

November 2009

Policies

This document contains sample questionnaire for reviewing current practice in engaging and supporting volunteers in your organisation. These are particularly useful when you have a large number of volunteers. They can also be used to identify gaps and needs. They can also be used as indicators of the effectiveness of current volunteering and as a means of keeping a check on how well your equal opportunities policy is being implemented.

Example of survey form for volunteers

Survey of Volunteering in this Organisation [name]

Questionnaire: Volunteers

This organisation strives constantly to improve its services, and extend its work. As you may know, we rely on volunteers to help us in many aspects of our work, and we want to be sure that we maintain and increase our high levels of success in volunteer involvement. We are therefore carrying out a review of the role and work of volunteers in this organisation [name]. The results of this survey will be used to guide policy development and planning. As part of this review we are keen to know what your experience has been, as one of our volunteers.

We would be grateful if you could complete this brief questionnaire.

Please answer all questions as completely as possible.

You do not need to put your name on the form but you can do so if you wish. All replies will be treated in confidence, but the information will be used by the organisation in improving its services.

1. (a) What is your volunteer role?
.....

(b) Name (optional)
.....

2. Gender (please tick appropriate box)
Female [] Male []

3. I would describe my race or cultural origin as:

- A. White []
Scottish []
Other British []
English []
Welsh []
Other (please write) []
Irish []

B. Mixed []
Mixed background (please write)
.....

- C. Asian, Asian Scottish, []
Asian English, Asian
Welsh, or other Asian
British
Indian []
Pakistani []
Chinese []
Any other Asian Background
(please write)
.....

D. Black, Black Scottish,
 Black English, Black
 Welsh, or other Black
 British
 Caribbean
 African
 Any other Black Background
 (please write)

D. Black, Black Scottish,
 Black English, Black
 Welsh, or other Black
 British
 Caribbean
 African
 Any other Black Background
 (please write)

E. Other ethnic background (please
 write)

4. Do you regard yourself as disabled?

Yes No

5. My age is:

16-19 20-29 30-39
 40-49 50-59 60+

6. Do you carry out your voluntary work with
 this organisation [name]:

a) as a member of our Management
 Committee

Yes No

Or Board of Directors?

Yes No

b) by volunteering in other ways?

Yes No

c) by both of the above

Yes No

7. How long have you been volunteering with
 this organisation [name]?

Under 1 year 1-2 years
 2-5 years 5-10 years
 More than 10 years

8. On average, how many hours PER MONTH
 do you give to (this organisation) as a
 volunteer?

Under 4 hours 4-8 hours
 9-16 hours 17-25 hours
 Over 25 hours

9. What activities do you carry out as a
 volunteer?

.....

10. Do you receive training in how to carry out
 your assigned tasks?

Yes No Don't Know

11. Do you receive support to help you carry
 out your voluntary work e.g. regular
 supervision?

Yes No Don't Know

Is this support adequate for your needs?

Yes No Don't Know

If No, what additional support do you
 require?

12. Do you have someone to contact if you have a problem with your voluntary work for this organisation [name]?

Yes No Don't Know

If Yes, have you needed to use the contact in this way?

Never Occasionally Frequently

Did you get the help you needed?

Yes No

13. Are out-of-pocket expenses available?

Yes No

If No, do you think this represents a barrier to more people becoming volunteers?

Yes No

If Yes, do you claim your out-of-pocket expenses?

Always Sometimes Never

14. From your own experience, to what extent do you think that volunteers are accepted and appreciated by this organisation's [name] paid staff?

Well accepted
Generally well accepted

If you answered "not well accepted" can you suggest ways of changing this?

.....

15. From your own experience, to what extent do you think volunteers are accepted by our clients and customers?

Well accepted
Generally well accepted
Generally not well accepted
Not well accepted

If you answered "not well accepted" can you suggest ways of changing this?

.....

16. Do you find your voluntary work:

a) Interesting
b) Challenging
c) Satisfying

17. Overall, how would you rate your experience of volunteering with this organisation [name]?

(please circle: 1=very bad, 7=very good)

1 2 3 4 5 6 7

18. Can you think of any new areas in which volunteers might be of help to this organisation [name]?

.....

.....

19. What do you think would be needed to help new volunteer positions to be developed and properly supported?

.....

.....

20. Please use the space below to make any other comments regarding this organisation's [name] involvement of volunteers.

.....
.....

Thank you for taking the time to complete this form.

Please return to:

.....

at

.....

by

.....

