

# *Insights from NCSS Volunteer Engagement Tool 2021*

Together, Because  **SG Cares**



## **Image Credits (Clockwise from Top Left):**

South Central Community Family Service Centre (SCC) x Curious Thoughts Academy, Lions Befrienders x Anglo-Chinese School (Independent) , Bizlink Day Activity Centre (DAC) x Young Men's Christian Association (YMCA) – Singapore University of Technology and Design (SUTD), St Luke's ElderCare x Aileron Wellness

# CEO Foreword

## *Ms Tan Li San*


Volunteers play a pivotal role in our social service sector. They augment the capacity of our Social Service Agencies (SSAs) not just by engaging service users and assisting in service delivery, but also in building organisation capabilities and driving business transformation.

In 2019, NCSS developed the Volunteer Engagement Tool (VET) to provide our SSAs with insights on volunteer engagement and satisfaction. Understanding what drives volunteers' satisfaction helps the organisation develop stronger volunteer recruitment, engagement, and retention strategies.

Over the past 3 years, volunteer satisfaction has increased; last year in particular, we saw a significant increase in volunteers' appreciation for the meaningful and impactful work that your organisations do. This is no doubt due to your efforts in keeping your volunteers closely engaged despite the challenges that the pandemic presented.

My sincere thanks to the SSAs who have implemented the VET and volunteers who have responded to the survey. This will help NCSS gain deeper insights on the volunteer experience and how it relates to sustainable volunteerism. We are encouraged by the findings in this 2021 report, and we hope that these insights will strengthen and catalyse your volunteer management strategy in the year ahead.



A young boy with dark hair is running towards the camera with a wide, joyful smile. He is wearing a white t-shirt with a colorful graphic that reads "THIS WORLD IS FULL OF HOPE" and "LET'S BEGIN TO PROCEED WITH POSITIVE VIBES". The background is a soft, golden-yellow bokeh, suggesting a field of flowers or a sunset. The overall mood is bright, happy, and hopeful.

**“The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves.”**

*- Helen Keller*

Image credit: Mi Pham on Unsplash



# Introduction

The Volunteer Engagement Tool was developed by NCSS in 2019 to provide SSAs with an efficient way to gauge volunteer satisfaction and enable targeted improvements to boost volunteer retention.

This online survey tool provides SSAs with:

- A standardised measurement of volunteer satisfaction across their sector
- The ability to track results over time
- Opportunities to improve volunteer management and retention

This report, prepared together with Duxton Consulting Group, analyses the aggregated results of 633 responses obtained from **27 SSAs** who used the Tool to engage their volunteers, between January and December 2021.

Image credit: Sathya Sai Social Service



# Objectives of the Volunteer Engagement Tool

- Improve the capability of SSAs to understand and measure volunteer satisfaction across areas such as training programmes, communication, support, and the Organisation in general.
- Identify areas for improvement in volunteer management to boost retention.

Image credit: Metta Welfare Association



# Contents

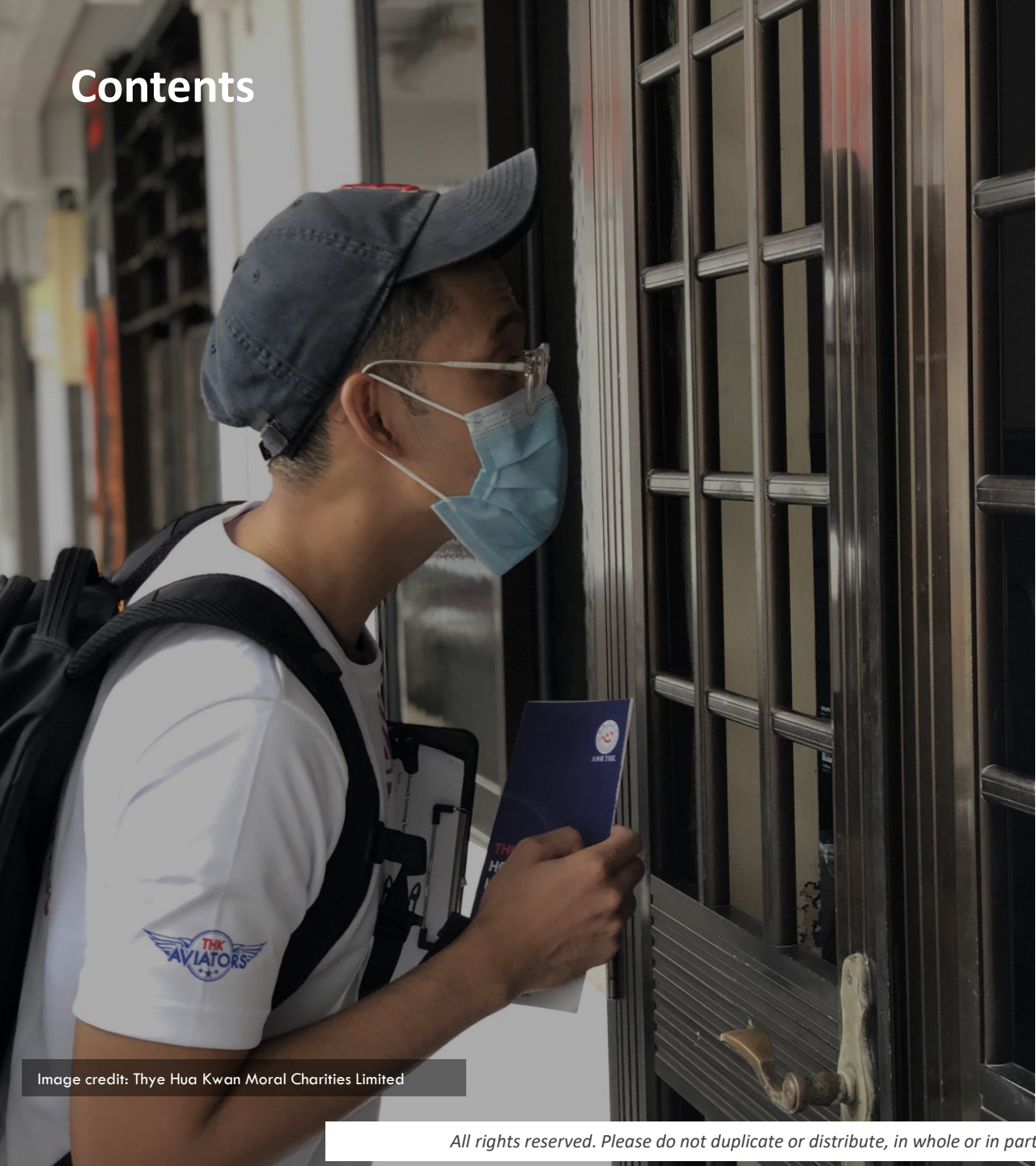


Image credit: Thye Hua Kwan Moral Charities Limited

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# Executive Summary

## 1 Volunteer profiles have changed from COVID-19



Significant increase in **younger** (< 44 yo) volunteers, possibly because due to requirements of volunteering activities (e.g., digital skills) and COVID-19 restrictions (e.g., safe management measures).



Schools/Companies/Organisations are significantly more important sources of awareness compared to 2020.

## 2 2021 VET results have improved since 2020

Volunteers:



Feel their work is significantly more meaningful (↑3%) and are therefore more willing to spend time with their Organisation (↑5%) compared to 2020.



Are significantly more satisfied with their Organisation (↑4%) and role (↑4%) compared to 2020



Are more likely to recommend the Organisation to their friends and family (↑3%) compared to 2020.

## 3 Changes in sub-sector analysis



Volunteers from the **Multi-Sector Services** sub-sector feel a significantly greater sense of appreciation and satisfaction with their Organisation compared to 2020. This could be because the volunteers are newer (55% of volunteers have volunteered for less than a year) and therefore more appreciative.



However, there has been a dip in volunteer sentiment in the **Community Services** sub-sector and to a lesser extent Children & Youth Services.





# Overall Analysis

Image credit: Blossom Seeds Limited

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# Key Highlights

## 1.



**Appreciation of the work done by the Organisation is an even stronger motivator**

Possibly because of raised social consciousness during the pandemic, belief in the value of the Organisation is even higher than in past surveys.

## 2.



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

COVID-19 has restricted the number of older volunteers.

Improved satisfaction has increased willingness to continue volunteering, spend more time with the Organisation, and likelihood of recommendation of the Organisation to others.

## 3.



**School/Company/Organisation significantly more important sources of awareness in 2021**

This may be because volunteering with a school/company resumed during the past year. In addition, increasing emphasis on social responsibility among employers and schools may be an added factor.





# Respondents' Profile\*

\*Profiling questions were only asked in the full survey, profiling information for the pulse survey respondents is not available

Image credit: Singapore Red Cross Society

# Profile of respondents\*

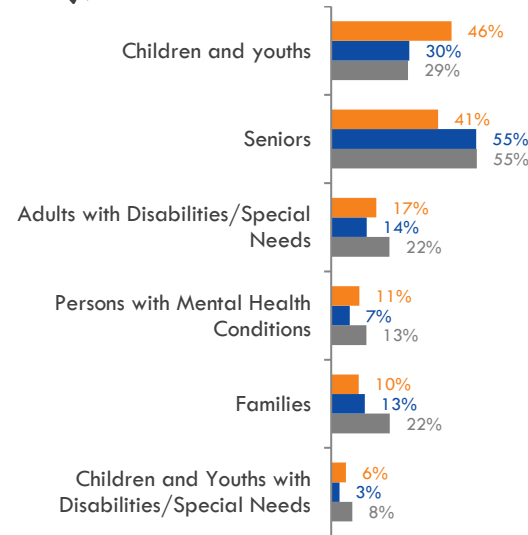


## TOTAL RESPONDENTS

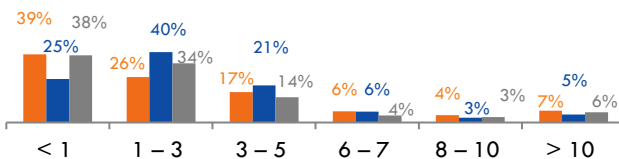
372



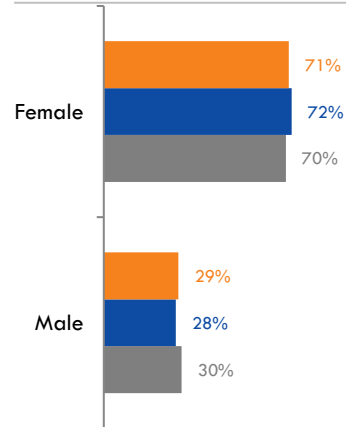
## VOLUNTEER CAUSE



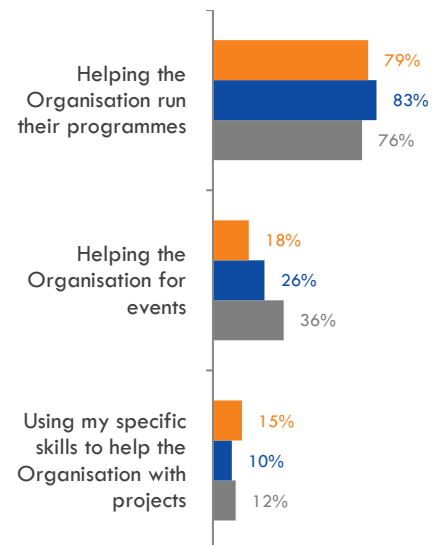
## VOLUNTEER DURATION (in years)



