

EXPOSURE DRAFT

International Labour Organization

Manual on the Measurement of Volunteer Work

Room Document

Prepared for the 18th International Conference of Labour Statisticians
to Accompany Chapter 5 of Report I, General Report to the ICLS

Preface

This *Manual on the Measurement of Volunteer Work* is intended to guide countries in generating systematic and comparable data on volunteer work via regular supplements to labour force surveys. The objective is to improve and make available data on a significant form of work that is growing in importance but that is often ignored or rarely captured in traditional economic statistics. Doing so will help to fulfill the mandate set forth in a resolution by the UN General Assembly to “enhance the knowledge base” about volunteer work and to “establish the economic value of volunteering.”

This draft *Manual* was developed at the request of the Statistics Bureau of the International Labour Organization by the Johns Hopkins University Center for Civil Society Studies, which has been involved in the measurement of the nonprofit sector and volunteer work in countries throughout the world over close to two decades. The Hopkins Center was assisted by a Technical Experts Group assembled by the ILO. This Group met at the International Labour Organization headquarters in Geneva on 4 and 5 July 2007 and communicated subsequently with the Hopkins Center via a series of memoranda and emails. The current draft has also benefited from initial testing of a draft survey module completed in three countries, Canada, Korea, and France. Desk reviews were conducted in Korea and France while in Canada, eleven cognitive interviews were also conducted.

The International Labour Organization wishes to acknowledge the contributions of the following individuals who played a significant role in the preparation of this document: Dr. Lester M. Salamon, director, Dr. Helen Tice, Dr. S. Wojciech Sokolowski, and Ms. Megan Haddock of the Johns Hopkins University Center for Civil Society Studies; Ms. Adriana Mata-Greenwood of the International Labour Organization’s Bureau of Statistics; and the Members of the Technical Experts Group, including (in alphabetical order): Edith Archambault, University of Paris1 (France), Jacqueline Butcher de Rivas, Mexican Center on Philanthropy (CEMEFI) (Mexico), Elizabeth Davis, Australian Bureau of Statistics (Australia), Bengt Oscar Lagerstrom, Statistics Norway (Norway), Winnie Mitullah, University of Nairobi (Kenya), Yandiswa Mpetsheni, Statistics South Africa (South Africa), Tae-Kyu Park, Yonsei University (Korea), Justin Davis Smith, Institute for Volunteering Research (United Kingdom), Ato Mekonnen Tesfaye, Central Statistical Authority (Ethiopia). Observers to the Technical Experts Group included: Lorna Bailie, Statistics Canada (Canada), Mr. Tom Dufour, Statistics Canada (Canada), Robert Leigh, United Nations Volunteers.

The ILO sees the measurement of volunteer work as an important part of its commitment to the concept of “decent work” as a means of promoting human agency, dignity, and self-respect.

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CHAPTER 1

INTRODUCTION

- 1.1 Volunteer work is a crucial renewable resource for social and environmental problem-solving the world over. Despite the enormous scale of such work and the contributions it makes to the quality of life in countries everywhere, however, little sustained effort has gone into its measurement.
- 1.2 With these facts in mind, the UN General Assembly passed a resolution in 2001 calling on member governments to “enhance the knowledge base” on volunteering and to support efforts to “measure” its contributions (UN General Assembly, 2001).
- 1.3 The United Nations Statistics Division subsequently issued a *Handbook on Nonprofit Institutions in the System of National Accounts* that recommends including the value of volunteer work in the satellite accounts on nonprofit institutions that countries produce.
- 1.4 The purpose of this *Manual* is to recommend a methodology to guide countries in generating the systematic and comparable data on volunteer work required to carry out these mandates. This methodology was developed by a team of analysts working through the Johns Hopkins University Center for Civil Society Studies under the auspices of the International Labour Organization’s Statistics Bureau and with the aid of a Technical Advisory Group composed of statistical officials and experts on volunteer work from around the world (See Preface for a list of participants).
- 1.5 The *Manual* contains six chapters in addition to this Introduction as follows:
 - a. Chapter 2 examines the rationale for measuring volunteer work and for doing so through labour force surveys;
 - b. Chapter 3 discusses the challenges involved in defining volunteer work and presents the definition proposed in this *Manual* and in the survey module it recommends;
 - c. Chapter 4 describes the basic design of the survey module being proposed to measure volunteer work;
 - d. Chapter 5 describes the target data elements this modules seeks to capture and the classification system recommended to characterize the type of volunteer work performed and the field in which it is carried out;
 - e. Chapter 6 discusses recommended procedures for survey administration and reporting (To Be Completed Following ICLS); and
 - f. Chapter 7 discusses recommended procedures for valuing volunteer work (To Be Completed Following ICLS).

- 1.6 In addition to the chapters, the *Manual* includes six annexes:
- a. Annex 1 presents the recommended core survey module;
 - b. Annex 2 presents the tools for classifying volunteer work activities by occupation;
 - c. Annex 3 presents the tools for classifying informal volunteer activities by industry and occupation;
 - d. Annex 4 presents the tools for classifying volunteer work activities by industry;
 - e. Annex 5 presents a survey coding book for interviewers to accompany the recommended core survey module.
 - f. Annex 6 presents a list of references used throughout this *Manual*.

CHAPTER 2

THE RATIONALE AND STRATEGY FOR MEASURING VOLUNTEER WORK

Introduction

2.1 This chapter addresses three major topics:

- a. The basic rationale for measuring volunteer work;
- b. The criteria for designing a recommended approach for such measurement; and
- c. Why labour force surveys come closest to meeting these criteria and are therefore the recommended information collection platform here.

Why Measure Volunteer Work

2.2 The argument for creating a system to measure volunteer work rests on six major pillars:

- i. **Volunteer work is sizable and creates significant economic value.**
 - a) Volunteers constitute a far more significant share of the workforce of nations than is commonly recognized. Data generated by the Johns Hopkins Comparative Nonprofit Sector Project in 37 countries (Salamon et al, 2004) revealed, for example, that:
 - Approximately 140 million people in these countries engage in some volunteer activity in a typical year. This represents approximately 12 percent of the adult population;
 - These volunteers represent the equivalent of 20.8 million full-time equivalent paid workers, much larger than those employed by the utilities industry and just slightly less than those employed in the transportation and construction industries in the 37 countries studied¹; and
 - All told, even conservatively estimated, these volunteers make a \$400 billion contribution to the global economy. In Canada, the contribution volunteers make to the GDP is more than that of the agriculture and motor vehicle manufacturing industries (Statistics Canada, 2006).
 - b) Volunteers are an especially sizable component of the workforce of *nonprofit institutions* (NPIs). Data generated by the Johns Hopkins researchers revealed that, once converted into full-time equivalent workers, volunteers account on average for

¹ The relative position of full-time equivalent volunteer workers here is somewhat understated because the employment in the other industries has not been adjusted for part-time workers.

