CEV Spring Volunteering Congress 2024

“Vote Volunteer Vision” VVV Seminar

16 May 2024
Trento, Italy

COMUNE DI TRENTO

CSV TRENTINO ETS

Centre for European Volunteering

Co-funded by the European Union

Trento Alza lo sguardo

Volunteering Equality Rights Action
VERA 2024

Project Number: 101140501
(Revealing European Values in Volunteering in Europe - REVIVE Project No. 101051131)

Trento 2024 European Volunteering Capital

con il sostegno di: FONDAZIONE CARITRO

AGENDA

14:30-17:30	**Welcoming words:** Franco Ianeselli - Mayor of Trento, Municipality of Trento Lejla Šehić Relić - CEV President **VIS Track:** Giulia Cutello - Project Manager, Fuori Centro Mattia Tosato - European Volunteering Capital Officer Kazuhiro Miyamoto - Practitioner in Residence, LESI/CFE/OECD Irene Ambrosi - Research Assistant, University of Trento Lejla Šehić Relić - President, CEV George Thomson - Vice President, CEV **ION Track:** Jacopo Sforzi - Senior Researcher, Euricse Mark Molenaar - Advocacy Manager, NOV (Online) Daniele Antonozzi - Board Member, CEV Benedetta Falleti - Project Director, Volies Association Maria Giovanna Sandrini - Brand and Corporate Communication Director, Aquafil
16:30-17:30	**Closing Plenary -** Tapiwa Kamuruko - Head of Volunteering Advisory Services section, UNV (Online) Andrzej Rybus-Tołłoczko - Vice-Director, National Freedom Institute CEntre For Civil Society, Poland

Franco Ianeselli

Mayor, Municipality of Trento

Lejla Šehić Relić

CEV President

Track:

Valuable Contribution
Importance of Empowerment
Societal Resources

Giulia Cutello

Project Manager, Fuori Centro

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Cultivate Change!

#FUORICENTRO

Community that educates!

FONDAZIONE TRENTINA PER IL VOLONTARIATO SOCIALE

CSV TRENTINO
NON PROFIT NETWORK

PROVINCIA AUTONOMA DI TRENTO

CON I BAMBINI

A project selected by Con i Bambini as part of Fondo per il contrasto della povertà educativa minorile

#FUORI CENTRO

Change is a process not an event!

FROM TERRITORY TO EDUCATING COMMUNITY

#FUORI CENTRO

CON I BAMBINI

PROJECT:

5 TERRITORIES

38 PARTNERS

7 ACTIONS

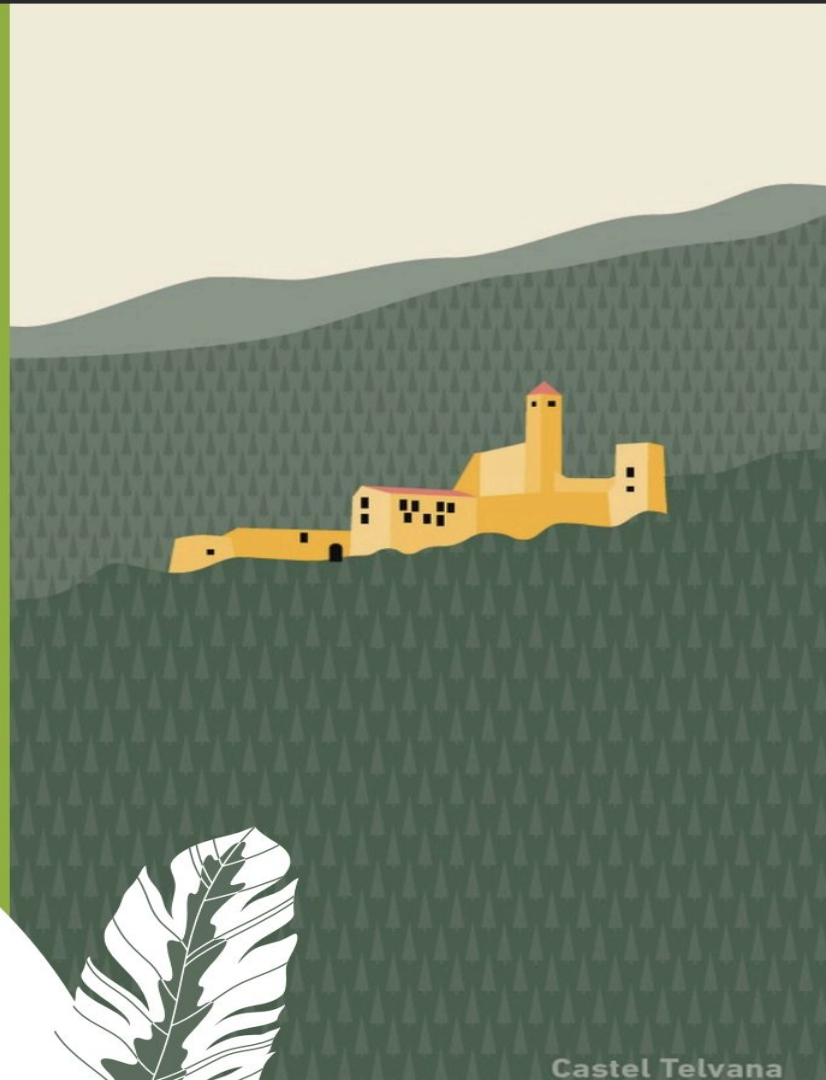
24 MONTHS

#FUORI CENTRO

CON I BAMBINI

“Looking at places means caring for them”

Franco Cassano, Il pensiero meridiano



#FUORI CENTRO

GOALS:

