttagüler, Istanbul Bilgi University, NGO Training and Research Centre

Working as an instructor and project coordinator in the NGO Training and Research Centre since 2005. In addition to her position in the Centre, she gives lectures on topics related to civil society as a teaching staff in the same university.

She has participated in many national and international projects on Human Rights, Human Rights Training, Human Rights of Women, and Social Rights, and worked for various non-governmental organizations on voluntary and gainful basis. She has studies on volunteering, participation in decision- and policy-making processes, human rights training, social rights, social policy, body politics, and social exclusion. She is one of the co-authors of the book Gönüllülerle İşbirliği (Collaboration with Volunteers) published by Istanbul Bilgi University:

Having completed her undergraduate and master's education in Boğaziçi University, Laden Yurttagüler is a PhD Candidate in the same university: In August 1999, an earthquake of 7.4 on the Richter scale hit the Marmara Region, the most densely populated, most industrialised and commercialised part of Turkey. The earthquake caused the loss of thousands of buildings and cost the lives of more than 20.000 people in Sakarya and Kocaeli, two large cities on the way to Istanbul from Anatolia on the highway, as well as in the district of Avcılar which is located on the periphery of Istanbul. In the first hours and days of the earthquake, people from all around Turkey tried to reach their relatives and help others in the face of this sudden incident that caught public servants unprepared. What was common in Turkey before 1999 was to share real or financial resources for providing aid to other people. However, it was not sufficient to donate real or financial assets in the case of an

earthquake which affected so many people in such an extensive area. Several communication channels (radio stations, television channels, even through the grapevine)) called for the "need for volunteers" more frequently than ever. At a time when "volunteer work" was so new, individuals volunteered for the site and the victims of the earthquake through several national and international initiatives. The 1999 earthquake was a turning point for volunteering and the notion of volunteer work in Turkey. The concept of voluntary work was used more often, opened to discussion, disapproved, redefined, in following years, and it is still a topic of discussion.

This essay aims to discuss the notion of volunteer work that is subject to lots of "disagreement" in post-1980 Turkey in parallel with the developments in civil society. The essay plans to deal with the development of the content and practice of volunteerism from 1990 onwards. The focus of the essay is not the linear, or in other words, chronological development of the notion of volunteerism. This essay treats periods generically. Therefore, it is not intended to find a "starting point". It rather focuses on obvious or widespread changes, and breaking points in the terminology, practice, or discussions. The essay is made up of two parts, discussing the relationship between volunteerism and citizenship, and the development of volunteerism in Turkey with reference to conceptual discussions.

Transformation of Civil Society and Volunteerism

The 1980s was an important period for development and transformation of the notions of civil society and volunteerism both in Turkey and worldwide. Two important refractions that took place in this period were effective, particularly as they reformed the context. One of them was the change, or in more specific terms, dissolution in the social welfare state. The other important refraction was the change of regime in governments.

The first refraction - dissolution of welfare state took place with the financial policies implemented



to recover from the financial crisis that lasted throughout 1970s; known as austerity policies, contractionary policies advocated (and applied) reduction of taxes and restriction of public spending.8 As the result of financial policies that led to contraction of social welfare state, basic services such as healthcare, education, accommodation, which were grouped under social rights, were left to the market as they were not provided by the state or not provided at all.9 The people who could not meet their needs through the market, on the other hand, were directed to civil society organisations, or the civil society organisations were mobilised to meet the relevant urgent needs. Both national and international civil society organisations started to produce services or increased their production of services in the fields of education, healthcare, and social aid throughout 1980s. ¹⁰ As can be seen in the report published by USAID in 1995, the number of CSOs operating internationally rose to 419 in 1994 from 52 in 1970.11 Another source, which reveals similar data, is the report published by OECD in 1993. While the number of CSOs that organised international assistance programmes was 1600 in 1980, this number passed 2500 in 1990 with organisations such as Oxfam, Save the Children, Medecins sans Frontieres, and CARE.¹² The second refraction that took place in 1980s was the changes of regime in several countries around the world. With governments that assumed office with coup d'état in South America on the one hand, and dissolution of the Soviet Union on the other, the "Eastern Bloc" countries decided to switch to a new regime.¹³ In "new democracies" which assumed the basic principles of representative democracy, civil society organisations were called for duty to raise public awareness on the new principles and to enable exertion of control and/or to create pressure over the new governments through the principle of transparency. Furthermore, CSOs were envisaged and defined as a mechanism that enabled democratic participation of citizens.¹⁴ While underlining the need for CSOs, both developments also made it necessary to re-define the relationship between citizens and the state¹⁵, because when supported for occupying the gap abandoned by social welfare states or for "better" democratisation, CSOs have gained the power and impact that changed the contract between the citizens and the state. Therefore, citizenship turned into a concept that must be contemplated upon and debated over.

⁸ Nurhan Yentürk, "Demokratik Kitle Örgütlerinden STK'lara", İstanbul Bilgi Üniversitesi, STK Eğitim ve Araştırma Birimi, Sivil Toplum ve Demokrasi Konferans Yazıları no. 11, 2006, p. 14-16. http://stk.bilgi.edu.tr/siviltoplumseminer.asp. The relevant policies also adopted a pro-privatization line. Scholte 2005

⁹ Nurhan Yentürk, "Demokratik Kitle Örgütlerinden STK'lara", İstanbul Bilgi Üniversitesi, STK Eğitim ve Araştırma Birimi, Sivil Toplum ve Demokrasi Konferans Yazıları no. 11, 2006, p. 36. http://stk.bilgi.edu.tr/siviltoplumseminer.asp. Laden Yurtagüler, Gönüllülük ve Katılım, Gönüllülerle İşbirliği içinde, İstanbul Bilgi Üniversitesi Yayınları, 2007. Graebner William, (2002) "The End of Liberalism", The Journal of Policy History, vol. 14, no.2, 170-190.

¹⁰ Lindenberg Marc (1999), "Declining State Capacity; Voluntarism and the Globalization of the Not-for-Profit Sector", Nonprofit and Voluntary: Sector Quarterly; vol.28, No.4, Supplement 1999.

Keyman F. (2004), Türkiye ve Avrupa'da Sivil Toplum (Seminer metni), İstanbul Bilgi Üniversitesi, STK Eğitim ve Araştırma Birimi Sivil Toplum ve Demokrasi Konferens Yazıları no 3, http://stk.bilgi.edu.tr/siviltoplumseminer.asp

¹¹ USAID (1995), Annual Reports on US Voluntary Foreign Aid Programs, Washington, DC

¹² UNDP (1993), Human Development Report, New York, Oxford University Press.

¹³ Keyman F. (2004), Türkiye ve Avrupa'da Sivil Toplum (Seminer metni), İstanbul Bilgi Üniversitesi, STK Eğitim ve Araştırma Birimi Sivil Toplum ve Demokrasi Konferens Yazıları no 3, http://stk.bilgi.edu.tr/siviltoplumseminer.asp

¹⁴ Henry Veltmeyer , "Democratic Governance and Participatory Development: The Role of Development NGOs", in the The Whitehead Journal of Diplomacy and International Relations, Summer/Fall 2005, pp. 89-109.

¹⁵ There is a significant literature that approaches development and/or supporting of civil domain and CSOs by 1980s. However, considering its sophistication, the relevant discussion is the subject of another paper. Especially the critical references to mentioning CSOs frequently for democratization from the relevant literature can be found at Henry Veltmeyer's paper.

Although, in social sciences literature, citizenship is a concept that is under debate from different perspectives and agendas, analysis of citizenship as a status is a point of convergence. ¹⁶ In his well-known article "Citizenship and Social Class", T.H. Marshall defines citizenship fundamentally as a "status". He advocates citizenship as an institution that defines equal and full membership of individuals in society and ensures it through rights. Marshall prefers to define the relationship between the citizen and the state with reference to the rights of citizenship and development of these rights. ¹⁷ Defining the relationship between the individual and the state with emphasis on the rights beside the approaches that deals with the same relationship as a legal status under the title of citizenship has contributed to initiation of new discussions and development of existing ones. Defining citizenship through rights, Marshall claims that rights are gained by struggle. ¹⁸

Marshall groups citizenship rights under 3 main titles namely civil, political, and social rights, claiming that violation of any of these rights makes exercise of other rights difficult or impossible. For instance, a citizen may have the right to attend whatever school they wish but if education is not offered free of charge or they lack the resources needed for such education, they cannot actually exercise their right to education. Another example can be related to political rights. Laws may guarantee your right to be a member of any political party but if your social rights are not guaranteed, you may not be able to use your political rights for the fear of losing your job i.e. as your boss is a member of another party. Therefore, according to Marshall, failure of social welfare state to ensure social rights brings along the vulnerability of all rights of the citizen. Leaving social rights - hence social services such as education and healthcare - to the market or CSOs puts civil and political rights of the citizens under the risk of violation, because the question of who provides social rights under which conditions puts under question the extent to which the relevant citizen can exercise its civil and political rights or even cause the cases which may lead to violation of its rights. In this case, effective inclusion of CSOs in the equation may have led to a development which might have an adverse effect on social participation of citizens in the social contract between the citizen and the state.

Marshall's argument which was written in the 1950s and rediscovered in the late 1980s is not the only argument that tries to define the relationship between the citizen and the state. Another effort to define the citizen-state relationship that gained momentum in the 1980s was the one that is based on the activities of citizens. Canadian social scientists W. Norman and W. Kymlicka define citizenship as a status based on the equality among all citizens, as Marshall does. According to Kymlicka and Norman, citizenship as a status, outlined with a social contract (i.e. constitution), both defines the rights and responsibilities of all citizens and acts as the warranty of equality among citizens. However, Kymlicka and Norman state that status is not enough to define citizenship and citizen's sense of belonging to a place or an identity is also an important factor. Finally, they add the field of activity of citizenship in a liberal and democratic system to their definition, as a necessary (and even compulsory) factor. While the activities of citizens are restricted to a narrow domain such as voting or participating in elections in a representative democracy, their contribution/participation in line with their own perspectives

¹⁶ Ayşe Kadıoğlu (der), Vatandaşlığın Dönüşümü, Metis Yayınları, 2008.

¹⁷ Marshall T.H. (2005), "Yurttaşlık ve Sosyal Sınıf", Sosyal Politika Yazıları içinde, İletişim Yayınları.

¹⁸ Marshall's emphasis on struggle for earning the rights is important for referring to citizens as "subjects" and emphasizing that the rights are not granted but gained through struggle.



and to the extent allowed or enabled by their demands and conditions may also be acceptable for attaining social good. 19 Activities of the citizens can be observed in a wide range from seeking the right to comment in forming their habitat at local or central governments to working for the social good through CSOs. If the participation is provided by CSOs, such participation may be either doing volunteer work of individuals in service-oriented CSOs for providing social services or trying to play an active role in decision- and/or policy-making processes. According to Kymlicka and Norman, functionality of democracy as a regime is related to the efficiency of citizens' participation, which is also an important factor for the spread and enhancement of the democratic culture. Moreover, the most important criticism of Kymlicka and Norman towards Marshall's definition of citizenship is definition of citizens as passive receptors.²⁰ With activation of CSOs worldwide in the late 1980s and early 1990s, volunteerism as an institution started to be discussed in depth. At the same time, CSOs were introduced as institutions necessary for civil participation of citizens. The other face of the argument brought sharper criticisms by declaring CSOs as scapegoats for dissolution of social welfare states (and in terms of the causes of poverty). Volunteerism - as an institution - have their share of heated debates on CSOs. In the 1990s, volunteerism both in the context of financial aid (donations) and in the context of labour, was seen as the propelling force that forms CSOs, and even keeps them in existence, and was subject to praises and criticisms alike.

At that time, the debates mentioned above were made in a rather limited and restricted manner in Turkey. The constitution of 1982 drafted after the coup d'état in 1980 closed down or restricted the activities of civil society organisations in Turkey. The constitution of 1982 banned political activities of labour unions and associations; activities of 23,700 associations were suspended, and the amount of labour union members decreased from 5,721,074 in 1980 to 1,711,254 in 1985.21 The association law that came into force in 1983 restricted membership of many civil servants to associations, and provided the law enforcement units affiliated with the ministry of the interior with the authority to inspect and suspend the activities of associations.²² The 1980s ended as a period with on-going debates over civil domain and a period when the coup d'état was slowed down by the political environment and legislations. Establishment of CSOs - that are still active in various branches - in the late 1980s and early 1990s have led to a more dynamic civil domain. Amendment of the Article 33 of the constitution which regulates the freedom to establish associations in 1995 contributed to enrichment of the civil domain. The 1990s became a period when the number of and area covered by the CSOs increased while the terminology of civil society, in other words, the language of the civil domain, was formed by the actors of the civil domain.23

In the 1990s, there are several breaking points in creation of the language of civil domain and increasing visibility of civil society organisations. The first one is the series of Symposiums on

¹⁹ Kymlicka W. & Norman W. 2000, 'Citizenship in culturally diverse societies: issues, contexts and concepts', in Citizenship in Diverse Societies, Kymlicka W. & Norman W. (eds), Oxford University Press, New York.

²⁰ Elizabeth Ben-Ishai, The Autonomy-Fostering State: Citizenship And Social Service Delivery, The University of Michigan, PhD thesis, 2008.
²¹ Bülent Tanör, 1994, Türkiye'nin İnsan Hakları Sorunu, BDS Yayınları, İstanbul. P. 106-113.

²² Law no. 2908 on Associations.

²³ Human Rights Association was founded in 1986, Purple Roof Women's Shelter Foundation was founded in 1990, Foundation of History was founded in 1991, TEMA was founded in 1992, Helsinki Citizens' Assembly was founded in 1992, and AÇEV was founded in 1993, Annual increase in associations founded in İstanbul from 1984 to 1988 was between 5.8% and 7.1%. This rate was between 8% and 11.1% from 1989 to 1995. Doctoral dissertation of Ali Alper Akyüz.

Civil Society Organisations organised by the Foundation of History. Organised from 1994 to 2004, these symposiums both contributed to gathering the actors of the civil domain and keeping them in touch, and to in-depth discussion of the concept related to the civil domain.²⁴ Many different topics ranging from the concept of civil society to volunteerism, relationship between local governments and CSOs and the effects of project-based approach on CSOs were debated in the symposiums, and many of these debates were published as books. It was even after long debates that the concept of 'civil society organisation' was preferred to 'third sector organisations'.²⁵ Efforts were made to include in the coverage of the concept the organisations operating in the field of democratic citizenship and/or human rights, and service-oriented and/or fellow countrymen organisations, which were established more frequently in 1990s.

Another important event of that period was that Habitat-II was held in Istanbul in 1996. It gave many recently-established CSOs in Turkey an opportunity to get in touch with many different CSOs around the world, start new discussions related to the civil domain and related concepts together. It also raised the awareness on the availability of decision- and policy-making mechanisms for CSOs (the concept of 'governance').²⁶ The most important - though not the final - breaking point of the 1990s was the 1999 earthquake, which provided collaboration between CSOs from all over the world and CSOs in Turkey, and caused the resources to be used by CSOs to be available in Turkey. Both of these developments were so important for development of the capacities of CSOs. On the other hand, the earthquake also affected the language of the civil domain. The CSOs on site familiarised themselves with the terminology employed by foreign organisations.

The earthquake had another importance in terms of volunteering. More people were mobilised. However, it was observed that attending the earthquake-stricken zone individually caused more chaos than good. Therefore, volunteers either organised to form an initiative or tried to get in touch with a CSO to be present on site through civil initiatives. Of course it would be a strong claim to say that those who were mobilised were all organised and refrained from going to the zone on their own; however the fact that this process created an important amount of awareness for organisation of volunteers must be underlined. Moreover, even though it might seem like a somewhat general and courageous reading, it is fair to say that debates related to the fact that volunteering in an organised structure rather than "helping someone" makes more contribution. The 1990s did not witness development of the civil domain only conceptually or by increased resources. While all these developments were taking place, volunteering became a visible institution that is the topic of discussion as more people entered the civil domain.

One example of the visibility of volunteering in the late 1990s might be the establishment of Educational Volunteers Foundation of Turkey - an institution which has the word 'volunteer' in its name - in 1995. Along with its increased visibility, volunteering spread as the number of CSOs operating in different areas increased. This also led to an increase in the number of volunteering

²⁴ For the list of symposiums and books of symposiums, see:

http://www.tarihvakfi.org.tr/cms/index.php/stk-sempozyumlari

^{25'} Orhan Silier, Tanzimattan Günümüze İstanbul'da STK'lar, derleyenler Yücekök A.N, Turan İ. & Alkan M.Ö., Türkiye Ekonomik ve Toplumsal Tarih Vakfı Yayınları, 1998, s.4.

²⁶Ali Alper Akyüz, Čivic Agency at Work – Sense making and labour process of professionals in issue-based non-governmental organizations in Turkey, PhD thesis, Istanbul Bilgi University, 2010.



individuals. As the number of volunteers operating on site or within the organisations increased, there arose the need to define and outline the concept of volunteering, which was discussed in detail as the 1990s ended and 2000s began.

Volunteerism in This Century

The 2000s must be analysed in two halves with respect to debates over volunteerism in Turkey. Whom do you call a volunteer was an important topic of discussion in the first half of the 2000s. Increase of CSOs in number and diversification of organisational structures of CSOs contributed to complications in these discussions. Structures such as platforms and initiatives that were established at that time were pushing their limits. For instance the question "is it possible to consider supporting the activities of an initiative a volunteer work, or is it problematic to call it volunteer work if the organisation does not have corporate status?" was a significant topic of discussion. Further confusion was about how decisive the relationship between the individuals and CSOs is for volunteerism. For instance, the discussions such as whether to call those who are not a member of an association but support its activities, apart from the members of associations, as volunteers, or whether there are any differences between members and volunteers were matters that avoided agreement for a long time.

Among all these uncertainties, the most decisive and crucial debate that would determine the acts of CSOs in various ways from their short-, mid-, and long-term policies to their organisation and even operating principles was focused on the relationship between volunteerism and money. The first step of discussions that tried to define the limits of volunteering was about the agreement on the elements that would decide who is a volunteer and who is not. The first step for a person to be considered a volunteer was identified as his/her relationship with a civil society organisation. Although the continuity and longevity of this relationship was decisive with respect to the "depth" of volunteering, the more heated part of the debate focused on whether the volunteers should be paid or not. Affected by on-going debates around the world, one group took a clear stance against volunteers that receive any payment. However, another group insisted that those who work for CSOs that operate in a subject or field of their interest for a small or irregular sum should be considered volunteers. Although an agreement is reached over non-payment to volunteers in return for their labour, experience or time was still in limbo in the early 2000s.

As there was not a single source (centralised power) that decided on the concepts, time and a discussion domain was needed for common understanding. Moreover, definition of the limits of concepts was not the only need. CSOs needed support in many respects for enhancement of civil domain. In the 2000s, while the number of CSOs and volunteers started to increase, important steps were taken for developing the civil domain and the organisational capacities of CSOs. Having been supported by the European Union from 2002, the Civil Society Development Project turned into Civil Society Development Centre (CSDC) in 2004. CSDC was based in Ankara but it organised activities, primarily trainings on a national scale, which would "improve the capacity" of civil society organisations. Almost at the same time, in March 2003, Bilgi University Non-Governmental Organisation Training and Research Centre (Bilgi NGO) was founded for the purpose of improving the capacities of CSOs and enhancing the civil domain, for the

first time within a university. While the existence of two institutions established in the same period in Ankara and Istanbul with the intention of improving the capacities of CSOs may seem coincidental, this also shows how decisive the need of the site is. Both CSDC and Bilgi NGO aimed to contribute to the enhancement of CSOs through their activities and training particularly in topics such as project development, organisational management and resource development. They have also created a place where paid or voluntary workers of CSOs can get in touch and communicate. While the primary outputs of these trainings were improvement of the capacities of organisations, their added value was creation of basic values by discussion. These trainings were the area where the limits of the concept of volunteer work were defined and an agreement over the concept was reached among CSOs. Moreover, publications that fed on the discussions of trainings and that reflected those discussions took place in Turkey among leading written materials on civil domain in general and the concept of volunteer work specifically.

While the effort to define volunteerism continues, (direct or indirect) changes took place thanks to volunteering. The first of these was the change experienced by the volunteers when they encountered "something different from themselves" whether they work for a service-based or an advocacy-based organisation.²⁷ The most obvious example of "intercultural" learning experienced through volunteering is probably the European Voluntary Service (EVS) programme. First implemented in 2002 by the National Agency, European Voluntary Service is a programme that aims to mobilize the youth and to facilitate their interaction with different cultures across Europe through volunteering. The programme provides opportunities in getting to know the "other" and in understanding different cultures, while increasing the social participation through the projects often engaging with disadvantaged groups.

While EVS has not been the only programme providing volunteers with the opportunity to work with disadvantaged groups and meet subjects that are different from themselves, it is useful to talk about the public support that makes the European Voluntary Service special. Despite the restricted activities initiated by the public for encouraging volunteering in Turkey, the European Voluntary Service was recognised as one of the pioneering instances of encouraging volunteer work through the public.²⁸

Volunteerism as a means of getting to know what is different has not been limited to performance of such work in international scale. Acquaintance of the volunteer with those who have different experiences was and can be considered an important means of intercultural learning and social participation. While working with subjects with different experiences as well as disadvantaged groups, the volunteers learned about daily experiences, norms, codes and needs of relevant subjects and groups. Particularly the expansion of the elbow room of CSOs that operate by providing service for fighting poverty in the mid-2000s have led more volunteers to becoming familiar with "poverty". That period also witnessed the question of why the services that should

²⁹It is fair to say that visibility and operation domain of CSOs operating completely on service basis such as Deniz Feneri (Lighthouse), Kimse Yok mu (Anybody There?), and Cansuyu (Lifeline) Foundations have expanded in mid-2000s.

²⁷ Despite the existence of a literature claiming that individuals volunteer with people like them for the purposes they already hold, their encounter with the "target group" they work for have created a significant change in volunteers. See: TOG Etki Araştırması, Sivil Katılımın Sosyal ve Bireysel Gelişime Etkisi, Toplum Gönüllüleri Vakfı Yayınları, 2010.