45 percent of the sizable nonprofit workforce in the 36 countries for which such data are available. In Sweden and Norway it is as high as 76 percent and 63 percent respectively. This is an enormous renewable resource for social problem-solving.

- c) Volunteer work is also a significant component of charitable giving. In fact, even conservatively estimated, the value of contributions of time outdistance the value of cash contributions by at least 50 percent on average.
 - d) Recognizing this, the United Nations Statistics Division's 2003 *Handbook on Nonprofit Institutions in the System of National Accounts* urges national statistical agencies to incorporate data on volunteer work into the satellite accounts on nonprofit institutions (NPIs) that countries are urged to produce (United Nations Statistics Division, 2003).
 - e) In addition to these strictly economic impacts, volunteer work has a variety of broader social impacts that deliver significant added benefits to society and to the volunteers that makes its measurement important. For example:
 - Volunteer work provides important employment training and a pathway into the labour force;
 - Volunteer work is a crucial resource for addressing the Millennium Development Goals. Recent efforts to eradicate smallpox and inoculate children against polio, for example, would not have been possible without the millions of volunteers mobilized for these efforts;
 - Volunteer work can offer services not easily provided by paid workers, such as mentoring and role models;
 - Volunteer work enhances social solidarity, social capital, political legitimacy and quality of life in a society;
 - Volunteer work can serve as a means of social inclusion and integration; and
 - Volunteer work provides a sense of personal satisfaction, fulfillment, well-being and belonging to persons who volunteer.
- ii. **A growing number of international organizations have come to recognize the contribution and importance of volunteer work.**
- a) In its 2001 Resolution reporting the results of the International Year of Volunteers, the United Nations General Assembly identified volunteering as “an important component of any strategy aimed at...poverty reduction, sustainable development, health, disaster prevention and management, and...overcoming social exclusion and discrimination” (UN General Assembly, 2001).

- b) The United Nations Development Programme's Deputy Administrator recently called attention to the "potential of volunteering and civil society" in advancing the Millennium Development Goals and took issue with a "narrow economic perspective" that "has ignored both" (Melkert, 2006).
- c) The International Red Cross and Red Crescent Societies have declared that "volunteers are at the heart of effective humanitarian assistance for millions of vulnerable people" (International Federation of Red Cross and Red Crescent Societies, 2008).
- d) In a 2008 resolution, the European Parliament identified volunteering as "perhaps our most sustainable form of renewable energy" and encouraged Member States and regional and local authorities to "recognise the value of volunteering in promoting social and economic cohesion" (European Parliament, 2008).

iii. Volunteer work is of special importance to the labour force statistical community.

- a) Volunteer work is a major component of unpaid labour, which has become a focus of increased attention by policymakers throughout the world as a major form of economic activity and economic benefits, particularly in developing countries. Indeed, a recent survey of national statistical offices and institutes conducted by the U.K. Office of National Statistics on behalf of the United Nations Statistical Commission revealed that "the non-observed economy and informal employment" was one of the "three top priority areas for labour statistics" identified by member countries as needing attention (UK Office of National Statistics, 2008).
- b) Volunteer work is a component of unpaid labour that may be easier to capture since it can be differentiated from household activity and much of it takes place through institutions that are considered to be well within the production boundary of the economy (i.e., nonprofit institutions, or NPIs).
- c) Because volunteer work not only produces tangible outputs but also gives individuals a sense of self-satisfaction and a feeling of contributing to the progress of society, its measurement is consistent with the International Labour Organization's emphasis on "decent work" as a means of promoting human agency, dignity, and a feeling of self-respect. As the Director of ILO's Bureau of Statistics recently observed: "There is no doubt that volunteer work contributes significantly to the ILO objectives. It straddles both the economic objectives...and the wider social objectives" (Young, 2007).

iv. Despite the contributions that volunteer work makes both to the volunteers themselves and to the beneficiaries of their generosity, little sustained effort has gone into the measurement of the scope, scale, or distribution of such work, and this impedes policy-making and our general understanding of labour dynamics.

- a) Efforts that have been made to measure volunteer work have been sporadic and frequently uncoordinated, leaving us without up-to-date, reliable, comparative data on the scope of this important social and economic phenomenon.
 - b) This not only limits understanding of volunteering but poses problems for the more general understanding of the labour market. As the Director of ILO's Bureau of Statistics has noted "Given its interplay and its substitution relationship with economic work, the volume and value of volunteer work is required to better understand the volume and characteristics of the participants in the labour market as well as the dynamics of the labour market, and to plan and implement labour market and other social policies" (Young, 2007).
 - c) In view of this lack of information, the UN General Assembly, in the resolution resulting from the UN Year of Volunteers, called on member countries to "enhance the knowledge base" about volunteer work and to "establish the economic value of volunteering" (UN General Assembly, 2001).
 - d) In his follow-up report to the UN Year of Volunteers in 2005, the Secretary General of the United Nations reiterated this appeal, reminding Member States that "One important recommendation to have emerged from the International Year of the Volunteer was to integrate volunteerism into national development planning." But the Secretary General also pointed out that "[a] major constraint continues to be a limited availability of specific data on volunteer contributions..." (Secretary General of the United Nations, 2005).
- v. **Not only do existing data systems fail to capture volunteer work, but also, to the extent that these data systems treat volunteer work, they do so inconsistently.**
- a) Under current 1993 System of National Accounts rules, volunteer employment is supposed to be captured at least in quantity terms for the computation of productivity rates. However, few countries actually gather such data, which likely overstates the apparent efficiency of nonprofit providers.
 - b) With regard to the valuation of volunteer work, it is at best measured only indirectly, and even then only for nonprofit institutions (NPIs) operating in the market, i.e., those units or institutions that receive the preponderance of their income from market sales at economically significant prices. For these NPIs the value of volunteer input is presumably reflected in the value of their output as measured by sales. However, many market NPIs also produce non-market output, and the existing SNA system does not capture this output. To the extent that such output is produced in part with volunteer labour, that portion of volunteer effort is not captured. Beyond this, much NPI output is produced by NPIs that are not primarily market producers. 1993 SNA makes no provision to place a value on any of that output produced by volunteers.

