

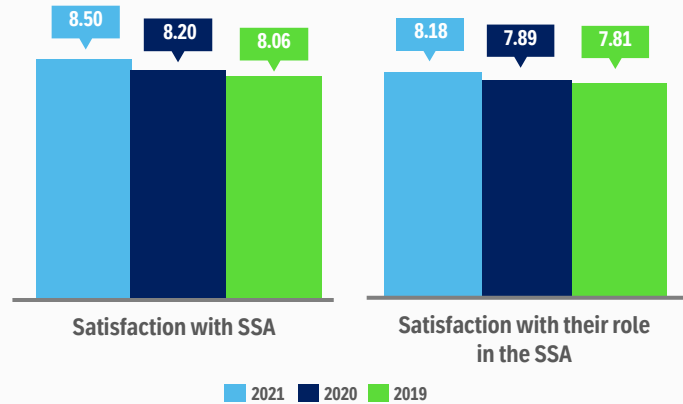
Key Insights from Volunteer Engagement Tool Sector Report 2021

The 2021 report consolidates the aggregated data of 633 responses across 27 Social Service Agencies (SSAs) between January and December 2021.

Here's what we found:

1 Volunteers are **significantly more** satisfied with their SSAs and their role compared to 2019 and 2020 as they have greater satisfaction in most aspects of their SSAs such as:

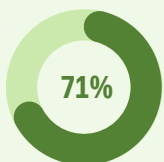
- Quality and frequency of feedback
- Communication and volunteer training concluded
- Availability of staff help



2 Perception of the work done by the SSA is an even stronger motivator



It does valuable work for society and individuals



I believe in the work that it does

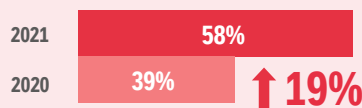
*2021 results significantly higher than 2020 & 2019

This is possibly due to raised social consciousness during the pandemic, belief in the value of the SSA is even higher than in past surveys.

With virtual volunteering, location is no longer a constraint.

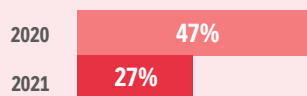
3 Significant increase in younger (< 44 yo) volunteers & satisfaction with all aspects of their role

For those younger than 44,



For those older than 55,

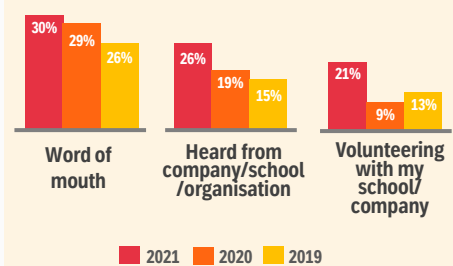
there was a decrease in 20%.



COVID 19 has restricted the number of senior volunteers.

Improved satisfaction has increased willingness to continue volunteering, spending more time with the SSA, and likelihood of recommending the SSA to others.

4 Word of mouth is the main source of awareness among volunteers



Additionally, awareness through Company/School /Organisation has also increased.

This is possibly due to the resumption of volunteering with companies/school during the past year.

5 Volunteers Rated:

8.61
(out of 10)

On their likelihood to recommend the SSA to their friends and family

6 Volunteers Rated:

8.48
(out of 10)

On their likelihood to continue volunteering with the SSA this coming year

Observation 01

Improving programmes, training and feedback will increase satisfaction with their volunteering role.



Our Recommendations



Conduct Frequent Training And Feedback Sessions

Design programmes utilising your volunteers' skills to build a meaningful volunteering experience. Collect and measure volunteer satisfaction regularly.

From a recent NCSS Volunteer Sector Survey,

SSAs who measure **Volunteer Satisfaction Levels** were able to better leverage volunteers to meet organisational needs, and improve their quality of services and overall efficiency.

Full report to be out in September 2022!

Observation 02

Improving volunteer satisfaction and deepening sense of belonging to SSA will increase volunteer's loyalty and retention to SSA.



Our Recommendations

Create a Community

Consider setting up a Volunteer Network to convene volunteers regularly for key updates, know your agency better and increase their sense of belonging.



Create an Engagement Plan

Keep volunteers updated on happenings through emailers or social media platforms. Plan quarterly get-together sessions to foster a strong volunteer community.



Induct Volunteer Leaders

Develop your volunteers to take on leadership roles to affirm and motivate them to contribute in more impactful ways.



Create a Strategic Comms Plan

Profile your volunteers, leverage on community partners' platforms and identify key influencers to increase awareness and amplify your agency's cause.

Go to <https://go.gov.sg/ncssvro-vet-2021report> to view the full report!