1) Consolidate and systematize skills, subjects, methods;

2) Developing social and psychological capital of younger people

#FUORI CENTRO

CON I BAMBINI

Educational innovation activities within the school

Extracurricular activities for parents and children

Training and process facilitation among territorial actors (institutions, third sector, school, productive world, the voluntary sector)

Thanks!

giulia.cutello@fuoricentrotn.it

#FUORICENTRO

FONDAZIONE TRENTINA PER IL VOLONTARIATO SOCIALE
CSV TRENTINO NON PROFIT NETWORK
PROVINCIA AUTONOMA DI TRENTO
UN PROGETTO CON I BAMBINI

Un progetto selezionato da Con i Bambini nell'ambito del Fondo per il contrasto della povertà educativa minorile

Mattia Tosato

European Volunteering Capital Officer

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Kazuhiro Miyamoto

Practitioner in Residence, LESI/CFE/OECD

TRENDS IN VOLUNTEERING: LESSONS FOR LOCAL DEVELOPMENT

Kazuhiro Miyamoto, Practitioner-in-Residence

Local Development Forum

OECD Centre for Entrepreneurship, SMEs, Regions and Cities (CFE)

@OECD_local www.linkedin.com/company/oecd-local www.oecd.org/cfe

OECD
BETTER POLICIES FOR BETTER LIVES

Project

- The Mayor of Nanao City and I

Volunteering is a powerful force in addressing challenges at the local level.

However, **volunteering has been steadily declining** over time with additional pressures on volunteers and on public services.

Rekindling volunteering may help complement public services to keeping individuals engaged also connected to their communities. and

urship,
SMEs,

Volunteering and the OECD

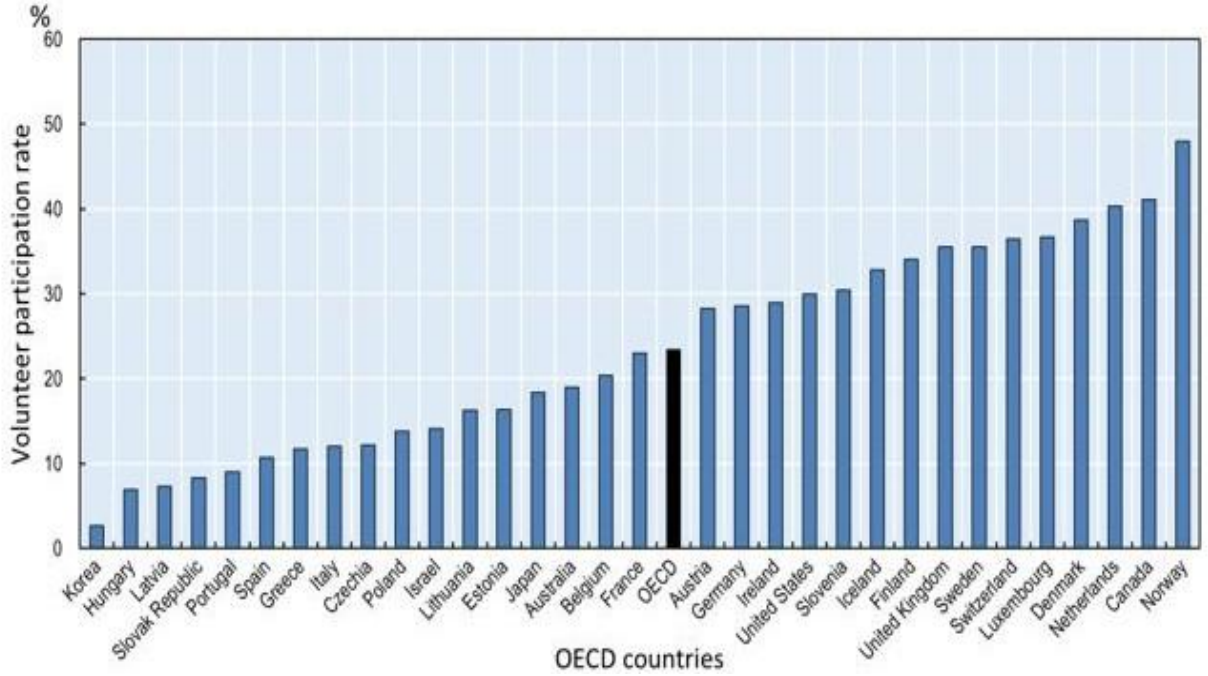
Economic value of time spent volunteering is **1.9% of the OECD GDP**

Globally…**informal volunteering is more common** than formal volunteering

OECD Countries:

Formal Volunteering within OECD Countries

Across OECD countries, **23% of the population formally volunteers** at least once a year.