- c) These anomalies downplay the importance of volunteer work and understate its true contribution to societies and economies.
- vi. **Establishing a system for improving the data available on volunteer work will thus serve a variety of useful purposes:**
 - a) It will document the scale of an important component of the informal labour market, and, in the process, potentially offer clues about how to document some of the other parts;
 - b) It will bring into view a sizable part of the actual labour force that is now invisible in existing labour statistics;
 - c) It will give credence and added respect to the millions of hours of volunteer work that people throughout the world contribute;
 - d) It will clarify the economic impact of nonprofit institutions (NPIs), which draw particularly heavily on volunteer labour;
 - e) It will help target, and measure the impact of, public and private interventions designed to stimulate volunteer activity;
 - f) It will make it possible to produce the full “satellite accounts” on nonprofit institutions called for in the United Nations’ *Handbook on Nonprofit Institutions in the System of National Accounts*, which recommends the inclusion of volunteers in the measurement of the economic role of NPIs; and
 - g) It will fulfill the mandates set by recent United Nations General Assembly Resolutions promoting volunteering and underlining the need for greater data on volunteer activities.

Key Criteria for Designing an Approach to Measuring Volunteer Work

2.3 In order to design an approach to measure volunteer work, it is important to start with the criteria that such an approach should be expected to meet. Five criteria in particular seemed especially important for the method of measuring volunteer work to be recommended in this *Manual*:

- a. **Comparability.** A first objective of the approach of this *Manual* is to ensure a reasonable degree of comparability in the data assembled on volunteer work in different countries. This requires developing a common approach to data collection, comparable definitions of key concepts, an agreed classification system, and agreement on at least a core set of common variables.
- b. **Feasibility.** Comparability is of only limited value if too few countries participate. Accordingly, an effort was made to find an approach that would be workable in the widest possible range of countries. This implied a need to be sensitive to regional and

cultural traditions, differences of language, and other potential impediments to participation. It also required an approach that is not too burdensome to implement.

- c. **Cost-effectiveness.** A key potential barrier to participation in surveys is cost. Accordingly, cost-effectiveness had to be a prime consideration in designing a recommended approach to measuring volunteer work. Since stand-alone surveys are expensive and time-consuming, this argued for using a supplement to an existing survey platform.
- d. **Efficiency.** Utilizing an existing survey platform is only feasible if great care is taken to avoid over-burdening the platform. This requires a strategy of maximizing the information gathered with the minimum number of questions, and exercising discipline in the range of topics required to be covered. .
- e. **Reliability.** Finally, the chosen approach to measuring volunteer work had to be capable of yielding reliable results. This required careful attention to issues of definition, possible non-response bias, prompts, recall period, and similar issues. It also necessitated testing of key terms and design decisions.

Recommended Approach: Volunteer Supplement to Labour Force Surveys

- 2.4 After careful consideration of these criteria and of alternative survey platforms, the design team in consultation with the Technical Experts Group and officials in the International Labour Organization concluded that the optimal strategy for capturing key characteristics of volunteer work consistent with the foregoing criteria would be to add a carefully designed “volunteer supplement” to national labour force surveys on a periodic basis.
- 2.5 Countries may opt to use other survey platforms, or to launch stand-alone surveys, to measure volunteer work. Indeed, a few countries currently measure volunteering using stand-alone surveys or supplements to household surveys, and an effort has been made to take account of the few existing surveys in designing the survey module suggested here, as will be outlined more fully below. Countries pursuing other approaches, however, are encouraged to consider modifying their existing surveys in ways that will allow for international comparisons. This is consistent with the suggestions of the UN Economic Commission for Europe’s Volunteer Standardization Task Force (2007) calling for greater standardization of surveys measuring volunteering.
- 2.6 Labour Force Surveys offer a particularly useful platform for measuring volunteer work for a number of reasons:
 - a. They are among the most frequent and regular of all data-collection programs;
 - b. They are household-based, making it possible to capture volunteer work that is not done through easily identified, registered organizations;
 - c. They cover all components of the population;

- d. They generally utilize relatively large samples;
 - e. They gather important demographic data on respondents;
 - f. They are managed by highly professional staff equipped to classify categories of work, which is important for accurate valuation of volunteer work (described in further detail in *Chapter 7*);
 - g. They cover other aspects of work (paid employment, hours of work, unemployment, underemployment, and employment-related income), making the coverage of volunteer work a natural extension and making it easier for respondents to differentiate volunteer work from paid work;
 - h. They already have procedures in place to handle bias and error and thus ensure reliability;
 - i. They offer a highly cost-effective way to capture at least a limited body of core information about the contours of volunteer work in a country; and
 - j. They have already been used successfully to collect data on volunteer work in a number of countries, including Australia, Canada, and the United States, without any negative impact on the labour force surveys and high response rates on the volunteer components. More generally, household surveys have been successfully used to gather data on volunteering in other countries as well, including Scotland, Korea, and some European Union countries.
- 2.7 Reliance on labour force surveys as the platform for the proposed measurement of volunteer work imposes limitations as well as according advantages, however. Most significantly, it limits the range of issues that can be explored since labour force surveys can only accord limited time to the exploration of topics other than the core employment-related matters. Nevertheless, it is possible to design a volunteer supplement that can fit comfortably within a labour force survey yet still capture a crucial core of significant information about volunteer work. The balance of this *Manual* describes the design features that make this possible, beginning with the proposed definition of “volunteer work.”