In Turkey, we do not see the Volunteer Centres established, operated or funded by the state in United Kingdom, Canada, and even the United States. One of the few examples of state funding for encouraging volunteering is European Voluntary Service. We should also state that the same state encouraged donations although not volunteer work. The relationship between the government and volunteer work should be the topic of another paper.



be provided by the government within the scope of social rights are provided by CSOs - hence volunteers - to be asked more frequently. Even though service-based volunteerism created an important domain of awareness and provided visibility for disadvantaged groups, it also received sharp criticisms for the erosion it caused in social rights.

One of the new formulae that arose in the mid-2000s focused on advocacy through developing models. Some service-providing organisations based the service they provide on the needs of the target audience and tried to enhance the target audience to turn into the main actors -volunteers in provision of service. Therefore, in the mid-2000s, two important debates regarding the service-providing organisations took place. The first was about their sustainability. The second was about the relationship that the service-providing organisation and volunteers form with the target audience. One of the solutions in the debate on sustainability of service-providing organisations was production of service as a model and advocating for adoption of the service by the government. Purple Roof Women's Shelter Foundation might be given as one of the most significant examples of advocating based on model production.

Purple Roof Women's Shelter Foundation served as a model of shelter for women who are subject to violence. While providing service, it has taken into consideration the needs and demands of those who are provided service. Not only an improvement of service occurred but the foundation also advocated for restructuring of the shelters provided by the government according to relevant needs and demands. Moreover, it served as an important model for volunteers. It deconstructed and keeps deconstructing the hierarchy that is often observed between the provider and receiver of service even in such public services (even though citizens take such services as part of their social rights, not as a blessing).

The relationship between volunteers and target group, which was brought to the agenda in the mid-2000s started to be discussed more extensively and more in-depth through the end of 2000s and recent times starting in 2010. One of the areas with priority in this discussion was how to manage the process of the transformation of target group from one solely receiving services to choosing and questioning services. Enhancement of the beneficiary group and the ability of this group to make their own choices and have their own "voice" became an important objective.30 Studies conducted with disadvantaged groups revealed that volunteering proved effective for enhancement of the target group and ensuring their social participation. Through this process which is structured by youth organisations, while the youth received services from CSOs in different areas (such as scholarship, training, etc.), their fulfilment of themselves was contributed or the conditions necessary for this task was created. For instance, the Community Volunteers Foundation founded in 2002 played an important role in youth's fulfilling and improving themselves by creating their own projects as volunteers, and in increasing their social participation while opening up space for youth self-improvement through trainings.³¹ The Purple Roof where women who benefit from the shelter become the volunteers of the shelter may be given as another example. Consolidation of disadvantaged subjects as volunteers made an important contribution to their struggle to make themselves heard, improvement of their visibility and creation of a space where they could mention their needs.

[🦥] See the literature for the concept of enhancement: Paolo Freire, Ezilenlerin Pedagojisi, Ayruntı Yayınları, 2013, 9. Basım.

³¹ Visit www.tog.org.tr for Community Volunteers Foundation. It is possible to observe similar practices in projects or organizations where the volunteers are disadvantaged groups such as the disabled, Roma people, LGBT individuals.

At that time, important criticisms were also developed for the relationship between the volunteers and target groups. While the number of CSOs and volunteers was on the increase, the target group that volunteers got in touch while working for service-oriented CSOs as well as needs and vulnerability of this group diversified. Volunteering for or with disadvantaged groups on site without receiving necessary training or supervision became a topic that is brought to attention by the specialists of this issue – particularly the specialists of social services and psychologists. The issues of "specialism" and "vulnerability of disadvantaged groups" opened discussions such as which areas are suitable for volunteers and how much preparation the volunteers need in relevant areas, which are on-going debates today. The fact that not only the target group but also volunteers may be vulnerable was underlined as well.

Mid- and late 2000s was a time when the number of volunteers increased in advocating-oriented organisations as well as service-oriented ones. Citizens volunteered in many organisations from different fields in order to take part in decision- and policy-making processes as a significant part of participation in democratic processes. Organisation and association (as a corporate entity) struggle of Kaos GL can be considered an inspiring example of advocacy. LGBT individuals organised under Kaos GL have taken an important step for their visibility and recognition. Recently, they keep their advocating actions in many fields from demanding recognition in the constitution to raising awareness. Similarly, the members who volunteer in women's organisations have taken and still take part in decision- and policy-making processes from legislation to execution at different local and national level.³²

Nevertheless, the debates over whether one should be a volunteer or an activist were made in some of the advocacy organisations particularly in the second half of 2000s, and such debates continue today. It is observed that some of the members of advocacy-oriented organisations approach the concept of volunteering critically and define themselves as activists.³³

As the effort to define volunteering was head to head with spread of volunteering in organisations in the second half of the 2000s, the organisations with restricted working fields and organisational capacities begun to have serious concerns about how to coordinate "new" volunteers, because the number of volunteers had increased, the form of volunteering had transformed, and contribution of volunteering to the organisation and society had become important at the same time. The first reflex was to import a concept and method frequently used in business administration literature. While the concept "capacity building" was imported, the concept of "volunteer management" was also borrowed quickly. However, this caused important disputes within the process. Limitation of volunteers' participation to decision—and policy-making processes within the organisation and employment of volunteers as merely manpower in particular were bitterly criticised. Moreover, the debate of "who owns the organisation" was a turning point for CSOs operating in both service and advocating domains. In many organisations, volunteers demanded and still demand voice in many different fields from where to obtain

²² For the impact of women on reconstruction of Civil Law and Turkish Penal Code, see: Zelal Ayman, Türkiye'de Kadın Hareketi ve Savunuculuk Çalışmaları, İstanbul Bilgi Üniversitesi, STK Eğitim ve Araştırma Birimi, Savunuculuk ve Politikaları Etkileme Konferans Yazıları no 1,2004.

http://stk.bilgi.edu.tr/docs/ozkan.pdf

^{33 &}quot;In order to discuss "Being a Volunteer or an Activist" better, it could be better to conduct a separate study focusing on why and how the subjects define themselves.

resources to how the relationship with the beneficiaries should be. Undoubtedly it was, and still is ironic that volunteers did not have the right of speech within their own organisations while CSOs were introduced as an essential part of democracy. Therefore, volunteering became an indispensable part of debates on intra-organisational democracy at the end of the 2000s.

Whether the volunteers take part in decision-making within organisations or not has also opened to discussion the extent to which volunteering could be an instrument for volunteers' taking part in social participation. If volunteering is considered an instrument for empowering the disadvantaged individuals or social participation, participation within organisations would render this instrument functionless. While the extent of volunteers' right to speak was discussed, there emerged domains other than CSOs where volunteering is encouraged. Spread of volunteering both under the name of social responsibility in private sector and through social responsibility courses in universities as well as increased visibility of civil society organisations and the fact that volunteering has become more visible as a role have improved, even structured the discourse and mind-set related to evaluation or construction of volunteering under the responsibility of a citizen. This discussion of volunteering as a civic duty may be the subject of another study but it should be mentioned for understanding the distance covered by volunteering from the end of 1990s to 2010s.

Conclusion

With the expansion and development of civic domain in Turkey, volunteering has become an institution that is learned, discussed, more visible and spreading. As stated above, volunteering can be an instrument for social participation by improving the visibility of disadvantaged beneficiaries. On the other hand, it might lead to loss and even violation of rights by volunteers' provision of services that are supposed to be provided by social welfare state. The purpose of volunteering depends on how the volunteering process is structured from how volunteers are supported during the process to the volunteers' capability to make decisions in CSOs. Finally, it should be kept in mind that volunteering is still developing as an institution and it is dependent on being discussed, because we are learning what good and bad volunteering offers by practicing.

Case Analysis: Volunteerism in CSOs and Volunteerism Policies³⁴ Third Sector Foundation of Turkey

Third Sector Foundation of Turkey (TÜSEV) was established in 1993 by Turkey's leading CSOs, and has grown to a supporting network of over 100 associations and foundations that share a vision of strengthening the legal, fiscal and operational infrastructure of the third (non-profit) sector in Turkey. To achieve its mission, TUSEV conducts its activities under four programme areas: Civil Society Law Reform, Social Investment, International Relations and Networking, Research and Publications. Over the past twenty years, Turkey's third sector has taken on a heightened momentum of growth and expansion and civil society organizations have taken on a new role as a critical element in a democratic society. Volunteerism is, without a doubt, one of the important aspects of a healthy and productive civil society. Therefore, TUSEV is aware of the need to improve the overall approach and conditions in which volunteers conduct their activities. It is also essential to shape and change the public understanding of volunteerism, and encourage such activities from all parts of society: TUSEV hopes to enhance the volunteering field and inspire the general public to spend more of their time and energy for social causes through collaborating with civil society organizations. To this extent, TUSEV conducts research and advocacy work to include volunteerism in legislation which concerns civil society.

Volunteers provide support to the activities of civil society organisations to actualize their missions, through their donations, expertise and time, and in many cases they comprise a significant portion of the human resources of civil society organizations. While there is no definition for volunteerism in the Turkish legislation that relates to civil society, several CSOs define their volunteer relations with respect to their tailor-made policies in line with their organization's aims.

There is no legislation or policy document in Turkey that defines volunteerism which sets a framework for the responsibilities of CSOs in terms of volunteer management. Similarly, contrary to other EU countries, Turkey also lacks a public institution in charge of volunteering policies. CSOs usually generate volunteerism policies based on their own, unwritten definitions that they come up, with based on their goals and mission, and perform their volunteering activities accordingly. CSOs benefit from the support of their volunteers in various

areas such as administrative duties, educational activities, promotional and communication activities, field support, project management and advocacy activities.

Even though there is no agreed-upon definition of volunteerism in Turkey, there are common aspects in the definitions of CSOs TUSEV interviewed as part of the case analysis. These definitions are designated in accordance with CSO's own principles and priorities. Interviewed CSOs define volunteerism as "activities that serve the social benefit" "that were done in compliance with an individual's own will" "activities conducted without financial or any other kind of personal interest". While some CSOs emphasize more on the social benefits of volunteerism, others express the absence of financial expectations as the sole criteria of being a volunteer. It is observed that other countries have been increasingly perceiving management and development of volunteers as a significant and concrete part of their public policies. The primary reason behind defining the term volunteerism via legislation and institutional structures of countries is to ensure the acknowledgement of the benefits of volunteerism to society at large, CSOs, and the volunteers themselves. Volunteerism is gradually becoming an important aspect due to its contribution to the incorporation of marginalized individuals' into the social life, promoting the sense of social responsibility for individuals, and even contributing to the economic development of states. When we briefly examine countries with public policies and legal legislation regarding volunteerism, it is observed that in various geographies the benefits and opportunities of

³⁴ First published in Civil Society Monitoring report 2012, TUSEV Publications (2013)



volunteerism are taken into consideration, volunteerism is politically acknowledged, and tangible steps are taken in this matter.

Examples for legal framework and policies regarding volunteer management in the world

- Croatia's Volunteerism Law that took effect in 2007 has established the foundation of the National Agency of
 Development of Volunteerism, and led the way to the advancement of the social status of the volunteers, as well as the
 generation of policies that regulate volunteer management.
- England's Volunteering Development Council conducts meetings with both the governing and oppositional parties, and aims at shaping policies on the government level regarding volunteerism, as well as developing nation-wide activities towards this end.
- The Philippines has both a legal framework and an institutional structure that regulate volunteerism. National
 Volunteer Service Coordination Agency is responsible for the implementation of the Institutionalization of Strategy
 for Local Development, and the Law for Empowering Volunteerism and Other Goals. The objective of this institution
 is to provide technical assistance and capacity development services to volunteers and their organizations, as well as
 to define national volunteering policies and principles.
- Lebanon's National Council of Volunteerism works in collaboration with the government, the Prime Ministry, and civil society organizations, and aims at expanding volunteerism nation-wide.

The Research on Volunteerism in the European Union (EU) published by the EU covers the EU member states' approach to the concept of volunteerism at a national level, what kind of policies they develop, and which definitions and policies are implemented at the EU level since 1997. The research states that the lack of legal legislation and bureaucratic framework that regulates volunteerism is a significant obstacle in development of volunteering activities. However, it also emphasizes that in the event of these mechanisms being disproportionately complex, the activities of CSOs and volunteers might be negatively affected. The existence of public institutions that target more effective and efficient results in volunteering through development of relevant policies, and the prioritizing of this topic by the states in public policies are considered useful, while some limitations and difficulties may occur due to the content of the legal framework that regulates volunteering. Examples of legal framework which negatively affects volunteering in some EU countries include restriction of the hours of volunteering activities by unemployed or early retired individuals, and various qualifications and educational certificates required to volunteer in youth activities. Such restrictive legal practices not only cause marginalization of individuals from various sectors of society, but they also strip the CSOs from their autonomy in defining their volunteering policies.

The lack of legal framework that defines volunteering in Turkey causes restrictions in practice and challenges CSOs financially. As stated in the Legal Framework section of the Civil Society Monitoring Report 2012, a CSO that incorporated volunteers into its activities was given a significant financial penalty, following a public audit by the Ministry of Labour and Social Security, due to "employing an uninsured worker".

Opportunities created by volunteering, and responsibilities and liabilities it brings to CSOs are analysed by several international organizations. The International Labour Organization (ILO) has generated a handbook in order to measure volunteering, and the International Red Cross has conducted reporting monitored contributions of volunteers. The United Nations Volunteers (UNV)

programme, on the other hand, has been operating in development and humanitarian aid activities in the world's most compelling conflict zones by mobilizing international volunteers, as well as conducting research and reporting activities on volunteering.

Research and policy development activities on the concept of volunteerism also exist in Turkey. The NGO Training and Research Centre at Istanbul Bilgi University have published a booklet called the Civil Society, CSOs, and Volunteerism showcasing essays from the 2004 Civil Society and Democracy Conference, and shared Dr. Ahmet Insel's views on volunteerism. Additionally, it has contributed to the academic publications in this area by publishing the book called Collaborating With Volunteers as part of the NGO Activities – Training Series. The National Volunteering Committee in Turkey was formed with the participation of various CSOs and public institutions and was initiated by UNV. The Committee have elaborated on the perception of volunteering and discussed opportunities in Turkey for promoting volunteerism.

The CSOs in Turkey have also carried out research that examines the impact of their own volunteering activities in terms of their contributions to their organizations and the volunteers. The Educational Volunteers Foundation of Turkey (TEGV) has researched the causes of low levels of volunteering among the youth and ways of increasing benefits of volunteering. Also, perceptions on the social advantages of volunteering were elaborated on in the Benefits of Volunteering, a research published in 2009, and in the Sustainable Volunteering research completed in 2010. TEGV included several important issues such as the reasons for giving up on volunteering in this research. In the Impact Assessment conducted by the Community Volunteers Foundation (TOG) in 2010, the socio-economic structures of individuals who volunteer, and the contributions of volunteering in the individualization process were analysed.

When volunteering policies implemented by CSOs in Turkey are examined, it is observed that there is no general tendency and method in the way CSOs perceive volunteering. CSOs define their own unique volunteering policies based on their goals, principles, and priorities. 83 per cent of the CSOs we interviewed while creating this case analysis have mentioned that their volunteers go through an orientation and training process prior to participating in activities. While some CSOs subject their volunteers to a particular orientation and training process, others state that they consider appointing volunteers to office activities for a predefined period of time such as for a month as an orientation. The CSOs without an orientation program prefer informing their volunteers about the relevant activities which the volunteer will contribute to, or the CSO's activities in general. Most of the CSOs we have interviewed request volunteers sign a document, which indicates their commitment where mutual responsibilities and principles are specified.

The number of volunteers of the interviewed CSOs varies between 30 and 1,500. While volunteers operate only 2 hours a week in some organizations, this period may go up to 5 days a week in others. A problem which can be observed in terms of volunteer management in some of the CSOs TUSEV has interviewed, is the inability to cover the food and travel expenses as well as the lack of health and travel insurances for the volunteers. Although limited in numbers, there are some CSOs that allocate funds for such expenses and cover these costs for their volunteers. There are CSOs that hire their volunteers as professional staff after a specific amount of time. Most CSOs interviewed for this research indicated that they have a department or a coordinator responsible for the management of



volunteers. However, some CSOs have mentioned that, due to financial constraints, the person who is responsible for the coordination of volunteers is also another individual who works as a volunteer in the same organization. Field and promotional activities, platforms for announcement, and social media are frequently used methods by the CSOs to increase their number of volunteers. Regular information meetings, annual coordination meetings, mechanisms to thank and express gratitude to volunteers for their efforts are among the methods applied in order to increase volunteer motivation. Institutional policies that emerge from private sector and civil society collaborations, and encourage private sector employees to volunteer are becoming more prevalent. The inclusion of private sector employees as volunteers in activities that aim social benefit is observed as a widespread practice. As a result of the collaborations built between companies with employee volunteering programs and the CSOs, the employees are making good use of their expertise or their time for social benefit through volunteering. The inclusion of experts in volunteer work either as merely support or as being trainers themselves is positively influencing the outcomes and efficiency of such activities. The Report for Social Investment Programs of Corporations published by TUSEV puts forth that private sector employees not only provide social utilization by joining the activities of the CSOs, but they also increase the loyalty they have for their companies.

In today's world where the benefits of volunteering activities for individuals, CSOs, and society at large is gradually acknowledged, it is a positive development that this issue is brought to the agenda of CSOs, public and the private sector. Taking into consideration that the issue is gaining prominence, the absence of a legal framework that regulates volunteering brings along some positive and negative processes due to the aforementioned reasons. In this context, the development of volunteering policies that would improve the motivation of individuals who voluntarily operate under the CSOs becomes crucial, and the expansion of practices that pay attention to the rights of volunteers is one of the topics that need to be brought into the agenda.

A New Field in Developing Social Policy: Volunteerism

Seyhan S. Aydınlıgil, Counsel of Association for Child Rights Summit and Development

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Volunteering has various meanings and definitions, all which are influenced by the phase of development of a society. While it might be impossible to agree upon a universal definition for volunteering, it is of utmost importance that we understand what volunteering is in order to harness its full benefits and contribution to social and economic development. Only through this understanding, policy and decision makers are able to develop social policies that will help society to embrace volunteering.

In the following article, the concept of volunteering and its various manifestations from helping to participation and advocacy will be discussed, hence making a case for contributions volunteering makes to human development, to the creation of a balanced

society and to persons and organizations providing voluntary service. As volunteering is important but still a new field within the policy agenda in Turkey, elements that could promote and develop volunteering and to help eliminate obstacles to it, will be discussed. We will touch upon how and under what conditions the state institutions and other relevant stakeholders can create the 'enabling environment" that is necessary for understanding volunteering and allowing volunteering to develop in all its different dimensions and to be practiced more widely in society, while at the same time contributing towards more human-oriented development.

What is Volunteering?

Volunteering is a social phenomenon that directly contributes to development processes and that is affected by those in return. Volunteering has different meanings in different societies and communities and is interpreted differently depending on the level of development and social layers.³⁵

Charity and donations made in religious festivals as a tradition and blood donation, all of which we come across frequently in Turkey, are at times described as volunteering. Work carried out by workers' union and their membership or chambers of commerce can be regarded as voluntary work. In some societies volunteering is work that is done without personal interest and free of charge. Volunteering is also defined as activity that takes place outside formal or institutional settings and without outside pressure to do so.

All these definitions are influenced by socio-economic and cultural practices of different societies. Even within Turkey approaches to and understanding of volunteering differ. In the

³⁵ Cnaan et al, 1998



following, we will try to elaborate on one definition of volunteering that can be shared by many within our society. By sharing a common understanding, it is also possible to develop effective policies and to create a social environment, which enables volunteering to be practiced in a manner that supports social development.

First of all, we can say that volunteering is a notion that harbours the concept of charity and philanthropy. Volunteering involves serving another person or a purpose. This understanding highlights the conception of volunteering that involves voluntary service offered by individuals and organizations to people, social problems and conditions bearing no relation to themselves and without expecting any reward. In other words, volunteering is defined as action performed without any financial interest to it.

Secondly, volunteering is service and work that is performed completely out of one's free will, without outside pressure to do so. However, this understanding may bring about contradictory and various perceptions. For example, is volunteering for the children's assembly of a school considered a free choice or does it involve acting in accordance with the expectations of the school administration? How about volunteer based services for political aims or religious fellowships? Is it possible to describe such services as 'volunteering' done with one's free will? The answer to this question requires understanding what motivates people to volunteer.

Another defining factor in volunteering is the quality that someone benefits from the voluntary service. In other words, the service and contribution by a volunteer serve the 'well-being' or respond to a need of a person or people that are not directly known to the volunteer. In other words, there must be an audience that benefits from volunteering. This audience might refer to society, the environment, or people such as rural women, poor villagers, or young girls that are not known to volunteers themselves.

Lastly, volunteering should have a structure that is institutional and organized. Be it directly between individuals or at an institutional (public and private sector) level and more official, voluntary work should be identified as a type of work where a sustainable organization and all the other qualities mentioned above come together. The issue of to what extent short-term and occasional aid and services can be regarded as volunteering becomes important in this respect. The continuity of these efforts, especially institutionalization of volunteering in Turkey, will be important in the upcoming period in terms of the sustainability and widespread adoption of volunteering throughout society and attaining a point where it is promoted by social policies.

Methods of Volunteering

Types of volunteering are various and they vary across societies. In Turkey, volunteering is most commonly associated with charity benefitting neighbourhoods, families and the poor; food aid given to the poor at religious festivals and other special days; scholarships and education grants offered by foundations; aid given by some organized civil society group and giving alms, which all serve the long-established common values of society.