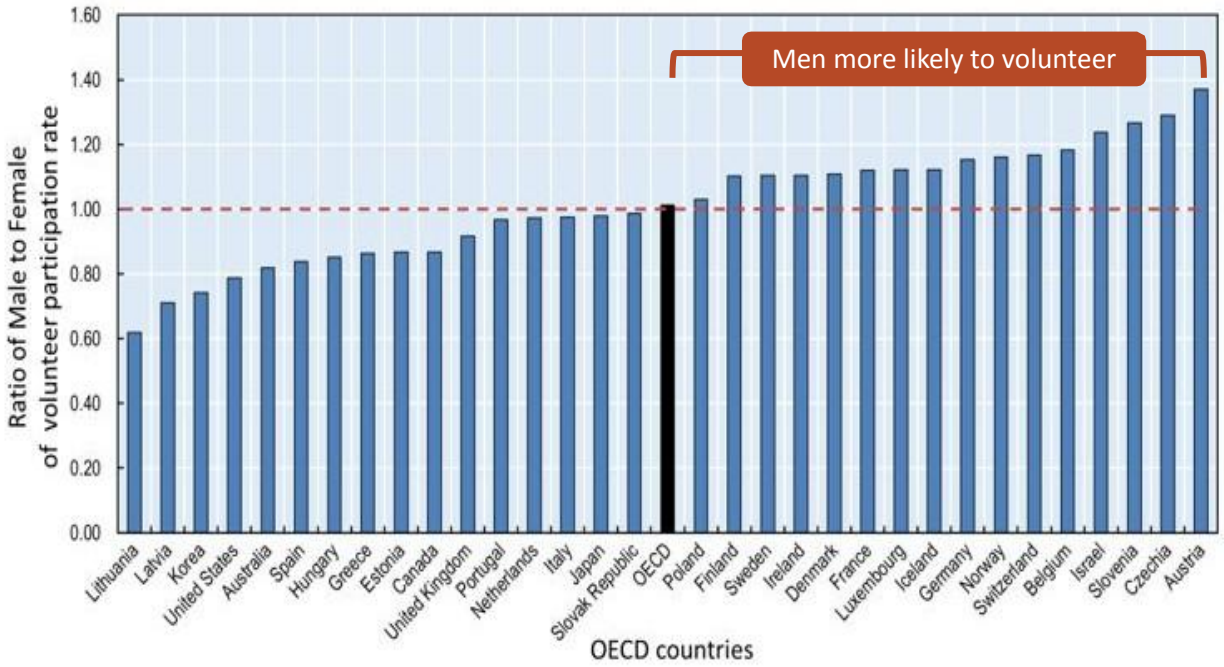
These differences across countries may be explained by:

- GDP per capita
- Levels of inequality
- Historical and cultural factors
- Religious traditions
- Different models of voluntary work

ership,
SMEs,

Gender and Volunteering

On average, men are slightly more likely to formally volunteer than women.



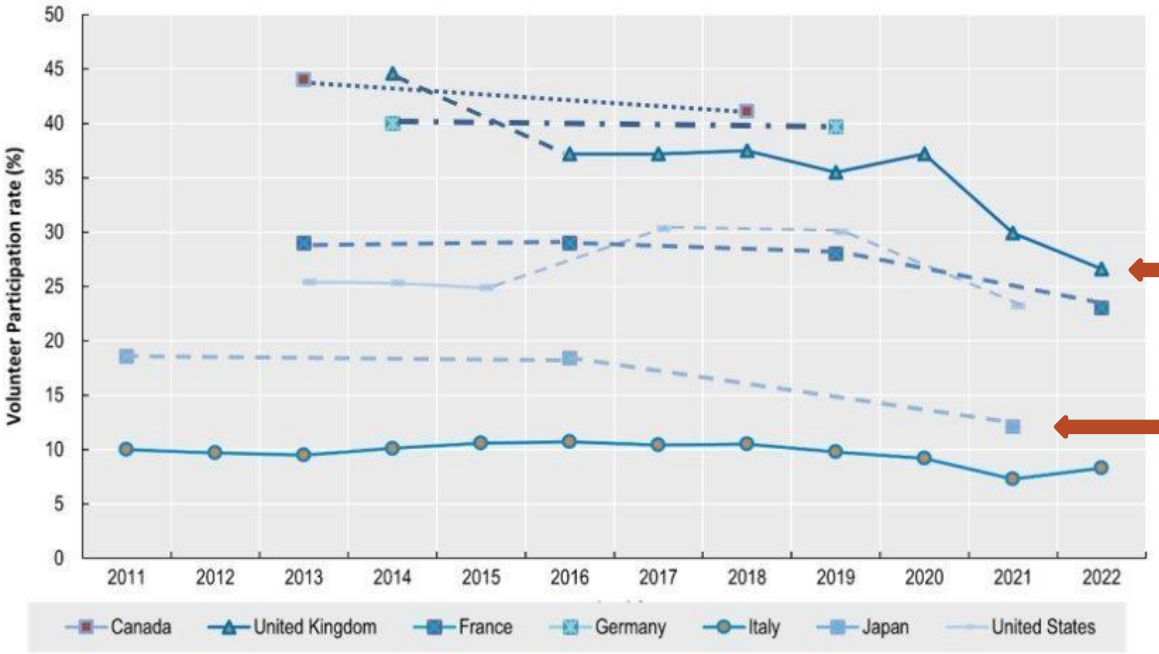
Volunteer sectors also tend to be **highly segregated by gender**.

	Popular sectors
Men	Sports or rescue services
Women	Health, social services, and education

ership,
SMEs,

Trend in G7 countries

The unique nature of **COVID-19 reinforced the downward trend in formal volunteering**, particularly in the UK and Japan



The UK

Japan

urship,
SMEs,

Outlooks on Volunteering

Longer-term downward trend in volunteer rates, exacerbated with the COVID-19 pandemic

Recovery trends found in some countries

New forms of volunteering are emerging, such **spontaneous, virtual and episodical**

urship,
SMEs,

Limitations and Upcoming Research

Challenges for International Comparison

Lack of uniform survey methods and comparable data made it difficult to make international comparisons of data on volunteering

frameworks

volunteering work nteering to understand **how to promote**

urship,
SMEs,

Thank you for listening!