CHAPTER 3

DEFINING VOLUNTEER WORK

Introduction

- 3.1 In order to be able to measure any phenomenon, it is first necessary to define it. This task is especially challenging in the case of volunteer work for a variety of reasons:
- a. The term “volunteer” or “volunteering” is not widely understood in all parts of the world, and has a variety of negative connotations in some societies, where “forced” volunteering was a widespread practice;
 - b. In some societies, “helping” is an expectation of the culture so that volunteering is not easily identified as a distinct form of activity. Thus, even in contexts where a great deal of volunteering takes place, respondents may not recognize their own acts as something special or distinctive called “volunteer work” as opposed to being simply a normal part of life in the community;
 - c. While volunteering is generally thought to be an activity undertaken without pay, it is not uncommon to have some form of assistance for volunteers, such as meals or coverage of modest out-of-pocket expenses. This makes it necessary to differentiate such partial coverage of expenses or provision of subsistence from actual compensation; and
 - d. Generally speaking, assistance provided without pay to one’s family members is not considered volunteer work. However, the definition of what constitutes one’s family, or even “immediate family,” varies among countries and cultures.
- 3.2 The purpose of this chapter is to outline the definition of volunteer work recommended in this *Manual* for use in labour force surveys and to explain how this definition has addressed some of these challenges in defining “volunteer work.” To do so, the chapter begins with a review of some existing definitions of volunteer work already in use by selected statistical offices and international organizations. Against this backdrop it presents the definition proposed in this *Manual*. Finally, it details the critical features of this proposed definition and the considerations that led to their inclusion.
- 3.3 While there are always multiple ways to define any complex concept, the definition presented here has been vetted with a number of experts and reviewed by a Technical Experts Group and has been found to be a useful and workable way to deal with the many conceptual issues that surround this phenomenon.

Existing International Definitions of Volunteer Work

- 3.4 A number of statistical offices, international organizations, and researchers around the world have already developed surveys of volunteer activity. The definitions of such

activity utilized in these existing surveys provide useful guidance in forging a consensus definition for the work being proposed here. Some examples of these prior approaches include the following:

- a. The United Kingdom Central Statistical Office defines volunteer activity as: “Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment” (UK Cabinet Office, 2007).
- b. Statistics Canada’s definition is: “people who perform service without pay, on behalf of a charitable or other non-profit organization. This includes any unpaid help provided to schools, religious organizations, sports or community associations” (Statistics Canada, 2006)
- c. Denmark’s statistical office defines volunteer work as “unpaid work done for nonprofit institutions” Bjarne Ibsen (1992).
- d. The U.S. Bureau of Labor Statistics considers volunteers to be “persons who performed unpaid volunteer activities ...through or for an organization....” (U.S. Bureau of Labor Statistics, 2008).
- e. In a stand-alone survey conducted in Mexico in 2005, the definition used was “Volunteer work is work a person does out of free will, that reaches out to invest time and service for the benefit of others or to a cause that is not profit-seeking, and for which there is no monetary or in-kind payment” (Butcher, 2007).
- f. The Estonian definition of voluntary activity is “activity voluntarily undertaken without pay to help someone other than members of your household or relatives. It can be any kind of help to individuals directly or through organizations or associations, also self-initiative joint action for improving the environment of your neighborhood or community or activity for the benefit of society” (Statistics Estonia, 2001).
- g. The United Nations General Assembly Resolution adopted on 5 December 2001 defines volunteering as: " a wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of civic participation, undertaken of free will, for the general public good and where monetary reward is not the principal motivating factor" (UN General Assembly, 2001).
- h. The United Nations’ *Handbook on Nonprofit Institutions in the System of National Accounts* defines volunteering as “work without monetary pay or legal obligation provided for persons living outside the volunteer’s own household.”

3.5 These definitions share a number of common elements emphasizing that volunteer work involves *service or activity* undertaken *without pay* for the *benefit of persons other than close relatives*. Where the definitions differ is in whether they incorporate the term

“volunteer” and in whether they include direct help to individuals or only activity done for a nonprofit or other organization.

Proposed Definition And Rationale

- 3.6 Building on these prior efforts as well as input from an Advisory Group of nonprofit experts and a Technical Experts Group assembled by the ILO, this *Manual* proposes the following working definition of “volunteer work”:

“activities or work that some people willingly do without pay to promote a cause or help someone outside of their household or immediate family.”

Key Features and Considerations

- 3.7 A number of key features of this definition, and of the activity it identifies as “volunteer work,” deserve special attention:
- a. **It involves work.** This means that the activity produces something of potential economic value for its recipient, and the recipient must be someone other than the person undertaking the activity. Playing a musical instrument for one’s own enjoyment is therefore not volunteering; but playing a musical instrument for the enjoyment of residents in a nursing home is.
 - b. **It is unpaid.** Volunteer work by definition is work without monetary pay or compensation. This differentiates “volunteer work” from what the Resolution passed at the 13th International Conference of Labour Statisticians defined as “paid employment,” i.e. “persons who during the reference period performed some work for wage or salary, in cash or in kind.” However, some forms of compensation may still be possible without violating this feature of the definition.
 - i. Volunteers may receive non-monetary benefits from volunteering in the form of skills development, social connections, job contacts, social standing, and feelings of self-worth.
 - ii. Some forms of monetary compensation may also be possible without violating the definition. The test is whether the compensation can be considered to be “significant.” Not considered to be “significant compensation” and therefore permissible are:
 - Reimbursement of out-of-pocket expenses of the volunteer assignment (e.g. travel costs, costs of equipment);
 - Compensation that is largely symbolic; and
 - Stipends intended to cover living expenses of the person performing the work that are not contingent on the market value, quality or quantity of the work, or its outcome (if any).

- iii. Whether the compensation is considered “significant” or not will likely vary from place to place. In-kind provision of food in a low-wage area, for example, could constitute significant compensation. Each country should determine what level of payment should be considered “without pay,” and the survey administrators could include these decisions in the survey instructions.