Dr. Erhan Baş, Director General of Bilim Pharmaceuticals Company and Chief of Association for Corporate Volunteer Association (ÖSGD) who has recently come into prominence through his successful volunteering work says the tradition of 'doling out to the poor at religious festivals' lives on as volunteering in Turkey and draws attention to the fact that charity is mostly individual rather than organized. This mind-set can explain why in Turkey the number of people taking part in organized volunteering remains at a low level. While in North America, approximately 68 per cent take part in civil society and volunteering, in Sweden this rate is 57 per cent, in Ukraine 13 per cent and in India where the socio-economic level is not that different from Turkey, the rate is 32 per cent. Highly developed voluntary sector for example in North America and Canada, while receiving support from the State, their members and other benefactors, fill the voids of services where the public institutions come short of their duties in the field of social services. Turkey still has a long way to get to that stage.

Like Erhan Baş further emphasized, volunteering is interpreted in a very narrow scope in Turkey despite certain developments. To change this perception it would be helpful to work more closely with civil society organizations which operate as main providers of voluntary services. Baş states that, in Bilim Pharmaceuticals Company, where he holds the position of general director, the employees are allowed 2 hours every week for volunteer activities, which enables almost half of 2,300 employees to engage in them. We know that many private sector institutions like Coca Cola and Vodafone carry out similar voluntary programmes. Companies like Turkcell, KOÇ, Sabancı, Boyner and Sutexs Textile have been the supporters of the activity 'Women Empowering Principles' (WEPs) organized by UN Women. These companies encourage their employees to embrace volunteering activities while stating that they are trying to develop their new company structure in order to contribute to the requirements of development and society at a corporate level. In this respect, UN Global Compact has been an important guide for companies since 2000. In Turkey both non-governmental organizations (NGOs) and private sector institutions strive to develop volunteering mostly organized by NGOs through contributions made to the projects conducted by the UN and public institutions.

Concentrated in Eastern Anatolia and South Eastern Anatolia, many of these programs include activities that encourage women and young people to participate in the local economy and social activities, studies focusing on preservation of environment and natural life, modernization in agriculture and farming, creating education and employment opportunities for young people and short-term and need-oriented research activities for local development.

Furthermore, in recent years we have seen examples of public institutions becoming stakeholders in the field of volunteering. The Ministry of Family and Social Policies stands out among them. For example, recently the ministry launched a campaign 'Zero tolerance to violence against women' in cooperation with Turkcell and commenced the service of Counselling Hotline 83. The number of similar projects is increasing and cooperation between public and private sector continues to be adopted as the new modus operandi in the field of volunteering.

More recently, participation and advocacy have been understood as types of volunteering activities in Turkey. Participation can be defined as individuals and groups having a say in decisions

³⁶ (Hürriyet (Newspaper), August 4).



and governance that relate to them at every level, and as a way of taking part. It is a method towards more democratic and transparent society. Informing citizens about decisions and policies that affect their lives and concern them at every level is one of the simplest practices of participation. Consulting citizens and NGOs as with the draft of the new Constitution in 2012 is a good example of participation. However, to ensure participation that is sustainable also requires creating enabling social environment for it, participation at all levels of governance, accountability of the system and ability of citizens to participate in the implementation of decisions made.

At the UN Social and Economic Development Summit that convened in Copenhagen in 1995, participation was recognized as one of the most important elements of good governance. However, today participation is still being perceived as a broad concept that hasn't yet been reduced to concrete methods. Although a better understanding of the concept is considered to be the benchmark for a progressive society, it is known that application of it differs between countries: it is often the advantaged groups with appropriate political views that are involved and heard - not the masses. Therefore, we believe that a better understanding of the concept of participation and familiarity with concrete examples of practice will help people better understand volunteering and its definition. Let us try to materialize our idea through a successful example in participatory development and voluntary participation.

Association for Child Rights Summit and Development (ÇHKD) started with the efforts of 'Children's Rights Platform' to inform children in Turkey about development and issues relevant to them, and to ensure their participation in relevant initiatives and activities 'as direct actors of change' under the motto 'with Children, for Children' in the 1990s. Through the initiative, children from different cities across Turkey carried out their studies as 'volunteers of change' and talked about their rights, principles of life and benefits of volunteering as individuals, children and citizens at panels. It was an important initiative to bring children together for the first time to engage in action through a voluntary organization for the issues concerning directly themselves. This initiative contributed to Turkey ratifying the UN Convention on The Rights of The Child in a short period of time. Furthermore, this model was adopted by other NGOs and became widespread and continued to develop as a type of voluntary work in the field of children's rights. Advocacy is also a new type of voluntary work that has come to the forefront in Turkey recently. As in the example above, advocacy can be defined as a way of common action that is used for finding solutions based on information for problems or issues concerning society. It includes, for example, raising awareness in society, developing research, visual and written materials, organizing campaigns, spreading vast information about challenges at hand, and sharing information with the public and different segments of society through platforms.

ÇHKD started advocating for children's rights in the 1990s, and continues to promote the idea that children are individuals holding rights as persons and citizens. In collaboration with UNICEF and local governments, ÇKHD has engaged in advocacy activities that focuses on child labour, girls and boys deprived of the right to education, child marriage and children's right to play and a healthy life. In the period from 2011 to 2013, ÇHKD continued field research about children's rights, education and school quality (Çeltikçi, E., 2011) submitting its views on 'how children's rights and domestic violence against women and the child should be addressed in the new constitution.

As in Turkey, in other countries advocacy movements for preservation of environment and ecological life have succeeded in changing certain laws and regulations. Advocacy movements that have long promoted women's rights have spread knowledge and awareness about rights of women as citizens and human beings and guaranteed social and economic rights of women as citizens and individuals through proper policies. Many violations concerning wildlife and the environment have been brought to an end thanks to advocacy work led by volunteer groups. Local and international voluntary advocacy campaigns against stoning women to death, genital mutilation of female children or preventing girls from attending school for religion- or tradition-related reasons in some communities are amongst the best examples of voluntary advocacy work.³⁷ The Gezi Park movement in Turkey and similar public movements in Brazil, Greece and Egypt that have taken place recently can be regarded as 'vast advocacy' movements supported by volunteer organizations and large segments of people.

Most of the time advocacy puts volunteers against governmental agencies because of its nature, and such activities may be forbidden by the government. However what we want to emphasize here is that advocacy is an important type of volunteerism that contributes to common action for addressing problems concerning society and development of a democratic society. Therefore, advocacy should be examined as a developmental approach and be handled more inclusively within the scope of social development and democratization.

Contribution of Volunteerism to Development

So, why should the government be concerned about promoting volunteering? First of all, the state should be viewed as an institution that serves to perform its duties for citizens and to help them to maintain their lives in a healthy environment. The state is liable to enable people to access development opportunities on an equal footing and to create the facilitating environment that will ensure effective participation of citizens in social processes. Volunteerism serves these purposes.

Furthermore, most of the activities that are conducted on a voluntary basis might be more costly if organized by a state. Therefore, contribution of voluntary work to social or economic and human development goals may be greater while the costs are lower. For example, much of the work accomplished by CSOs and volunteers in gender equality, women rights and environmental conservation is work that falls under the responsibility of state and that might be very costly if undertaken by it. In this context, contribution of voluntary work to Gross Domestic Product might be a new area of policy developing and budgeting: currently there are no calculations available on the economic value of volunteering in Turkey, which is important in terms of developing more human-oriented social and economic policies.

However, although the economic value of volunteering is important in guiding decision making, volunteering is even more important in finding solutions to common problems of society and strengthening social cohesion. Regardless of the method, volunteering enhances solidarity between citizens and participants, and helps citizens focus on common problems of society, act in unity and develop problem solving skills. It also enhances democratization, sharing and

³⁷ State of the World Volunteering Report, UNV (2011)



participation and is an integral part of well-functioning development processes. As mentioned, services provided by voluntary groups can complement social welfare institutions. To ensure this, improvement of institutional capacity, relevant policies and legislations are needed.

Volunteering that plays an important role in healthy development of human and social capital that society always needs, may also directly affect establishment of a balanced and unified society with strong solidarity among people. Volunteering as a social field should be monitored well in terms of the value it adds to social and human-oriented development. In recent years, important voluntary work in Turkey and all over the world have affected thinking regarding raising awareness about social development; education, human, women and children's rights; girls' right to education; child marriages etc. In this context awareness about the extent of social and economic value created by voluntary work will be necessary to develop more human-oriented social and economic policies, based on genuine information.

However, due to a lack of reliable information and data on volunteering, we do not know exactly in what ways volunteering contributes to the economy and society in general. Therefore, it would be important that statistics are collected regularly by the Turkish Statistical Institute and similar institutions in order to measure contributions made through voluntary services, and to inform the public about this 'development value' that is created. Through relevant data, we can transform views that see volunteering simply as 'an unimportant temporary activity done by an idle segment of society'. The current lack of statistics and information about volunteerism leads to delays in taking serious steps towards creating an enabling environment for volunteering.

Lastly, participation in civil society and voluntary work should be seen as 'social capital' that strengthens social inclusion and enables participation of disadvantaged people in their communities. Volunteering provides a route for participation for poor people, women, rural people and children that may face difficulties in doing so otherwise, and therefore contribute to creating social capital that is more egalitarian and that promotes social integration.

Volunteering, Social Policy and Duties of the State

In countries like Turkey where volunteering often lacks institutional structuring and faces legislative shortcomings, there are many duties that fall to the state in the promotion of it. Governments should try to establish new policies that promote volunteering and the practices of voluntary work that conform to the social and cultural fabric of society. To do so, experience and ideas of civil society and the voluntary sector in general, and public and private sector institutions should be taken into consideration. A needs analysis for the promotion of volunteering should be conducted through inclusive process.

The government should review regulations and institutional structures that facilitate or hinder volunteering. Let us summarize some suggestions on how an enabling environment for volunteering could be achieved:

 Forming a national strategy on volunteering, will become easier by establishing an institutional leadership or coordination unit that will promote volunteering within the institutional structure of the government.

- By allocating a regular share for volunteering and volunteer groups from the State budget, organizations coordinating volunteering could be provided with financial opportunities.
 Providing a regular budget is important in order to secure sustainability of volunteer activities.
- Society should be informed about the importance of volunteering as a tool for development and social integration and what the opportunities of volunteering are. Organizing campaigns about exemplary voluntary work through mass media, informing the public and creating opportunities for participation through volunteering should be prioritized by the state.
- Programs that enable the young and children to take part through volunteering for development in issues that concern themselves and society should be promoted.

Another area where the state plays an important role is urgent development of legal, economic and social environment, which facilitate the work of NGOs and volunteers. The government should undertake the following tasks:

- Models of Local Agenda Councils, City Councils, Local Councils and Youth Houses that were
 established and yielded good results in many cities in the past should be developed to
 include volunteerism in order to provide assurance for activities by voluntary organizations
 and volunteers and to ensure protection of their rights.
- To collect proper and reliable information, statistics, data on volunteering and to effectively
 use the data in developing policies concerning volunteering. While working in cooperation
 with institutions like Turkish Statistical Institute TUIK, sharing relevant information
 continuously and through scientific methods can contribute to development of volunteering
 as a new social policy.
- Examining the legislation and highlighting articles that promote or hinder volunteering and through new incentives improve enabling environment for volunteering.
- Take all precautions that serve the purpose of creating the encouraging environment for citizens to actively participate in developing public policies on volunteering.
- The UN Member States, including Turkey, should develop more effective volunteering strategies and policies, ensuring participation of their citizens to volunteer.

Conclusion

In recent years amendments made to the legislation has made it possible for volunteering to grow in Turkey; Volunteering which directly contributes towards more human-oriented social policies. Therefore, it is important that hindering factors such as shortcomings of legal infrastructure, legislation and information, should be tackled and developed. Volunteering should be a policy priority and it should be developed to address different segments of society. Recognition of volunteering as a valuable tool for human development in our country should be promoted.



National Volunteering Committee Developing Volunteerism through a Multi-Stakeholder Partnership Ulla Gronlund, United Nations Volunteers (UNV) programme in Turkey

Development of strong multi-stakeholder partnerships and collaborations across sectors is of key importance in order for volunteering to genuinely flourish in Turkey. To enable and to support this, United Nations Volunteers kick-started a process in 2012 to create a collaborative body bringing together different organisations working with volunteering. This body took the form of a National Volunteering Committee (NVC), which was established in April 2013.

Background to the initiative

Establishment of the National Volunteering Committee was a response to needs identified in the field of volunteering in Turkey. While participation through volunteering is increasingly dynamic, the growth of it is hindered by a relatively low recognition of volunteering; a need to enhance knowledge and understanding about volunteering based on which an enabling volunteer infrastructure can be developed; and a need to improve coordination and collaboration within the sector in general.

While co-operation between civil society organizations seem to be increasing, the collaborative relationships are still often sector-based, informal, ad-hoc and issue based initiatives.³⁸ Many CSOs collaborate only with organizations within their own field - mainly other CSOs - and often with a limited number of external partners, hence suggesting that multi-stakeholder partnerships are relatively uncommon.³⁹ For example, platforms in Turkey from which the National Volunteering Committee could learn from, such as the Platform for the Prevention of and Fight Against Discrimination of the Disabled or Ecological Constitution Initiative, are all established within thematic lines.

Furthermore, dialogue between the government and the civil society organisations remains limited. Although for example the recent process to develop a new constitution has opened up a new and important channel for collaboration between public institutions and civil society organizations⁴⁰, a level of comprehensive and institutionalized dialogue between the two is still relatively low, collaboration generally taking the form of one-off consultations and events. As volunteering itself as a thematic issue is still a relative stranger to the policy discussions, it is natural that collaboration of different institutions around it does not have a precursor.

In 2012 UNV organized three open meetings or workshops in which a need, a role and a structure for a national volunteering committee were discussed. The participants, representing 35

³⁸ Needs Assessment Report, TACSO Technical Assistance to Civil Society Organisations (2011): p. 22

³⁹Ibid: p. 22

⁴⁰ Civil Society Monitoring Report 2012 (2012): p.20-23

organizations working in the field of volunteering, overwhelmingly agreed with the proposal. Furthermore, a suggestion for a multi-stakeholder response was commonly supported.

The current development context in Turkey provides an environment that is conducive to the promotion of volunteering through a multi-stakeholder response. Civil society organizations would like to see a growing number of citizens to volunteer, and simultaneously call for a creation of an enabling environment, which would enhance this. The Government of Turkey has been committed in its 5 year development plan, coming to its end in 2013, achieving a higher level of human development with focus on poverty reduction, democratic governance and equitable social policy; in all these, volunteering plays a crucial, contributing factor. Furthermore, the new development plan for 2014–19 outlines a clear objective to promote participatory processes involving all sections of society in social and economic development by creating a sustainable environment for a strong and diverse civil society.

Additionally, the United Nations through its recent resolution has called member states to integrate volunteering into development and to engage in collaboration with all stakeholders to do so; a resolution which is also endorsed by the Government of Turkey. ⁴¹

Objectives of the Committee

While the internal development of the committee is still on-going, it has already identified itself as a strategic advisory body, which advocates for the recognition, strengthening and enhancement of volunteerism. It identifies its principles as follows: The Committee is a transparent, independent, democratic, participatory and pluralistic body. In all of its actions the Committee strives for visionary action, collaboration and unity, while guided by the respect for universal and fundamental rights and freedoms, and ultimately for the benefit of volunteers and volunteering.

The National Volunteering Committee intends to work towards the following objectives:

- To contribute towards increasing volunteer participation by all segments of society and towards expanding volunteerism in society in general.
- To promote the development of policies and the improvement of a legal framework that enables volunteerism.
- To contribute towards better recognition, visibility and awareness of volunteering.
- To advocate for rights of all volunteers through good working conditions.
- To contribute towards improving the volunteer management capacities of all actors working in the field of volunteering.
- To facilitate and to promote cross-sector communication and collaboration in the field of volunteering.
- To promote data collection, research and publications on volunteering and the collaboration of different stakeholders towards this aim.
- Public sector and civil society organizations from a number of fields such as youth, environment, education, health, social innovation and disaster management are represented in the Committee.



Towards Vibrant Volunteering Through Effective Partnership

From the off-set it was clear that collaboration between a group of heterogeneous organisations would be – at least in the beginning – challenging. Organizational mandates and capacity to engage in a partnership pose their own challenges, as did the political climate in Turkey during the summer of 2013 that brought at times politically sensitive issues relating to civic participation to the forefront.

However, ultimately the success of the National Volunteering Committee in promoting an enabling environment for volunteering depends on its members' ability to unite behind a common goal and purpose. This is guided by a realization that volunteering as a cross-cutting theme cannot be developed in pockets but requires a coordinated response; and indeed, the members to the National Volunteering Committee pledge to work in collaboration towards commonly agreed objectives while simultaneously respecting each other's organizational mandates, goals and competencies.

In the medium term, the success of the Committee will also be determined by its internal capacity, such as clarity of its vision and objectives, effective decision making, a clear code of conduct, level of engagement of its members and genuine commitment to working together.

The initial meetings of the Committee have also revealed a pressing need to find a common vocabulary, language and terminology to be used; this reflects the field of volunteering in general, which calls for increasing professionalization, common understanding of what volunteering is and clarification of terms used in the field. In essence the Committee itself is a response to this need, as only through common discussion and collaboration can a generally accepted terminology in the field emerge.

While multi-stakeholder collaboration always comes with its challenges, the gathering of various organisations around a common purpose of promoting a vibrant field of volunteering sends a strong message to all stakeholders. It reflects an increasing recognition of volunteering as a crucial contributor to the social development of Turkey and as a cross cutting theme relevant to civil society organizations and the public institutions alike.

"Volunteering is an essential part of any society that recognizes that progress cannot be measured solely in terms of economic growth. Such society acknowledges that people are not motivated solely by self-interest, but by their deeply held values and beliefs. Through volunteering citizens can implement those values, while at the same time creating benefits to the society as a whole" Suat Ozcagdas from Centre for Social Innovation and a member of the Committee explains to highlight why volunteering deserves nation-wide attention.

Key observations

 Development of a vibrant field of volunteering, which contributes meaningfully to the wellbeing of citizens and to the country as a whole, invariably requires strong multi-stakeholder partnerships and the collaboration of different sectors and institutions.

- Volunteerism cannot be developed in pockets, but coordinated action by the public institutions and civil society organization alike are needed.
- The National Volunteering Committee contributes towards developing an enabling environment for volunteering by advocating for the recognition, strengthening and enhancement of volunteerism in Turkey.



European Union Programmes Enabling Volunteering in Turkey Ibrahim Demirel, National Agency

Also known as the National Agency, the Presidency of EU Education and Youth Programs Centre has been responsible for carrying out education and youth programs performed by the European Commission in Turkey since 2004. The agency has been operating under the Ministry of European Union since 2011.

Announcing education and youth programs of European Union in Turkey, coordinating, performing, and monitoring participation in these programs, as well as submitting the reports of such activities to European Commission, corresponding with the Commission for implementation of the programs, and signing the implementation agreements are among the duties of the Agency:

The Youth in Action Program that was created and implemented by the European Union (EU) has been conducted by the Centre for EU Education and Youth Programs, a national agency, since 2004.

Carrying out its activities under the Ministry for EU Affairs since 2011, the National Agency has become a well-known institution in the field of volunteering through the European Voluntary Service (EVS) under the Youth in Action Program.

Youth in Action Program

2007–2013 period (Youth in Action) of Youth in Action Program that was initiated in 1988 is about to finish and we are getting ready to start 2014–2020 program (Erasmus+). General goals of the Youth in Action Program are as follows:

- Active citizenship
- Promoting solidarity and tolerance among young people
- Inviting young people to build the future of Europe
- Promoting mobility of young people in and outside Europe
- Spreading the practice of non-formal education, making it better known and increasing its recognition
- Providing opportunities to all young people but especially those with limited opportunities.

An assessment made at the end of 2008 reveals that the EU channelled a total sum of 1.2 billion Euros in two decades to the programme, which gives an indication of its size.

European Voluntary Service

A sub-branch of Youth in Action Program, the European Voluntary Service, has become better known and expanded its impact area. European Voluntary Service is an important opportunity that enables young people to engage in voluntary activities for up to 12 months in a country other than their own within or outside the EU. This opportunity does not incur any financial load to the young during their voluntary service, but does not ensure financial gain either. In this way, it seeks to develop solidarity, mutual understanding and tolerance among young people, thus contributing to reinforcing social cohesion in the European Union and to promoting young people's active citizenship.

The European Voluntary Service has the following actors;

- Sender and host institutions (non-profit institutions)
- Volunteers
- National Agency-European Commission

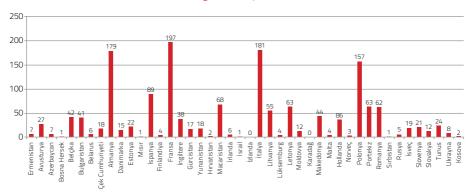
A young person aged 18-30 can benefit from this program without having to meet any other criteria. The programme focuses on potential gains of volunteers: while the local communities and the institutions that the volunteer work with take advantage of the process, it is ultimately the young people that engage in voluntary activities who benefit the most.

European Voluntary Service in Turkey

Through EVS programme⁴² young people aged 18–30 can engage in voluntary service in another country, and young people coming from other countries can provide voluntary service in Turkish institutions.

Below are two tables showing the number of volunteers coming to Turkey or going from Turkey to other countries during 2004-2012:

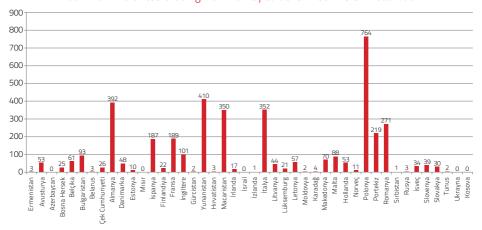
2004-2012 Volunteers Coming to Turkey from Other Countries - Total 1582



² Please see www.ua.gov.tr for details



2004-2012 Volunteers Going from Turkey to Other Elsewhere - Total 4061



The grants allocated to the projects by the National Agency in 2004–12 were 21,358,774 Euros. These two tables reveal a huge difference between volunteers coming to and going from Turkey. The reason for this difference is the fact that young people in Europe can also benefit from different programs and that European Voluntary Service is one of the few programs that enable young people in Turkey to participate without having to meet too many eligibility criteria.