Kazuhiro.MIYAMOTO@oecd.org

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www.linkedin.com/company/oecd-local
Website: www.oecd.org/cfe
Blog: oecdcogito.blog

OECD

Irene Ambrosi

Research Assistant, University of Trento

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Lejla Šehić Relić

CEV President

Volunteering Landscape in Europe

Co-funded by the European Union

Mapping the Volunteering Landscape in Europe

- **Objective:**

  To build a comparable and comprehensive understanding of volunteering across Europe as a valuable resource for policymakers, researchers, organisations and individuals interested in fostering and participating in volunteer activities across Europe.

  - Fact sheets cover areas such as vital statistics, demographic data, motivations, impacts, challenges, and governmental backing

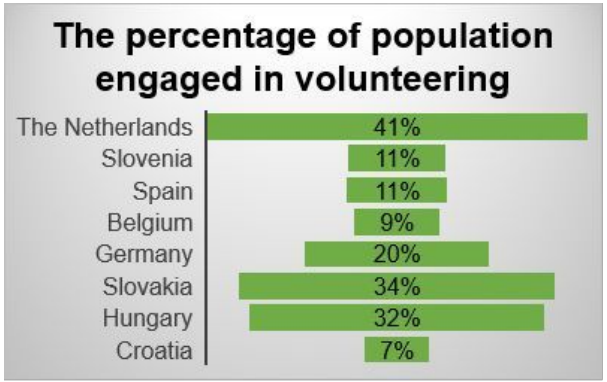
  - Evidence-based

The Volunteering Landscape in Europe

- 9 countries provided data thus far (The Netherlands, Slovenia, Spain, Malta, Belgium, Germany, Slovakia, H… Croatia)

8 countries have a **Law on Volunteering**

- The Netherlands
- Slovenia
- Spain
- Belgium
- Hungary
- Slovakia
- Croatia
- Malta



Most popular types of volunteer activities

Social volunteering
- Slovenia
- Spain
- Hungary

Sports
- The Netherlands
- Malta
- Germany
- Croatia

Culture
- Belgium

Environment
- Slovakia

5 countries **measure the impact of volunteering**

- Spain
- Belgium
- Slovakia
- Hungary
- Croatia

5 countries have a **national volunteering**

- The Netherlands
- Slovenia
- Belgium
- Hungary
- Croatia
- Slovakia – under development

TRENDS IN VOLUNTEERING

- Gradual decline in volunteer numbers and hours
- Shift towards temporary and flexible commitment
- Changing volunteer demographics and motivations
- Increasing recognition and respect of the voluntary sector
- Challenges and barriers to volunteer engagement

FACT SHEET ON VOLUNTEERING IN CROATIA

Volunteering Equality Rights Action
VERA
Co-funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

General Information

KEY INFORMATION ABOUT THE REPUBLIC OF CROATIA
Capital: Zagreb
Official Language: Croatian
Population: 3,871,833 (as of 2021)*
Currency: Euro (EUR)
Calling Code: +385

KEY ECONOMIC INDICATORS
GDP per capita: US$ 18,413.2 (as of 2022)**
Real GDP growth in 2022: 7%***
Unemployment rate in September 2023: 5.8%****

DEFINITION OF VOLUNTEERING

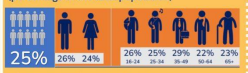
Volunteering is the voluntary investment of personal time, effort, knowledge, and skills to perform services or activities for the benefit of another person or community. These services are carried out without the expectation of monetary reward or the pursuit of any other material benefit for the volunteering performed. (Law on Volunteering)

SOCIAL CONTEXT AND SIGNIFICANCE OF VOLUNTEERING

Volunteering in Croatia has a long tradition that can be linked to the concepts of humanism, community, and solidarity.
The general population of Croatia views volunteering positively, with over 80% of citizens agreeing that volunteering promotes a sense of care for others, solidarity, connectedness, quality of the community life, and practical experience. *****
However, the public perception of volunteering in Croatia often tends to be limited to humanitarian work, overlooking the broader context that encompasses active citizen participation, contribution to democratization, social empowerment, and contribution to sustainable development.

Statistics and Demographics*****

Volunteer experience at least once in a lifetime (percentage of the total population)



The average volunteer in Croatia, a person who has been involved in volunteering at least once in their life, is equally likely to be male or female, of middle age (35 to 64 years, 28%), with secondary education (52%), employed (52%), and not a member of any civil society organisation (66%).

Volunteer experience 2020 - 2022 (percentage of the total population)

The average volunteer who has volunteered in the last three years is predominantly male (60%), of middle age (35-64 years, 33%), with secondary education (54%), employed (59%), and a member of a civil society organisation (56%).

According to the level of education, volunteer experience at least once in a lifetime was reported by 40% of those with higher education, 23% with secondary education, and 15% with no formal qualifications. From 2020 to 2022, volunteer experience was reported by 17% of those with higher education, 11% with secondary education, and 8% with no formal qualifications.

Types of Volunteer Activities*****

In the period from 2020 to 2022, considering the three-year crisis context, just over a quarter of the citizens of Croatia who participated in the research (28%) volunteered in the field of crisis response (earthquakes, floods, pandemic), as well as in humanitarian activities (27%). Similarly, 19% volunteered in the educational sector and in sports. The lowest number of volunteers were involved in the fields of arts, media, culture, and animal rights protection (8%), activities promoting the development of democratic culture (5%), and only 2% in advocacy activities.
In June 2023, the majority of citizens who participated in the research volunteered in sports activities (24%), followed by organising humanitarian activities (21%), and crisis volunteering (earthquakes, floods, pandemic) with 20%.

Motivation for Volunteering*****

Regarding the motivational reasons and factors for volunteering, volunteers mostly agree with the statements:
- that they feel better when volunteering,
- that they feel it is important to help others,
- that volunteering develops a sense of community and solidarity,
- that through volunteering, they contribute to positive social change.