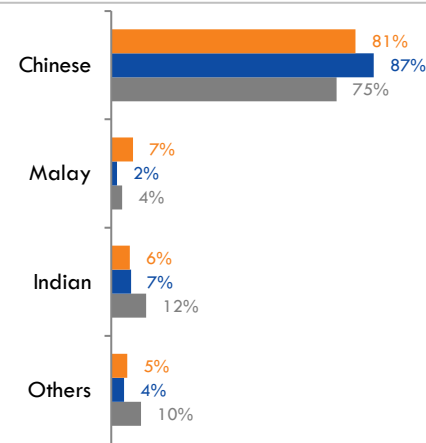
## GENDER



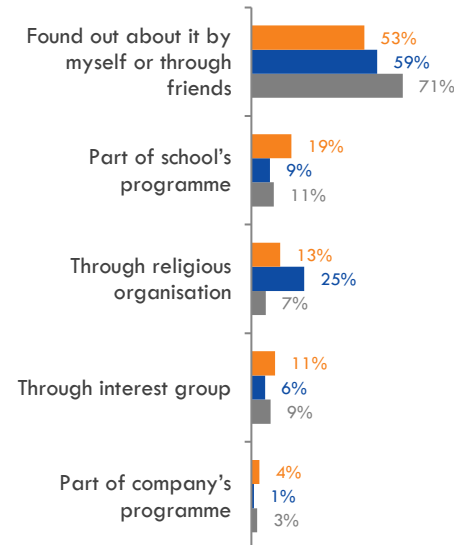
## VOLUNTEER TYPE



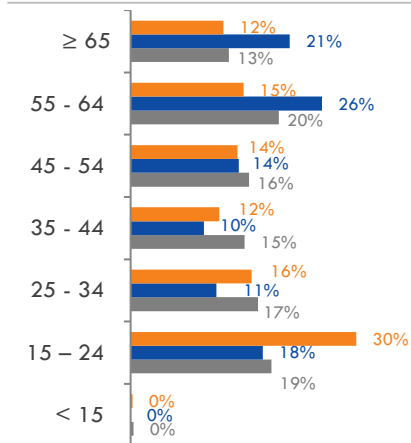
## ETHNICITY



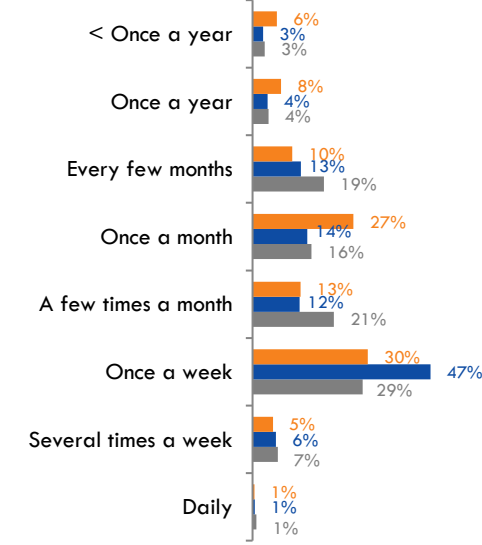
## SOURCE



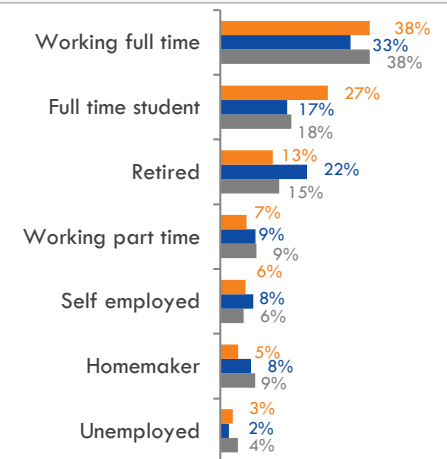
## AGE



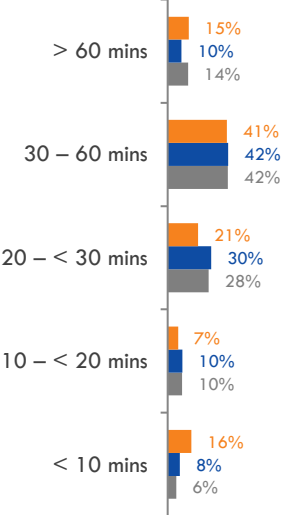
## FREQUENCY



## WORK STATUS



## TRAVEL TIME



2021 respondents = 372

2020 respondents = 533

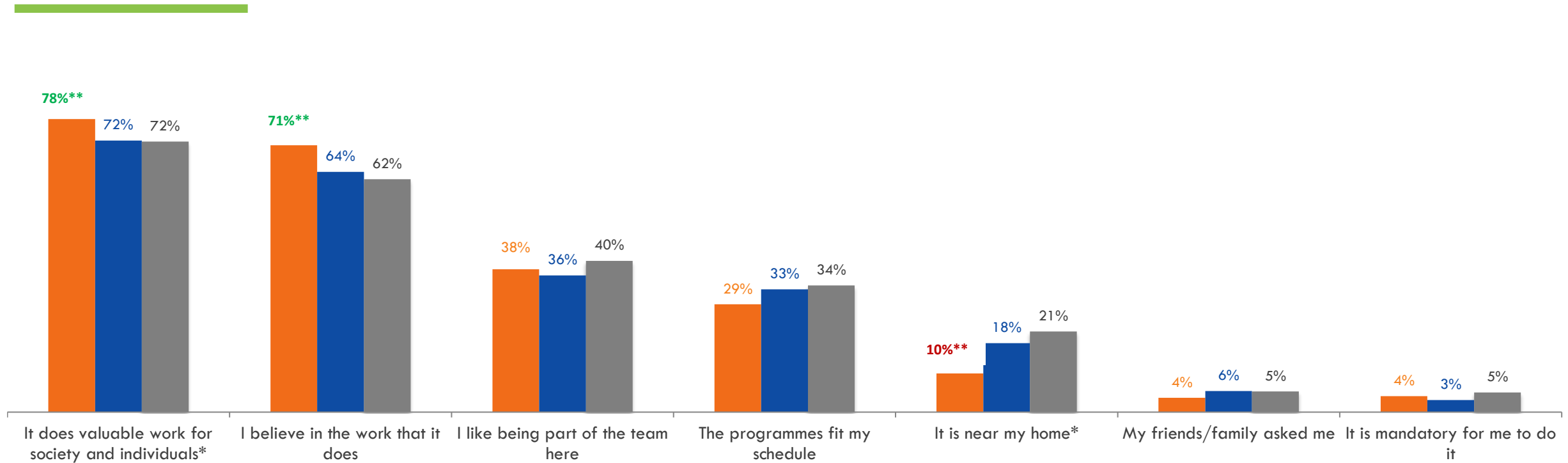
2019 respondents = 1,113

\*Profiling questions were only asked in the full survey, profiling information for the pulse survey respondents is not available



# Reasons and motivations for volunteering

Appreciation of the valuable work done by the Organisation continues to be the main driver for volunteerism and it is a *significantly greater* motivator in 2021 vs. 2019 and 2020.



\*Option altered slightly in 2020 for conciseness

QA5. Why did you choose to volunteer with this Organisation? Please select all that apply. [multiple response]

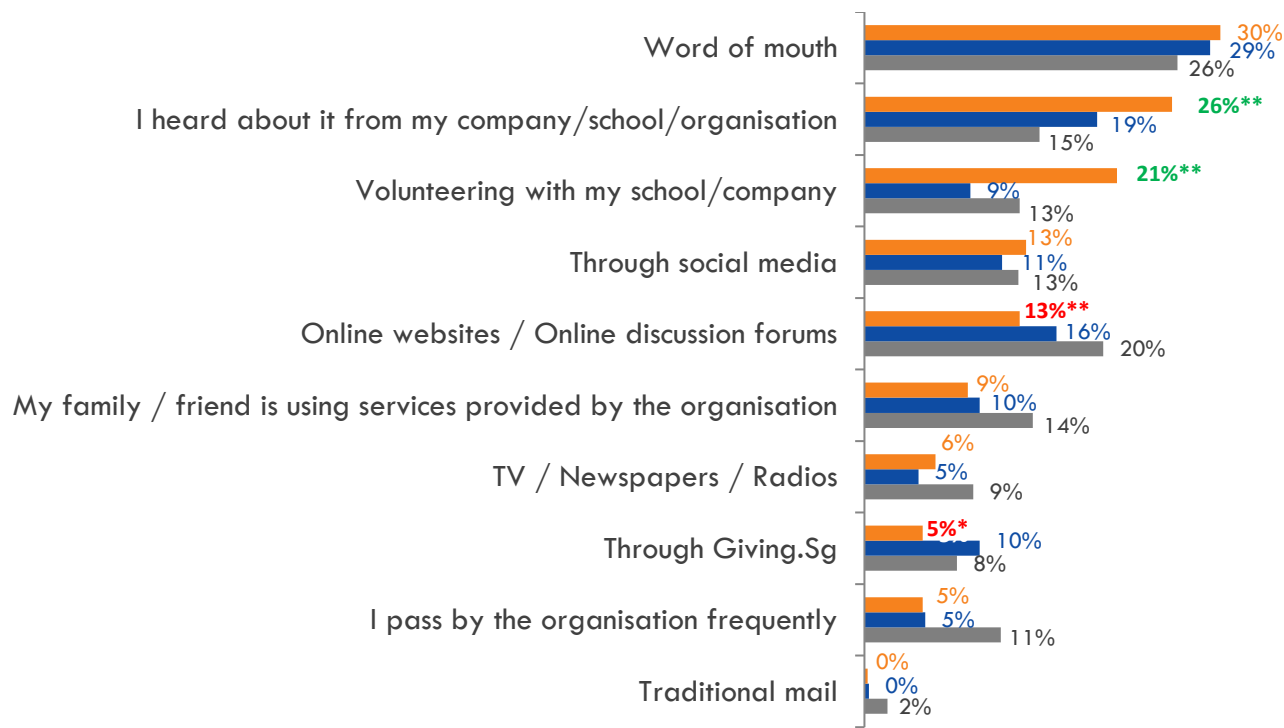
■ 2021 respondents = 633
 ■ 2020 respondents = 623
 ■ 2019 respondents = 1,113

\*\*2021 results significantly **higher** than 2020 & 2019  
 \*\*2021 results significantly **lower** than 2020 & 2019

# Channels leading to the awareness of Organisation\*

Word of mouth is still the main sources of awareness among volunteers. In 2021, *significantly more* volunteers heard about the organisation through their company, school or (religious) organisations.

Offline media, i.e. TV, newspapers, radio, traditional mail, are not major sources of awareness, and Giving.sg has *significantly decreased* as a source of awareness of organisations in 2021.



\*Question not asked in Pulse Survey

QA6. How did you hear or learn about this Organisation? Please select all that apply [multiple response]

2021 respondents = 372

2020 respondents = 533

2019 respondents = 1,113

\*\*2021 results significantly **higher** than 2020 & 2019

\*2021 results significantly **lower** than 2020

\*\*2021 results significantly **lower** than 2019





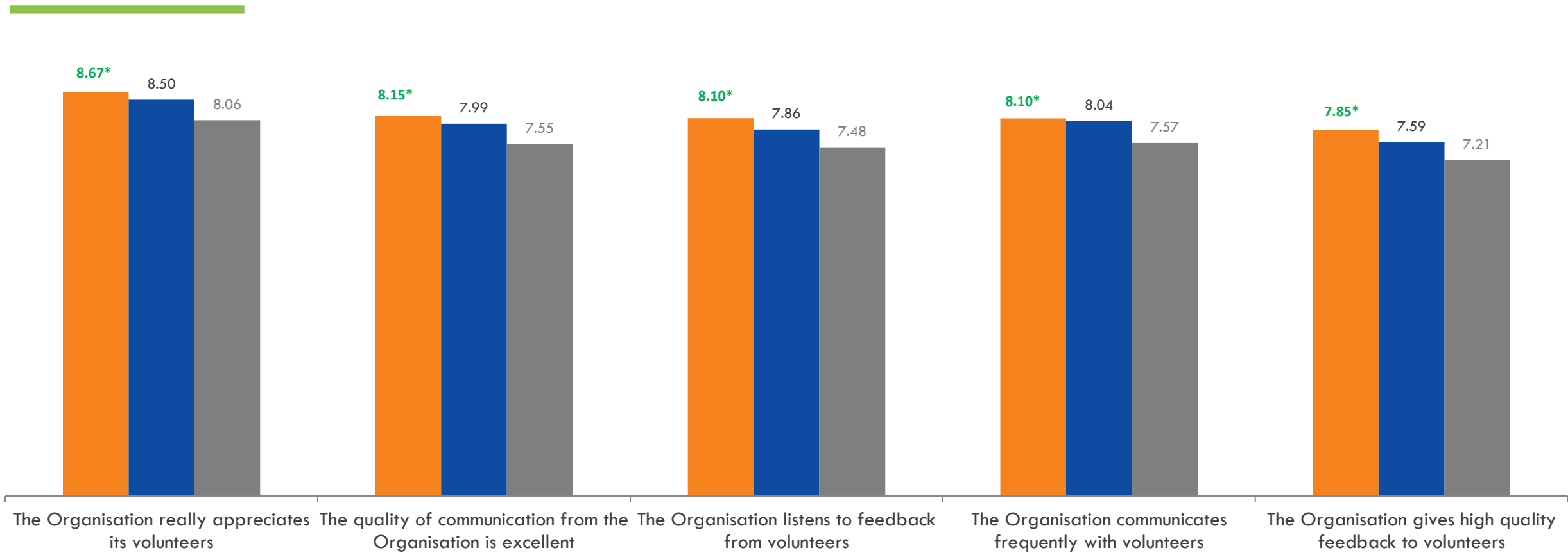
# Experience with Organisation

Image credit: Youth Corps Singapore

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# Evaluation of the Organisation

Overall, volunteers have a *significantly greater* appreciation of their Organisation in 2021 compared to 2019



QB1. Currently, how much do you agree with the following statements about your agency [rating scale 0 – 10].

■ 2021 respondents = 633    
 ■ 2020 respondents = 623    
 ■ 2019 respondents = 1,113

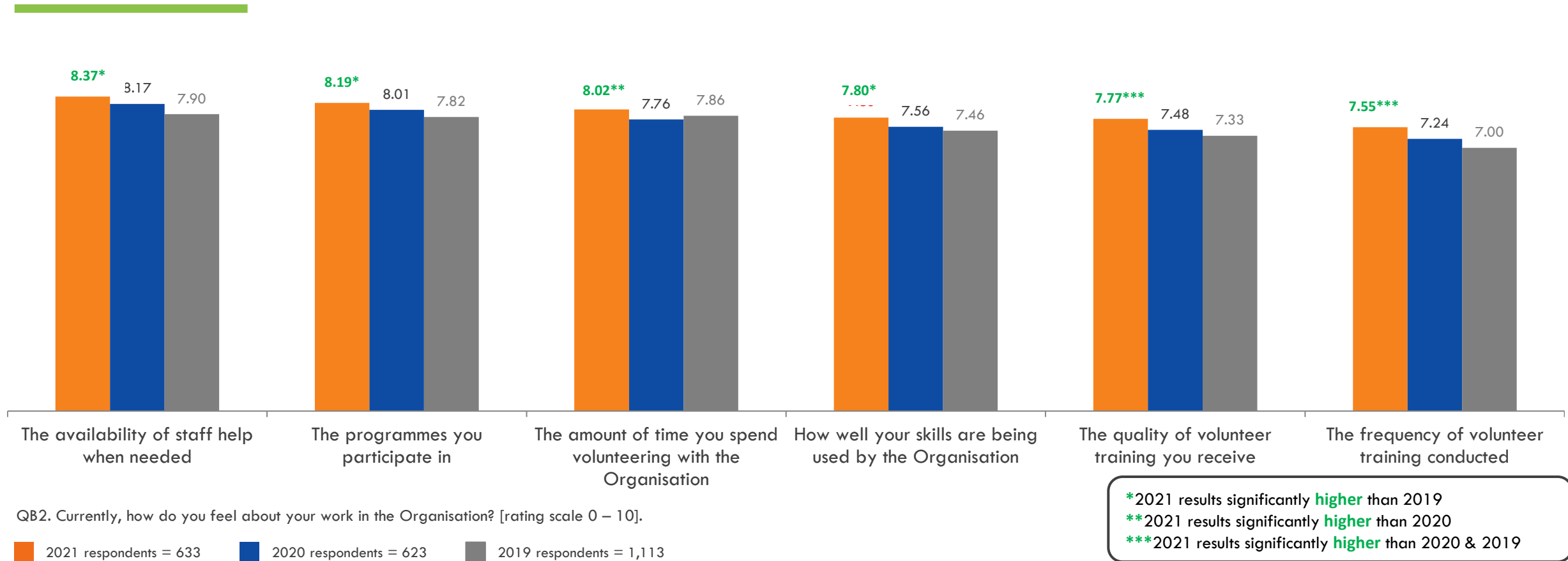
\*2021 results significantly higher than 2019