- 3.8 **It is non-compulsory or non-obligatory.** Volunteer activity must involve a significant element of choice. Persons engage in these activities willingly, without being legally or institutionally obligated or otherwise coerced to do so. Court-mandated unpaid work, alternative service related to a military draft, or unpaid internships required for graduation from educational institutions would therefore be excluded. However, social obligation, such as peer pressure, parental pressure, or expectations of social groups, *does not* make the activity compulsory.
- 3.9 **It embraces both informal volunteering and formal volunteering.** Individuals can engage in volunteer activities directly with individuals (*informal volunteering*) or through nonprofit or other types of organizations (*formal volunteering*). The definition of volunteer work described in this *Manual* and embodied in the survey module accompanying it covers *both* of these types of volunteering. This is so because informal volunteering is at least as important as formal volunteering in many countries, particularly in countries or regions where there are fewer nonprofit organizations through which persons might volunteer formally.
- 3.10 **It does not embrace work done without pay for members of one’s household or immediate family.** With informal as well as formal volunteering included, it becomes especially important to differentiate between help provided to one’s own family members and help provided to persons outside the volunteer’s own household or immediate family. Only the latter qualifies as “volunteer work” under the definition adopted here. While the volunteer, or his or her family, may reap some reward from the volunteer work, someone outside the household or immediate family must also benefit. The definition of household or “immediate family” used to measure volunteer work will most likely be broader than that used to define “household” for other parts of a labour survey. Immediate family is intended to embrace “close relatives,” those for whom a person would normally feel a sense of “familial obligation.” Caring for one’s parents and grandparents as well as one’s spouse’s parents and grandparents would thus likely not be considered “volunteer work” for the purposes of this survey. The exact interpretation of this convention is likely to vary from country to country, however, and statistical agencies are encouraged to spell out the concept common in their countries and supply this to interviewers.
- 3.11 It includes volunteering done without compulsion in all three possible types of institutional settings: nonprofit organizations, government, and private businesses. As will become clear in Chapter 5 below, the proposed survey seeks to differentiate among these three possible types of institutional settings of volunteer work.
- 3.12 Examples of activities considered in-scope and out-of-scope of this *Manual*’s suggested definition of volunteer work are shown in Figure 3.1.

Figure 3.1.—Examples Of Volunteer Work Considered In-Scope And Out-Of-Scope	
In scope	Out-of-scope
Buying groceries for an elderly neighbor	Buying groceries for one's own family
Working in a soup kitchen cooking meals for the homeless	Cooking meals for one's family
Volunteering as a teacher in a public school	Helping your child with her homework
Serving on a grievance committee for a labour union	Conducting business for profit
Serving on a neighborhood clean-up committee	Cleaning one's own house or yard
Working at a voter registration drive	Voting
Distributing food, medical, or material assistance at a shelter	Driving your wife to a hospital for medical care
Serving as a deacon or usher at your church	Attending a religious service
Helping a nonprofit environmental organization gather water samples without compensation	Doing research for one's occupation
Providing legal advice at a legal services agency	Being paid for legal advice or assistance
Serving as a coach for a children's football league, including one in which one's own child is involved.	Helping your own child to practice football
Making clothes for disadvantaged children	Fixing clothes for one's own children
Constructing housing for homeless families	Fixing one's own home

CHAPTER 4

KEY FEATURES OF THE RECOMMENDED MODULE

Introduction

- 4.1 Past experience in a number of countries provides evidence that labour force surveys, and other household surveys, offer a workable, cost-effective vehicle for generating a reasonable estimate of the nature and extent of volunteer work in a country. At the same time, these country experiences also underscore the importance of a number of crucial choices in the design of the survey instruments used to measure such work.
- 4.2 Among these crucial design choices are: (a) the basic structure of the survey; (b) the range and number of prompts used; (c) the recall or reference period employed; (d) the classification used to differentiate volunteer activities; and (e) matters of wording.
- 4.3 These choices have been carefully considered in the design of the survey module recommended in this *Manual*. This chapter highlights how these matters and others have been handled in the construction of the survey module that this *Manual* recommends. The module itself can be found in Annex 1.

Overall Structure—Activity Focus

- 4.4 The survey module recommended here is structured around individual volunteer activities. That is, respondents are asked to identify any activity in which they have engaged over a specified recall period that fits the definition of volunteer work. They are then asked a series of questions about the frequency, amount of time, type of work, and auspices of each such activity in turn. This approach maintains throughout the interview the focus on what the respondent actually did on the theory that respondents may relate more easily to questions about what they did than to questions about the organizations for which they worked. In this way, the survey design team hopes to engage respondents in the survey more effectively.

Use Of The Term “Volunteering,” Or “Volunteer work”

- 4.5 The terms “volunteering” or “volunteer work” are not used in the recommended module. This is so because experience has shown that this term is understood differently in different contexts and is not helpful in eliciting positive responses. Instead, respondents are simply asked whether they have engaged in “activities or work that some people willingly do without pay to promote a cause or help someone outside of their households or immediate family.”

Prompting

- 4.6 Since volunteer work is often somewhat ambiguous and subject to cultural differences, and since it is a form of behavior that often occurs irregularly and for relatively short periods of time, the accurate recall of these activities may prove problematic for many people. To reduce this error, surveys of volunteer work often employ prompting to fix the definition of volunteering more securely in the respondent's mind, thus assisting the respondents in recalling their past behavior.
- 4.7 Two prompting methods are available to those measuring volunteer work. These are referred to in the literature as high or low "buffering." The high buffered approach uses an extensive series of yes/no questions about individual types of volunteer activity in which the respondent may have participated and asks the respondent about each of them in turn. The "low-buffered" approach asks respondents a single question about whether they have engaged in any work that fits the definition of volunteer work.
- 4.8 The high-buffered approach has the advantage of simplicity but it can significantly increase the time needed to administer the survey, and thus the survey cost, because interviewers must proceed through the entire list of prompts. In addition, too much prompting may distract or confuse some respondents, or discourage them from answering the question altogether (potentially increasing item non-response). Finally, no matter how extensive, prompting may still miss certain types of possible in-scope activity. The low-buffered approach, however, by using a single direct question with no virtually no prompts can seriously understate the amount of volunteer work by failing to fix sufficiently clearly in respondents' minds the full range of activities that are within scope of the survey.
- 4.9 Given this *Manual's* focus on integrating volunteer surveys into labour force surveys but without sacrificing reliability, the survey module recommended here opted for a compromise between these two approaches. Thus, respondents are helped to understand the focus of the module by being asked an initial yes/no question that provides some detailed illustrations of the kinds of activity that would be considered to warrant an initial "yes" answer about their engagement in volunteer activity, though without dragging them through an entire list of specific prompts. The draft survey module recommends certain types of illustrative activities but leaves it to each country to fill in culturally-relevant illustrations of in-scope activities. "Yes" responses to this initial question are then followed up with more detailed questions to identify: a) the type of activity performed; b) the institutional setting of the work performed, if any; c) the field in which the organization operates (if work was performed for an organization); and d) the duration of the work. This process is then repeated until the respondent does not report additional in-scope activities. This means that the length of the interview will be determined by the respondent's willingness to report additional activities. Experience with this form of survey prompting reveals that the overwhelming majority of respondents rarely identify more than one or two in-scope activities.

- 4.10 If the respondent gives a negative response to the question of whether they have engaged in any activity without pay during the reference period, an additional prompt is provided before the survey is terminated.