* Source: Croatian Bureau of Statistics (https://dzs.gov.hr/en/news/results-of-the-2021-population-census-published/1270)
** Source: World Bank (https://data.worldbank.org/indicator/NY.GDP.PCAP.CD?locations=HR)
*** Source: World Bank (https://data.worldbank.org/indicator/NY.GDP.PCAP.KD.ZG?locations=HR)
**** Source: Croatian Bureau of Statistics (https://dzs.gov.hr/vijesti/broj-zaposlenih-u-rujnu-2023-u-odnosu-na-prethodni-mjesec-pao-za-0-6/1685)
***** Čulum Ilić, B., Faculty of Humanities and Social Sciences in Rijeka: General Research on Volunteering in Croatia, 2023)

Measuring the Impact of Volunteering

In Croatia, there is no systematic measurement of the impact of volunteering.
In the absence of systematic measurement of the impact of volunteering, the Croatian Volunteer Development Centre, in partnership with other organisations working in the field of volunteer development in Croatia, developed a methodology and tools for measuring the impact of volunteering on personal development of individuals and socio-economic development in 2023.

Quality Standards in the Field of Volunteering

The Croatian Volunteer Development Centre has developed **quality standards for volunteer centers** in Croatia with the aim of assisting organisations acting as volunteer centers to fulfill their roles more effectively and easily, benefiting their primary beneficiaries – volunteers and volunteer involving organisations, as well as other stakeholders influenced by their work.

Quality standards for volunteer programmes in Croatia have also been developed by the Croatian Volunteer Development Centre for volunteer involving organisations seeking to develop volunteer programmes based on quality. The main goal of the Quality Standards is to ensure the quality of volunteer programmes for the improvement of volunteering.

National E-platform for Volunteering**

volonteka
e-platforma za volontiranje

The Croatian Volunteer Development Centre and regional volunteer centres have developed a national online database of volunteering opportunities to increase the visibility of volunteer involving organisations and volunteers and to enhance the availability of volunteering opportunities and the mobility of volunteers within Croatia.

Challenges to the Development of Volunteering in Croatia*

- Attracting new volunteers and ensuring their long-term engagement.
- Connecting volunteering efforts with broader civic engagement and education.
- Enhancing the capacity and human resources of volunteer organizations for quality engagement, providing education for the creation of appealing volunteer roles, and align with emerging trends in volunteerism.
- Developing and maintaining high-quality, impactful volunteer programs.
- Establishing a strategic, horizontal policy framework to underpin volunteering eco system.
- Fostering partnerships across government, business, and non-profit sectors.
- Securing investment for the research and development necessary to inform and improve volunteering strategies.

Institutional and Legal Framework for Volunteering in Croatia

The Law on Volunteering defines volunteering, principles and conditions for volunteering, rights and obligations of volunteers and organisations involving volunteers, conditions for signing volunteering contracts, the Ethical Code of Volunteering, issuing of volunteering certificates, the state award for volunteering, and means for monitoring the implementation of this law.

The Code of Ethics on Volunteering introduces a set of values and a code of conduct for volunteers, volunteer involving organisations, and beneficiaries in accordance with the principles of volunteering stated in the Volunteering Act.

The Certificate of Competencies Acquired through Volunteering is an official instrument for recognising and confirming competencies gained through volunteering. It was prepared and published by the Ministry responsible for volunteering to support volunteers in the recognition of competencies acquired through volunteering experiences.

The State Award for Volunteering is awarded by the Government of the Republic of Croatia. The procedure for awarding the prizes, categories and criteria for selection, the appearance of the award, and the awarding of prizes and acknowledgments are regulated by the Regulation on the State Award for Volunteering.

Financial Support for the Development of Volunteering in Croatia

The main national provider of continuous financial support for volunteering is the Ministry of Labor, Pension System, Family, and Social Policy. Since 2021, the Ministry has introduced two-year funding programmes for volunteer centres and the Croatian Volunteer Development Centre.

Key Stakeholders in the Development of Volunteering

- Ministry of Labor, Pension System, Family, and Social Policy
- National Board for Volunteering Development
- Office for Cooperation with NGOs of the Government of the Republic of Croatia
- National Foundation for Civil Society Development
- Council for the Civil Society Development
- Croatian Volunteer Development Centre
- Regional and local volunteer centres (4 regional and 32 local volunteer centres gathered in the national Network of volunteer centres run by CVDC)
- Volunteer involving organisations

Trends in the Development of Volunteering in Croatia*

- Increase in informal initiatives, indicating a shift towards more local, community-focused efforts.
- A trend towards short-term volunteering is beginning to emerge, with fewer individuals committing to long-term volunteer engagements, reflecting changes in lifestyle patterns and availability.
- Interest in online volunteering is growing, highlighting the increasing role of technology in facilitating remote and flexible volunteer engagements.
- Motivations for volunteering are changing, due to shifts in societal values, personal goals and life styles and working culture.
- The space for collaboration between organisations involving volunteers is diminishing, which may impact the effectiveness and influence of volunteer programmes.
- The availability of volunteer programmes and opportunities is decreasing, which could lead to a reduction in overall volunteer engagement and a gap in service provision.
- The interest of decision-makers and other key stakeholders in promoting and supporting the development of volunteering is waning, which may hinder the growth and structural support of volunteer programmes.