# Evaluation of the volunteer role

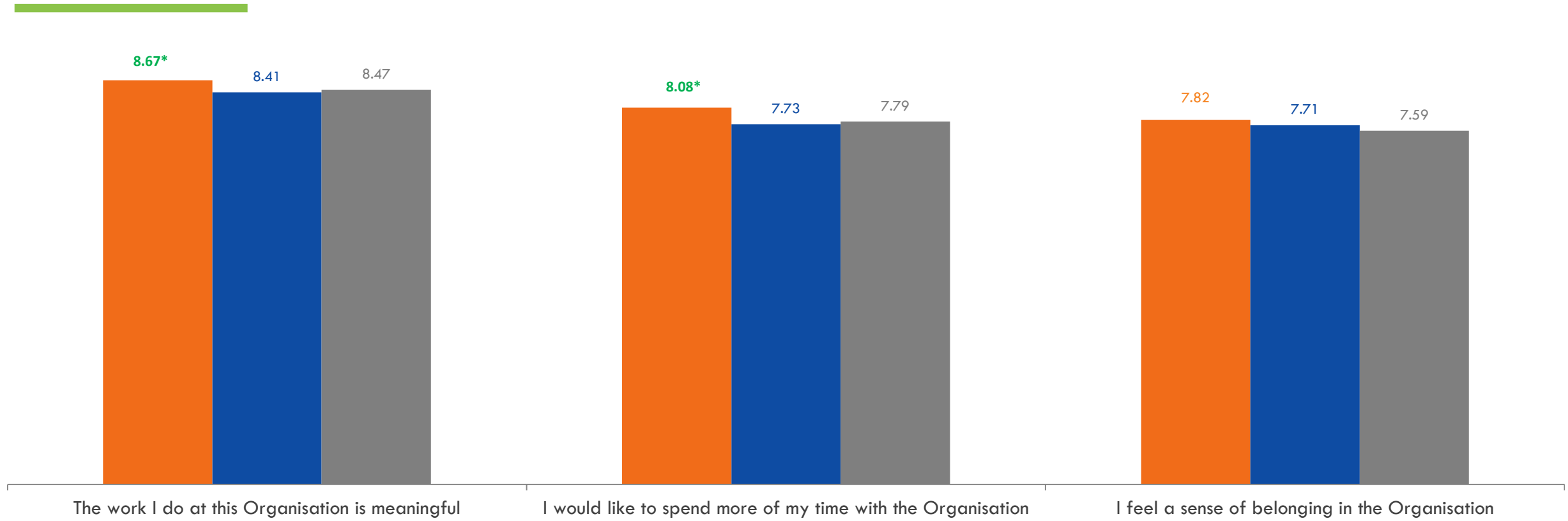
Volunteers are *significantly happier* with all aspects of their role compared to 2019.

Satisfaction with the amount of time spent volunteering with the Organisation has *improved significantly* from 2020. This is probably due to the resumption of some physical volunteering activities during the COVID-19 pandemic.



# Volunteer perspective of the Organisation

Volunteers feel that the work is **significantly more** meaningful and are therefore willing to spend more time with the Organisation compared to 2019 and 2020.



QB3. How much do you agree with the following statements? [rating scale 0 – 10].

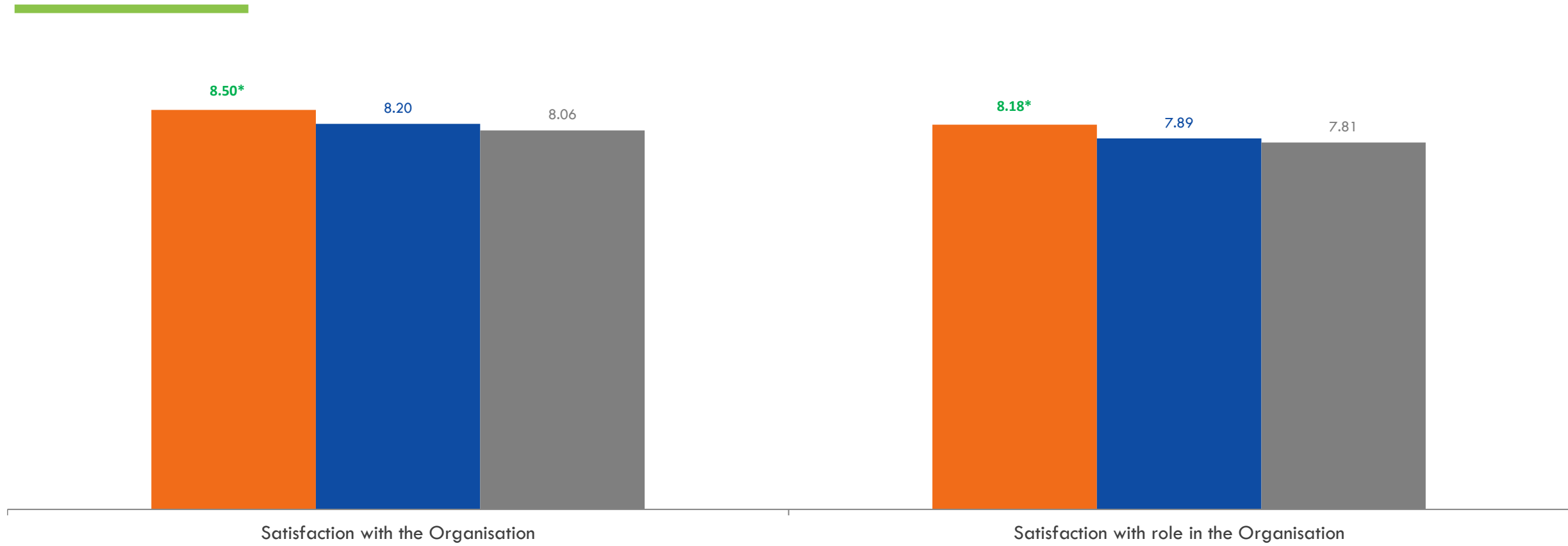
2021 respondents = 633    2020 respondents = 623    2019 respondents = 1,113

\*2021 results significantly **higher** than 2020 & 2019



# Overall volunteer satisfaction

Volunteers are **significantly more** satisfied with their Organisation and their role compared to 2019 and 2020 as they have greater appreciation for most aspects of their Organisation.



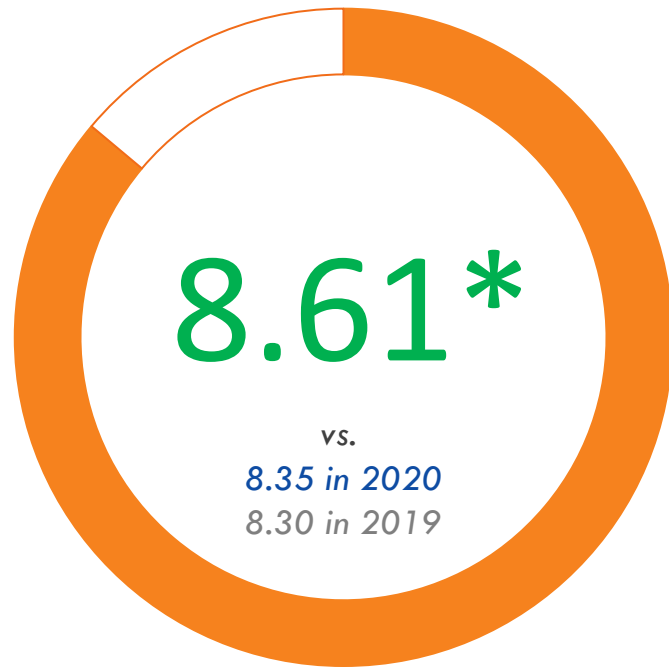
QB4. In general, how satisfied are you with the following: [rating scale 0 – 10].

2021 respondents = 633    2020 respondents = 623    2019 respondents = 1,113

\*2021 results significantly **higher** than 2020 & 2019

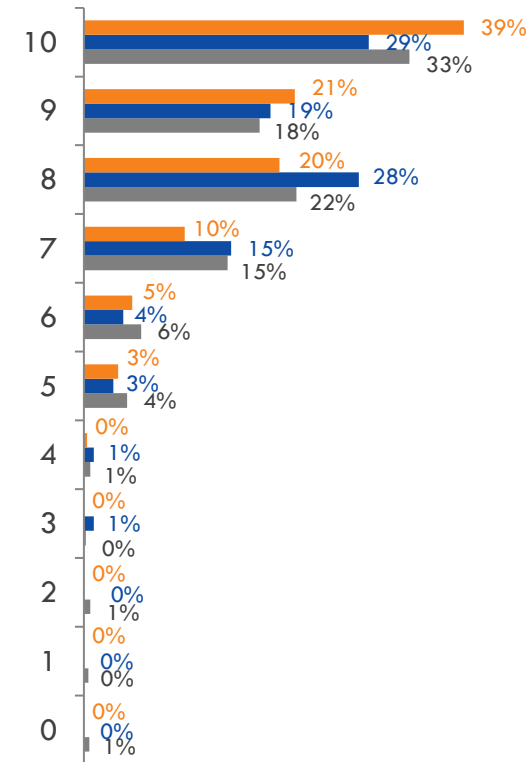
# Likelihood of recommendation

Volunteers are **significantly more** likely to recommend the Organisation to their friends and family compared to 2020 and 2019 as they are very satisfied with their Organisation (page 18).



QB5. How likely are you to recommend this Organisation to your friends & family ? [rating scale 0 – 10].

■ 2021 respondents = 633
 ■ 2020 respondents = 623
 ■ 2019 respondents = 1,113

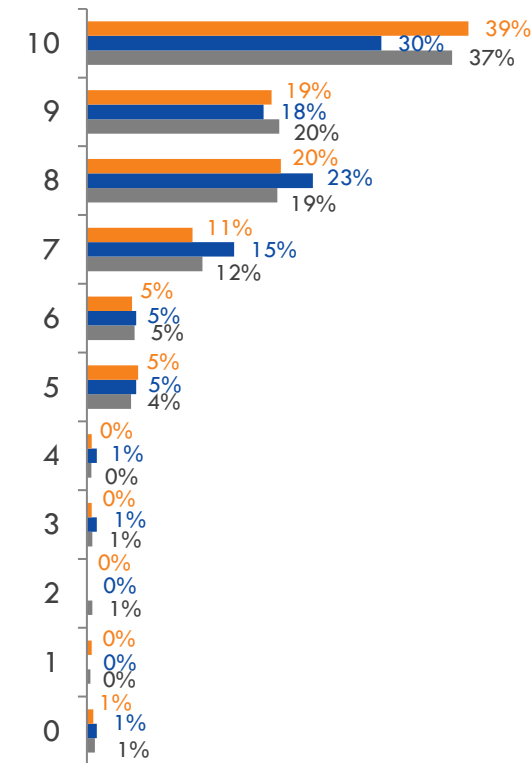
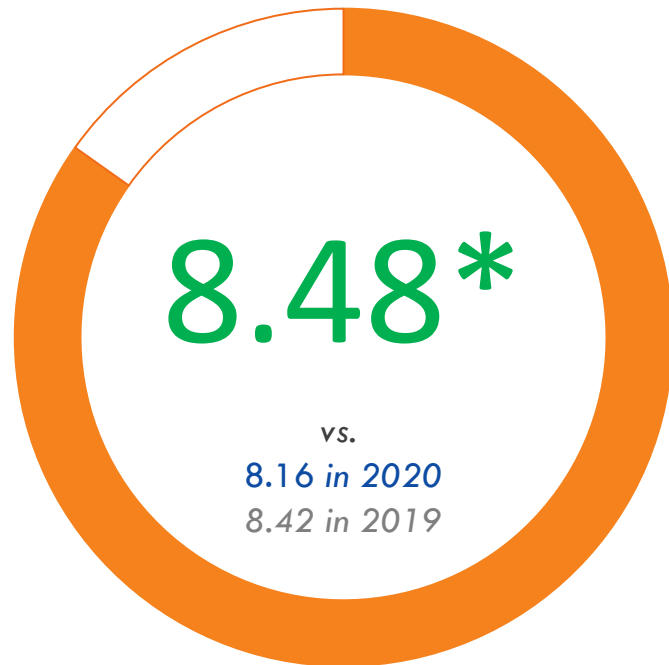


\*2021 results significantly **higher** than 2020 & 2019



# Willingness to continue volunteering

Volunteers are **significantly more** likely to continue volunteering than 2020 as they are very satisfied with their Organisation and experience, and they can resume some physical volunteering activities.



QB6. How likely are you to continue volunteering with this agency in the coming year? [rating scale 0 – 10].

2021 respondents = 633    2020 respondents = 623    2019 respondents = 1,113

\*2021 results significantly **higher** than 2020



# Key Observations

Image credit: Children-at-risk Empowerment Association (CARE Singapore)

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## Key observations



The profile of volunteers has changed significantly, with the majority now being under 44 years of age. Mainly students or full time employed people.

Ref: slide 11

Image credit: Lions Befrienders x Anglo-Chinese School (Independent)

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## Key observations

These younger volunteers are strongly motivated by their belief in the value of the work their Organisation does.

This in turn drives satisfaction with the Organisation and a willingness to recommend it. Satisfaction with their own role within the Organisation remains very strong among volunteers.

*Ref: slides : 14, 17, 18, 19, 20, 21*

Image credit: Bizlink Day Activity Centre (DAC) x Young Men's Christian Association (YMCA) – Singapore University of Technology and Design (SUTD)

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# Opportunities to Improve Volunteer Satisfaction

Image credit: Singapore Red Cross Society

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# Recap: Volunteer Management Framework



## Be Volunteer Ready

1

- Have a Volunteer Vision and Strategic Plan
- Set Volunteer Policies
- Have a Volunteer Friendly Culture



## Conduct Needs Assessment

2

- Define Organisation's Needs
- Develop Volunteer profile and position description
- Identify risks and establish mitigation strategies



## Recruit & Select Volunteers

3

- Identify Sources of volunteers
- Profile organisation and volunteers to attract the right volunteers
- Screen applicants
- Maintain Volunteer Database



## On-boarding and Training

4

- Volunteer Appointment Letter
- Orientation Programme
- Training



## Support & Recognition

5

- Supporting volunteers
- Recognising volunteers



## Review Volunteer Management

6

- Regular performance feedback
- Exit Management
- Review and Evaluate Volunteer Programme

# Mapping the factors in the Volunteer Engagement Tool to the Volunteer Management Framework



## Be Volunteer Ready

1

- Reasons for volunteering at the SSA [A5]
- Feeling a sense of belonging [B3]
- Feeling that the work done at the SSA is meaningful [A5]
- Satisfaction with role in the SSA [B4]



## Conduct Needs Assessment

2

- Type of volunteer roles in the SSA [A1]
- Causes supported within the SSA [A4]



## Recruit & Select Volunteers

3

- Volunteer frequency [A3]
- Reasons for volunteering at the SSA [A5]
- Channels of awareness [A6]



## On-boarding and Training

4

- Feelings towards the frequency of volunteer training conducted [B2]
- Feelings towards the quality of volunteer training received [B2]



## Support & Recognition

5

- Evaluation of SSA [B4]
- Feeling towards how well skills are being used by the SSA [B2]
- Feeling towards the availability of staff help when needed [B2]



## Review Volunteer Management

6

- Length of volunteer tenure [A8]
- Evaluation of SSA [B4]
- Feeling towards amount of time spent with & programmes in SSA [B2]
- Likelihood of continuation [B6]
- Satisfaction with role in the SSA [B4]

\*Factors in each step may also be included in another step

[ ]: Question number

## Introduction: methodology

**Shapley Regression\*** statistical analysis was performed among all respondents (including volunteers from mental health services & adult and family services) to determine which specific factors within each VMF step would increase volunteer satisfaction with the organisation and with their role.