Reference Period

- 4.11 Compared to paid employment, volunteer work is often a far less frequent activity, making it possible to miss significant dimensions of it if the reference period used is too short. However, if the reference period is too long, the accuracy of the recall declines.
- 4.12 The survey module recommended in this *Manual* proposes a four-week reference period instead of the one week period common in many labour force surveys. This is consistent with the practice in many labour force surveys to use longer periods to capture other dimensions of labour force participation (e.g., unemployment). Initial testing of the module suggests that the four-week reference period should be long enough to capture irregular activity but not so long as to make recall overly difficult.
- 4.13 In addition to the four-week reference period, the survey module proposes adding an additional prompt to capture activities done only once or twice a year (e.g., around a religious holiday that may not correspond with the timing of the labour force survey).
- 4.14 In countries where labour force surveys are continuous and the volunteer supplement will be included regularly, a shorter reference period may be preferred. This is so because short reference periods offer optimal recall by respondents, and frequent administration of the module will help to ensure that infrequent activities are still captured. However, in countries where the volunteering supplement will be conducted only once a year or less, the four-week reference period recommended here will be preferable.

Classification of Occupations and Activities (Fields)

- 4.15 Because the data generated by this survey will be used in part in construction of the satellite accounts on nonprofit institutions recommended in the United Nations *Handbook on Nonprofit Institutions*, it will be necessary to gather data on the actual activities performed by the volunteers, and not simply on the types of organizations for which they might volunteer. This is best done with the aid of a classification system.
- 4.16 One of the great advantages of measuring volunteer work through labour force surveys is that these surveys use standard classifications of occupations and activities that are readily adaptable to the classification of volunteer work, and have survey interviewers that are familiar with this classification structures. Survey respondents are therefore asked for a description of each type of volunteer work they perform. These responses are then coded according to the International Standard Classification of Occupations (ISCO). A cross-walk has been created to help guide coders between likely categories of volunteer work and their corresponding best-fit standard occupational category. This approach will facilitate the task of assigning a value to this volunteer work by making it possible to use the average wage for the occupation that the volunteer is performing. Similarly, the classification of

activities used in this module will follow the standard International Standard Industrial Classification (ISIC) classification. These classifications issues will be discussed in more detail in Chapter 5 and the valuation technique will be covered in Chapter 7.

Wording and Quantity Measures

- 4.17 Although the draft module suggests specific language for identifying possible types of activity considered in-scope for the survey, countries should make necessary alterations in wording to ensure clarity and understanding in the context of the local country.
- 4.18 The draft module attempts to develop accurate measures of the quantity of volunteer time. Because people may have difficulty adding together multiple volunteer assignments, the proposed survey asks separately about the frequency of each activity and about the average duration of each activity. This two-step approach was chosen because it is easier for respondents to supply these two pieces of information and have a computer determine the total hours than to calculate the total hours during the interview.

CHAPTER 5

TARGET DATA ELEMENTS

Introduction

- 5.1 This chapter identifies more fully the data elements the survey module recommended in this *Manual* proposes to capture in order to provide a basic statistical portrait of volunteer work. In addition, it introduces a set of tools for classifying the core data elements, drawing on a number of existing international classification systems.

Core Data Elements

- 5.2 A trade-off obviously exists between the range of issues to be explored through a survey and the cost and response rate the survey entails. Previous surveys on volunteering have been either very short, gathering limited data, or quite long, exploring not only the extent and nature of volunteering but also its motivations and impacts, but at far greater cost and risk of low response rates.
- 5.3 Given the decision to recommend the integration of a volunteer module into regular labour force surveys, the range of topics that can be covered must of necessity be limited. In particular, the survey module recommended in this *Manual* focuses on five core variables to describe volunteer work: (a) the volunteer rate; (b) the type of work performed; (c) the number of hours volunteered; (d) the institutional setting of the work performed, if any; and (e) the field in which the volunteer work is performed. These data items were selected as the minimum needed to be able to portray the economic scale of volunteer work and to meet the requirements of integrating a picture of volunteer work into the satellite accounts on NPIs called for in the United Nations *Handbook on Nonprofit Institutions in the System of National Accounts*.
- 5.4 Additional data elements can be added to the proposed survey module where countries choose to do so. However, for the sake of international comparison it is not recommended that any of these five data elements be omitted. The discussion below describes these five core elements in more detail.

Volunteer Rate

- 5.5 The volunteer rate represents the percentage of the population that reports engaging in in-scope activities during the reference period. This rate is defined as the projected total number of “yes” responses to questions about whether or not the respondent engaged in in-scope activities divided by the total population eligible for coverage in the labour force survey, after the application of relevant weighting factors used to blow the survey sample up to the total target population.
- 5.6 As outlined in the recommended survey module in Annex 1, the respondent has two opportunities to provide a “yes” answer. The first opportunity comes after the introduction

and first prompt, in response to the question *During the past 4 weeks did you do any unpaid work of this kind for someone outside your own household or immediate family?* In cases where a “no” response is given to this initial question, a second opportunity to provide a “yes” response is provided by a second prompt.

- 5.7 Calculation of the volunteer rate considers only activities that meet the definition of volunteer work.

Type of Work Performed

- 5.8 The second key variable to be collected through the recommended survey module on volunteer work is the type of work performed by the volunteer. This variable is crucial to be able to assign a value to the volunteer work, a necessary step for incorporating volunteer work into the satellite accounts on NPIs called for in the *UN Handbook on Nonprofit Institutions*.
- 5.9 The module collects information about the type of work for each in-scope volunteer activity that the respondent identifies.
- 5.10 The type of work performed by the respondent is determined through a two-step process. First, the respondent is asked to describe each type of volunteer work he or she has performed. Second, the interviewer codes the type of work into its appropriate occupational classification using the ISCO-88 occupational classification.
- 5.11 Three tools are provided in the annexes to assist with classifying volunteer work performed to likely ISCO-88 categories.
- a. Annex 2A provides a list of ISCO-88 and ISCO-08 codes likely to contain volunteer work activities;
 - b. Annex 2B provides an alphabetical list of likely volunteer activities and identifies the ISCO-88 codes that correspond to them;
 - c. Annex 3 provides a list of likely *informal* volunteer activities and identifies the ISCO-88 codes that correspond to them.