Research in the Field of Volunteering

In 2022 and 2023, scientific research on volunteering in collaboration with the academic community provided insights into the number of citizens engaged in volunteering, the state of volunteering in healthcare, and how young people in Croatia perceive volunteering:
- Čulum Ilić, B., Faculty of Humanities and Social Sciences in Rijeka: General Research on Volunteering in Croatia
- Tonković, Z., Marcelić, S., Krolo, K., Department of Sociology, University of Zadar: Research on Volunteering and Values of Youth
- Šimunković, G., Faculty of Medicine, University of Rijeka: Research on Volunteering in Healthcare

* Source: Annual Report on the Work of Volunteer Centres for the year 2022, Croatian Volunteer Development Centre (HCRV), May 2023. (https://www.docdroid.net/mc80ARX/izvjestaj-svc-2022.pdf)
** https://volonteka.hr/zagreb-i-okolica
*** https://mrosp.gov.hr/UserDocsImages//dokumenti/MDOMSP%20dokumenti//Vodi%C4%8D%20za%20organizatore%20volontiranja%20i%20volontere.pdf

"Uniting our data to map the volunteering landscape contributes to creating a foundation for evidence-based policies and programs that truly reflect the spirit and diversity of our communities, uncovering our common strengths. In this synergy, we illuminate the path forward, enriching lives and empowering action across Europe."

Join our initiative "Mapping the Volunteering Landscape in Europe„ shedding light on the diverse volunteering landscapes.

Thank you for your commitment to promoting volunteering and supporting our collaborative effort to map the volunteering landscape in Europe.

George Thomson

CEV Vice President

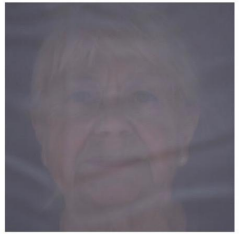
Volunteer Faces & Voices

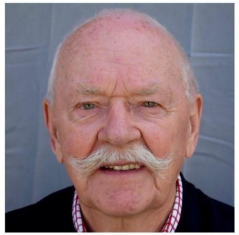
Seeing & hearing 170 volunteers from 12 European countries

George Thomson CEV Vice President

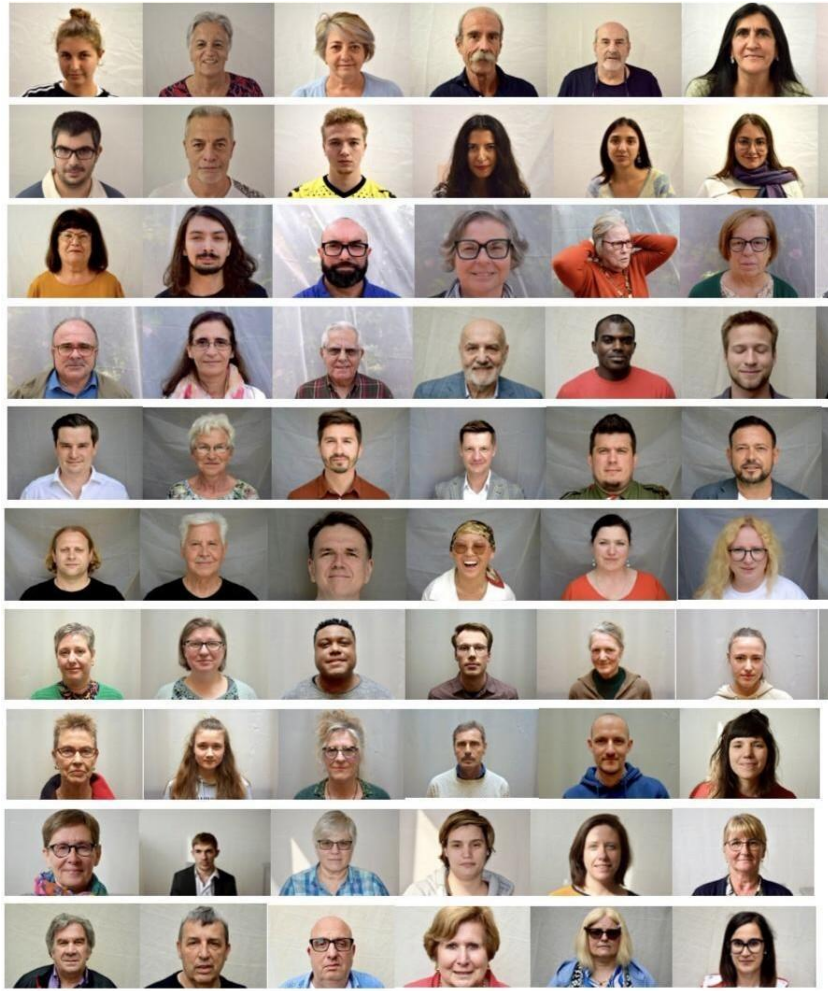
CEV Congress Trento May 2025

Vote Volunteer Vision session





Trento Faces



Click/Scan it

Track:

Intergroup
Overall Engagement
New Volunteers

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Jacopo Sforzi

Senior Researcher, Euricse

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EURICSE
Knowledge for a Social Economy

TRENTO 2024
Capitale Europea del Volontariato
European Volunteering Capital

Engage civil society in managing public spaces (as) and urban commons

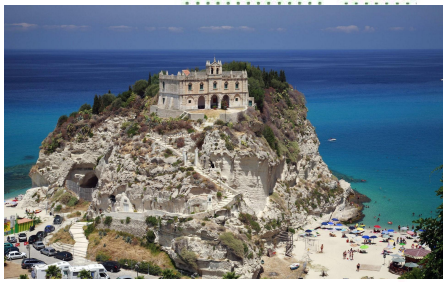
Jacopo
Sforzi

16 may 2024

Common Goods

Common goods represent relevant assets for a development process of both socio-economic in

- rural areas, often rich in natural and historical resources that can be used for tourism purposes or agricultural activities with the aim to increase job opportunities and local services (e.g. healthcare, education, transport)



- urban areas, with particularly regards to physical and social regeneration of public space or abandoned buildings with the aim to promote new activities and services, create interaction and relationships among citizens and tackling inequalities and social exclusion.