*\*Please refer to the Appendix for more information*



# How to interpret the drivers of volunteers' satisfaction

1. Indicates the *proportion of satisfaction that is driven by the factors listed in the chart on the right.*

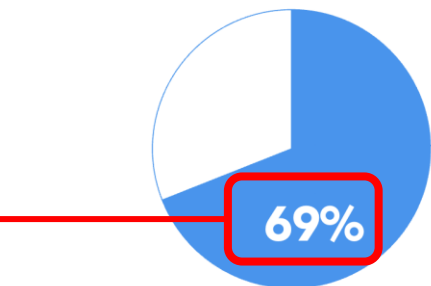
Any score around 50% or above indicates a strong positive impact on volunteer satisfaction.



## Step 1: Be Volunteer Ready

57

69% of volunteer satisfaction is driven these factors. 3 factors are statistically significant for this step: ensuring volunteers feel a sense of belonging, satisfied with their role and that their work is meaningful.



of volunteers' satisfaction with their SSA is explained by these factors

\*Statistically significant

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2. Indicates *how much each individual factor contributes to satisfaction.* The higher the number, the greater impact this factor has on satisfaction.

A positive number indicates *that increasing the factor will increase satisfaction.*

Note: the green box and \* indicates that the factor has a statistically significant\*\* impact on satisfaction.

\*\*Please refer to the Appendix for more information

# Key Highlights

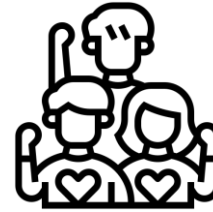
## 1.



**Steps 1, 4, 5, and especially Step 6, are important in influencing volunteer satisfaction with their agency and role**

Steps 2 & 3 are less important because they relate to internal agency processes which are less visible to volunteers.

## 2.



**Improving volunteer satisfaction with the work they do and creating a sense of belonging will increase satisfaction with their Organisation**

Volunteers feel satisfied when their work is meaningful, they feel part of the team and they are heard.

## 3.



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

Volunteers feel satisfied with their role when their skills are utilised, programmes to be meaningful, they receive training and are appreciated.

A photograph of three people in a kitchen setting. On the left, a man in a grey polo shirt and glasses is smiling. In the center, a woman wearing a maroon hijab and glasses is smiling and making a peace sign with her right hand while holding a metal tray of small, round dumplings. On the right, a man in a grey polo shirt is also smiling and making a peace sign with his right hand. In the foreground, there are stacks of white plates with purple and red lids, and a bottle of dark sauce. The background shows kitchen shelves with various items and a refrigerator.

# Satisfaction with Organisation

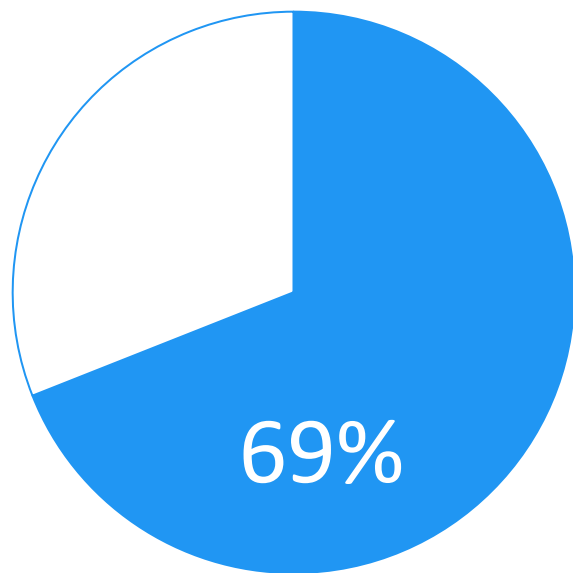
Image credit: HCA Hospice Care x PSA Corporation Ltd



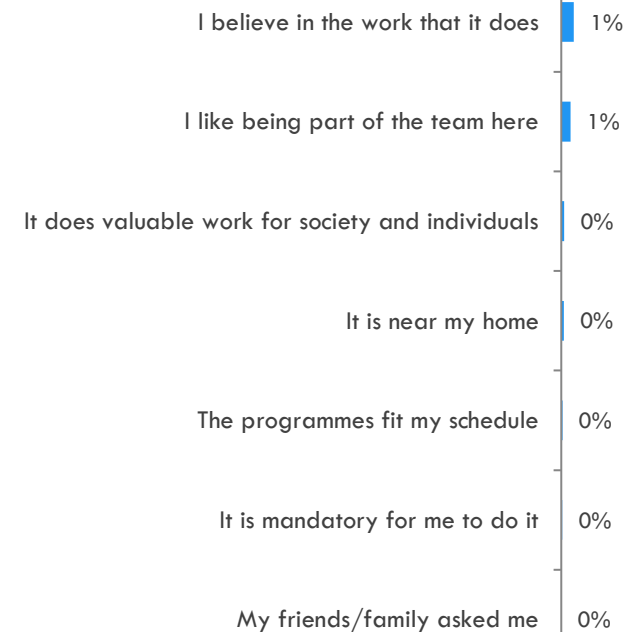
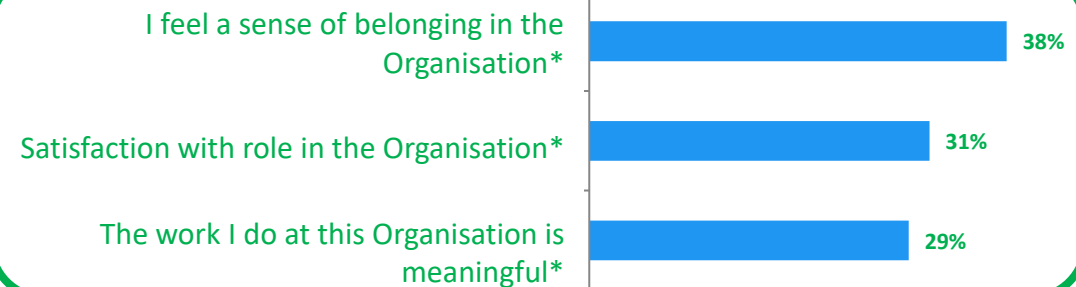


## Step 1: Be Volunteer Ready

69% of volunteer satisfaction is driven these factors. 3 factors are statistically significant for this step: ensuring volunteers feel a sense of belonging, satisfied with their role and that their work is meaningful.



of volunteers' satisfaction with their organisation is explained by these factors

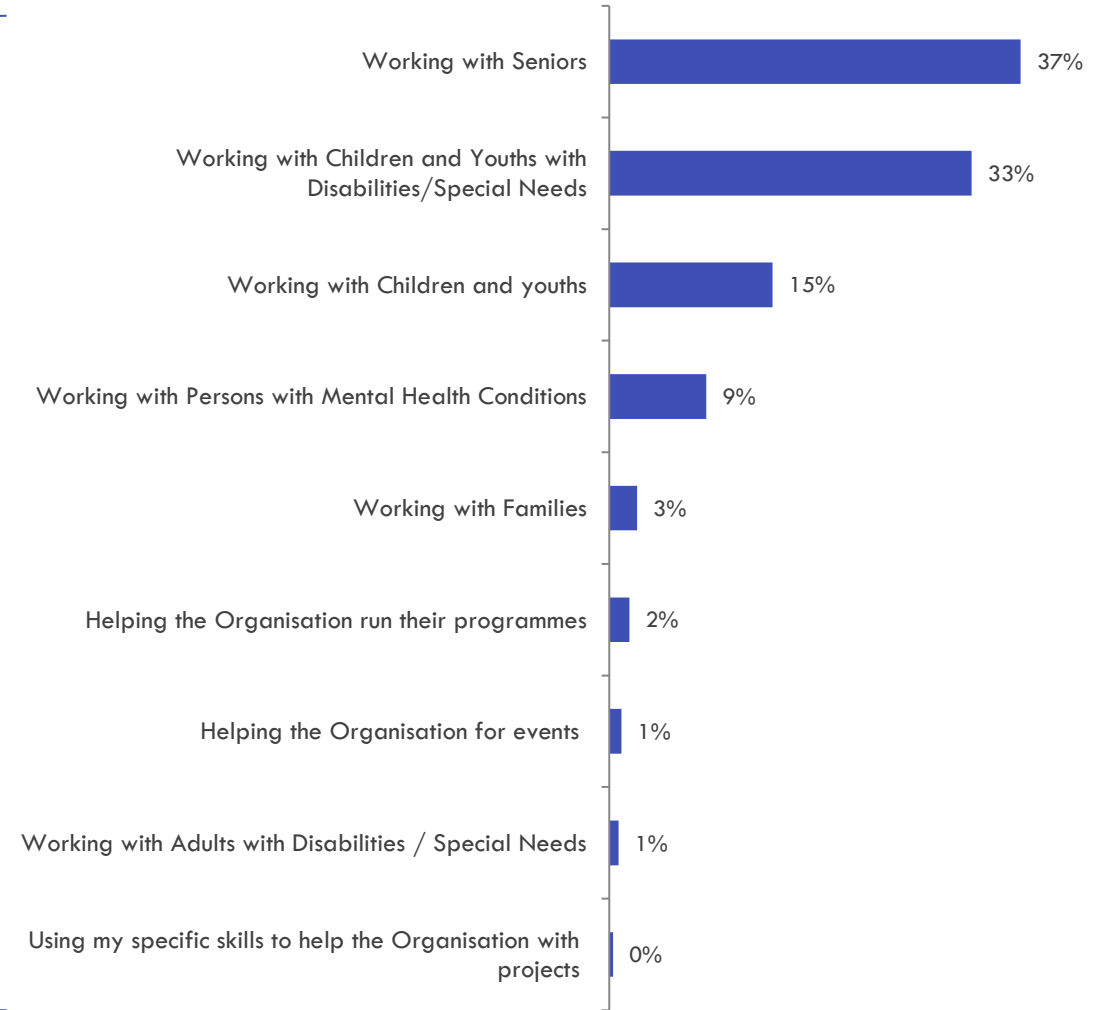
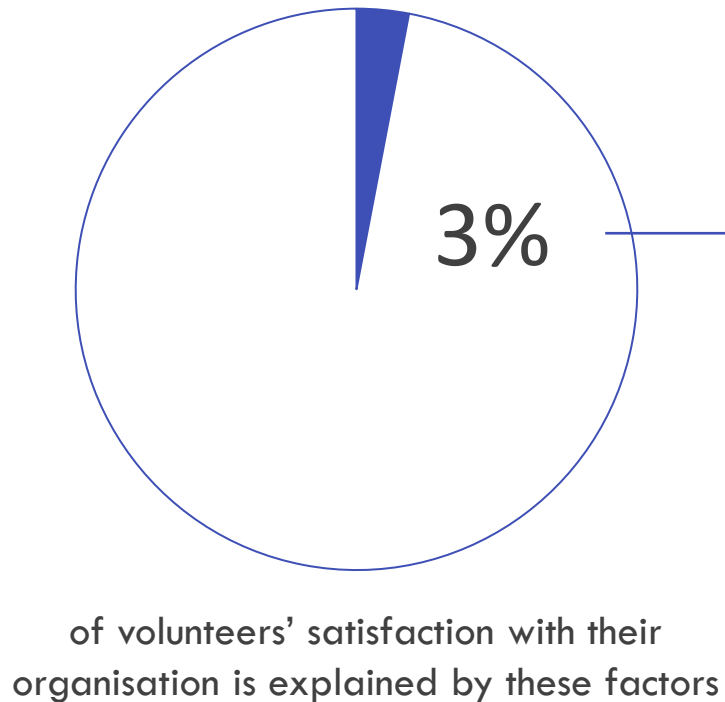


\*Statistically significant



## Step 2: Conduct needs assessment

Only 3% of volunteer satisfaction with their Organisation is explained by factors relating to needs assessment. Therefore, this stage is not a key driver of volunteer satisfaction per se.





## Step 3: Recruit & select volunteers

Only 11% of volunteer satisfaction with their Organisation is explained by factors relating to recruitment and selection. Therefore, this stage is not a key driver of volunteer satisfaction.