Number of Hours Volunteered

- 5.12 Hours volunteered represents the duration in hours of each volunteer activity that the respondent identifies as having been performed during the reference period.
- 5.13 In addition to reporting the hours volunteered for each activity, reports on volunteer survey results should calculate the total hours volunteered, the total volunteer hours in each occupation, and the total volunteer hours in each field. These totals will be important in determining the full-time equivalent (FTE) number of volunteer workers and in calculating the economic value of volunteer work, which is needed to complete the satellite account on

NPIs called for in the UN *Handbook on Nonprofit Institutions*. The procedure for calculating the economic value of volunteer work is discussed in more detail in Chapter 7 of this *Manual*.

Institutional Setting of Work Performed

- 5.14 As noted in Chapter 3, the definition of volunteer work used in the survey module recommended in this *Manual* includes both *informal* volunteering (volunteering directly for individuals) and *formal* volunteering (volunteering through or for an organization). The institutional setting refers, first, to whether the volunteer work was performed for or through an organization, and second, if the latter, the type of organization through which the volunteering was performed. The institutional setting is important to determine in order to be able to complete the satellite account on NPIs and to integrate volunteer work into sectoral productivity measures.
- 5.15 To determine whether or not the volunteer work is formal or informal, the interviewer asks: *Did you do this unpaid work for or through an organization?* If the respondent answers “no” then the volunteer work is considered to be informal. If the respondent answers “yes” then the work is considered to be formal.
- 5.16 In the case of formal volunteer work, the institutional setting is identified as being one of three types: (a) a nonprofit institution; (b) a for-profit business; or (c) a unit or agency of government. For this purpose, these types of units are defined as follows:

a. **Nonprofit institutions** are defined in the UN *Handbook on Nonprofit Institutions* as:

- Organizations, i.e., institutionalized units; that are:
- Private, i.e., institutionally separate from government;
- Non-profit-distributing, i.e., do not return profits generated to their owners or directors;
- Self-governing, i.e., able to control their own activities; and
- Non-compulsory, i.e., involve some meaningful degree of freely-chosen participation.

Nonprofit institutions thus include private hospitals, social service agencies, soup kitchens, advocacy groups, religious bodies, NGOs, membership associations, and similar organizations.

- b. **For-profit businesses** are entities that are: (i) capable of generating a profit or other financial gain for their owners, (ii) recognized at law as separate legal entities from their owners who enjoy limited liability, and (iii) set up for purposes of engaging in market production. Included are corporations, partnerships, cooperatives, limited

liability partnerships, notional resident units and quasi-corporations (System of National Accounts 2008, para. 4.38).

- c. **Government units** are “legal entities established by political processes which have legislative, judicial or executive authority over other institutional units within a given area” (System of National Accounts 2008, para. 4.9).

5.17 As outlined more fully in Chapter 6, and in the accompanying Coding Book in Annex 5, the identification of the type of institutional setting ideally proceeds in a number of steps. First, respondents are asked to identify the name of the organization for or through which they carried out the unpaid work, to indicate what the organization does, and then to indicate which of the three types of institutional unit it is. Then, in countries where fairly complete business registers or registration systems exist that cover nonprofit institutions as well as other institutional units, the interviewer finds the identified organization in a code book and records the type of institutional unit on the survey form.

Field of Work (Economic Activity)

5.18 The field of work refers to the industry for which the volunteer work was performed. The focus here is on the main activity of the organization(s) for which the volunteer work was performed in the case of formal volunteering, or the best-fit industry classifications in the case of informal volunteering. The purpose of identifying the field of work is to help classify the industries that harness volunteer labour. This is important for measurements of productivity among industries and for allocating volunteer work to the appropriate industries in the NPI satellite accounts called for in the UN *Handbook on Nonprofit Institutions*.

5.19 The industry classifications to be used for classifying each volunteer activity are those provided in ISIC, Rev. 4. Annex 4A to this *Manual* offers a list of ISIC, Rev. 4 industry fields most likely to be ones where volunteering occurs. Annex 4B provides a similar cross-walk from the fields most likely to be ones where volunteering occurs to the appropriate ISIC, Rev. 4 category.

5.20 In the case of *informal* volunteering, the cross-walk in Annex 3 includes a cross-walk between occupational classifications most likely to contain volunteer work and their best-fit industry classification as outlined in ISIC, Rev. 4. Coders will classify the volunteer work to the respective best-fit industry classification. Where the activity code does not correlate well with any industry code, undifferentiated services in households should be used as a default.

5.21 In cases where surveys are conducted in person, cards or prompts may be used to help respondents identify the major industry category of the organization through volunteer work is performed.

Annex 1

Recommended Core Survey Module

Step or variable	Question
START	So far I have been asking you about paid work. The next few questions are about <u>unpaid</u> work, that is, activities that some people willingly do without pay to promote a cause or help someone outside of their own household or immediate family. [Note: Reimbursement of expenses and modest honoraria do not disqualify an activity.]
PROMPT_00	Now I am going to give you some examples of the unpaid work some people do. Examples of this kind of activity include work to help someone in need, like [children, the elderly, the poor, or disaster victims]; work to clean or improve your community, like [roads, schools, health facilities, the water supply, or parks]; organizing an event, such as [a community gathering, a sporting or cultural activity, a political rally], or a religious celebration; work to publicize an issue, or to make people aware of a problem; or work for an organization that serves communities such as [a school, library, health care center, NGO, club, union, church, or association.] [Note: The specific examples of activities considered in-scope may vary from country to country, however the overall types of activities should remain the same in order to maintain international comparability.]
VOL_00	During the past 4 weeks [<i>provide dates marking the period.</i>], did you do any unpaid work of this kind for someone outside your own household or immediate family? <i>If no, go to PROMPT_10.</i>
WORK_01	Now I will ask you a few questions about the unpaid work that you did during the past 4 weeks. First, please tell me what kind of work you did. Why don't you start with the work that [you did the last/ or on which you spent the most time]. [Record response verbatim and use a lookup table or code book to assign occupation codes.] <i>If respondent mentions more than one type of activity, ask questions WORK_01 through WORK_02 for each activity separately, differentiating answers by a, b, c. at end of name.</i>
HOUR_A01	How many times did you do this unpaid work in the past 4 weeks? [Record response verbatim and use a lookup table or code book to assign frequency codes.]
HOUR_A02	How many hours did you devote to this unpaid work [on average each time/the last time] you did it? _____ [Record response verbatim.]
TYPE_ORG01	Did you do this unpaid work for or through an organization? <i>If no, code [informal volunteering] and go to WORK_02.</i>
TYPE_ORG02	What is the name of the organization for which you did this work? [Record response verbatim and use a lookup table or code book to assign industry and sector codes. If more than one organization is mentioned – iterate loop TYPE_ORG for every organization] <i>If NAME is in code book, go to WORK_02.</i>
TYPE_ORG03	<i>If NAME is not in code book, ask</i> What does this organization do? _____ (80 spaces) [Record response verbatim and assign industry code based on response.]
TYPE_ORG04	What type of organization is this? 1. Charity/non-profit organization/NGO/union/or religious organization 2. Business 3. Government 4. Other / Not sure [Record response verbatim and assign sector code based on response.]