Common Goods and Governance Models

Three governance models:

- **Contract** --> based mainly on profit, actors are motivated by self-interest (trying to get the maximum benefit from the exchange)

- **Authority** --> based on uneven distribution of the strategic control function between actors
  [actor A (e.g. Public Administrations) has the power to influence actor B (e.g. citizens)]

- **Cooperation** --> occurs when actors act on the basis of shared norms and value that motivate individual behavior (actors rely on mutual expectations and trust and they understand their role)

Pact of Collaboration
(or Collaboration Agreement)

Based on the principle of horizontal subsidiarity recognized by Italian constitution (2001):

> The State, Regions, Metropolitan Cities, Provinces and Municipalities must promote the autonomous initiative of citizens – individuals and groups – to act in the general interest on the basis of subsidiarity (art. 118, c. 4)

It is a

> smart tool designed to make the principle of shared administration real and to associate it with the everyday life of citizens and policy makers (Ciaffi and Saporito, 2016, p. 245).

"Shared administration": the capacity of self-managed systems participated by public and private actors to produce collective goods and services in the general interest of the community.

In order to use the Pact of collaboration, each municipality must adopt the “Regulation on the Collaboration Among Citizens and The City for the Care and Regeneration of Urban Commons” – introduced for the first time by the City of Bologna in February 2014 – an innovative legal instrument to promote forms of participatory democracy and implement the principles of regulatory autonomy and horizontal subsidiarity

The Pact of collaboration is an agreement among different local actors (e.g. local municipality, formal associations, informal groups, volunteers, private subjects, single citizens) in «which contractors share the responsibility for initiatives to take care of, regenerate, reuse and manage commons» (Ciaffi and Saporito, 2016, p. 245) to improve the quality of life of the people who live or work in the area where that good is located (tangible good) or for which it has a particular value (intangible goods).

The Pact contains all the details about the:

- type of common good
- objectives to be achieved through the management of the common good
- general interest to be protected
- skills, competences, resources and responsibilities of the contractors
- duration of the agreement and the responsibilities and actions that signatories undertake to assume and implement (i.e. the Pact indicate the roles that each signatory will have to carry out)

A Pact

- cannot be dissolved without the consent of all signatories
- can be discussed again
  - whether the subjects involved have respected the commitments made (e.g. could be increased)
  - whether they have not respected them or have only partially respected them (e.g. the activities will be reduced or the objectives revised)
- is based on the "open door" principle: any subject can enter an already existing Pact at any time

The Municipality and citizens work together to share resources and responsibilities in the care and regeneration of the people and the city.

1. The Municipality further promotes engagement through public calls for contributions to specific projects: community gardens, activities in public parks, other city-wide initiatives

2. “Active citizens” involved in Pacts are adults, children, senior citizens and sign as individuals, committees, informal groups, associations, schools, cooperatives….

The Pacts are distinguished in:

ORDINARY Pacts: "modest care interventions", easily replicable, standardized in the methods of collaboration between public administration and citizens and in the activities (e.g. maintenance of green spaces or cultural, educational, of territorial animation and social aggregation)

COMPLEX Pacts: projects aimed at the management, valorization and recovery of unused or abandoned public/private properties. Greater complexity due to:

- the type of good to be managed (e.g. building) of
- the approval procedures to be followed
- thedifferent potential interested actors around the good
- needs of greater economic resources to regenerate the good

The “Regulation for collaboration between citizens and administration” and the “Pact” are measures to implement practical opportunities to empower citizens, to free their energies and to enhance their knowledge and competences in a renewed alliance with the public institutions

(Ciaffi & Saporito, 2016, p. 243)

Ciaffi, D. & Saporito, E. (2016). Shared Administration for Smart Cities. In E.R. Sanseverino, R. R. Sanseverino, V. Vaccaro (eds), *Smart Cities Atlas: Western and Eastern Intelligent Communities*, Springer Tracts in Civil Engineering

Mark Molenaar

Advocacy Manager, NOV

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CSV TRENTINO ETS
Centre for European Volunteering
Co-funded by the European Union
Trento Alza lo sguardo
Volunteering Equality Rights Action
VERA 2024
Project Number: 101140501
(Revealing European Values in Volunteering in Europe - REVIVE Project No. 101051331)
Trento 2024 European Volunteering Capital
con il sostegno di: CARITRO

Legal frameworks, funding models and administrative barriers for volunteering and civil society in NL (full and short video)

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Full video

Short video

Daniele Antonozzi

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Intergroup Overall Engagement New Volunteers and Methods - ION Track

ARTIFICIAL INTELLIGENCE (AI) IN EUROPEAN VOLUNTEERING

Daniele Antonozzi

CEV Spring Volunteering Congress 2024

14th - 17th May
2024 Trento, Italy

SURVEY: AI IN EUROPEAN VOLUNTEERING

1. **Do you have any examples of AI being used in your organisation or other volunteering contexts?**

   Yes, We have been **training** NGO professionals, we **use it for content** - Not really. We use some AI tools to **ease our work**, to **write drafts** of our **communication** or **draw images** for our volunteering activities. Just text related, **editing**.