I like being part of the team here\* 25%

I believe in the work that it does\* 17%

Through social media 16%

TV / Newspapers / Radios 9%

I heard about it from my company/school/organisation 8%

Through Giving.Sg 5%

Word of mouth 4%

My friends/family asked me 3%

My family / friend is using services provided by the organisation 1%

Traditional mail 1%

It does valuable work for society and individuals 0%

It is near my home 0%

Online websites / Online discussion forums 0%

It is mandatory for me to do it -2%

The programmes fit my schedule -3%

I pass by the organisation frequently -4%

Volunteering with my school/company

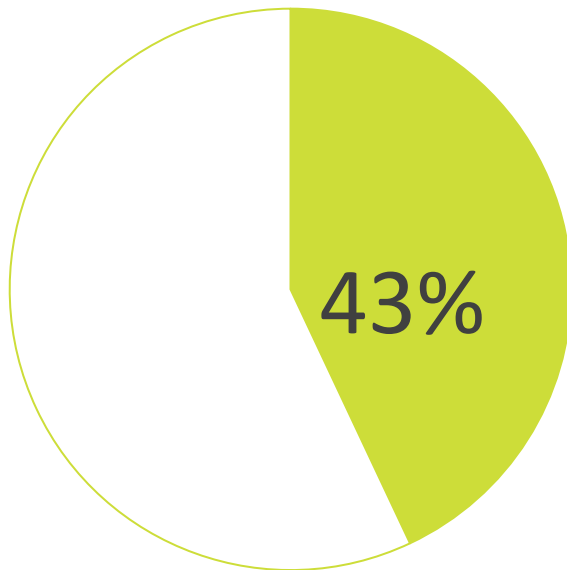
\*Statistically significant





## Step 4: On-boarding and training

43% of volunteer satisfaction is driven by the quality and frequency of volunteer training received. Improving both will improve volunteer satisfaction.



of volunteers' satisfaction with their organisation is explained by these factors

The quality of volunteer training you receive\*

53%

The frequency of volunteer training conducted\*

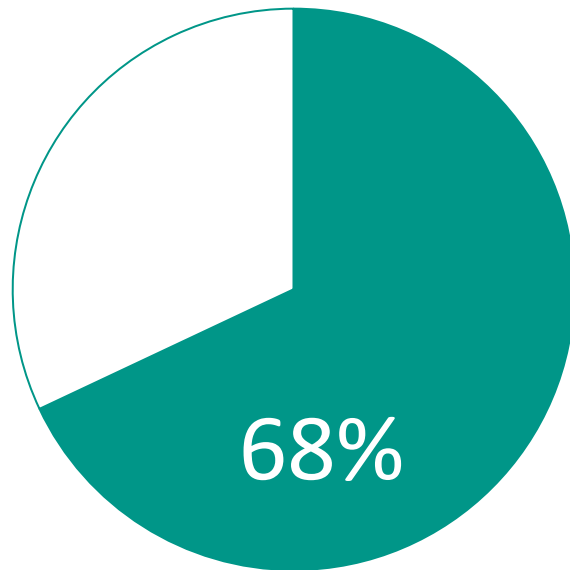
47%

\*Statistically significant



## Step 5: Support & recognition

68% of volunteer satisfaction is driven by factors relating to support & recognition. Volunteer appreciation, communication, availability of staff help and listening to volunteer feedback are the key factors for this step.



of volunteers' satisfaction with their organisation is explained by these factors

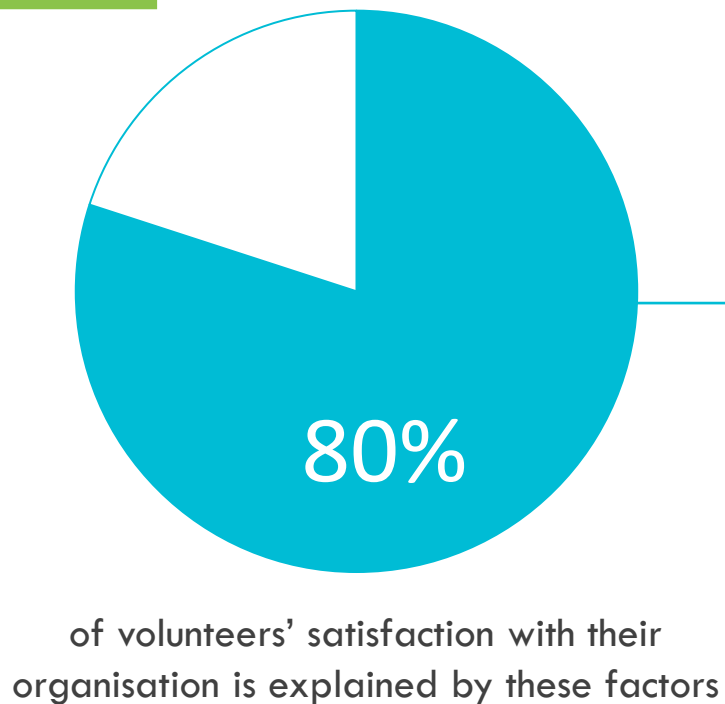


\*Statistically significant



## Step 6: Review volunteer management

Improving satisfaction with volunteer role, volunteer appreciation, quality of communication and volunteer programmes will significantly increase volunteer satisfaction, as step 6 is the most important step in improving volunteer satisfaction.



\*Statistically significant



A photograph of two women in a hallway. The woman on the left is seen from the back, wearing a green and orange floral patterned top and a patterned skirt. The woman on the right is facing her, wearing a light blue t-shirt, dark pants, and a white face mask. They appear to be interacting, with the woman in the mask holding a small object. In the background, there is a red fire hose cabinet and a white door.

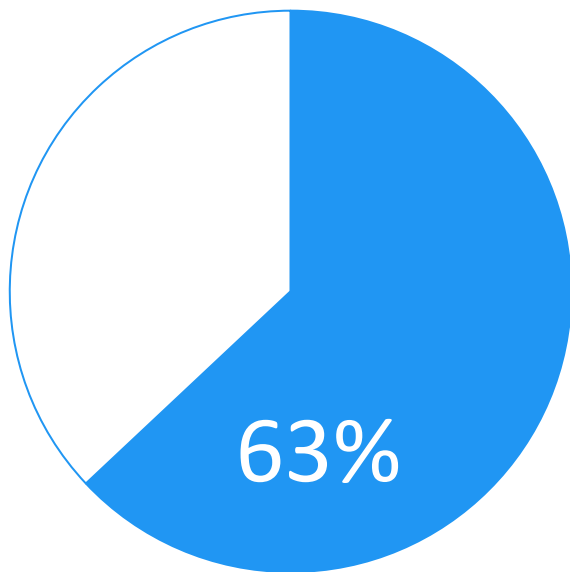
# Satisfaction with Role in Organisation

Image credit: AMKFSC Community Service Ltd

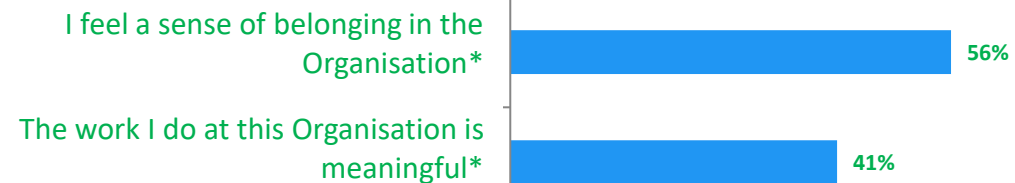


## Step 1: Be Volunteer Ready

Ensuring that volunteers find their work meaningful and increasing a sense of belonging will increase volunteer satisfaction with their role within their organisation.



of volunteers' satisfaction with their role in the organisation is explained by these factors



I like being part of the team here 1%

The programmes fit my schedule 1%

I believe in the work that it does 1%

It is mandatory for me to do it 0%

It does valuable work for society and individuals 0%

It is near my home 0%

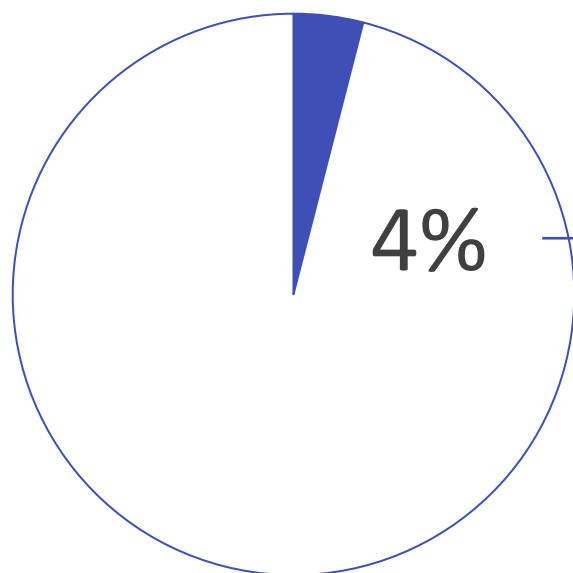
My friends/family asked me 0%

\*Statistically significant

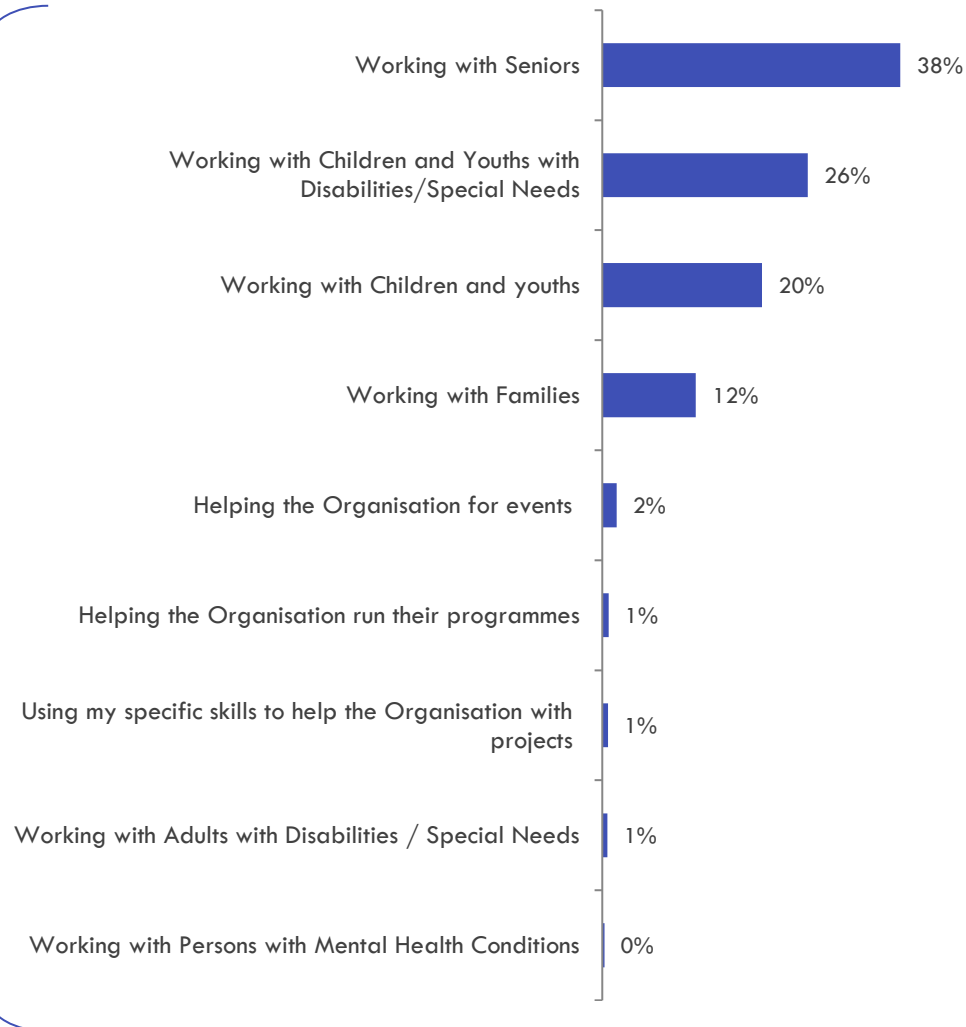


## Step 2: Conduct needs assessment

Only 4% of volunteer satisfaction with their role in the organisation is explained by these factors.



of volunteers' satisfaction with their role in the organisation is explained by these factors

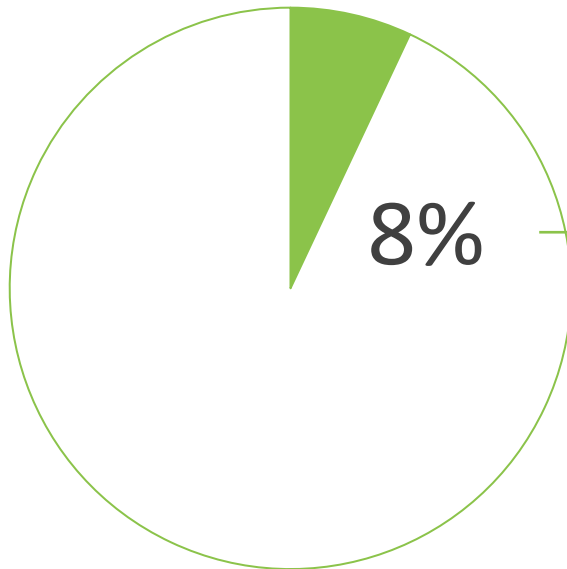




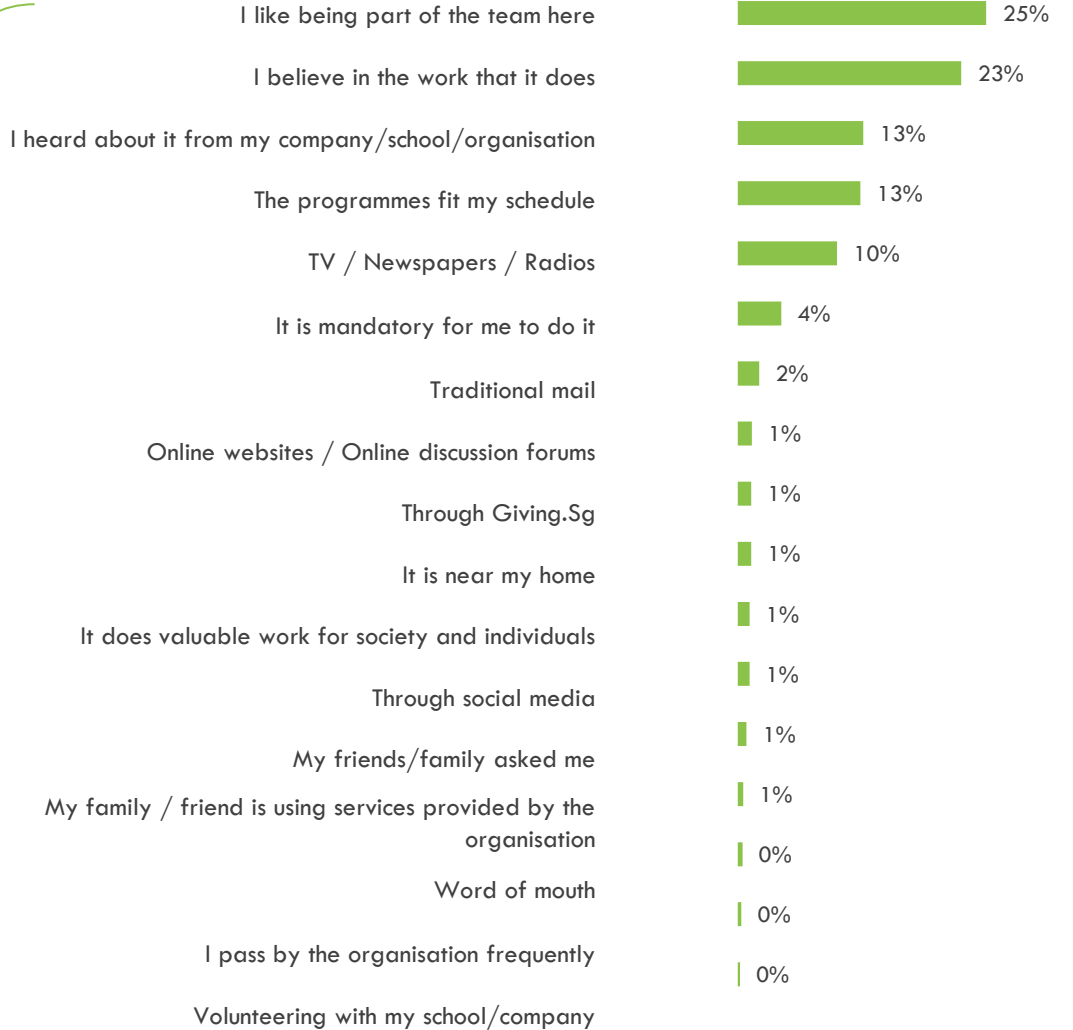


## Step 3: Recruit & select volunteers

Only 8% of volunteer satisfaction with their role in the organisation is explained by these factors.