When young people from Turkey are asked about their motivation for taking part in EVS, the first answers are generally as follows:

- Improving foreign language
- Visiting different countries
- Meeting different cultures and people
- Having a better CV for their future

Needless to say, volunteering for its own sake is added to those answers, albeit with a low voice. The following expression is always prevalent in experiential repertoire of institutions operating with volunteers and volunteering;

By definition, volunteering is a service performed not for personal gain but...

The sentences coming after 'but' generally show that spiritual satisfaction and personal development of a volunteer are among the expected results. This, in fact, supports the above mentioned objectives of EVS by the European Commission, which emphasizes the potential gains of volunteers themselves. The change that the volunteer undergoes while taking part in volunteer service should also be taken into consideration.

In the interviews made with them, most of the young people who have participated in EVS from

Turkey state that they took part in this program without any prior experience in local volunteering in Turkey. Of course this answer can be re-evaluated on the basis of meaning, content and scope of the concept of volunteering and can reveal that many young people have indeed engaged in volunteering previously. However, let us accept the answer given by these young people as it is and see what they said after their volunteer experience through EVSs

Actually I had kind of engaged in voluntary work before European Voluntary Service...

This answer clearly puts forward the biggest obstacle for volunteering in Turkey; it is not conducted within the scope of any certain program, it lacks visibility, and it is not recognized and appreciated sufficiently. Nevertheless, young people taking part in European Voluntary Service do all of the activities within the scope of a certain program. The activities they engage in are beneficiary or target audience-oriented. First problematic areas and beneficiaries needing voluntary service are determined, and then a program is further developed based on the assessment of activities and needs of the volunteers themselves.

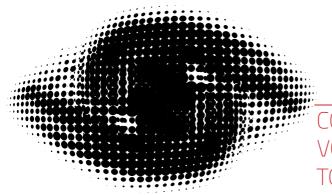
Finally, the young people who have taken part in voluntary service are awarded a certificate called Youthpass (for details www.ua.gov.tr)

In fact, young people do engage in voluntary activities in Turkey in different ways. However, the activities they do are lacking in or do not contain the steps mentioned above. This situation prevents young people from perceiving volunteering in universal terms. To change that, a long distance can be covered by taking certain steps. As suggested by the views and feelings of young people from Turkey before and after their European Voluntary Service, the following steps should be taken:

- Use effective communication channels to promote volunteering
- Drafting a document defining the framework of volunteering on a national level, which can be seen as the constitution of volunteering that determines the framework of volunteering on a national level
- Communicating the gains of volunteering to young people in a more striking way
- Increasing the visibility of volunteering
- Enhancing cooperation between sectors that are engaged in volunteering
- Efforts to include volunteering in the agenda of the private sector

The steps above may seem difficult and long-term efforts. However, it is a must to take these steps for the sake of volunteering which can be seen as treasure that provides all the actors with benefits.

Finally, we should briefly mention a committee that has started its work to contribute towards these issues and hence provide an optimistic outlook to the future of volunteering: Many NGOs and public institutions working on volunteers and volunteering have been trying to establish "National Volunteering Committee" for some time now. Having participated in these efforts by providing support from the beginning, we, as the National Agency, know that this process, in which we are proud to cooperate with other stakeholders that are experienced in this field and over which they have laboured and sweated, will receive public recognition with solid outcomes. We believe that this important step will change the recognition of volunteering positively in Turkey.



CONTRIBUTION OF VOLUNTEERISM TO DEVELOPMENT

Youth Volunteering: a Two-Way Street to Personal and Social Development

Görkem Bağcı, GSM Youth Services Centre

GSM-Youth Services Centre was founded in 1985, in Ankara to support social, cultural, artistic, scientific and professional improvement of young people and to develop projects on active participation of young people in social and economic life. GSM believes that voluntarism is a two-way action contributing to psycho-social improvement of youth and providing social benefits for them. In addition, taking a place in such activities give the opportunity to improve their communication skills, understand the meaning of sharing, learn teamwork and solidarity, gain new experiences, meet different people, learn how to organize events, get to know different institutions, understand the society and the world better and increase their self-confidence for youngsters. Furthermore, GSM believes that young people who internalized the importance of voluntarism also learn to be active citizens. Moreover, it becomes easier to have reciprocal trust and respect among individuals who manage to get the idea of active citizenship, which provide a society built on a strong basis. GSM advocates that it is necessary to encourage youth to participate actively in social, economic and political life in order to make them citizens having hopes for both today and the future instead of becoming selfconscious individuals.

The notion of volunteerism is an evolving concept just as its definition and the variety of volunteer activities that influence it are. While previously volunteering was associated with helping the less advantaged, such as supplying food, clothing and shelter to the poor and the homeless, in time it has developed into a multifaceted process that, for example, advocates for economic and social policies towards reducing poverty and inequalities, enhances social cohesion by building mutual understanding and dialogue between people and contributes towards abolishing prejudice between people.

Youth volunteerism in Turkey is often perceived as an activity that youth join to utilize their spare time and to be a part of something during their years in higher education. However, it is much more than that. For young people particularly, volunteerism is a two-way street: It contributes to their personal development

while simultaneously creating social change and positive impact in society around themselves. Cooperation within a society, a better mutual understanding of different cultures, a more efficient use of social capital and resources, gaining a consciousness of citizenship amongst the people are all processes that have gained momentum and continue to develop thanks to volunteerism.

For young people, volunteering is an important method of learning. As individuals strengthen and develop their personal qualities through volunteer activities, they also gain new skills and even discover new talents within themselves. Skills and competencies gained through volunteering can also contribute to a young person's professional development. For example, development of social relationships, building self-confidence, gaining substantive knowledge on different social issues within society, learning technical skills such as fund raising, implementing projects and dealing with a variety of stakeholders are all factors that positively affect an individual's professional capacities and employability as a result.

However, youth volunteering also has a social and political dimension to it, and it should not be seen solely as a method for non-formal learning. Volunteering has, and continues to be an expression of active citizenship within the Turkish society, contributing towards positive social development and creating social cohesion and ultimately peace by increasing social cooperation amongst different cultures, languages, religions and life styles. Furthermore, volunteering is for many about taking a political stand and even a philosophy of life.

As such, volunteerism is not a very familiar idea for the Turkish youth and society at large.



In fact, it is often political or other major events that inspire young people to come together and volunteer. There are two recent examples of this. In November 2011, the province of Van in Eastern Turkey experienced an earthquake that left thousands of people homeless and hundreds of people dead. Youth groups were one of the most active ones to react to the disaster, bringing together youngsters within a network of various youth groups and organizations in the province of Van and helping the victims of the earthquake by organizing campaigns, collecting supplies such as clothing and food for the victims and even assisting the reconstruction efforts after the earthquake. The coming together of thousands of young people indeed showed that volunteering and solidarity are not unlikely concepts for the teenagers.

The demonstrations in Turkey in May and June 2013 also were a case in point. While not evaluating the political and ideological reasons for participation, it was clear that during the demonstrations concepts such as social solidarity, cooperation and coalescence inspired young people to take part. They put up stalls for sharing food, established various libraries with donated books; young doctors helped injured free of charge: volunteering young lawyers gave legal assistance and acted as attorneys when necessary. Moreover, this indicates that the young people who participate in voluntary activities concerning women, children, the disabled, environment and youth in Turkey, are not satisfied by simply providing services or organizing activities; they are indeed willing to become advocates and calling out to the policy making level; they want policy action to ensure sustainability of those positive developments and results set in motion or gained through their activities.

From this perspective, volunteerism does not only create positive change to those benefitting from volunteer activities or to volunteers themselves who build their capacities through it, but it also has a much larger role in society by creating social solidarity and ultimately social peace.

According to the "World Value Research", the percentage of those participating in a volunteer activity in Turkey is only 1.7 per cent. When we compare it to the results of 55 other countries, unfortunately Turkey is at the bottom on ranking. According to the research, among young people between the ages of 15–27, the percentage of being a member to a NGO was in 1999 8 per cent, in 2003 4 per cent and 2008 6 per cent. Also according to the research published by TEGV, the main reason for young people not to participate in any volunteer activity is, that they could not reserve enough time in their lives for volunteering. Furthermore, according to the research, the lack of time is connected to overtime work engaged in by young people, and economical concerns that prevents young people to spend time for volunteer activities instead of working for money. Volunteering among young people also varies according to the social, economic and educational background. The young people who participate in volunteer activities are mostly men, have higher education and are students.

Increasing youth volunteering in Turkey requires, above all, advocating and raising awareness of issues such as social responsibility, active citizenship and inclusion in decision-making processes. The youth should be encouraged to take an active role in creating solutions to the

⁴³ www.worldvaluessurvey.org

⁴⁴ http://www.tegv.org/i/Assets/pdf/Arastirmalar/TEGVGonullulukArastirmalari.pdf

problems they observe in their communities, whether it is promoting rights of disabled, protecting the nvironment, children, women's rights, unemployment or education. Young people should be encouraged to consider acting upon those challenges as their responsibility as an individual and as a citizen: support is needed for them to internalize this sentiment. It is essential that an enabling environment is created for the youth to think, to question and to generate solutions in society, and to realize they should not be indifferent to such adversities.

The education provided by the school, family and communities in this process is very important. Within the framework of formal education, volunteering should be added as a learning module through which the concepts such as citizenship and democracy are communicated to the youth. Furthermore, raising young people's awareness on volunteering and active citizenship through non-formal and informal education processes, and in partnerships between government, non-governmental organizations and families should effectively used to further promote volunteering. To plan how this process is to be implemented in practice, requires a development of a comprehensive strategy, which again can be only developed in a partnership of civil society organizations and the government. Above all, the notion of volunteering as a right of every young citizen should be advocated within society.

The lifestyles, expectations, lives and experiences in education and in the wider community of today's youth are subject to constant change. The idea of volunteering and volunteer activities themselves reflects these changes. More traditional outlook to volunteering emphasizes it as helping, giving and cooperating with others without any expectations for one self. However, while young people as volunteers are motivated by ideals of social responsibility and solidarity, they do also have individual expectations from taking part in volunteer activities; Volunteering therefore should not be considered a process with a single direction but a two-way street. Such expectations are not necessarily material ones; a young person may have expectations such as gaining new skills and abilities, meeting new people, socializing or becoming familiar with different cultures. If volunteering is performed within the scope of an organization, the youth may have some expectations from that organization as well. Advocating and promoting volunteering therefore necessitates taking into consideration the motivations and expectations of young people themselves.

Non-governmental organizations naturally have an important role in promoting youth volunteering. More attractive and alluring volunteer opportunities and activities that are responsive to youth's expectations should be formed, and more innovative, colourful, realistic, varied and creative methods should be developed to advocate ideas of social responsibility and solidarity among the youth. Youth volunteering should not be limited to ordinary office work at non-governmental organizations, hanging posters or handing out flyers: instead, a genuine space to enable the youth to exercise their right to speak, develop and share their ideas and to develop activities should be created. It should be kept in mind that non-governmental organizations are the principal stakeholders of democracy and advocates of social solidarity and play an important role in promoting volunteering, active citizenship and social responsibility. Young people themselves can be the propelling power of these organizations. Considering its young population, Turkey has the manpower and energy needed for active civil society organizations and for social development realized through them.

Volunteering is a versatile and reciprocal process, which enables young individuals to take action and to provide solutions to the problems they observe in their social reality and communities. While providing the young volunteers opportunities for personal developed through the process of volunteering, it also contributes to raising the quality of life of the beneficiaries of volunteer activities. This makes volunteering a process that enables social participation and inclusion. Indeed, these notions have an important role within an ideal youth policy. Today, the notion of participation is frequently discussed particularly in debates regarding youth policy in Europe. In Turkey, youth issues are a domain that has recently seen many developments and have found recognition in the eyes of the decision-makers. Within this developing domains, volunteering should also find its place and be promoted as one of the key aspects of an ideal youth policy. Cooperation between the government and non-governmental youth organizations should be ensured in this process.

Key recommendations:

- Volunteering is a two-way process through which young people develop their personal skills and competencies, while simultaneously contributing towards social development and solidarity within society.
- Volunteerism is an expression of active citizenship for young people through which ideas of social responsibility can be expressed.
- In order to engage more young people in volunteering, civil society organizations should be more responsive to their needs and expectations.
- An effective youth policy has to address volunteering, which is a key method of participation to young people.
- A comprehensive strategy to promote youth volunteering, developed in collaboration with civil society organization and the government, should be established.

Youth Volunteers' Call for Action: Volunteering for the World We Want

As the era of the Millennium Development Goals is coming to a close, a wide network of stakeholders have come together in a series of national consultations led by the United Nations Country Office in Turkey to identify the challenges Turkish society faces after the 2015 target date and in the coming decades. Key areas identified to achieve inclusive, sustainable development in Turkey relate to eradicating persisting social and economic inequalities and poverty, particularly in relation to gender.

In June 2013, more than 100 volunteers and volunteer practitioners from 23 cities and from 84 organisations came together in Ankara to assess the contribution volunteerism makes to address the development challenges identified.

In order to deliver on a people-centred agenda, people need to be actively engaged in the development of their communities and ultimately their country. This requires specific attention given to young people as agents of change, providing volunteer opportunities for civic participation and life-long learning through formal and non-formal education.

As volunteers, advocates and practitioners of volunteering we affirm that:

- Volunteering contributes to eradicating social inequalities in urban and rural areas through
 delivering basic services and engaging disadvantaged people as active agents of change, as
 well as by challenging gender roles by providing opportunities for men and women to share
 the public space equally.
- Volunteering engages local communities to identify local solutions for local needs. This strengthens the sense of ownership and solidarity for local development and enhances social cohesion and sustainability.
- Through non-formal education, volunteering enhances personal development especially
 of young people by building skills, supporting emotional growth and developing attitudes
 based on a sense of responsibility, sharing and respect to differences.
- The skills and competencies gained through volunteering increase employability and encourage social entrepreneurship of young people.
- Increased participation through volunteering enhances a sense of belonging to and responsibility for the community and empowers people to contribute to their society.
- Engaging people through volunteering strengthens civil society to contribute to inclusive sustainable development and enhances pluralistic democracy.

To create an enabling environment and to facilitate contribution of volunteering we urge:

Volunteer involving organisations and civil society to:

- Strengthen partnerships with the media to enhance the recognition of volunteering through creating visibility of volunteers and volunteer stories.
- Open doors for all people, including marginalised and disadvantaged people to actively participate and volunteer in order to contribute with their specific skills, competencies and life experiences.



- Develop learning strategies for volunteers and support young people in identifying and articulating the skills and competencies gained.
- Demonstrating the impact of volunteering through research.
- Establish networks and collaborate with other civil society organisations and volunteer involving organizations to learn from each other, and to develop common advocacy strategies.
- Base any volunteer initiative on a needs assessment and engage the target population concerned into the planning and implementation from the off-set as active participants and volunteers.
- Use new technologies to enhance knowledge sharing and volunteer action, such as online portal of volunteer opportunities servicing the whole volunteer sector.
- Develop volunteer management capability and provide professional training to volunteer managers and coordinators and volunteers themselves.
- Value volunteer engagement through certifying and awarding volunteer activities as well as other measures.
- Encourage mentoring of new volunteers by more experienced ones.

The public sector to:

- Recognize volunteering as a transformational force in society.
- Integrate volunteering into development strategies and policies.
- Raise awareness of volunteering and its value within local communities and particularly by targeting families and schools.
- Implement public surveys and research on the value and economic and social impact of volunteering.
- Collaborate with civil society organisations and support local volunteer action and capacity development of local volunteer groups.
- Facilitate local opportunities for civic engagement, including volunteering.
- Recognise volunteering as a life-long learning method and create strategies to credit it
- Create spaces for volunteering within education curricula at all levels.
- Develop professional training on volunteering.
- Establish incentives for the private sector to promote and to engage in volunteer action.
- Create structures for a national volunteer exchange programme enhancing connectedness and social cohesion within the country.
- Increase direct support to volunteer involving organizations.

As the new development framework, which will influence the lives of young people for the coming decades takes shape; we foresee a future in which all individuals embrace a shared commitment to voluntarily contribute, within their capacity and regardless of their background, to the pursuit of the common good and to the ideals of harmony and peace.

Impact of Volunteering in the Field of Education: Experiences of Educational Volunteer Foundation

istem D. Akalp, TEGV

The objective of Educational Volunteers Foundation is to create and implement educational programs and extracurricular activities for children aged 7-16, for them to develop skills, knowledge and competencies. TEGV implements unique educational programs with the support of its volunteers across the country in its Education Parks, Learning Units, Firefly Mobile Units, City Representative Offices and in primary schools through the "Support for Social Activities Protocol". TEGV realizes all of our activities with the support of its volunteers. With a social responsibility perspective, our volunteers provide the greatest contribution in creating enlightened people of the future. The volunteers not only support our children's education; they also help to increase social sensibility and appreciation for the notion of civil society institutions.

"Volunteering" is a use of skills and competencies by individuals in line with the purpose of a civil society organization, and inspired by a sense of social responsibility with no expectation for personal gain.

Volunteering helps to enhance personal and emotional development that enables us to re-identify with oneself through learning opportunities received and given; obtain different viewpoints that come up as a result of interacting with other individuals that we don't know but with whom we share the same country; and helps creating contentment and

happiness as a result of fulfilling social responsibilities.

Volunteering is a key method for Educational Volunteers Foundation of Turkey (TEGV) in achieving its objectives. TEGV provides training programs and activities that contribute to raising primary school children into individuals that are loyal to the main principles and values of the Republic; that are rational, self-confident, peace-loving, respectful of different beliefs and ideas; that think, question, set their own creativity into motion and who do not discriminate against people based on their sex, race, religion and language.

TEGV believes that it can achieve its goals through contributions of volunteers that share its ideals. TEGV regards mobilizing individuals who wish to fulfil their duties as active, responsible citizens by participating in social responsibility projects as one of its most important duties. Furthermore, TEGV is committed to promoting volunteering, making it better known, more widespread and sustainable. Over the past 18 years, the scope of volunteering in TEGV has expanded and the number of volunteers has exceeded 55,000. These voluntary contributions create a dynamic process that consists of mutual exchange of knowledge, feelings and emotions. TEGV has developed its own "Step by Step Volunteering" process, which aims to enhance the skills of all volunteers through training formulated in line with the mission of the Foundation, and therefore making a difference in the lives of volunteers by providing them with educational support for personal development - just as TEGV does with the children participating in its volunteer led activities. This "Step by Step" process provides volunteers with opportunities to take part in social projects, gain new skills, and enables them to fulfil their social responsibilities. This forms the basis of working with volunteers in TEGV. In that sense Educational Volunteers Foundation of Turkey also contributes considerably to developing and experiencing the sense of "social service" and "social responsibility".

TEGV volunteering model

In order to be a volunteer in TEGV a person is required to be at least 18 years old, be a high school graduate and to embrace the Foundation's objectives, mission and vision. Volunteers



should also have relevant educational, occupational and personal characteristics to be able to make concrete contributions to the activities and functions implemented by the Foundation. Furthermore, TEGV volunteers who engage with children are expected to have the following competencies:

- Ability to communicate well
- Ability to share knowledge and skills
- Ability to use Turkish effectively ad properly
- Respect social values
- Good problem-solving skills
- Able to develop initiatives proactively
- Contribute to enhancing self-confidence of children
- Encourage children to be curious and inquisitive
- Ability to understand the role of play in education and put it into practice
- Ability to promote creativity of children
- Give importance to team work
- Promote the development of skills and behaviour of children

TEGV volunteering model is composed of seven stages that are determined within the framework of rights and responsibilities of volunteers

- 1. Determining and planning general work cycle of TEGV
- Recruiting volunteers
- 3. Volunteer orientation
- 4. Training of volunteers
- 5. Assigning tasking for volunteers
- 6. Monitoring and reporting
- 7. Motivating volunteers

Research and advocacy of volunteering in TEGV

In order to develop its volunteer programme, TEGV has published a number of studies to explore motivations to volunteer and the impact volunteering has on volunteers themselves. Research on Youth, Volunteering and Social Capital in Turkey (2008) outlined the situation of volunteering in Turkey and discussed factors encouraging individuals to engage in volunteering. It showed how widespread voluntary activities are among young people in Turkey and discussed the benefits of voluntary activities by comparing young people who engage in volunteering to those who do not

Research on Volunteering and Its Benefits (2009) was carried out to assess the educational and social impact of volunteering on volunteers. TEGV Research on Sustainable Volunteering (2010) examined the factors that cause volunteers to give up on voluntary work. ⁴⁵

⁴⁵ TEGV Volunteering Research Studies:

In order to promote volunteering, TEGV has also celebrated International Volunteer Day on 5th December since 2006. International Volunteer Day, which was launched by the United Nations General Assembly through its resolution in 1985, is to raise awareness about volunteering and to increase volunteer participation. It is celebrated every year globally, including in Turkey. TEGV organizes conferences on volunteering on 5th December to ensure that volunteering remains high on the agenda and a point of discussion, and to enhance sharing of knowledge and experience with volunteers, academics and civil society organization that work in the field. Up to date, number of themes has been addressed in the conferences, including the role of volunteering in social development, volunteering in achieving Millennium Development Goals and active citizenship, youth and volunteering, lifelong volunteering, and the role of online technologies in volunteering.

Impact of volunteering in TEGV

In 2010, TEGV commissioned an impact study to examine the benefits of volunteering to children who participated in activities organized by TEGV volunteers, as well as the impact on the volunteers themselves.

TEGV children are happier: The results of the research show that children taking part in TEGV activities are happier. TEGV children have higher scores with respect to joy, self-satisfaction and not feeling alone compared to other children.

TEGV children have higher grades: Although academic success does not rank first in terms of the goals of TEGV, the results of the study show that TEGC children have higher academic success than the children in the equivalent sample. On a scale from 1 to 5, TEGV children achieve 0.4 points higher grades than other children in general, the rate increasing to 0.5 points for mathematics. There is no noteworthy difference for physical training and Turkish language. TEGV children also have a different perspective about themselves in terms of subjective success. The ratio of those who see themselves above average in terms of success in class is higher among TEGV children. TEGV children are more self-aware than other children of one's weight and height, changing toothbrush, brushing teeth every day and having breakfast each morning. TEGV children are more conscious about taking care of themselves than others.