2. **What challenges and opportunities deriving from the emergence of AI do you think will have an impact on the volunteering field and how?**

   AI can be used to **control and manage** or alternatively **help connect and engage** - Yes, it can have a great impact. It is necessary people acknowledge, **get training and organizations are prepared** - I clearly see a great opportunity to **improve communications to volunteers and automate some of them**. I also see AI to i**mprove the services offered to beneficiaries**, with a greater possibility to **personalize and improve solutions**. As a challenge, as for technology, there is the **digital divide** that can be increased, the **"leaving no one behind"** - It might be helpful in **creative processes**.

SURVEY: AI IN EUROPEAN VOLUNTEERING

3. What considerations do you believe should be addressed to ensure that AI is integrated into the volunteering field in an ethical and values-based manner?

Too long to write here, but basically the same values and criteria we use in our activities. **We should be aware of the biases**, "Hallucination" and other relevant defects of current IA Systems. It can be applied to generative or no generative IA - **Data privacy** is always very important and the one to one/personal care/attention should never be 100% substituted - **Considering several SDG's and the environmental impact** as well as the state of **deep fake**, I would suggest a huge amount of **hesitation in embracing AI**. **In many cases it might be harmful rather than helpful**. Needs to be stated I don't have the overview of all possibilities.

WHAT IS ARTIFICIAL INTELLIGENCE?

AI is defined as "**the ability of a machine to display human-like capabilities such as reasoning, learning, planning and creativity**" (EP, 2020).

There are two fundamental approaches to AI:

- **Discriminative AI** is an approach that learns to distinguish between different classes of data.
- **Generative AI** models understand context or generate new content based on a contextual understanding of the training data. Generative AI starts with a **prompt**. This can be text, an image, video, or any other input that the model can process.

Large language AI models, or LLMs, are **Foundation models** trained to understand human language and can process and generate text.

WHY IS IT IMPORTANT TO ADDRESS?

- We need to contribute to revised benchmarks taking properly into account AI-related issues in volunteering and **work towards ensuring that financing for forward-looking projects around AI and its impact on volunteering in the future**.
- The overall public opinion expects AI to **have a positive effect in the future** (Eurobarometer, 2021). However, citizens say that these technologies **require careful management**. The EU has recently approved the new **AI Act** to ensure **safe, transparent, ethical and unbiased AI systems under human control**.
- The emergence and rapid advancement of AI at every level of our society could contribute to **recognizing and validating emotional intelligence (EI) competencies** acquired through non-formal and informal learning **in the context of youth volunteering**.

OPPORTUNITIES OF AI IN THE VOLUNTEERING SECTOR

- **Volunteer Matching**: AI can help matching volunteers with volunteering opportunities, ensuring that these align with their skills, interests and availability .
- **Volunteer Management**: AI can support in managing the logistics of volunteer programs including scheduling, communication and tracking volunteer hours.

- **Data analysis and predictive analytics**: AI can be used to analyse data on social issues, hence support volunteer organisations and volunteers to understand potential target groups and to predict trends and patterns in volunteering.

OPPORTUNITIES OF AI IN THE VOLUNTEERING SECTOR

- **Social Inclusion**. AI tools allow people the opportunity to learn and communicate and can help people represent themselves and feel more included. Easy translations into multiple languages, quick text to speech conversion and AI voices
- **Chatbots**: AI-powered chatbots can be used to answer common questions from volunteers and provide support.
- **Automated Tasks**: AI can handle administrative tasks like scheduling, sending reminders, and tracking volunteer hours. This frees up staff time for more strategic work.

THREATS AND CHALLENGES OF AI IN THE VOLUNTEERING SECTOR

- **Liability**: The question of who is responsible for damage caused by AI is also relevant for the volunteering context
- **Bias and disinformation**. The results that AI produces depend on how it is designed and what data it uses which could lead to discriminatory decisions influenced by data on ethnicity, sex, age affecting the level of inclusiveness in the volunteering field.
- **Impact on volunteering opportunities**. Generative AI will partially automate job roles and volunteering opportunities and not in general displace people or replacing volunteers and their roles in society. This could be an issue for many online volunteering roles
- **Deep fake**: Deep fake causes severe threats to the volunteering field and in particular to online volunteers who might risk contributing to the spread of fake news without intent.

THREATS AND CHALLENGES OF AI IN THE VOLUNTEERING SECTOR

- **Lack of prompt engineering skills**. If you fail to provide precise prompts, AI models may produce inadequate results and even false and misleading information.
- **Data privacy and security**. Any data or queries you prompt into open source AI models can be used as training data. This data may include sensitive information or confidential information of a Volunteering organizations.
- **Digital exclusion**. The population that is slow to adopt generative AI will get further economically displaced and socially marginalized, AI further widens the gap in performance and qualifications.
- **Carbon footprint**. AI models require a large amount of hardware and cloud space and use rare minerals. The hardware needs to be replaced often, generating e-waste more frequently.

CONCLUSIONS ON AI AND VOLUNTEERING

Suggestions for Volunteering organizations:

- should use generative AI models **responsibly and honestly**, also evaluating the **energy sources** of cloud providers or data centers
- should **upskill/reskill volunteers and employees**
- must **avoid providing any sensitive or confidential information** as input to the generative AI tools
- should define an **AI usage policy** including eventually a step of **human review** to assess and authenticate AI generated content
- can consider using their **own individually trained AI models**
- should **dialogue closely with government bodies** to create thoughtful and progressive AI legislation in Europe and for their country.

Benedetta Falleti

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Closing Plenary

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Tapiwa Kamuruko

Head of Volunteering Advisory Services section, UNV

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Upcoming UNV State of The World's Volunteerism Report.

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