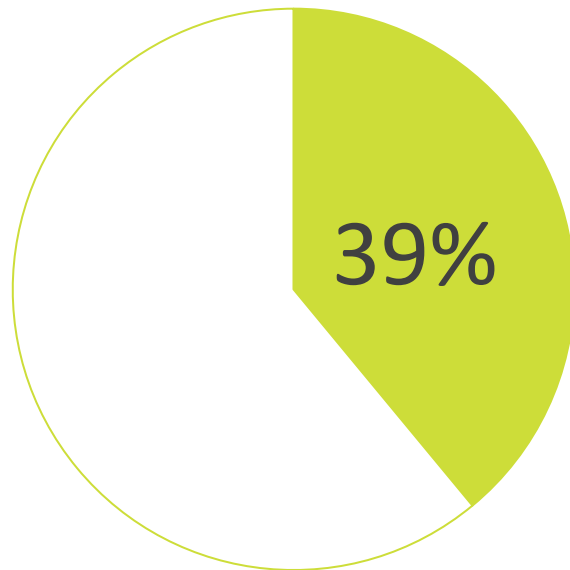
of volunteers' satisfaction with their role in the organisation is explained by these factors





## Step 4: On-boarding and training

39% of volunteer satisfaction with their role is driven by the quality and frequency of training received.



of volunteers' satisfaction with their role in the organisation is explained by these factors

The quality of volunteer training you receive\*

51%

The frequency of volunteer training conducted\*

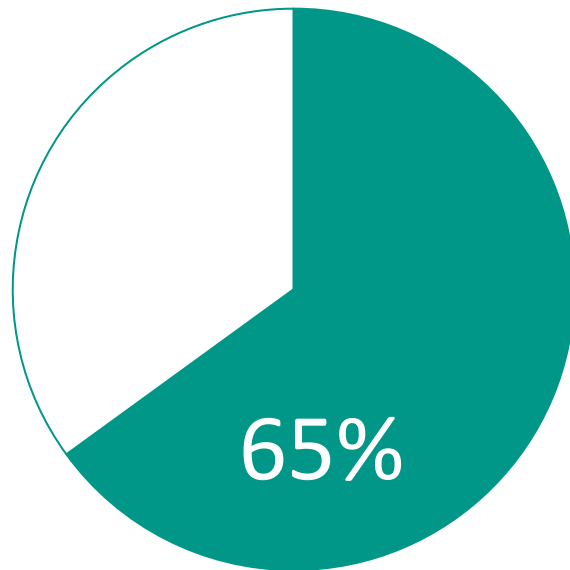
49%

\*Statistically significant



## Step 5: Support & recognition

Utilisation of volunteers' skills, ensuring staff help is available and appreciating volunteers are key drivers in this step to improve volunteers' satisfaction with their role.



of volunteers' satisfaction with their role in the organisation is explained by these factors



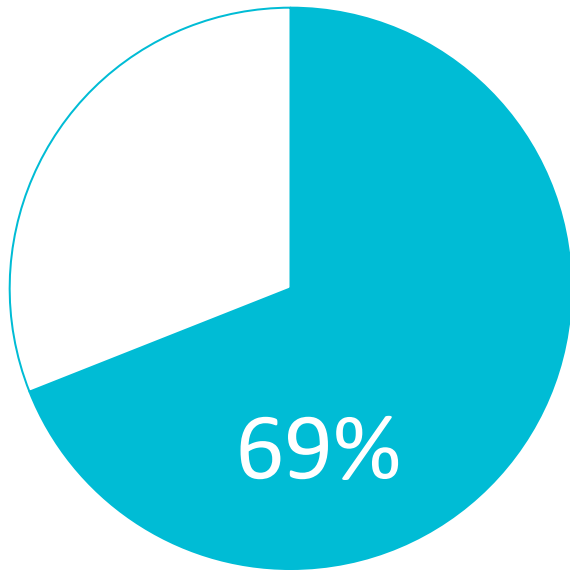
\*Statistically significant





## Step 6: Review volunteer management

Improving programmes, time spent volunteering and feedback will increase volunteer satisfaction with their role as these factors are statistically significant in driving volunteer satisfaction with their role.



of volunteers' satisfaction with their role in the organisation is explained by these factors



\*Statistically significant

## Summary: Opportunities to increase volunteer satisfaction



Create a sense of belonging to the organisation so volunteers feel part of the team and they are heard




Improve programmes, training and feedback so that volunteers' skills are utilised and they have a meaningful volunteering experience

Image credit: South Central Community Family Service Centre (SCC) x Curious Thoughts Academy

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A group of people are seen from behind, their arms raised to form a large heart shape with their hands. The background is a serene sunset over a body of water, with a small sailboat visible in the distance. The sky is a mix of orange, yellow, and blue, and the water reflects the warm colors of the setting sun.

**“Volunteering is an act of heroism on a grand scale. And it matters profoundly. It does more than help people beat the odds; it changes the odds.”**

**- William J. Clinton**

Image credit: Noorulabdeen Ahmad on Unsplash



# Acknowledgements

This report is prepared with Duxton Consulting Group and we would like to thank the following social service agencies for their contribution to this report.

Babes Pregnancy Crisis Support Ltd.	Cornerstone Community Services	Ren Ci Hospital
Bethesda CARE Centre	Daughters Of Tomorrow Limited	SHINE Children and Youth Services
Bizlink Centre Singapore Ltd	Dementia Singapore Ltd.	Singapore Association for Mental Health, The
Bone Marrow Donor Programme, The	Dover Park Hospice	Singapore Cancer Society
Calvary Community Care	Epworth Community Services	Singapore Hospice Council
Care Community Services Society	HCSA Community Services	Singapore Indian Development Association (SINDA)
Catholic Welfare Services, Singapore	Morning Star Community Services Ltd.	Stroke Support Station
Centre for Fathering Limited	Movement for the Intellectually Disabled of Singapore (MINDS)	Thye Hua Kwan Moral Charities Limited
Children-At-Risk Empowerment Association	Persatuan Pemudi Islam Singapura (PPIS)	Youth Guidance Outreach Services





# Appendix

## Additional Information & Extra Analyses

Image credit: Metta School x Changi Airport Group (CAG)

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# Introduction

The Appendix contains additional information and extra analyses not covered in the main report.

The Appendix is divided into 2 sections:

1. Detailed sub-sector analysis
2. How to download raw data and charts

Image credit: Lions Befrienders x Pantropic Online Pte Ltd





# Sub-Sector Analysis

Image credit: St Luke's ElderCare x Aileron Wellness

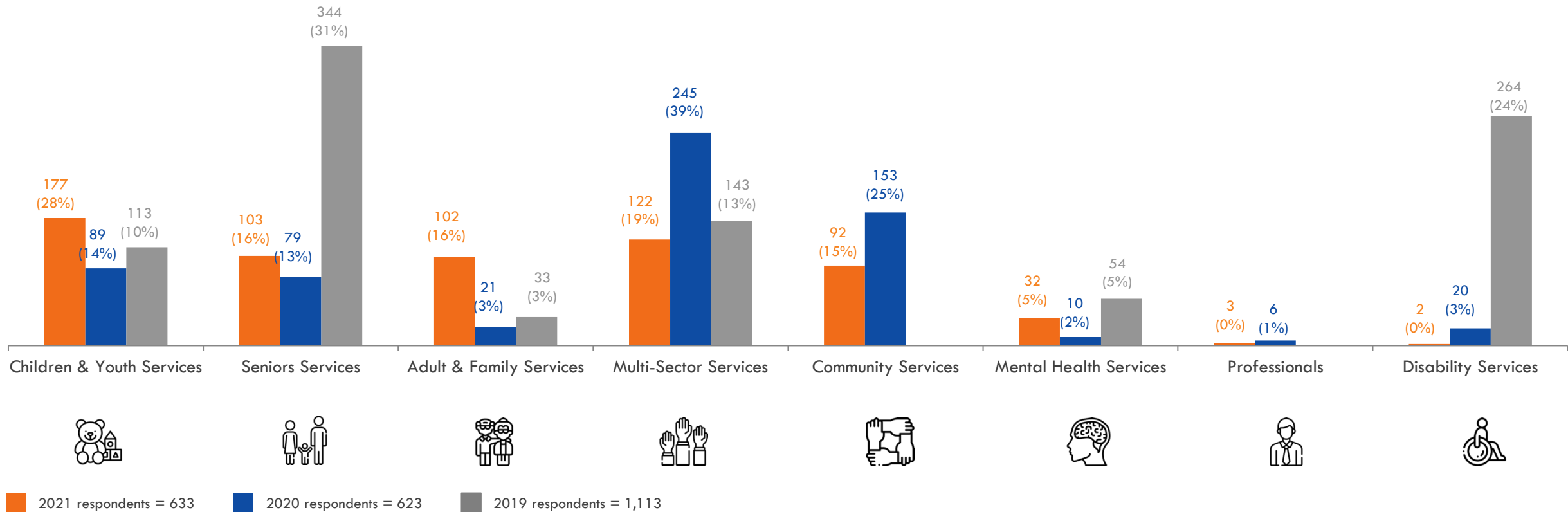
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# Response rate by sub-sector

Detailed sub-sector analyses for the Children & Youth, Multi-Sector, Seniors, Adult & Family, and Community Services sub-sectors will be shown in the upcoming section.

**Please note that results from the Mental Health Services, Professionals, and Disability Services sub-sectors are excluded due to very small sample sizes.**



# Key Highlights

## 1.



**Appreciation of the value of the work done by the Organisation is the main driver for volunteerism across all sub-sectors.**

Overall satisfaction among volunteers with their role and their Organisation continues to be strong, as does their willingness to recommend.

## 2.



**Volunteers in the Multi-Sector Services show an increasing appreciation of all aspects of their Organisation over the past 3 years.**

Volunteers in Multi-Sector Services also have increased satisfaction with their role and are more willing to recommend their Organisation.

## 3.



**Some specific weaknesses in the Community and Children & Youth Services sub-sectors.**

There is a clear dip in sentiments related to *communications* in the Community Services sub-sector.

Volunteers in the Children & Youth Services sub-sector rate all aspects of their role slightly lower in 2021 vs. 2020.



A photograph of several young people wearing red t-shirts with 'YOUTH CORPS SINGAPORE' printed on them. One person in the foreground is wearing a white Adidas cap. They appear to be in a group discussion or activity. A dark grey rounded rectangle is overlaid on the right side of the image, containing the title and a footnote.

# Volunteer Profiles\*

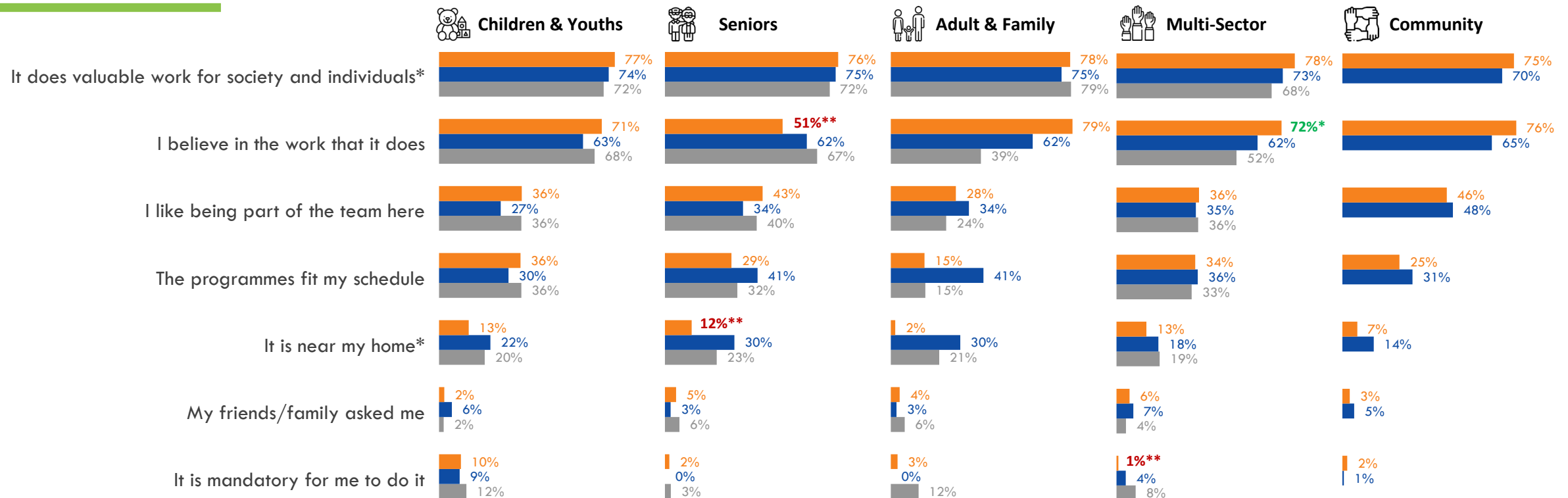
\*Profiling questions were only asked in the full survey, profiling information for the pulse survey respondents is not available

Image credit: Youth Corps Singapore

# Reasons for volunteering

Appreciation of the value of the work by the Organisation continues to be the main driver for volunteerism across all sub-sectors. Belief in the work is **significantly higher** in the Multi-Sector Services sub-sector compared to 2019.