TEGV children are more self-confident: The research study also showed that TEGV children are more self-confident than others. This self-confidence manifests itself clearly as being less shy, being able to answer questions easily, being more willing to voluntarily participate in plays and other activities and fearing less what they do may not be liked by others.

TEGV children are more tolerant and more open to team work: As well as having self-confidence TEGV children are also tolerant towards their friends. They state at an increasing rate that they have things to learn from other children, they can change their opinion and that they are open to different ideas. TEGV children are more open to compromises and more open to team work. TEGV children have higher learning abilities and take more responsibility: TEGV children like problem solving and puzzle solving more than others, complete the work they started, do their homework independently and are more inclined to put the work to be done in order. From that



perspective it can be said that TEGV children have higher learning abilities.

TEGV Children give more importance to friendship and less to wealth: Though they come from families having similar values, TEGV children give more importance to friendship and honesty and less to wealth compared to other children.

All in all, the analysis of data obtained in the research showed that self-confidence and openness gained through volunteer-led activities affect positively children's happiness and success at school. Self-confident children are happier and their average grades are higher. Furthermore, their better self-confidence contributes positively towards capacity to learn new things.

TEGV volunteers are happier: As with TEGV children, TEGV volunteers are more self-satisfied with their lives compared to other young people. They have more positive perceptions about themselves and their self-esteem is higher than that of others.

The feeling of anomy is less among TEGV volunteers: The feelings of anomy, meaning alienation and purposelessness experienced by a person as a result of a lack of standards, values, or ideals, is a serious challenge facing Turkey currently. Research studies show that the rate of those having a high sense of anomy stands at 20 per cent and this rate rises to 40 per cent among young people. Among TEGV volunteers the rate of having high anomy is only 13 per cent. The positive atmosphere volunteering brings about therefore decreases feelings of anomy among volunteers.

General trust in others is higher among TEGV Volunteers: In measurements of how much individuals trust other people, Turkey ranks usually very low among countries. According to studies, the level of general trust in Turkey is around 6 per cent, including young people. For TEGV volunteers this rate is 20 per cent, three times higher than in general.

Benefits of volunteering:

When TEGV volunteers are asked to identify benefits of volunteering, they talk about benefits related to their surroundings such as being respected by others and seeing positive impact in professional life, and personal gains such as "feeling useful" and "learning new things all the time".

As interaction increases, perception of benefits also increases

Research showed that as the level of interaction volunteers establish with one another increases, their perception of benefitting from volunteering is also enhanced. As a result, the level of satisfaction with volunteering itself and a willingness to serve as "ambassadors" of TEGV volunteering increases.

The results of the research also show that as the satisfaction of volunteers derived from volunteering in TEGV increases, their negative perceptions about themselves decrease, and their level of general happiness rises. As the feelings of anomy decrease through volunteering, feelings of empathy and social responsibility also rise.

Conclusion

TEGV has observed that during the time children spend with them in child-friendly environments where they can express themselves freely, children's' perception of successful life has changed in a positive way. The volunteers who are trained by their peers and provide children and their peers with training are the architects that made the results mentioned in this article possible.



Volunteering in Disaster Management in Turkey Elvan Cantekin, Neighbourhood Disaster Foundation MAG

In the event of an earthquake or other natural disaster most victims are rescued, not by professionals, but by local residents, neighbours and family members.

The critical fact is that the survival rate drops sharply each hour during the first 72-hour period following an earthquake. Therefore by being on the scene immediately, local residents have a much greater potential to rescue victims than professional relief services, especially if they are trained and organized. Past experience shows that effectiveness of any emergency management system depends on the ability; organization, skills and commitment of the communities.

The Neighbourhood Disaster Volunteers (MAG) Foundation is a civic initiative designed to ensure that Turkey's communities are prepared. The Foundation's mission is to ensure that as many lives as possible can be saved when natural disaster strikes by building a network of Neighbourhood Disaster Volunteer (MAG) teams in communities throughout Turkey to serve as first responders, providing assistance to the injured and performing critical search and rescue activities; by conducting public awareness campaigns to encourage every family and business to take precautions to secure their environment and store survival provisions; and by working in collaboration with universities and professional associations to insure that engineers, architects, health professionals and government officials among others are effectively trained. As of summer 2013, MAG Foundation has trained, equipped and organized over 5,000 volunteers in 107 neighbourhoods in Istanbul, Kocaeli, Yalova, Izmir and Bursa provinces. Through this network of volunteers, hundreds of thousands of household members and students have been reached and informed about disaster preparedness and risk mitigation.

Disaster is defined as the result of natural, technological or human caused events; leading to physical, social and environmental losses for mankind, affecting communities by halting or interrupting human activities which cannot be handled by means or resources of the affected community.

Like every other part of the world, in Turkey disasters are one of the areas where volunteering is widely used. The recent progress regarding disasters was mostly focused on crisis management, search and rescue and emergency sheltering following a disaster. Therefore, the participation of volunteers has been limited in these areas.

The participation of volunteers in disaster management should be widespread. This should include many areas and disciplines like search and rescue, first aid, transportation; supporting ambulance services, crisis centres and hospitals; clothing, sheltering, phone support lines, cultural and mental support, clean drinking water, caretaking for children, communications, caretaking for animals, resting and documentation.

With this point in mind, participation of volunteers in disaster management is encouraged throughout the whole world and

some measures are taken to encourage and ease this process. In the "Hyogo Framework for Action: Building the Resilience of Nations and Communities to Disasters" (2005) created by the initiative of the United Nations, it is proposed to encourage the participation of the public to reduce the risks related to disasters and it is emphasized that volunteering is an important factor for the participation of civil societies in disaster management, and therefore an important factor in getting through disasters. It also gives the message to "Empower the spirit of volunteering" to the world.

The plan foresees creating more opportunities, more support and more encouragement for the

participation of civil and local societies to provide efficiency and sustainability in the struggle against disasters, and doing this in a more systematic way.

Volunteering in disaster management in our recent past

Pre-1999

The first regulation regarding the participation of civil society organizations in civil defence services can be seen in the 11th item of the Civil Defence Law released in 1958. In this item, it is stated that "The rules of participation of the social aid establishments in civil defence services are determined together by General Directorate of Civil Defence or the highest administrative chief of the location together with the responsible administrators of relevant social aid establishments."

Until 1999, volunteering during disasters were more like aid activities initiated right after a disaster rather than organized activities. Various youth groups, aid groups established around some media organizations and the existing volunteering community within Kizilay (Red Crescent) took part in these activities. Also it is possible to mention the activities of spontaneous volunteers taking part in various aid campaigns. As examples of organized volunteer activities before 1999, when the earthquakes that year created a turning point for volunteering in disasters, one can mention Radio Amateurs Club (TRAC) which was the pioneer in this area; aiding official teams in 1991 Tiflis and 1992 Erzincan earthquakes and signing a cooperation protocol with General Directorate of Civil Defence on 18th September 1993. Search and Rescue Institution (AKUT), volunteering the search and rescue efforts in Adana earthquake in 1998, also signed this protocol on 25 August 1998.2

1999 and after

The Marmara earthquake in 1999 was a turning point in volunteer activities for disasters. Many volunteer organizations active in various areas acted quickly and started the activities in disaster areas filling the gap of government organizations which had difficulties organizing themselves. The volunteer activities first starting as search and rescue swiftly moved on to humanitarian aid and then to activities helping to restore people's lives back to normal and this continued for a long while. Individual initiatives starting right after the earthquake begun organizing rapidly and hundreds of civil societies were formed within a short period. For example Civil Coordination Against Disasters (ASK) is a civil society establishment formed by many individual volunteers and civil groups coming to Istanbul right after the earthquake of 17th August. Similarly, Ağ 17 is another organization active in the disaster area, organized mostly via internet.

Moreover, hundreds of volunteer groups active in other fields started working on the disaster field right after the earthquake on 17th August, helping in all their efforts with first aid, humanitarian aid and building life back to normal.

After the first shock of the earthquake had passed, it was realized that the volunteer organizations were successful and with the support of the media, people became aware of disasters and



started worrying about their consequences, which resulted in a rapid increase in the number of volunteer organizations. Many studies looking at the role of civil society organizations before, during and after disasters, suggest that CSOs were more focused on search and rescue tasks. Following the earthquakes in 1999, a modification was made to the Civil Defence Law No 7126, and the following statement was added: "Volunteer individuals and organizations may attend civil defence services in coordination with civil defence organization, within the framework of rules determined by the Ministry of Internal Affairs." Based upon this change, the Basis for Volunteers Participating Civil Defence Services directive was released in May 2000. The state that has always tried to enable civil participation with the civil obligation principle with this new legislation that it has drafted to regulate and monitor this new concept has not been successful in putting its old habits aside. Its approach is still similar to a single sided civil obligation application. However concepts such as "volunteering" and "civil society organizations" are included into the existing structure.

On the other hand, following the lessons learnt from Marmara and Duzce Earthquakes in 1999, in addition to helping the aid and restoration activities after a disaster; civil groups began playing an important role in many areas by establishing local divisions to reduce the risks and prepare disaster campaigns, workshops and conferences to create a public awareness on disasters. For example, the Neighbourhood Disaster Volunteers, which was initiated in Kocaeli in 2001, rapidly spread over to Yalova, Istanbul, Izmir and Bursa, being a model for community based disaster risk reduction applications. Community Disaster Volunteers were established in many cities, with the cooperation of the Civil Defence Organization. Civil organizations, together with the government and private sector, started developing projects.

In order to remove the flaws in disaster management, a number of establishments that are active in disaster areas were gathered under the same roof, forming the Prime Ministry Directorate of Disaster and Emergency Management (AFAD) in 2009, under the Prime Ministry. The General Directorate of Civil Defence, General Directorate of Disaster Works and General Directorate of Turkey Emergency Management were terminated and their responsibilities were transferred to AFAD. On the one side, with the result of the alignment efforts with the European Union, and on the other side the transformation of Turkey's approach from crisis management to risk management, as well as the indisputable effect of civil society organizations and volunteers in various activities, has resulted in the inclusion of individual and organized volunteering in the legislation for the first time, and it is frequently used in speeches by the heads of institutions.

The Earthquake Consultancy Board, which was established right after the foundation of AFAD, sets the country's principle earthquake strategy, and while doing this it always underlines the importance of individual and organizational volunteering at every stage of an all-inclusive disaster management system. With this in mind, the Earthquake Consultancy Board has stated that NGOs and volunteers should develop their relationship with public institutions that have a role in disaster management and have a clear position in the legislation, and should also be trained on issues related to disaster management.

In the document called National Earthquake Strategy and Action Plan (2012-2013) that was published and reinforced with the Official Gazette dated 18.08.2011, the establishment of a

disaster volunteering system, the promotion of volunteerism, the establishment of minimum standards and the efforts that have to be shown with this aim are underlined in the Strategy C.1.4 heading.

At this point today, important steps have been taken in creating a common language and understanding in terms of volunteering in disaster areas. In the period that followed the Marmara earthquake, the cooperation channels between volunteers, foundations and public institutions increased, and thanks to the cooperation, valuable experience has been gathered. As it has come back once again on the agenda with the Van earthquake and the Syria crisis, in every disaster that affects Turkey the NGOs always play an important role in delivering humanitarian aid to the groups that are affected. The variety of beneficiaries of NGOs, and the NGOs' ability to respond rapidly has led them to be successful in terms of delivering resources to the groups and individuals who have been affected by the disasters. Those NGOs who have added protective and preventive activities to their recovery-focused functions are now much more active within the disaster management field.

In recent years volunteer foundations from Turkey have also been active in disasters abroad. Many civil society organizations and volunteers have been active particularly in countries where the government has engaged in humanitarian aid.

Volunteering and Participation

As is indicated in the Hyogo Framework Action Plan, volunteering is one of the most important tools for the participation of civil society in disaster management. Decreasing disaster risks is not something that only the government can do. A multi-stakeholder participation is the most effective way of participation. The participation of local groups and volunteers is vital in terms of understanding local needs and fulfilling these needs. Educated, organized and self-sustainable community-based organizations are a prerequisite in effectively combating disasters.

Volunteering participation is priceless if it takes cultural and social differences, existing capacity and competences into consideration, supports the participation of the public at local level, is multi-partnered, well-coordinated, managed and supported; if training of acceptable standards is provided and encouraged in order to develop the skills of the volunteers; and if the risk of individuals and groups getting injured is decreased with these newly-gained competencies.

Problems and Solutions

Today, even though actors are enthusiastic and willing in terms of voluntary participation, over the 14 years after the Marmara earthquake the desired improvement has still not been realized. For this reason, a very important potential cannot be used to its full potential. The problems we are facing are as follows:

There is no effective structure that enables volunteer participation and volunteers' encouragement in the existing disaster management system. Methods that come up with new and creative ideas encouraging participation of civil society to the decision making mechanisms



and encourages local communities for volunteering should be sought. To make use of the volunteering potential in full, governments should create the necessary legal framework.

A strategic choice has to be made in volunteering participation. Do we need effective technicians that could help realize the functions that belong to the state, or civil structures ready to cooperate with local and central government institutions? Currently the public institutions favour the first option. This is an obstacle for creating a sustainable module for participation.

Volunteer activities in disaster areas should be encouraged, accepted and appreciated. This acceptance and appreciation should not remain unfulfilled: financial and human resources to volunteer activities should be provided and an effective volunteer management system should be integrated to the disaster management system.

Volunteers and organizations working in disaster management should have knowledge, competence, equipment and be well organized in the field that they are working. In our country there are serious deficiencies in this point. The accreditation system that is foreseen as a solution to this is not however applied in practice as yet. The accreditations should not become limiting but instead should encourage learning and voluntary participation.

Central government should develop standards and programs in the issue of volunteer management and ensure their application in the local areas. Decentralization improves local participation and it encourages the participation of individuals for their own and their compatriots' wellbeing.

The NGOs in our country are not aware of the international standards in disaster and humanitarian aid or they are not able or do not apply these standards and this is an additional problem. NGO executives and volunteers should immediately increase their capacity on this topic.

Lack of communication and coordination between NGOs working in the field of disasters, volunteers and public institutions is at a chronic level. According to the Van Earthquake Sociologic Observation Report that the Children's Foundation prepared in 2012, the lack of coordination between NGOs after the Van earthquake resulted in excessive amount of aid being delivered to the same groups by various NGOs. There is no platform or network to enable information and experience sharing between volunteers. This leads to a big resource loss and disorder as well as to disagreement, which is now being addressed by the Civil Society Disaster Platform (SiTAP). With this platform information sharing and a common working area will hopefully be created among stakeholders.

The lack of research in volunteering, registry on volunteering capacity and activity is still insufficient regardless of the considerable improvements that have been carried out in recent years. It is not even possible to talk about the existence of public resources and especially financial support. There are not sufficient opportunities for professionals working in the volunteering area to develop their competency.

Today the field of volunteering is very dynamic and is growing every single day. With the realization

of the importance of disaster volunteering organizations within disaster management and with the increase in its reputation, there is a tendency in the public institutions in our country to establish their own volunteering organizations. With the foundation of these organizations by the public sector, the concept of volunteering is becoming empty and there is a threat that it could be an obstacle for social dynamism.

Conclusion

In order for volunteer participation in disaster management to be effective and to find a solution to the problems that are listed above the following has to be realized:

- A legislation that regulates, supports, encourages and creates the infrastructure for the participation of the volunteer individuals and organizations in disaster management should be drafted.
- Opportunities for cooperation and the relationship between NGOs and public institutions working in disaster management should be developed.
- Communication, information flow and coordination among NGOs should be improved.
- In the scope of disaster management activities the application of and the knowledge of international standards should increase. Educative publications and reports should be compiled and should be made available in electronic format.
- Improve the human resources capacity for both volunteers and professionals working in the disaster management field.
- In local, national, regional and international disaster management, active and comprehensive participation of NGOs should be guaranteed.



Corporate Volunteering in Turkey

Corporate Volunteer Association

The Corporate Volunteers Association (CVA), founded in 2002, leverages the human resources and expertise of the corporate sector to strengthen civil society through volunteerism. It supports corporations in developing their own employee volunteer programs. CVA's objectives are to create a dynamic relationship between communities and companies; to lead and motivate employee volunteerism among companies in Turkey; to cooperate with organizations from the non-profit and public sectors in order to provide solutions for important issues in the community. CVA assists companies in creating corporate volunteering programs, provides ad- hoc volunteer program management services, develops volunteering projects, organizes company volunteer days, and runs social entrepreneurship and leadership development programs.

Kurumsal Gönüllülük bir baska devisle Corporate volunteering, which is also known as employee volunteering, has taken its place among business terms in the last 10 years with the establishment of the Association of Private Sector Volunteers (ÖSGD) and its operation in various fields. ÖSGD was founded after the earthquake of 1999 when the civil society experienced a significant transformation and after the activities conducted in Turkey within the scope of United Nations 2001 International Year of Volunteers. The key objective of OSGD is to transfer the knowledge, skills and time of private sector to civil society through volunteering. Having started its activities

pioneered by 30 member companies in 2003, ÖSGD continues its activities in 2013 with the impact and energy of more than 8000 volunteering employees from 70 member companies employing more than 170,000 people. Within a company, management of volunteering in an organized, targeted and measurable manner, just as in their business otherwise is called "Corporate Volunteering Program". Corporate Volunteering Program involves gathering all volunteering projects and activities under the same roof and managing them according to a plan. With the leadership and method of ÖSGD, lots of exemplary international practices have been developed in the last ten years, and are still being implemented.

While corporate volunteer programmes are part of corporate social responsibility (CSR) of companies, it is important to remember the CSR activities are not solely about responding to social needs in the communities, but also enhance corporate objectives and structures. There are commonly accepted standards of CSR, provided for example by Global Compact and Global Reporting Initiative Directive, which are equally relevant to corporate volunteering programs. These standards instruct and direct companies in their volunteering practices.

By including employees in CSR activities, the companies will create a stronger impact, enhance awareness of social responsibility among its employees, and also more effectively integrate CSR standards and compliance into the company culture.

Corporate volunteering is performance of volunteer work with the support and direction of companies. Many private sector employees engage in volunteering activities through the non-governmental organizations they choose or on their own initiatives. In Corporate Volunteering activities, on the other hand, the company includes all employees and enables volunteer work to be conducted systematically. The companies encourage their employees and support collectively their activities in certain fields.

Volunteering helps people satisfy their natural sense of "being useful", devoting themselves to a purpose without financial interest, and adding value to society they live in, in the best way. Dr. Yılmaz Argüden ARGE Consultancy, Vice-President

of ÖSGD

The following examples can be considered among the practices of Corporate Volunteering Program;

- Bilim Pharmaceuticals Bilim Pharmaceuticals Social Team
- Borusan Holding "Ocean" Borusan Volunteers Platform
- Boyner Group Boyner Group Volunteers
- IBM Corporate Service Force
- Garanti Bank Volunteer Clovers

While Corporate Volunteering Programs are shaped by many factors such as organizations' social responsibility domains, employee interest, and fields of operation, these programs make valuable contributions both to the employees and to the organizations collaborated with.

In addition to contributions to professional and self-improvement, creation of a positive view and giving meaning to life, the benefits it provides to the employees can be listed as creating a sense of social awareness and responsibility, giving the opportunity to reflect personal values and beliefs, raising awareness in many social issues, helping employees gain lots of skills that make a difference in business life, and especially, making contribution to work-life balance of the new generation.

The fact that volunteering provides the internal communication of companies with measurable benefits is considered an important instrument by human resources and communication specialists alike. Contribution to employees' motivation, creation of a positive working environment, increasing loyalty of employees to the institution, raising the work performance of employees, supporting their interests, integrating social issues in the institutional culture, communicating with the employees' families, and employees' participation to Corporate Social Responsibility Projects are among the first benefits that come to mind.

Moreover, the fact that volunteer work is an indication of good corporate citizenship for institutional reputation, its potential to enhance the communication network among the organizations as well as its contribution to developing motivation and efficiency prioritize volunteering in corporate communication.

It brings forth positive outcomes such as human resources support for non-governmental organizations, as well as management quality and increase in financial support and institutional reputation in addition to the social value created by the professional workforce of the private sector. The spread of good examples through the collaboration of private sector with nongovernmental organizations can be considered another contribution.

To start building a Corporate Volunteering Programme, the following recommendations provide a quick start for it in a few simple steps;

- Ensure the support of senior management of the company, and integrate volunteering in all processes and culture of your institution.
- Find already present and willing volunteers in the company. Teams of volunteers make very



valuable differences in institutions.

- Establish your volunteer group. Your group should have a logo and a pre-defined mission.
- Prepare an organization chart, defining roles and responsibilities.
- Identify your goals and targets. Define how many volunteers you want to reach and how many projects you want to accomplish.
- Choose the right project and identify the areas. What topic does your institution attach importance to? What social issues do your volunteers want to work on the most? What kind of project would help you attract the highest number of volunteers?
- Build partnerships with specialized Non-Governmental Organizations.
- Give importance to communication. You can try creative methods to improve everyone's awareness and motivation within your organization.
- Reward your volunteers, and motivate them.

An important evaluation system for companies who apply these steps was established in 2007 under the name of Sincere Awards: Private Sector Corporate Volunteering Awards. The purpose of the award is to recognize and to support successful Corporate Volunteering Programs, to reward good examples of programs making a difference in society, and to contribute to the promotion of volunteering in private sector.

The awards are given in 3 different categories;

The Most Successful Volunteering Program Award involves rewarding a company which conducts a Volunteering Program actively and whose employees are successful at spreading volunteer activities.

The Most Successful Volunteering Project Award involves rewarding a Volunteering Project which succeeds in meeting a certain need of society or creates a significant added value and positive impact.

The Most Creative Volunteering Project Award rewards a Volunteering Project that identifies a social need and develops a creative and permanent solution to such a need.

Here are few examples that have been recognized in Sincere Awards;

VİKO – Illuminated Social Volunteers (The Most Successful Volunteering Program in 2012)

VİKO conducts its volunteering activities under the name of "VİKO's Illuminated Social Volunteers". Actively participating in CSR projects with the motto "We Are Here To Illuminate With All Our Hearts In All Social Issues Which Need Light", VİKO employees are aware that each light turned on for the community today is transformed into energy that will illuminate the world in the future. VİKO Illuminated Social Volunteers plan their projects both on the basis of demands from the community and with their own initiative during the year, and ensures that each person asks him or herself the question "What am I doing for the World and the Future?" Supporting Vocational Training and Adult Literacy Course, Village School Projects, Give & Gain Employee Volunteering Days, Energy Efficiency At School Projects, Forestation Projects, Blood

Donation Campaigns and Recycling projects are among the projects of VIKO Illuminated Social Volunteers projects.

Koç Holding – For My Country (The Most Successful Volunteering Program in 2011)

ÖSGD Board of Directors "For My Country" Project aims to develop a participatory attitude towards social problems among Koç Group companies, employees, dealers and suppliers. Inaugurated in 2006, the "For My Country" project identifies an implementation structure that changes every other year according to a different theme. During 2006 and 2007, a total of 387 local projects giving support to local development were realized in 81 provinces as an example of "responsible citizenship". School restorations, equipment supports, community clinic supports, building animal shelters, environmental planning, village aids are among the projects that have been realized. Focusing on environmental issues in 2008, 'For My Country' Forests were created in 7 regions of Turkey, and 1,084,000 saplings were planted in collaboration with TEMA Foundation and the Ministry of Environment and Forestry. In 2009, in order to raise awareness for the environment and the use of natural resources, environment theme was taught to more than 18,000 children in collaboration with TEMA in our 81 provinces. During 2010 and 2011, encouragement of voluntary, regular and conscious blood donors was aimed in collaboration with The Red Crescent in an effort to raise social awareness for the importance of blood donation, and 63,650 units of blood was donated after raising awareness among 79,690

The program has been implementing "No Obstacles Can Stop Me" project since 2012.

Bilim Pharmaceuticals - Bilim Pharmaceuticals Social Volunteers "My Career is Under My Control" Personal Development Congress (The Most Creative Volunteering Project in 2011)

The Personal Development Congress "My Career is Under My Control" is the most valuable career and development opportunity that can be offered to a university student who is about to graduate. Bilim Pharmaceuticals Social Volunteers has created this opportunity for the students of the universities located in the Eastern parts of our country. Bilim Pharmaceuticals Social Volunteers provides a 4-day training by professional instructors for university students who want to be an employee candidate with high potential and endowed with necessary knowledge and skills. The company brings professional instructors of major sectors such as telecommunication, automotive and pharmaceuticals to the universities who want to support their students with personal as well as technical and professional development, and raise their awareness of career development. It also directs intern students to the companies of our country that would like to recruit skilful potential employees and to support society through volunteering.

"Never miss those who volunteer to plant trees, organize conferences in student clubs, take part in cleaning campaigns, instruct the children of the neighbourhood at some point in - or preferably throughout - their lives, particularly those who have done these in an organized manner, because volunteers gain the experience to manage their knowledge, people, their time and even their energy. Moreover, they are sociable people with strong communication skills for working with many different people." İdil Türkmenoğlu HR Manager, Author and Member of

people by 11 November 2011.



The Importance of Volunteering in Unearthing the Sensitivities that are not Lost Yet

Aygül Fazlioğlu, Ministry of Family and Social Policy

Aygül Fazlioğlu is a sociologist and a minister counsellor in the Ministry of Family and Social Policy.

Volunteerism requires common interests and presence of groups with common political and social attitudes. Throughout history,

volunteerism has existed under different social conditions. As social relationships in rural areas, based on solidarity, kinship and family ties, have disintegrated as a result of urbanization, people have begun to look for other people with same interests and opinions in order to fulfil their sense of belonging. French sociologist E. Durkheim states that organic solidarity in societies has given its place to a mechanical solidarity which involves similarities of behaviour, opinion and emotion among the individuals: in a homogeneous societies people seek out others with common goals, targets and interests – just as when people volunteer. Thus, volunteering contributes to social harmony in general.

Volunteering is an extensive, strong and important concept of service that brings happiness to people and provides the continuity between past, present and future. As an indicator of happiness, volunteering is the symbol of moral and financial power, unity and solidarity. As practice, volunteerism is as old as the history of mankind but it does not get old. In other words, volunteering is a tradition and currency as well as the future at the same time.

Volunteering involves supporting a social initiative that aims to improve the life quality of individuals other than their family or inner social circle or provide benefit for society in general without any financial interest or another gainful purpose just because he / she feels like doing so and believing that it is a good conduct. Finding its simplest sense in the act of cooperation, volunteering is observed in every society around the world. Even though the terms that define this point and expressions of volunteering vary across cultures and languages, the values that motivate volunteering are common and universal.

However, it is seen that volunteering is more extensive and multi-dimensional when it is examined in detail and when its reflections are observed in daily life.

For instance, volunteering involves;

- Using individual power for finding a solution rather than waiting for someone to do it.
- Recognising that making someone happy is the greatest happiness.
- Learning and teaching trust, honesty, and sharing.
- Loving without any expectation of personal gain.
- Being aware that there one can take individual responsibility in any challenge they observe.
- Putting oneself in another's place.
- Enjoying the pleasure of helping someone who would not be able to pay it back.

Why Become a Volunteer?

Individually or collectively, people encounter many problems in society. These developments that arise in a variety of areas from environment to health, disasters to humanitarian aid, make sensitive people feel the need to do something about these issues.

Reasons for volunteering vary in accordance with the social structure and personality traits. Understanding this diversity in the context of individuals is one of the most important factors in providing and receiving voluntary service through good communication and collaboration. Volunteering is an activity that involves receiving as much as it involves giving. Communication, self-discovery, mutual learning skills and specialty improve by means of volunteering.

It is possible to discuss the reasons for volunteering in two basic categories that are individualand society-oriented reasons. For instance;

Individual-oriented reasons:

- Displaying adherence to a belief,
- Making a difference in one's life,
- Feeling better by helping others,
- Sharing what one has,
- Sharing knowledge, skills, and experience,
- Winning appreciation and praise as an example/model for others,
- Earning competence and authority on a subject,
- Considering oneself as a person that is needed,
- Having a social circle and status,
- Enjoying the sense of belonging,
- Being a part of a teamwork,
- For personal developing.

Society-oriented reasons;

- Contributing to activities for public good,
- Finding a solution to a social problem,
- Supporting an activity or organisation one believes and trusts in,
- Contributing to human resource and need,
- Assisting the promotion of the institution/society/group one represents.

Why volunteering and volunteers are important?

- Taking the volunteers' support is an indication of success for institutions / non-governmental organisations and increases their recognition.
- They function as a bridge between the state and society
- They act like a means of communication between the state and society.
- They help raise awareness about the public services provided within society.
- They increase the success of the works performed.
- They make the presentation and usage of services more effective.
- They increase the morale of the professional team.



- They contribute to enhancement of human resources.
- They improve participation and contribution to the work conducted for social development and sustainability of development.

Things to be Done by Volunteers

Presence of volunteers who can offer their knowledge, time, physical power, and do not expect any financial return, and their engagement in activities for institutions and non-governmental organisations bring along processes that enhance the institutions. Volunteers' engagement in activities intended for vulnerable persons, and sharing their time, knowledge, background, and energy for such members of the population is extremely important.

Social relations, which form the basis of volunteering, are critical for individual and social welfare. Moreover, volunteering reduces social exclusion resulting from other forms of poverty, marginalisation, and inequality in general. Volunteering is also a way of including in the community the social groups generally subject to exclusion such as women, the youth, the elderly, the handicapped, the urban poor, the landless, or those who own only a small land. Volunteering and volunteers play an important role particularly in integration of vulnerable/sensitive groups to society.

As well as finding the opportunity to use the potential (i.e. knowledge, skills, social networks, logistics, etc.) of their family and their social environment in various fields that serve the public good, the individuals who take part in volunteer activities have a voice in the life of society and/or the community they live in.

What should not be Done by Volunteers?

Sensitivity of volunteers and the solutions they suggest for social problems create a major opportunity for building the future, discovering the whole diversity and richness of society, and improving our ability to coexist. Therefore, volunteers should not consider volunteerism an unplanned blessing without a programme which can be given up at any time without assuming any responsibility. Likewise, public and non-governmental organisations should not see volunteers as free labour that is always at hand for any task. This kind of an approach may cause the volunteer to consider himself/herself a mechanical tool, and recede from social work in time.

Obstacles for Volunteering

As well as the youth which constitute the most dynamic and energetic part of society, volunteering in our country has great potential regarding the retired who have background knowledge in a certain field but do not use this knowledge. The general perception of volunteering as an activity that involves providing financial support or expecting financial interest, therefore ignoring the human resource aspect of volunteering, lack of information about how and where to start volunteering, and failure to lead individuals to areas where it is possible to make a contribution are among the foremost obstacles before participation. Also, problems related to human resources and the inability to provide sustainable funding is among the factors restricting the

activities of non-governmental organisations.

Opportunities for volunteer individuals

- They have the opportunity to practice their theoretical knowledge,
- They make a contribution with the ideas based on their experiences,
- They make a contribution with ideas that include different perspectives based on their dreams.
- They make a contribution to the labour,
- They provide financial resource,
- They create public opinion,
- They act as a spokesman,
- They determine the agenda according to the local needs of target groups,
- They perform communication and informing activities;
- They facilitate information exchange by taking part in activities with similar purpose,
- They organise common trainings that offer different opportunities,
- They get in touch with the local media,
- They conduct research or share with the directors and society the research they conduct because of their original job,
- As a responsible citizen, they monitor and share the quality of the services offered.

"Ambassadors of Love": Volunteer Project for Social Development

As the legacy of a deep rooted civilisation, volunteering is the result of a belief that considers the giving hand is above the taking hand. We forgot being "we" while trying to be "I" in today's world, in which the trend is individual rights. Through the project "Ambassadors of Love in Social Development" the Ministry have devised a new model of volunteering, which encourages the forgotten traits that make us human beings.

The project was initiated by the Ministry of Family and Social Policies in 2012 in an effort to raise awareness of volunteering throughout Turkey, increase the number of volunteers that contribute to social development, meet the need for human resources, and spread volunteerism.

The Ambassadors of Love use their experience and skills in a spirit of solidarity to raise the quality of life of disadvantaged groups such as women, children, youngsters, the elderly, disabled, the families of veterans and martyrs and others such as the urban poor and substance abusers. Furthermore, they contribute to the service provision of the Ministry of Family and Social Policies.

Decision-makers, primarily local administrative authorities (of public sector, universities, private sector) and their spouses, NGOs, trade associations, the retired, the youth, and students etc. make up the target audience of the project.

Anyone who is interested in contributing to those in need and the humanity may become an Ambassador of Love. Those who want to be an Ambassador of Love may directly apply to



Provincial Directorates of the Ministry of Family and Social Policies or make their applications online at www.gonulecileri.gov.tr.

The project Ambassadors of Love which is planned to continue for two years include sub-projects such as "Children", "Quality Aging and Harmony Between Generations", "the Handicapped and Access to Services", "Family and Poverty", and "Women and Enhancement". "Protective Family Service" was conducted under the "Children" element for the first six months. For the second six months, the project's second component "Occupational Training for Women" under the title of "Women and Enhancement" began on 22 October 2013.

By establishing communication between the services provided by the Ministry and General Directorates of Family and Social Policies and their affiliated organisations, and guiding those who want to become Protective Families and charitable citizens who want to make donations, the Ambassadors of Love have helped them get in touch with Provincial/District Directorates of Family and Social Policies, and taken part in promotion of Protective Family Service Model.

Social Service Practices and Social Responsibility Course in Universities

Within the Article 6 of "Cooperation Protocol" signed between the Ministry of Family and Social Policies and the Council of Higher Education, the efforts for theoretical and practical implementation of the course "Social Service Practices and Social Responsibility Project" are underway in universities. The aim of the course includes spread of volunteering and social participation and facilitation of sustainability for the Ministry, and reinforcement of professional education of students, and facilitation of gaining formation on the topics of volunteering and civic involvement for Universities.

According to the Statutory Decree on Organisation and Functions of the Ministry of Family and Social Policies (KHK/633), volunteering and perspective play an important role in integration of population groups defined as women, children, the handicapped, the elderly, veterans, and families of martyrs to society. For this reason, the youth, particularly the university students, are expected to integrate in society, assume responsibility and gain experience by taking charge in service units of the Ministry.

Current perspectives are employed in the ways of providing service as much as in the diversity of services provided by the Ministry of Family and Social Policies. Among the works conducted within this scope, the subject of "Volunteering" is the object of focus, and it is aimed that this service method be institutionalised and internalised by the parties.

Conclusion

Volunteering is universal. Despite its major contributions to the economy and social development, volunteering is not supposed to replace state service.

Individuals of all ages, all occupational and ethnic groups, all religions, and all social clusters from rural to urban environment around the world take part in volunteering.

Volunteer services are important in terms of participation in civil and social life, development of life skills, prevention of risky behaviours, adjustment to different cultures, development of educational gains, and contribution of individuals to themselves. On the other hand, such services are also valuable for enhancing society, contributing to the peace by supporting unity and trust, preventing diseases, improving the infrastructure, and contributing to the areas such as literacy, education, environment, teamwork, and society.

Volunteering in our country is more common than ever. However, volunteering still lacks the recognition it deserves. We have to activate the volunteer potential across the country, bring volunteers to the policy agenda, take volunteering more seriously, and turn to our beneficiaries. We must meet non-governmental organisations, public institutions, and private sector, and focus on issues such as how to develop volunteering further, and how to mobilise more volunteers.

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The Volunteerism in Our Dreams

Merve Sözmen, Dreams Academy

The Dreams Academy is a leading model project, which provides opportunities for equal participation with an "art for all" approach, by providing training opportunities in workshops in various art forms to disabled and socially disadvantaged people. The objectives of the Dreams Academy Project are to break social deprivation and improve opportunities for disabled individuals to be active and productive citizens by using arts as a means; and to advocate for national implementation of Article 30 of the UN Convention on the Rights of Disabled.

Dreams Academy also promotes civil society awareness and the concept of volunteering and provides a natural training area where young people improve themselves through sharing, by recognizing and accepting dissimilarities, by adapting to differences and by solving problems through productivity and creativity. The Dreams Academy Project is based on volunteering and encourages active participation. The Dreams Academy also engages in employee volunteering in collaboration with companies, and implements a Best Buddies programme, through which volunteers and disabled people establish friendships.

Volunteering is a social act in which people help other individuals in their society without any expectations or obligations. Volunteering creates positive contributions both for society and the volunteers.

Lately, led by civil society organizations, many institutions and projects have been supporting the notion of volunteerism. However, according to a study on the measurement of volunteerism conducted in 55 countries, Turkey still has many steps to take in this area. The importance of volunteering increases every single day as 12 per cent of the population is disabled, the education level is low and the number of elderly as well as those in need of care is increasing each day.

As it is worldwide, volunteering in Turkey is usually done through the leadership of certain

institutions instead of being done individually. For instance Dreams Academy that works towards integration of disabled individuals to society and which is supported by the United Nations, carries out its activities with 70 to 80 national and international volunteers it hosts every year. Thanks to these volunteers nearly 150 disabled individuals hold on to life under the roof of the Dreams Academy. Providing employment opportunities to these young people also creates social and economic benefit to our country. The sustainability of non-profit institutions like ours is only possible through the development of the notion of volunteerism. Bearing in mind that it would be highly difficult for individuals to volunteer individually, it is very important for such institutions that carry out activities to provide service for society to exist.

Before becoming a United Nations Volunteer for the Dreams Academy I was not aware that we had such a high population of disabled people. I believed that we do not come across that many disabled people in the streets because they are not many in number. However, the first thing I learned was that the social and environmental conditions were limiting them and not enough support was provided to them in terms of employment opportunities. During my volunteering I learned about many different types of disabilities and the right techniques to approach these individuals. Later on I realized the added value that these individuals provide to society when a chance is given to them and when social environment they need is sustained.

Since even us, people who have received education, are not sufficiently informed about people

with disabilities, we have realized that the biggest struggle we have is to increase the awareness of the people. In this framework, I as a United Nations Volunteers, have tried to carry out more social responsibility projects to enhance awareness in society with the national and international firms active in Turkey. With companies such as Koç Holding, Garanti Bank, British Council, HP and Peugeot we have nearly reached all provinces of Turkey and contributed to raising awareness in the Turkish society.

I hope that more volunteers who will experience the spiritual satisfaction that I have experienced during my volunteering will join us to support this group of disadvantaged people that is not to be underestimated and whose incredibly high added value is received when they are cherished.



A Volunteering-Oriented Public Movement in the Fight for the Conservation of Nature: TEMA Foundation Ayşe Yapıcı, Başak Yalvaç Özçağdaş, TEMA Foundation

The TEMA Foundation (The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats) was founded in 1992 by Hayrettin Karaca and Nihat Gökyiğit. TEMA's mission is to create effective and conscious public opinion on environmental problems, specifically soil erosion, deforestation, desertification, climate change and biodiversity loss. To fulfil its mission, TEMA operates at local, national and international level. The Foundation implements educational activities, organizes awareness raising events and campaigns for community mobilization and empowerment and engages in policy advocacy. TEMA Foundation is Turkey's largest and leading environmental NGO, already serving with over 477,000 volunteers across the country, carrying out its activities, awareness raising events and campaigns with the support of its volunteers.

Due to increasing population, unplanned urbanization and industrialization in the last century, natural assets have been seriously damaged. Volunteers who have felt responsible for protection of the nature and sustainable environment, have come together within civil society organizations to protect nature. One of those organizations is TEMA Foundation, which is currently one of the most prominent actors in the field.

The purpose of TEMA Foundation is protection of nature and hence life itself. Turkey loses 743 million tons of soil each year, while it takes thousands of years for 1 cm of soil that

generates life to form. Soil is so precious an asset that we cannot afford losing it. Losing the soil means losing life.

Father Earth Hayrettin Karaca and Father Leaf A. Nihat Gökyiğit founded TEMA, Turkish Foundation for Combating Soil Erosion, for Reforestation, and Protection of Natural Habitats 20 years ago, on September 11, 1992. They aimed to show that it is possible to fight erosion and desertification threatening our lands, create awareness, protect the earth and natural assets, do forestation, and contribute to making this struggle a state policy. In order to attain this target, it is necessary to show our people and decision–makers that erosion, which is the cause of poverty, hunger, and immigration, is not the fate. This is why this struggle against erosion and for protection of nature was intended to be a movement of people; reaching volunteers was hence given a priority. TEMA's motto "Save Turkey from becoming a desert" resonated within society as the risk of desertification faced by our country was spoken out louder than ever. No more than a handful in the beginning, volunteers gradually rose in number and has reached 477,000 in 21 years.

Aiming to reach every segment of society, TEMA has Provincial or District Representatives for its operations in 80 provinces and 200 districts of Turkey, and has therefore become the largest environmental non-governmental organization in Turkey. They are appointed among candidates who are aware of environmental issues, enjoy volunteering and working with volunteers, and are willing to spare time for volunteer activities.

Local representatives participate in an important orientation process in the beginning of their

volunteering assignment. Volunteer orientation is a necessary process, which is offered to all new volunteers regardless of the duty to be assigned to them. It provides an overview of the organization, its general principles, values, goals and procedures, and about the rights and responsibilities of volunteers. An orientation for provincial and district representatives lasts for 2,5 days.

The tasks of Provincial and District Representatives of TEMA is leading local volunteers and work on advocacy, education, awareness raising, forestation, recruitment of volunteers, enhancement of local capacity, local communication and collaboration, and to reach people of all ages in an effort to create a well-informed and responsive public opinion.

Thanks to the sustainable communication mechanism established between the foundation headquarters and local volunteer representatives, the volunteers are provided with support for every activity performed; furthermore, coordination meetings are organized to evaluate activities, share good examples and enhance motivation. Providing the opportunity of sharing, learning and solidarity, these meetings are important in enhancing coordination of activities in local level and the headquarters, creating a sustainable organizational communication process, and providing the volunteers with the sense of belonging. In addition, active volunteers in different regions, acting under the leadership of Provincial and District Representatives, get together in Regional Volunteer Meetings held around Turkey.

Males represent 74 per cent and females 24 per cent of all Provincial and District Representatives of TEMA, 12 per cent of which is aged between 25 and 35, and 58 per cent between 35 and 55.75 per cent of them hold a university degree, 20 per cent of those holding a graduate degree. 72 per cent of them are employed, while 23 per cent are retired. The professional profile is mainly made up of teachers, professors, and agriculture and forest engineers in line with the field of work of the Foundation. TEMA gives special importance to youth and tries to integrate the youth in its activities through volunteering by establishing TEMA Youth Communities in universities. Youth will live with the current environmental problems for a longer time than their parents will do. However, they also have a unique potential of "working out effective solutions to environmental problems and finding new ways of action and activism for the struggle therewith". 46

The aim of TEMA Youth Communities is to contribute to development of the youth as agents who are sensitive to environmental problems and engage in volunteerism to play an active role in creating ecological solutions to these problems. Serving in 67 universities in 50 provinces around Turkey, TEMA Youth Communities provide opportunities for social and personal development and active citizenship taking part and through advocacy, education, awareness raising, and forestation activities throughout the year. Heads of TEMA Youth Communities attend coordination meetings held by the headquarters for the purpose of supervision, motivation, evaluation and planning, and for further training. In addition to the adults and the youth, children are allowed to engage in volunteer activities at TEMA. As the target audience of promotion and awareness activities carried out by our representatives at schools, the nature and the concept of volunteering are introduced to the children at an early age. As well as the training programs they



participate in, children gain volunteering experience by taking part in forestation and natural conservation works carried out under the guidance of our representatives and their teachers. The green leaf banner with a note of 'The Students of this Class are Volunteers of TEMA" that is affixed on classrooms where all students are volunteers, in order to promote volunteering of children, is a symbol of volunteering that is proudly carried by the children and their teachers alike

In the last 21 years, TEMA has conducted 182 projects of rural development, biodiversity, and forestation in addition to the mobilization for forestation, through which 11,500,000 trees and 700,000,000 oak seeds were planted. It has made an important contribution to the enactment of the Law on Pastures in 1998 and the Land Act in 2005. It has won 87 out of 188 cases it has filed or got involved for protection of our natural assets. The rate of success in trials concluded is 71 per cent. TEMA has also prepared a "water act" that calls for water to be considered a natural asset that should be open to all living beings, rather than a commodity. In addition to advocacy, TEMA has carried out educational activities carried out for public awareness. It has collaborated with relevant ministries and institutions, particularly with the Ministry of National Education. TEMA Minor Programs implemented with mottos "All Children Out" and "Get Out when I Say Earth" encouraged children to be familiar with the nature at early age instead of spending time in front of the computer and television at school or at home. Again with the cooperation of MEB and TEMA, Ecological Literacy Training for Teachers started for the first time in our country and as a rare example in the world. TEMA has trained hundreds of thousands of people in 21 years. In 2012, it received the Land of Life award given by the United Nations Secretariat for Struggle with Desertification for the first time in the world when TEMA celebrated its 20th year.