However, there is a **significant dip** in 'believe in the work' as a reason for volunteering in the Seniors' Services sub-sector compared to 2020 and 2019.



\*Option altered slightly in 2020 for conciseness

QA5. Why did you choose to volunteer with this Organisation? Please select all that apply. [multiple response]

2021 respondents = 633    2020 respondents = 623    2019 respondents = 1,113

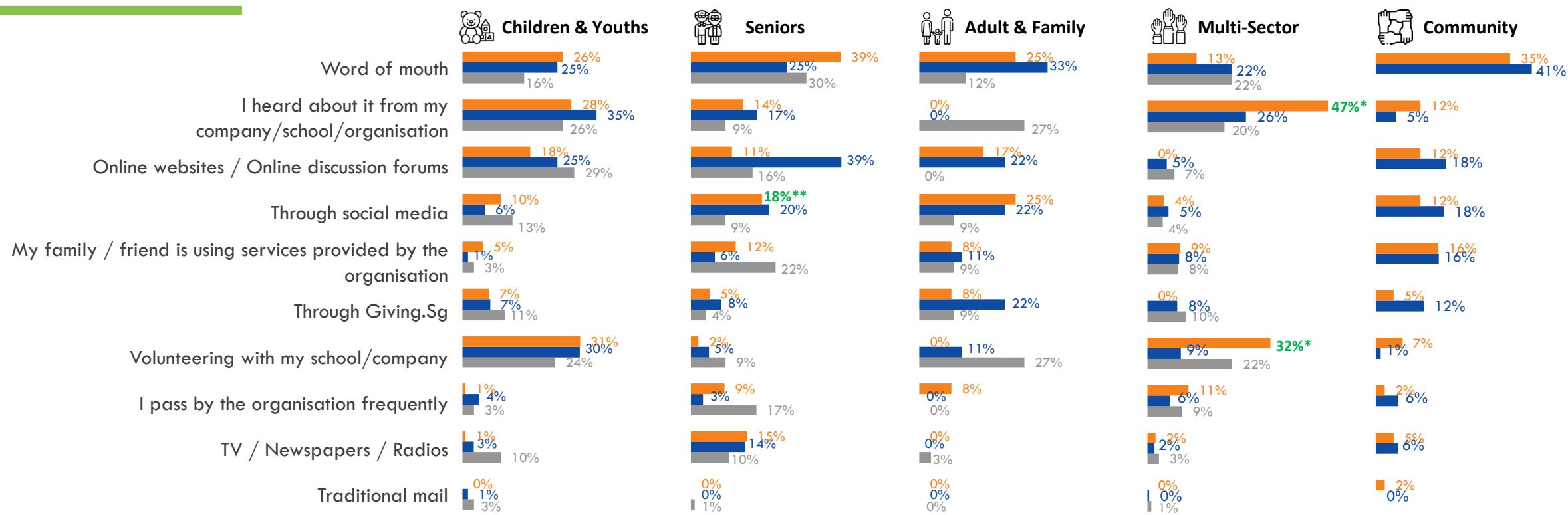
\*2021 results significantly **higher** than 2019

\*\*2021 results significantly **lower** than 2019

# Channels leading to the awareness of Organisation\*

Word of mouth continues to be the primary channel of awareness. Company/school/organisation has *significantly increased* in importance for the Multi-Sector Services sub-sector.

Social media has also *significantly increased* in importance for the Seniors' Services sub-sector from 2019.



\*Question not asked in pulse survey. Results for Adult & family services is due to a very small base number of responses

QA6. How did you hear or learn about this Organisation? Please select all that apply. [multiple response]

2021 respondents = 372

2020 respondents = 533

2019 respondents = 1,113

\*2021 results significantly higher than 2020

\*\*2021 results significantly higher than 2019





# Experience with Organisation

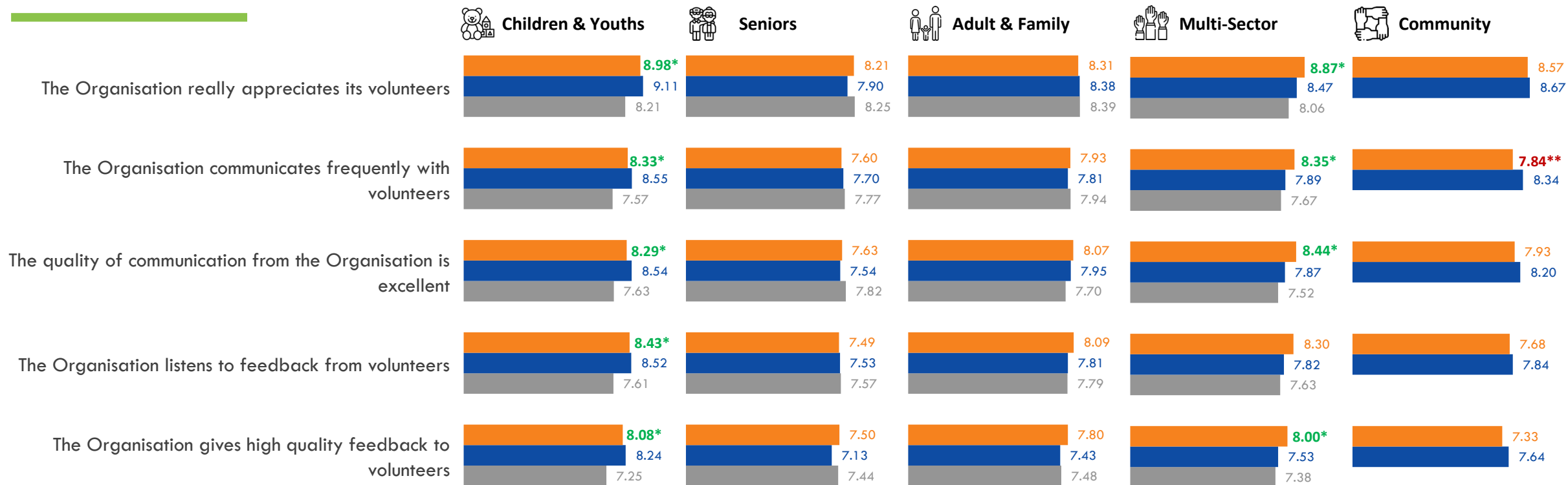
Image credit: St Luke's ElderCare x Aileron Wellness

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# Evaluation of the Organisation

Volunteers in the Multi-Sector Services sub-sector have an increasing appreciation of all aspects of their Organisation over the past 3 years.

Most other sub-sectors show similar values as in 2020 and 2019. However, there is a *significant dip* in sentiments towards the frequency of communication in the Community Services sub-sector.



QB1. Currently, how much do you agree with the following statements about your agency [rating scale 0 – 10].

■ 2021 respondents = 633
 ■ 2020 respondents = 623
 ■ 2019 respondents = 1,113

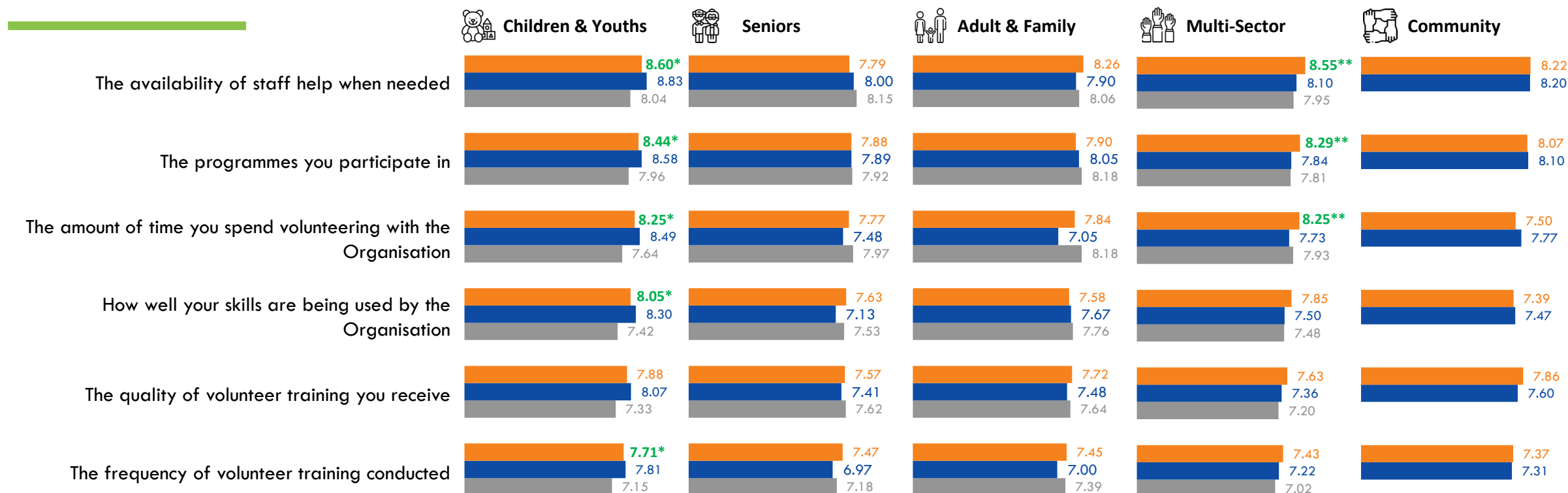
\*2021 results significantly **higher** than 2019

\*\*2021 results significantly **lower** than 2020

# Evaluation of the volunteer role

Volunteers in the Multi-Sector Services sub-sector have an increasing appreciation of all aspects of their own role over the past 3 years.

Most other sub-sectors show similar values as in 2020 and 2019. However, volunteers rate all aspects of their role slightly lower in 2021 vs. 2020 in the Children & Youth Services sub-sector.



QB2. Currently, how do you feel about your work in the Organisation? [rating scale 0 – 10].

2021 respondents = 633    2020 respondents = 623    2019 respondents = 1,113

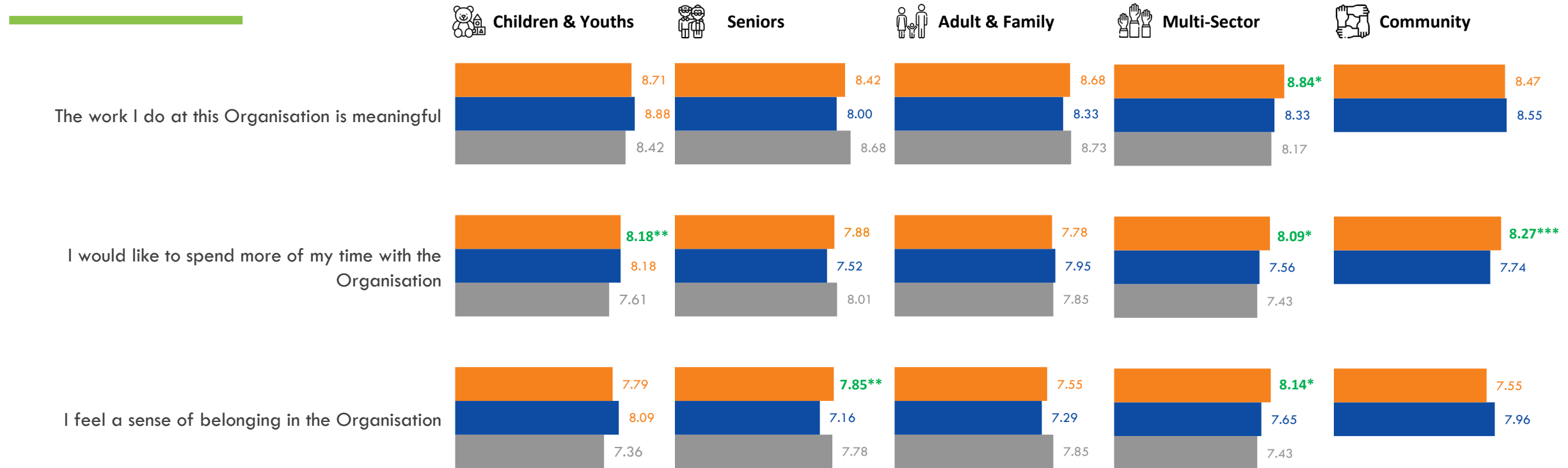
\*2021 results significantly higher than 2019  
\*\*2021 results significantly higher than 2020



# Volunteer perspective of the Organisation

There is a **significant increase** in volunteers wanting to spend more time with their Organisation across all sub-sectors.

There is a **significant increase** in appreciation across all aspects among volunteers in the Multi-Sector Services sub-sector compared to 2020 & 2019.



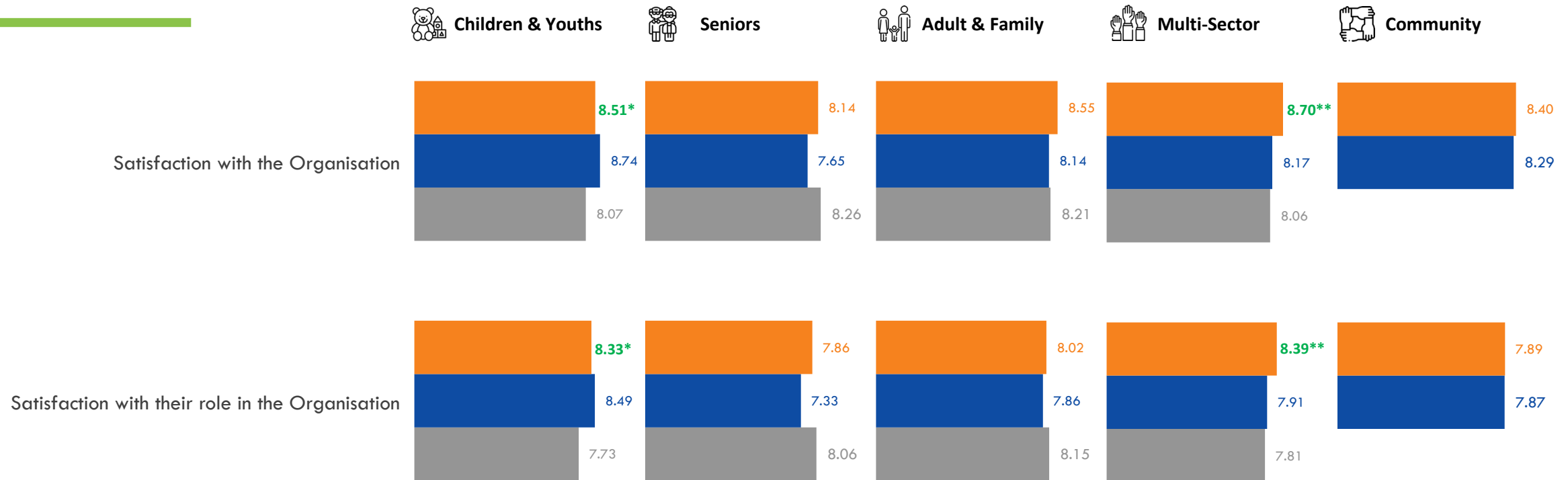
QB3. How much do you agree with the following statements? [rating scale 0 – 10].