All accomplishments of the Foundation throughout its 21-year history are based on its status as a public movement that operates on the principle of volunteering and the trust it places on its volunteers. The greatest power of the Foundation in the operations it conducts is its nation-wide reach of activities. Today we have volunteers, Provincial and District Representatives, and TEMA Youth that generate life in 80 provinces, 200 districts, 25 quarters, villages, and towns, and 67 universities. Including our 372 volunteers with representative capacity and other volunteers who take part in local activities, the Foundation has some 477,000 volunteers supporting its activities. As the result of on-site volunteer recruitment, our Foundation earns about 30 thousand new volunteers each year. Volunteer structure of the Foundation allows participation of volunteers of all ages and all professions. TEMA Minors, TEMA Kids, TEMA Youth High School and University organizations, and TEMA Graduates engage in frequent activities with our Provincial and District Representatives.

By taking active role in solving environmental problems during their volunteering experience, volunteers protect our natural assets throughout the country by taking an active role in solving environmental problems. Volunteers state that they find inner peace and tranquillity by carrying out their social responsibilities through the diversity of different perspectives.

The basic foundation of TEMA organization and volunteering activities is to create a public organization that will enhance the local capacity for the purpose of protecting our natural assets,

particularly the soil, spread our activities to all segments of society; and create a sustainable volunteering model by earning new volunteers, particularly the youth.

We need a growing number of volunteers for our struggle across the country. If you are concerned with the problems of the environment you live in, you can be a TEMA volunteer by visiting the website www.tema.org.tr/gonullumuzolun.



Human Rights Struggle and Volunteering in Turkey Hatice Kapusuz Kütküt, Civil Society Development Centre

Civil Society Development Centre (STGM) is a capacity building CSO which provides civil society organizations technical support. STGM is based in Ankara and has 4 local support centres in Adana, Izmir, Eskişehir and Diyarbakir. The principal function of STGM is to provide free services and support to civil organizations needing to enhance their capacities. The target groups of STGM are local CSOs active in the fields of gender, children, youth, human rights, disabled, environment, art and culture and cultural rights. Volunteerism is an important component of the capacity of CSOs. That's why STGM strengthens and supports CSOs on volunteering and volunteer management; to do so STGM produces documents, guides and training modules.

Last century established itself in the history as a time that witnessed the same intensity of human violations albeit in a new disguise. This legacy is left to the 21st century. War crimes, poverty, child abuse, discrimination, racism, human trafficking, and forced migrations are only a few among problematic issues that persist.

Violations that people are exposed to around the world continue to bring out many topics and subjects for human rights volunteers and activists to fight, change, transform or improve. As is the case in many parts of the world, human rights volunteers and activists work and

struggle for the ideal of a dignified life, a better society, a democratic order also in Turkey.

Distinct Layered Structure of Turkey in Human Rights Struggle

Undoubtedly, human rights struggle has an argument from universality that respects differences among people. However, struggle shapes under the distinct conditions of every country. It is necessary to take into account the path that is paved by the political, social, cultural, and economic structure of Turkey to human rights violations and discrimination both for the state and for society, because this area of intersection makes up the ground where human rights struggle and activism are shaped.

Turkey is made up of citizens with different languages, cultures, and religions. It has a strong patriarchal structure, and it incorporates traditional with the modern, embodying the tensions and institutions of processes such as capitalism and feudalism. This leads to multilayered and intertwined human rights problems.⁴⁷ Likewise, human rights violations and discrimination establish itself in both social relations and the relationship between the state and society. What makes this area more layered one in Turkey, is the process of democratisation the country is undergoing. The progression and institutions of democracy in Turkey was interrupted several times by military interventions which suspended democratic rights and freedoms. These processes were the times that brought about the most intensive violations of human rights.

These processes make the trivets of human rights struggle and activism and volunteering in Turkey. These areas with clustered and intertwined problems push human rights advocates to different types of struggle in Turkey. In this respect, we can define the activities of human rights

For instance, racial discrimination appears in clusters and in different ways depending on gender and socioeconomic conditions.

advocates by three types of activity and struggle. The first of them is the demand for democratisation. The second one includes advocacy for raising social awareness and social consciousness. The third one is the aids or support for victims of human rights violations.

Transformation of Human Rights Struggle in Historical Perspective

The concepts of volunteering and human rights correspond to a changing mode and method of struggle in Turkey. Historically, the 1980s is an important turning point for the rise of human rights struggle and its visibility in today's terms. The peculiarity of that period is that violations of human rights such as freedom of speech caused by military intervention and narrowing of the social state and the problems arising from the loss of social rights are nested in one another.

This period also points to the end of a time when self-organization was encouraged within the framework of a relatively democratic constitution and assurance of fundamental rights and freedoms through the constitution of 1961. Collapse of a still unripe social state in 1980 as observed in some parts of the world deeply affected people of many developing or underdeveloped countries like Turkey, because this process yielded negative results in terms of social rights in countries where the state restricted individual rights and freedoms frequently due to their democratic tradition.

Prohibitions imposed with the coup d'état of 12 September 1980 resulted in arrest and trial of many activists as well as making human rights struggle more difficult by closing down associations and labour unions. In addition to that, the coup and its aftermath also started the struggle against the violations directly caused by the coup. There were efforts for abolishment of torture, fair trials, freedom of press and freedom of expression.

The economic dimension of the transformation following the coup of September 12 included problems arising with narrowing of the social state. Problems such as the spread of poverty and lack of access to services such as education and healthcare created two kinds of domain regarding the struggle for human rights: Struggles for provision of social rights by the state, and advocacy for improving the conditions of the victims of problems arising from the lack of social rights. It is fair to say that the main target mass of these efforts includes the groups such as the poor and the disabled. The programmes and grant programs conducted in this domain by international organisations have inspired and directed this field.

Struggles for rights that were previously made by political structures and various associations underwent some changes by the end of the 1980s. Increasing violations and problems in such areas and restrictions on constitutional freedoms intensified the need for self-organization. The people organised at that period had a long to-do list before them. Fighting for monitoring and casting light on violations, improving the laws and amending them according to universal values are just a few of them.

In addition, the fact that different topics require different specialty and perspectives made it necessary for human rights advocates to fight for human rights in many different domains such as women's rights, LGBTI rights, children's rights, cultural rights, and social rights. In parallel with



the premises of human rights organisations such as Human Rights Association, Human Rights Foundation, Amnesty, woman organisations such as Purple Roof, and LGBTI organisations such as Kaos GL are among the first organisations established in response to this need.

Volunteers of first organisations assumed very basic functions such as generation of information, establishment of solidarity networks, access to new people in an atmosphere of restricted freedom of organisations and strong prejudices.

Activists working in these fields have managed to achieve gains in legal terms and to change the perception of society. As the discrimination and violations arising from existing laws and practices still require improvement in many fields today, volunteers and activists of human rights keep struggling and organising in specialising fields.

Another dimension of Human Rights struggle is universal values and international conventions formed in this respect. Turkey is party to conventions such as Universal Declaration of Human Rights (1948); International Covenant on Civil and Political Rights (1966); International Covenant on Economic, Social and Cultural Rights (1966); Convention on the Elimination of all Forms of Discrimination against Women (1979); Convention on the Rights of the Child (1989); Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (1984); International Convention on the Elimination of All Forms of Racial Discrimination (1965); Convention relating to the Status of Refugees and its related Protocol (1951 and 1967).

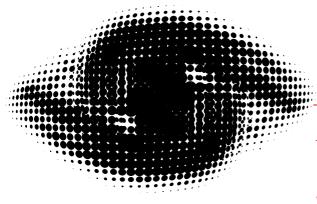
These international conventions signed by Turkey constitute a basis for the volunteers putting effort in this field. However, the reluctance or selectiveness of state institutions to follow these conventions makes it difficult to count these conventions granting advanced rights in their fields as gains. Practice of conventions is certainly one of the domains of struggle for the advocates of human rights. Many shadow reports on violations of rights and practice of conventions are prepared and shared by human rights organisations. Undoubtedly the EU harmonisation period proved effective in practice of the conventions and human rights to the end of the 1990s; however the Kurdish problem and the state of emergency was in contradiction with the partial improvement of the 1990s. This topic is still one of the fields with intensive struggle for human rights and search for the truth in Turkey.

In addition to working fields mentioned above, probably the most important field we need to mention here is the efforts intended for social perceptions. As discriminative practices have spread to daily life and established themselves in social perception and mind-set, many activists and organisations engaged in activities in this field. Efforts oriented to students and the youth, training activities intended for various professional groups, awareness campaigns, and gathering activities aiming to enhance interaction among different groups are only a few of these activities conducted by activists.

In Turkey, prevention of torture, legal changes regarding violence against women, visibility of LGBTI individuals, an enactment of prohibition on discrimination even partially, improvement of laws on social gender equality, establishment of accessibility were achieved by the struggle of human rights volunteers and activists. Considering that the police force chanted the slogan

"Down with Human Rights!" at a demonstration in 1992, it is possible to see the distance covered by human rights activists more clearly.

In conclusion, with its distinct social structure and instable democratic history, Turkey is still the stage of many human rights violations. This situation itself establishes the importance of volunteering for enforcement and protection of human rights. This structural state attracts people to the search for the truth and human rights struggle. With the progression and gains of these efforts, many valuable human rights activists continue to struggle, create discourse and share ideas in this field.



NEW TRENDS AND TECHNOLOGIES ENABLING VOLUNTEERING

Making a Difference by Volunteering and Social Innovation Suat Özçağdaş, Centre for Social Innovation

Centre for Social Innovation (CSI Turkey) is a social enterprise established in September 2011 in Istanbul. CSI Turkey is founded by a group of academics and civil society specialists to carry out social innovation work within the areas of social entrepreneurship, corporate social responsibility and volunteerism, capacity building for civil society and corporate development and to carry out social research and publications. CSI Turkey, as the very first centre for social innovation activities in Turkey, currently runs projects with several NGOs, universities, private, public and social enterprises. CSI Turkey, with the understanding of volunteerism

CSI Turkey, with the understanding of volunteerism as an important concept of the social innovation field, implements a Disaster Volunteer Project with Turkish Red Crescent Society. Project for Social Responsibility and Social Entrepreneurship with Community Volunteers Foundation (TOG) and 5 Universities, Re-establishment and Volunteer System-project with Hope Foundation for Children with Cancer (KAÇUV), Civil Society Capacity Building-project with Middle Black Sea Development Agency (OKA) for local NGOs in 4 cities in its region, and Corporate Volunteers Program with OPET and participates in the National Volunteering Committee to develop volunteerism in Turkey

In the most general sense, Social Innovation is the activity of solving social problems through innovative methods. As a relatively recent topic in Turkey despite being studied around the world for a long time, we can define social innovation as the process of solving economic, social, political, cultural, and ecological problems by innovative institutions, processes, policies, and practices. Creating a new product, service or a programme; presenting a new strategy or approach for providing a programme or a service; opening up a new space for meeting the needs of a previously neglected group; or the activity of developing or communicating a new idea, organisation, labour source, organisational structure, process, policy, or a resource may be the methods through which innovative processes can be employed.

Social innovation has recently become a general concept that brings together the persons and institutions working on the solution of social

problems. Individual social entrepreneurs, groups of a few members, social communities with a common goal, or various organisations can apply social innovation. Recently, we have been going through a period when the individuals and organisations that contribute to the solution of social problems are started to be called social innovators. Having been described under the name of civil-society and social entrepreneurship in the past, social actors are described as social innovators today. Moreover, public and private sector organisations also operate in the field of social innovation, and make significant contribution to the solution of social problems today.

Non-Governmental Organisations and Volunteers

Non-Governmental Organisations are still the most prominent actors of social solution-developing process. They step in as a prominent public actor in health, employment, environment, poverty, and many other fields, and contribute to development of new policies and regulations. With the new methods of advocacy, and generating resources, they accomplish many projects and campaigns. In Turkey, they contributed to changing public policies by campaigns such as "7 Is Too Late" and "How Many Centimetres Is Yours?" and improving practices by organisations such as "Good Examples in Education". NGOs and volunteers continue to make a contribution to the solution of social problems with increasing power and energy.

Volunteering is a practice that is subject to intensive discussions on almost every aspect of it such as its definition, effect, outcomes, ways of practice, and even basic statistical data. However, there is also an almost universal claim that volunteering is of crucial importance for



the individual, society, and our planet.

Doubtlessly, volunteering is not a new concept, and it is possible to find examples of volunteering by individuals and organisations throughout history. Like all social concepts, volunteering has the characteristic of developing, expanding, spreading, and activating by discussion and it keeps developing, transforming, assuming new forms and functions. In addition, it is not only a domain which is discussed conceptually but it also has a practical aspect that keeps developing and diversifying every day. Moreover, this practical aspect is almost always more prioritised and, more in sight and more determining.

When we talk about volunteering, it is impossible to separate transformation and innovation from one another. Although we encounter different models, practices, organisations, and rules of volunteering, almost all of them are in constant transformation. We are in a difficult time in which social problems have become more complicated, solution processes require more integrated approaches, and different actors are expected to deliver approaches that integrate multiple disciplines as well as a stakeholder relationship that include collaboration, interaction, and coordination. For all these reasons, volunteering requires new approaches, solutions, and experiences as well.

It is compulsory for non-governmental organisations, which have been the primary element of volunteerism, to analyse this process well and transform accordingly. Both volunteering and volunteers have entered a new era. Volunteers who considered, defined, and called themselves usually a member of an organisation or a volunteer of one, are today in a different stakeholder relationship with the institutions they support. The relationship of belonging is turning into a stakeholder relationship at a fast pace. Today volunteers feel themselves at the point of "I am volunteering for the solution of this and that, and I cooperate with this NGO or that", which means volunteering is not only an element of solution process anymore but a stakeholder with respect to it.

For this very reason, volunteers' belonging is proportional to the tendency of organisations to do the right things and always include volunteers in all aspects of their work and decision making processes. Organizations that see the volunteers solely as supportive elements and which are excessively hierarchical are not favoured by new volunteers. Volunteers would like to solve social problems by knowledge, labour, experience, pleasure, and sharing. This is something new for NGOs. The approaches that consider volunteers as free labour of a completely predetermined solution practice are confined to wane in terms of volunteering.

Many non-governmental organisations in our country apply a similar practice. The organisations that do not consider opinions of volunteers about the activity they engage in, fail to make the stakeholder analysis and relationship correctly towards the part of society it serves, instrumentalise the role of the volunteer - and even sometimes - the beneficiaries who are provided with service, focus on reporting and communication of the service rather than providing it. Any NGO that sacrifices the target audience and working focus - hence the proposition of solution - to the dictates of funding mechanisms will not have a long life in the mind or in the heart of volunteers. It is high time NGOs considered volunteering and volunteers alone

of the fundamental elements of their own sustainability. Customer satisfaction parameter which applied to companies yesterday appear as volunteer satisfaction and loyalty for non-governmental organisations today, and volunteers speak out this principle: I will not take part in the solution process I do not actively participate in creating.

Another important development regarding the volunteers is their evolution into a multiorganisational status. In the past, volunteers would generally offer services under a single organisation and develop a sense of belonging to that organisation, today they define their belonging on the basis of their activism towards the social problem they try to solve and the stakeholder relationship with the organisations they work together in this process. This is a difficulty that is not easy to internalise for non-governmental organisations that expect an absolute understanding and sense of belonging (sometimes even obedience and loyalty). Today volunteers are navigators among organisations, a social observer-assessor with an identity of citizen correspondent. They come, they contribute, they observe, and they share with others, interact with the organisation, its volunteers, and beneficiaries; and communicate the practice and experience to other people and organisations. In sum, working with volunteers requires more and more skill, organisation, horizon, and strategy on behalf of NGOs.

Volunteers who play an increasing role in solutions to social problems make an important part of today's societies due to their function and different roles they play. Volunteers embrace as a lifestyle the volunteering processes they consider the practice of a responsible citizenship, and they ignore the institutions they think that do not contribute to the solution of the problem they place importance and put an effort into. Often, volunteers are more critical towards NGOs who do not seem to provide solutions than what they generally are towards public and private sector organizations. In volunteers' perception, public institutions may ignore a social problem to some extent, private sector may keep ignoring it because of its profit-oriented nature, and the NGOs that operate in a different field and are not related to the topic may not put any effort other than awareness. When a non-governmental organisation claims to be part of the solution but is not perceived/experienced as such by the volunteers... they even consider this an act of betrayal to their cause or an abuse in the most euphemistical sense. For this reason, the relationship between NGOs and their volunteers is of critical importance.

The most fundamental element that defines the relationship between the volunteers and the organisation is the procedures of working with the volunteers, in other words, volunteer management. In Turkey, many non-governmental organisations do not operate on the basis of a volunteering process that consists of a participatory governance model with carefully identified stages and practices. Volunteer work is generally considered a kind of labour does not require skills and a need for which may arise instantaneously which naturally results in the fact that volunteers do not need to be included in workflow processes and decision-making mechanisms. From the perspective of the volunteers, the practice of volunteering they experience is not a process that they can put in their own knowledge, skills, relationships, and resources. On the contrary, they are boring and ordinary activities that can be done by anyone and that do not require any distinguishing skills for performance. Therefore, their experience corresponds to a process that is not crucial. The harm of this approach is twofold: First, volunteers that are willing and enthusiastic to see volunteering processes as meaningful set of activities are lost.



Second, those who are new to volunteering processes and do not hold an in-depth view of volunteering think that what they experience is actually a volunteering activity, and they develop an idea of volunteering as an activity that is not so meaningful. This does not help in spreading volunteering.

Another problem caused by the deficiencies in working processes with volunteers is transformation of volunteers into people of leisure whose schedule is not determined. The negative side of this is the danger of turning into a social club where only people with spare time meet up. Loss of the synergy that should arise from the collaboration of people with different social backgrounds and characteristics is the next stage of this process. The end result is the condition of aridity that arises from the gathering of similar individuals, and therefore, being limited to their immediate surroundings, and failure to contribute to the presence of different individuals from outside. This is not healthy for complex social structures of today. For this reason, NGOs have to act urgently to contemplate the diversity of the volunteer structures of NGOs. Particularly, diversification of volunteer mobilization, use of social networks which bring together those who are different and far from one another into an intensive contact, promotion of volunteers to institutional representative/delegate by enhancing their participation in the process, reinterpretation of volunteering processes, and creation of a volunteer-friendly working atmosphere stand out as compulsory steps in short and medium term.

The subject of volunteer rights is another problematic domain in our country. The fate of volunteers in an organisation is frequently in the hands of one person or a few people. Volunteers are unfortunately alone in a series of topics and circumstances such as receiving the necessary training and orientation for the activities they will engage in; being equipped with necessary materials and tools suitable for the activities they will engage in; being supported for all processes regarding other institutions they will work with and beneficiaries they will serve; being subject to a fair evaluation procedure in case of problems in volunteer-volunteer, volunteer-personnel, and volunteer-beneficiary relationships; or being referred to for the unruly and non-standard attitudes of the personnel that works with volunteers. In some cases, they are negatively affected by the process through negative decisions, and even cannot volunteer under the relevant organisation. Establishment of an ombudsman mechanism should be considered to ensure that the organisations working with volunteers evaluate such circumstances in a more objective manner.

A right-based legal framework for volunteering is one of the topics discussed by the relevant circles for a long time. A unifying and restricting legal ground regarding how and where to conduct volunteering is what we need the least. However, an encouraging and comprehensive right-based legal framework that will contribute to enhancement of volunteering, define the rights of volunteers in minimum level, and serve as a roadmap for the organisations that work with volunteers is an issue that needs consideration. It is also a necessity in certain respects. Obstacles to volunteering by the public personnel, the relationship between volunteers and the organisation they volunteer for, the uncertainties regarding their rights and responsibilities, inadequacies regarding their health and safety, developments and requirements in the field of employee volunteering, subjects related to volunteering of students within the scope of their courses, documentation of volunteering activities in favour of volunteers, uncertainties on the

legal aspect of the investments and supports regarding volunteering and spread of volunteering, the problems experienced by volunteer organisations in their relationship with public institutions such as the Treasury and the Ministry of the Interior can be considered among the subtopics forming the basis of such a legal framework.

New Developments in Volunteering

As is the case in the whole world, people in Turkey take part in volunteering activities for very different reasons, and contribute to solution of social problems they believe that exist. The number of citizens who volunteer in many different domains such as women, children, youth, old age, disasters, ecology, poverty, etc. is growing each day. Turkey is unfortunately one of the lowest ranking countries when it comes to volunteering. According to the studies, only a small portion of society is engaged in volunteering. Notwithstanding, it is fair to say that volunteering is developing and spreading in Turkey, because in addition the organisations which conduct successful volunteering activities, public institutions' and the private sector's interest in volunteering continues to increase.

The special relationship between non-governmental organisations and volunteers is increasingly developing - in spite of all challenges and developments - as the result of its great potential. NGOs are still organisations where volunteering is usually conducted. However, it is not possible to say that NGOs are still the only domain of volunteering. Volunteering activities, the first examples of which were seen in various public services such as schools, hospitals, fire-fighting and disaster services, are built by public institutions in a new manner. Private sector contributes to solution of social problems by combining their financial resources with their human resources, information, technology, products and services, and takes its place as a social actor in solution of social problems through the volunteer activities performed by its employees. Social initiatives which aim to solve social problems by structures focusing on initiatives and which use an economic model also make an important use of the contribution of volunteering by its purposes and nature.

In addition to those conducted under an organisation, the examples of individuals engaging in volunteering activities that are not related to an organisation and based on individual efforts and projects are on the increase. This citizen contribution often develops in response to a significant social challenge, such as natural disasters, is spreading through individual and group initiatives today. Social media's quality of being a widespread and common platform that provides individuals with the opportunity to meet masses quickly and effectively brings it along a fundamental element of a set of volunteer activities, particularly opportunities for advocacy. Especially with the contribution of smartphones and other means of communication, individuals organise quickly in the cyberspace and find support for their cause without the need for establishing an organisation in its classical sense. Also known as online volunteering, this new model of volunteering does not only ensure performing advocacy but also provides support to locations that are difficult to access due to location. Technology-based applications developed by companies such as Ushahidi contributes to mapping of victims according to several criteria such as their location, time, requirements, urgency and their benefiting from the aids as soon as possible after a disaster. Such applications which were used successfully with obvious social



benefits after the earthquake in Haiti serve as an important example for showing the collective contribution of individual volunteers by conventional means such as common use of SMS, volunteer mapping and radio.

Online volunteering and social media provide individuals with a totally new series of opportunities almost without limits. Individuals make use of online volunteering opportunities or create such opportunities for others for activities such as identifying a fault in its place and sharing it with masses, making a certain social problem visible and perceivable, sharing new knowledge information and methods with those in need, offering support for those who need their special knowledge without meeting up physically. Social media is the fundamental instrument of civil journalism which is a prominent component of civil movements observed lately in many parts of the world – including Turkey. A similar process was experienced in Turkey during the Gezi protests when the ignoring attitude of the mainstream media towards the protests was overcome by sharing the events instantly with the world through social media networks such as Facebook and Twitter. Despite being called 'clicktivism' and put under criticism sometimes, online volunteering has an undeniable potential of social transformation.

Online volunteering is turning into a means of volunteering in all areas in addition to advocacy and disasters. A person who is days and hours away from the country and region where a project is carried out can be a part of the solution. Different online volunteering activities such as voluntary delivery of specialisation that is not common and/or requires high prices, direct procurement of services that do not require physical contact but serve as an important element for social projects and institutions, i.e. translation, data input, and communication activities are carried out, and social actors who engage in social activities, particularly the small-scale organisations, make use of such volunteer contributions. Considering limited financial resources of NGOs in our country, it is apparent that many fields of specialisation and skills are not possible – sometimes even necessary – to employ under the organisations, and that these skills should be included in the activities of organisations through online volunteers.

For centuries, crowdsourcing practices are among the examples of creating collective solutions for different kinds of social problems. This concept, which can be defined by solving a problem by a process of collective effort of masses that are called to duty, increases its impact and prevalence through the Internet and information technologies. By crowdsourcing, the actors who carry out activities for solution of social problems bring together the people, organisations, and offers of solution which would not be together under normal conditions. Growing number of crowdsourcing applications such as Wikipedia and Innocentive stand out as effective initiatives of volunteering.

Ecological, economic, and social status of our world make localisation and local solidarity more important for the individuals seeking an alternative life and economic system. They appear to be an important option for domains such as neighbourhood organisation and volunteering, enhancement of local capacity and networks, disaster preparation and intervention, struggle with poverty, protection of the environment, resolution of disputes. At this point of global economic system, volunteer movements that aim to enhance gift economy and rule out money's status as the sole medium of exchange, and new institutions and organisations

such as time banking (Zumbara.com) are being established. All these individual initiatives and volunteering networks may contribute to solutions of seemingly insoluble social problems, recovery of organisations operating in the relevant field, or total transformation of a country. These individual contributions are not limited to their immediate locality but inspire local works around the world. Volunteers who cover great distances establish solidarity networks with the people of other regions/countries to share necessary labour and resources. Particularly, the development of the ecological movement and acceleration of the search for alternative life and agriculture spreads volunteer travel. Observed in areas such as education for a long time, such volunteering activities are developing in different areas, growing in number and establishing new relationships between the local people and volunteers.

Schools, Universities and Public Institutions as Volunteering Actors

Particularly the schools where the young generations can experience volunteering are critical for promoting volunteering in society. The Regulation for Supporting Social Activities introduced to elementary schools during the change of curriculum by the Ministry of National Education provides opportunities for children to cooperate with non-governmental organisations and to develop social projects for the benefit of society; however this practise is not carried out as efficiently as it was intended to. Teachers' using those hours to make up for other courses, failure of administrators to provide the necessary infrastructure, as well as difficulties related to the lack of suitable NGOs in some provinces, negative view of NGOs make it difficult for students to make use of this opportunity to improve their volunteering practices. It will not be easy for children who do not engage in volunteerism to develop this awareness and routine at later ages. Considering that a significant part of the population in Turkey is young, it is very important to conduct volunteer activities in schools.

Both with the scientific information and with the educated human resources they have, universities hold the potential of solving many social problems. In recent years, universities conduct more volunteerism, and have become increasingly more of a social actor through the projects and courses on volunteering they offer to students. Some universities establish offices under the name of Social Sensitivity Project Offices, which contribute to student volunteering, and aim to diversify the volunteering opportunities available to students through communities and councils. Although these efforts still have some problems related to quality and quantity, these recent developments in universities are positive. However, it is evident that universities need new institutional structures and perspectives to engage in more integrated and planned social activities. Lack of Social Innovation Practice and Research Centres to coordinate the innovation works in the universities of our country is one of the fundamental shortcomings. Establishment of such centres which have the potential of bringing together the academic units, fields of science, and different actors of the university, which are conventionally distant to one another, makes an important agenda for the upcoming period.

Recently, application of projects by some public institutions, primarily the ministries and local governments, for conducting volunteer activities can be considered a positive development. Public institutions hold a significant strength with their political and economic power, and their integration to society through volunteering will certainly lead to positive outcomes. However,



Corporate Volunteering Programmes and the Private Sector's Potential

of political propaganda.

Through its corporate volunteering activities, the private sector is turning into a significant actor that contributes to solving social challenges. Today, more than 90 per cent of the Fortune 500 companies state that they have a corporate volunteering programme and a donation programme. The number of companies that use the factors such as their human resource, information, technology, relationship network, economic and political power, product and service capacity for creating solutions to social problems is growing every day. In addition, corporate volunteering activities should be handled with a new perspective. Short-term and communication-oriented volunteering are the first things that come to mind when it comes to CSR and Corporate Volunteering in Turkey. However, we are now experiencing a new era in volunteering. In order to conduct employee volunteering in a more qualified and regular way, companies sometimes establish Volunteering Programs either under HR and Corporate Communication departments or independent of both of them. Some companies even encourage their customers to engage in volunteer activities in addition to their employees. A company that both changed the sector's conduct and made an important contribution to our country in terms of hygiene with the "Clean Toilet" campaign it has initiated, OPET has some 7,000 supporters made up of volunteer customers. The company engages in volunteering projects with its employees and volunteers, and develops projects in different domains. Many companies, primarily the multinational ones, set up corporate volunteering programs, standardising the activities related to employee volunteering, and making them more effective. Volunteering Programs of Boyner Holding, Citibank, Bilim Pharmaceuticals and Koc Holding can be listed among these. Private Sector Volunteers Association organises joint programmes with its member companies to increase the volunteering activities of the sector, hence makes a contribution of knowledge, experience and practice to participating companies.

volunteer works which might as well be perceived as a kind of state service and used as a means

Corporate Volunteering has an important potential only when it is conducted in a structured manner, in collaboration with public institutions and NGOs, and as a well-planned and long-term activity. Today it is very important for companies to be sensitive to the problems of their society, to be seen and to show themselves as active social stakeholders for the solutions of such problems. In the near future, the efforts of companies to become good corporate citizens will become more common, and a versatile restructuring extending from the supply chain to manufacturing, stakeholder relationship as well as employees and customers in addition to the services and products they present, will become prominent within the scope of corporate sustainability strategies. It seems inevitable for this process, to spread across to the whole private sector.

A good Corporate Volunteering Programme creates time and resource for the employees to

allow them make direct contributions to the solution of the social problems which the personnel considers important as an individual; enhances personal satisfaction and corporate sense of belonging; and encourages the employees to make contributions and suggestions to other corporate processes beyond the individual field of operation. For corporate itself, it contributes to improvement of corporate work efficiency with the synergy that a personnel structure with higher corporate sense of belonging creates; reduces possible waste of resources by encouraging the personnel to internalise business processes better; contributes to more sensitive development of products and services provided by the company, hence having a positive impact on perception of the company as one that is beneficial to society. For communities, it facilitates utilisation of professionalism, technology, human, knowledge, and financial resources of the private sector in creating solutions to social problems; contributes to development of pioneering programmes that will inspire other service providers through the qualities of the private sector such as innovation, dynamism, tendency to take risks; and paves the way to increasing the sensitivity of the private sector to social issues and to operation of the private sector with a different perspective that is based on sustainability in business development, investment, implementation, and innovation. For environment, it contributes to tackling climate change and environmental problems faced by the planet and to suggestions of global solutions and establishment of solidarity networks for the solution of global problems; and makes contributions to establishment of a sustainable and good life.

Corporate Volunteering Programmes are important in terms of the process they will carry to a different point rather than the outcomes they will present as well as companies' CSR Projects which they are closely related to. With a planned, positive and measurable process, companies can contribute to a creation of a more environment-friendly and social-oriented products and services in their own field of business; the positive social process, feeding on corporate volunteering programmes, will increase the personnel's sense of belonging, thus making employees happier and providing longer-term employees with higher job satisfaction; the experienced personnel with higher sense of belonging and happiness will tend to participate in corporate processes more by sharing their individual creativity. The company will benefit from the creative energy of the personnel at every level of organisation within the company as well as from the synergy arising from producing together; this synergy and innovative perspective will contribute to the corporate sustainability, reduce financial and environmental costs, and enhance work efficiency; innovative methods and practices will reflect to business processes more quickly and the company will turn into a socially innovative one; all these processes will contribute to the company's status as one that is more sensitive to social problems, more reputable, hence more favoured within society; sales and profit targets will increase due to this reputation; and such a positive perception will contribute to selection of the company by more skilled, energetic, talented young generations.

Once and for All

Volunteers who play an increasing role in creating solutions to social, cultural, ecological, and economic problems are an important part of today's societies. Volunteering which can also be seen as the practice of an actively responsible concept of citizenship also bears a quality that volunteers assume as a lifestyle most of the time.



As is the case in the whole world, people in Turkey take part in volunteering activities for very different reasons, and contribute to solutions to social problems they believe that exist. The number of citizens who volunteer in many different domains such as women, children, youth, old age, disasters, ecology, and poverty is growing each day. Turkey is unfortunately one of the lowest ranking countries when it comes to volunteering. According to the studies, only a small portion of society is engaged in volunteering. Notwithstanding, it is fair to say that volunteering is developing and spreading in Turkey, because in addition the organisations which conduct successful volunteering activities, public institutions' and the private sector's interest in volunteering continues to increase.

Volunteering and social innovation has an unprecedented potential for solving social problems. What we must do is to develop the domain of volunteering with an integrated perspective. Societies have an unlimited change and transformation potential. It is only up to us to make the right conditions.

Social Media and Technology at the Disposal of Volunteers Dr. Uygar Özesmi, Eastern Europe West Asia, Change.org

Big or small, important or less important, there are many things that need to be changed. And people need power to be able to raise their voice. Change org is the world's largest petition platform, empowering people everywhere to create the change they want to see. There are more than 40 million Change.org users in 196 countries, and every day people use the tools to transform their communities – locally, nationally and globally. Whether it's a mother fighting bullying in her daughter's school, customers pressing banks to drop unfair fees, or citizens holding corrupt officials to account, thousands of campaigns started by people like you have won on Change.org – and more are winning every week.

Change.org Turkey has been empowering people in Turkey since September 2012 and reached almost 1,000,000 users. Change.org relies on partnerships and volunteering to achieve its goals. Change.org Turkey has five volunteers who help the staff with many roles and skills such as editorial, design, data mining, HTML and communications. Change.org volunteers feel that they are a part of the team and are involved in meetings, workshops and presentations.

More than half of society believes that the Internet is the greatest and most important invention of all times. Therefore, the Internet as a form of technology affects and transforms volunteering without any doubt. What was more difficult and slower yesterday, is easier and faster, and sometimes even instant today.

It might be necessary to remind that the Internet is an infrastructure on which many instruments run. These instruments that contribute to volunteering are made possible by the Internet. The first and foremost of these instruments was the e-mail service that became common in the early 1990s, making faster communication possible. E-mail has not only accelerated coordination among volunteers but it has also paved the way for acting simultaneously on a wider scale.

Another instrument that came up in this period is the "hypertext" that came to be known as Internet sites or websites: interlinked pages accessible to anyone with a browser. Thanks to these instruments, we are able to share information openly. However, the real revolution came about through integration of these websites with databases, which enabled people to form networks by sharing their contact information via these websites.

Today the volunteer application form of every NGO working with volunteers is available on their website. In the 2000s it became possible to collect any information as well as the communication details shared by the users on different web pages and on a single database called SQL. For example, in 2001 I built www.kusbank.org, the first citizen science project of Turkey that collects bird watching data with the contributions of bird watchers. Established in cooperation with Erciyes University and Nature Association, Kuşbank contributed to publication of many reports and scientific papers for protection of birds through the data entered by volunteer birdwatchers for 13 years. It even featured on New York Times this year for its contributions in the field. What made all this possible was the entry of data in this database by about 3,000 volunteers. In other words, "crowd sourcing" or voluntary contributions of the public brought about a very important social and ecological benefit. As such, volunteer birdwatchers both inspired each other and transformed their individual activities into a collective benefit. Therefore database webpages broke new grounds in volunteering. Many examples can be given about this issue. The Online Library for the Visually Impaired at Bosphorus University is a case in point and it provides the visually impaired with information sources through voluntary readers. (www.getem.boun.edu.tr/gonullu.asp). A huge audio library established with the participation of volunteers is growing day by day.

Another revolution came about when database web pages evolved into social networks



towards the end of the 2000s. Statistical mechanics and network theories that made strides in universities in the 1990s were brought to life in practice on the internet. "6 degrees of separation" in society revealed itself on Facebook, Friendfeed and Twitter. The most important feature of social networks is interaction among members. People come together to form a group and to engage in sharing based on common areas of interest, ideas and objectives. Social networks, although related to social media, constitute a separate medium. Social media means carrying information to a large audience and sharing it with them through weblogs and social networks. It differs from traditional media such as printed media, radio and television, by allowing everybody with an opportunity to generate content and spread it. The only thing necessary is access to the Internet and membership to the relevant instruments. Volunteers and NGOs working with volunteers make efficient use of these instruments.

By carrying out projects, NGOs usually serve society, organize trainings, meet with authorities to lobby issues and attempt to influence public opinion by engaging in advocacy or campaigns. Volunteers play an active role in all of these initiatives. Organizations engage in online activities through Facebook and Twitter, in order to engage volunteers in all those activities and to keep them informed about them. For example today Greenpeace Mediterranean has 1,373,000 members and this organization can mobilize thousands of members at any moment online.

As well as social networks, online instruments enable volunteers to cooperate even when they are in different locations. Skype and Google Hangout are indispensable instruments for direct communication among volunteers. In addition, there are many joint working instruments under the direct infrastructure of Wiki, the simplest of which is perhaps Google Docs. Meetings are organized over Meetup, and Doodle is used to find a convenient time. Discussions are conducted over Podio. The new generation of volunteers use these instruments in interaction and integration with one another.

Social networks and social media enable volunteers as well as non-governmental organizations to start their own initiatives and organize on their own and to address social problems or to protect the environment. Maybe the most effective use of social networks and individual organization was witnessed during the Gezi Park protests. Hundreds of thousands of people came together to protect the trees in Gezi Park, to prevent Gezi Park from being transformed into a shopping mall and to raise their voices against police violence, which made hundreds of thousands of people walk to Gezi Park together. Having taken over the control of Gezi Park and Taksim Square, these people established a liberated zone where they provided security and cleaning services themselves outside state's mechanisms and even tended a small garden.

After the park was evacuated by the police, many of these people came together again in different parks of Istanbul by organizing themselves via social networks. In these forums they started an initiative to envisage a new future with processes in which they participated voluntarily. For example, in the spirit of demonstration, a chain of peace formed along Bosphorus with the participation of thousands of people on September 1, the International Day of Peace. Another important volunteer initiative was Advocacy for Northern Forests aimed to protect Northern forests in Istanbul; A petition launched on change.org collected over 20 thousand signatures in

an effort to make the demands for "forest instead of a bridge" heard across large segments of society.

Change.org is one of the online platforms where frequently individuals and non-governmental organizations take action. Having reached 1,000,000 users in Turkey in September 2013, this platform allows people to launch petition campaigns for any kind of change they wish for, no matter who they are and what their views are. On this platform, civil society organizations such as Transparency International Turkey, Architecture for All Organization, and Buğday Association for Supporting Ecological Living have launched petitions on different issues and gathered supporters. A famous mountaineer and an author Nasuh Mahruki launched a campaign on change.org on behalf of "Nature Law Watch Initiative" composed of 121 non-governmental organizations and collected over 70,000 signatures thus prevented the law from being put on the agenda in the Assembly. The volunteer group that came together under this petition is poised to get mobilized again in case of a negative development.

Non-governmental organizations and individuals therefore have the opportunity to use change. org platform for advocacy. The individuals mobilized for the nature and society create social benefit by spending an important amount of their time for such campaigns. According to the definition of UN,, those who are called volunteers help others and society, provide services, organize and participate in social processes, display active citizenship, engage in advocacy and conduct campaigns without seeking personal gain. Platforms such as Change.org also serve society by bringing together non-governmental organizations and individuals that wish to engage in advocacy activities.

With the recent surge in mobile applications and smart phones, we come across new initiatives in volunteering. Particularly with the increase in geolocation services provided through GSM and GPS networks, volunteers are able more efficiently to witness, to document and to report social and environmental crimes. The most striking ones of these practices in Turkey are perhaps Ötekilerin Postası and 140journos. These groups enable citizens to work like reporters through applications such as Twitter, Whatsapp, Ushahidi.

In the age of information that began with the Internet infrastructure and GSM networks, many services, ideas, and actions are determined and accepted in accordance with mass participation of volunteers. For all these reasons, it would not be an exaggeration to say that information age is the age of volunteers at the same time.



Zumbara: Sharing Time, not Money

Ayşegül Güzel, Zumbara

Zumbara believes a world where people can set their time free, use money as a sign of gratitude, live in a gift culture with the consciousness of unity, integrity, and abundance is possible. Zumbara contributes to this world by raising awareness through the culture of sharing, gift economy, opening up spaces where people meet their needs by sharing their gifts (knowledge, skills, experience, and time), and forming relationships based on trust and societies in solidarity:

Zumbara is an alternative economic model, a group where time is used instead of money and where people earn time in exchange for the services they provide to others. Zumbara is a time banking system. Time banking system works with 1=1 principle. For example, Ebru gives Fernando a tour around Istanbul for 2 hours. In return Fernando pays back to Ebru in

2 hours. With these two hours that Ebru has gained she spends one hour in receiving assistance from Seda for developing her own website and another hour from Ahmet for his assistance with moving her house.

Users of Zumbara are required to sign up on the dedicated website, tell about themselves and about the services they need and can give. They are able to search and to contact other persons to exchange services with him or her. After commonly agreeing on the details of an exchange, people begin to share and earn time. All the users create therefore communities and are connected through social networks.

Zumbara begun in Turkey October 2010 with a Internet platform called zumbara.com. The main purpose of the Zumbara system is to support individuals in creating public groups that are based on mutual relationship and trust, as well as to question our perception of money and time. In order to reach this aim it presents different tools to individuals and by trusting in the process of structures that can self-organize, it supports individuals taking incentive.

Zumbara is a group where people who are open to sharing and come together around a different value system and life style, and create practices of this new world together. Zumbara is guided by the idea of a world where people let time free, use money as an expression of gratitude, and where they live in a gift culture guided by the ideas of solidarity, integrity and wealth. It contributes to the world by raising awareness about the culture of sharing and gift economy, by using the Internet platform to create new areas and public groups that are based on trust and solidarity and where people share their gifts such as knowledge, skill, experience and time - and therefore meet each others' needs.

The time banking system that Zumbara is using is currently implemented in 36 countries around the world. In Turkey, Zumbara uses the web 2.0 application, social networking tools, the active participation of the group members in the design of these tools, and it is mainly used by the youth. At Zumbara.com weekly approximately 17,000 people share on average 150 hours. Thanks to local group starters at Izmir, Istanbul, Ankara, Adana, Eskişehir, Denizli, Boğaziçi University and Yeldeğirmeni neighborhood new Zumbara groups have been established. With a self-organization process Zumbara is spreading to different groups in Turkey.

One of the biggest challenges that Zumbara faces, is to create a financially self-sustainable system, hence reflecting the values of Zumbara itself. Finding people to do the programming of the website for no financial remuneration is difficult. Our solution to the problem is to use open source code, which allows interested programmers easily to participate in the process.

Volunteering, in essence, is a basic resource in Zumbara communities. Firstly, we emphasize the process of participation over being result oriented. Furthermore, we trust that people can self-organize themselves for issues deemed important to themselves. By coming together around shared interests and acting upon those, people feel part of their communities and groups. It is the social technology that connects people with shared common values and vision together, and facilitates people to share experiences and empowers them through acting together for the world they want to create.

Zumbara provides its members an opportunity to take initiative, feeling free and a chance to make a difference in lives of others. It facilitates taking action together as groups by contributing and sharing different skills and experiences.