■ 2021 respondents = 633
 ■ 2020 respondents = 623
 ■ 2019 respondents = 1,113

\*2021 results significantly **higher** than 2019 & 2020  
 \*\*2021 results significantly **higher** than 2019  
 \*\*\*2021 results significantly **higher** than 2020

# Overall volunteer satisfaction

Satisfaction with the Organisation and their own role remains high among volunteers across all sub-sectors. Again, Multi-Sector Services is particularly strong, but Children & Youth Services shows a little decline versus 2020.



QB4. In general, how satisfied are you with the following: [rating scale 0 – 10].

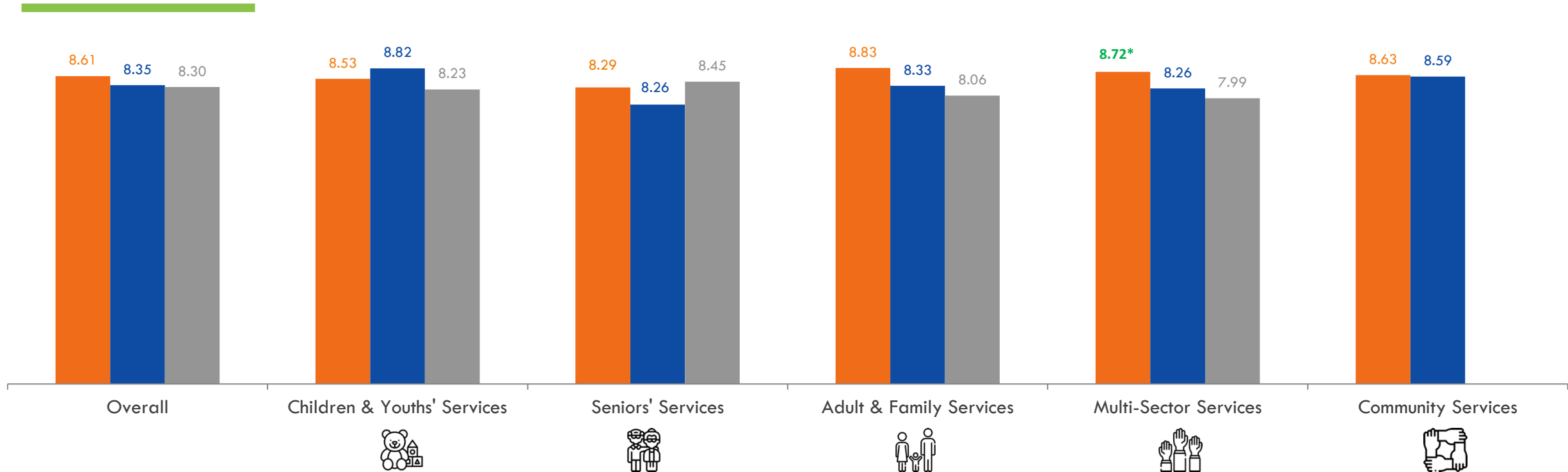
■ 2021 respondents = 633
 ■ 2020 respondents = 623
 ■ 2019 respondents = 1,113

\*2021 results significantly **higher** than 2019  
 \*\*2021 results significantly **higher** than 2020 & 2019

# Likelihood of recommendation

Likelihood to recommend their Organisation to friends and family has increased overall.

There is a **significant increase** in the willingness to recommend among volunteers in the Multi-Sector Services sub-sector compared to 2019 and 2020. Seniors' Services and Adult & Family Services sub-sectors also show strength versus 2020.



QB5. How likely are you to recommend this Organisation to your friends & family ? [rating scale 0 – 10].

■ 2021 respondents = 633
 ■ 2020 respondents = 623
 ■ 2019 respondents = 1,113

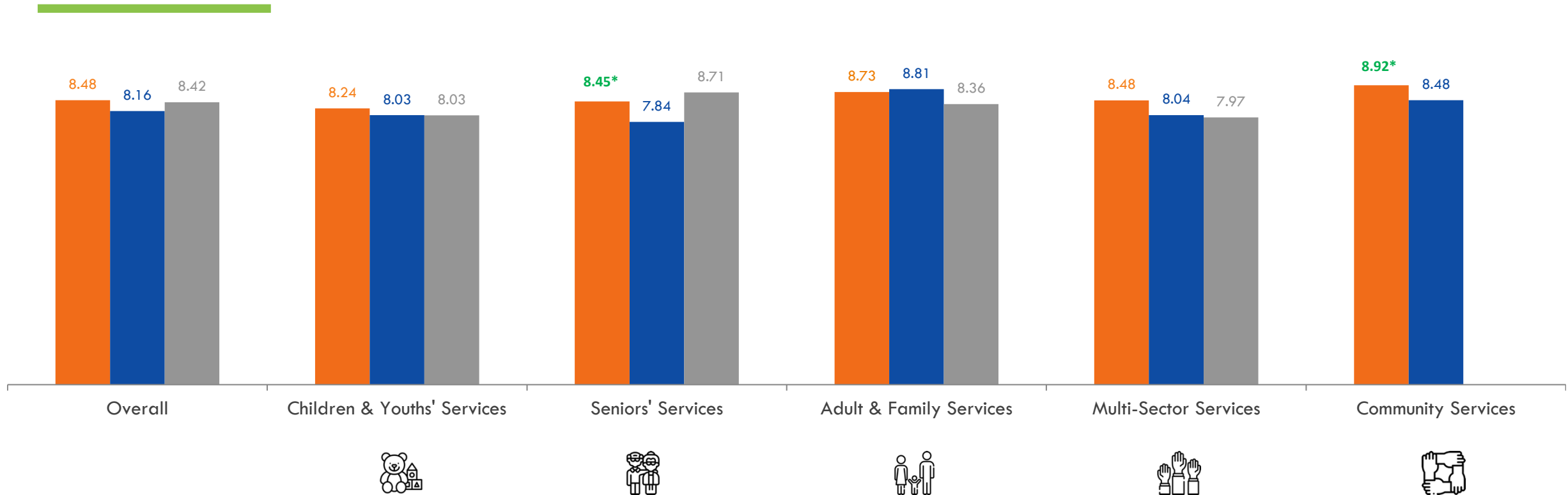
\*2021 results significantly **higher** than 2019 & 2020



# Willingness to continue volunteering

Willingness to continue volunteering is similar or slightly higher than 2020 across almost all sub-sectors.

There is a **significant increase** in willingness to continue volunteering among volunteers in the Seniors' & Community Services sub-sectors compared to 2020.



QB6. How likely are you to continue volunteering with this Organisation to your friends and family? [rating scale 0 – 10].

2021 respondents = 633    2020 respondents = 623    2019 respondents = 1,113

\*2021 results significantly **higher** than 2020

A person is sitting at a wooden desk, working on a laptop. Their hands are on the keyboard. A smartphone is lying on the desk next to the laptop. A white mug is in the foreground. The person is wearing a dark t-shirt with some text on it. The background is a wooden wall.

# How to download raw data & charts

Image credit: Parker Byrd on Unsplash

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# Log in



1. Enter your username (email address) here

## Login

Please enter your email and password to login

3. Click this button to log in

2. Enter your password here



# After log in you will see this page



Click on your project name to access your project

## Your Projects

Show 10 entries

Search:

Name

NCSS Survey Tool

Name

Showing 1 to 1 of 1 entries


Previous



1


Next

Create New Project

# After you log in – you will see this home page







Toggle Project

Click here to download the raw data in an Excel file for the full survey

Marianne Wong ▾

Dashboard

Active Surveys

vey Name	Id	Status	All Responses	Answers Dashboard	Choice Model Reports
<a href="#">Volunteer Engagement Tool</a>	5ecde46cf91793731b4f537e	 Not Ready	<div>View</div>	<div>View</div>	<div>View</div>
<a href="#">Pulse Survey</a>	5ecde4a7f91793731b4f5457	 Not Ready	<div>View</div>	<div>View</div>	<div>View</div>

Click here to download the raw data in an Excel file for the pulse survey

Click here to access the answers dashboard to view the responses in graphs for the pulse survey

# Answers Dashboard: Download charts

Answers

Click here to download all the charts (without filters & comparisons) as a PDF

[Print/Download](#)

Question

QA1 (Type of volunteer)

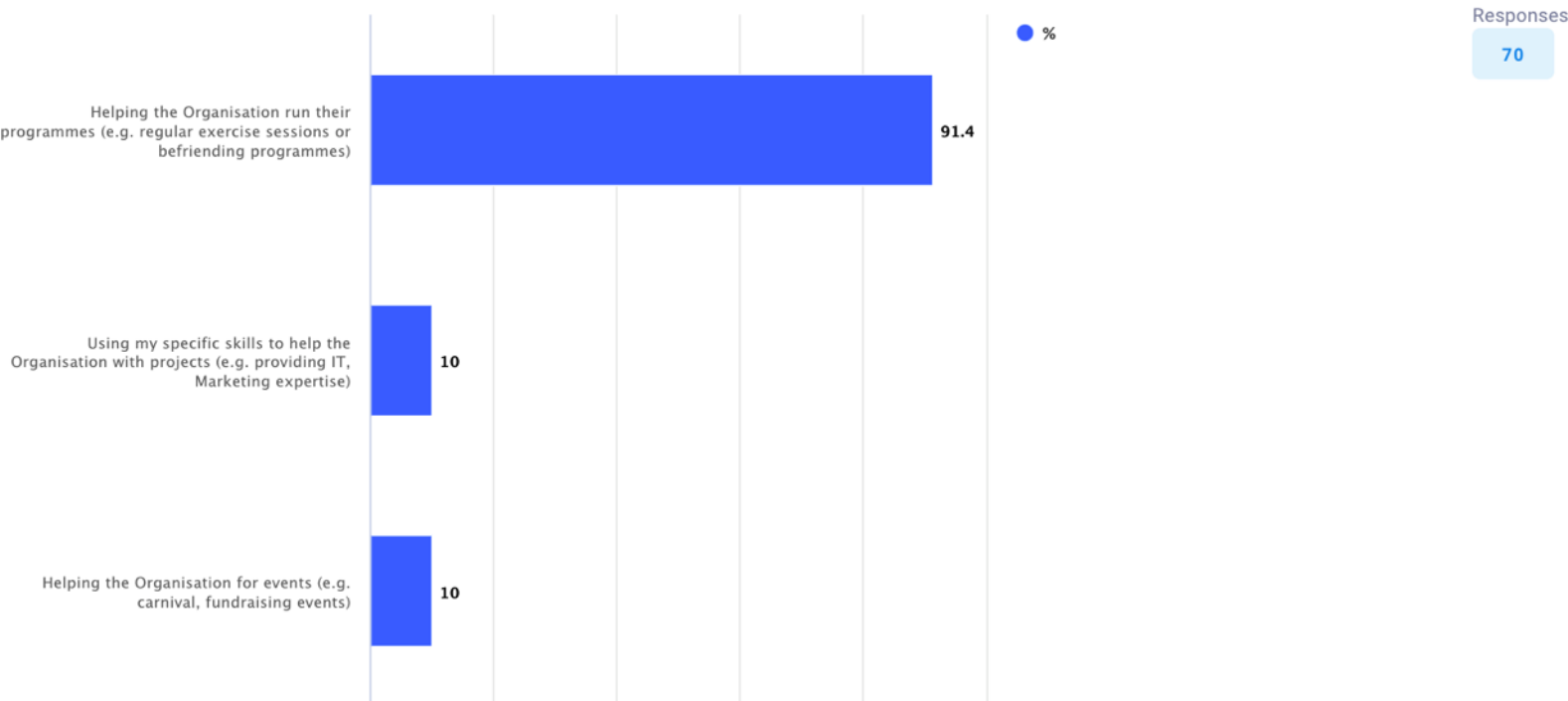
Sort

[+ Advanced](#)

## QA1 (Type of volunteer)

What kind of work do you do with this Organisation?

Please select all that apply





# How to download the raw data

Responses

Click this button to download the raw data in an excel file

Generate Excel

Generate JSON

Download All Images

Remove All Responses

#	PSID	PID	Timestamp	Duration	Valid	Terminated	Images	
1			2020-05-27T04:00:48.384Z	1 mins 47 secs	-	-		<a href="#">View</a> X
2			2020-06-02T02:15:47.766Z	3 mins 44 secs	-	-		<a href="#">View</a> X
3			2020-06-03T02:24:30.205Z	10 mins 43 secs	-	-		<a href="#">View</a> X
4			2020-06-03T02:28:17.666Z	22 mins 30 secs	-	-		<a href="#">View</a> X
5			2020-06-04T03:54:26.228Z	18 mins 0 secs	-	-		<a href="#">View</a> X
6			2020-06-04T11:52:49.360Z	6 mins 6 secs	-	-		<a href="#">View</a> X
7			2020-06-16T04:14:34.246Z	16 mins 42 secs	-	-		<a href="#">View</a> X
8			2020-06-16T04:15:13.096Z	1 mins 35 secs	-	-		<a href="#">View</a> X
9			2020-06-16T04:27:48.809Z	1 mins 45 secs	-	-		<a href="#">View</a> X



Together, Because



Reach out to the NCSS Volunteer Resource Optimisation team at [Volunteer\\_Resource@ncss.gov.sg](mailto:Volunteer_Resource@ncss.gov.sg) for any help or clarifications regarding this publication.

You may also visit the Volunteer Resource Hub at this [link](#) or scan this QR Code to access more resources on volunteer management.