Step or variable	Question
WORK_02	During the past 4 weeks, did you do any other kind of unpaid work for someone outside your own household or immediate family? <i>If yes, repeat questions WORK_01 through WORK_02, differentiating answers by a, b,..</i> <i>If no and respondent has answered WORK_03 with yes, go to END.</i> <i>If no and respondent has not answered WORK_03, go to PROMPT_10.</i>
PROMPT_10	When asked about volunteer work, sometimes people don't think of unpaid work they did for organizations, such as serving on boards, fundraising, office and administrative work, gathering scientific data, coaching or officiating, counseling, doing pro-bono work (like free medical care or legal advice), preparing and serving food, and transporting persons or goods. [Note: This should be a list of activities in scope but likely to be missed and will vary from country to country.]
WORK_03	During the past 4 weeks, did you do any of these things for any organizations? <i>If yes, repeat questions WORK_01 through WORK_02, differentiating answers by a, b,..</i>
END	End of survey module

Additional Questions if Survey is Annual

Step or variable	Question
SPECIAL	Additional questions if survey is annual.
SPECIAL_01	People often volunteer for special events. In the past 12 months, did you do unpaid work of this kind for a special event that you have not reported on this survey because it did not take place in the past month?
SPECIAL_02	What kind of work did you do? <i>[Record response verbatim and use a lookup table or code book to assign occupation codes.]</i> <i>If respondent mentions more than one type of activity, ask questions WORK_01 through WORK_02 for each activity separately, differentiating answers by a, b, c. at end of name.</i>
SPECIAL_03	How many times did you do this unpaid work in the past 12 months weeks? <i>[Record response verbatim and use a lookup table or code book to assign frequency codes.]</i>
SPECIAL_04	How many hours did you devote to this unpaid work [on average each time/the last time] you did it? _____ <i>[Record response verbatim.]</i>
SPECIAL_05	Did you do this unpaid work on your own or for or through an organization? <i>If on your own, code [informal volunteering] and go to SPECIAL_02.</i>
SPECIAL_06	What is the name of the organization for which you did this work the most? <i>[Record response verbatim and use a lookup table or coder to assign industry and sector codes.]</i> <i>If NAME is in code book, go to SPECIAL_02.</i>
SPECIAL_07	<i>If NAME is not in code book, ask</i> What does this organization do? _____ (80 spaces) <i>[Record response verbatim and assign industry code.]</i>
SPECIAL_08	What type of organization is this? 1. Charity/non-profit organization/NGO/or religious organization 2. Business 3. Government 4. Other / Not sure <i>[Record response verbatim and assign sector code based on response.]</i>

Annex 2A**ISCO-88 Codes Likely to Contain Volunteer Work Activities¹**

ISCO-88 Code	ISCO-88 Description
21	PHYSICAL, MATHEMATICAL AND ENGINEERING SCIENCE PROFESSIONALS
22	LIFE SCIENCE AND HEALTH PROFESSIONALS
23	TEACHING PROFESSIONALS
24	OTHER PROFESSIONALS
41	OFFICE CLERKS
93	LABOURERS IN MINING, CONSTRUCTION, MANUFACTURING AND TRANSPORT
114	SENIOR OFFICIALS OF SPECIAL-INTEREST ORGANISATIONS
222	HEALTH PROFESSIONALS (except nursing)
223	NURSING AND MIDWIFERY PROFESSIONALS
244	SOCIAL SCIENCE AND RELATED PROFESSIONALS
245	WRITERS AND CREATIVE OR PERFORMING ARTISTS
322	MODERN HEALTH ASSOCIATE PROFESSIONALS (except nursing)
322	MODERN HEALTH ASSOCIATE PROFESSIONALS (except nursing)
322	MODERN HEALTH ASSOCIATE PROFESSIONALS (except nursing)
323	NURSING AND MIDWIFERY ASSOCIATE PROFESSIONALS
323	NURSING AND MIDWIFERY ASSOCIATE PROFESSIONALS
324	TRADITIONAL MEDICINE PRACTITIONERS AND FAITH HEALERS
347	ARTISTIC, ENTERTAINMENT AND SPORTS ASSOCIATE PROFESSIONALS
513	PERSONAL CARE AND RELATED WORKERS
712	BUILDING FRAME AND RELATED TRADES WORKERS
713	BUILDING FINISHERS AND RELATED TRADES WORKERS
714	PAINTERS, BUILDING STRUCTURE CLEANERS AND RELATED TRADES WORKERS
733	HANDICRAFT WORKERS IN WOOD, TEXTILE, LEATHER AND RELATED MATERIALS
742	WOOD TREATERS, CABINET-MAKERS AND RELATED TRADES WORKERS
742	WOOD TREATERS, CABINET-MAKERS AND RELATED TRADES WORKERS
914	BUILDING CARETAKERS, WINDOW AND RELATED CLEANERS
921	AGRICULTURAL, FISHERY AND RELATED LABOURERS
1141	Senior officials of political-party organisations
1142	Senior officials of employers', workers' and other economic interest organisations
1143	Senior officials of humanitarian and other special-interest organisations
1229	Production and operations department managers not elsewhere classified
1317	General managers of business services
1319	General managers not elsewhere classified
2141	Architects, town and traffic planners
2211	Biologists, botanists, zoologists and related professionals
2230	Nursing and midwifery professionals
2359	Other teaching professionals not elsewhere classified
2419	Business professionals not elsewhere classified
2421	Lawyers
2442	Sociologists, anthropologists and related professionals

¹ For want of a better classification, "participating in an action to..." is coded 9113 on the grounds that it is a statement of support like literature distribution or telephone solicitation. Note that blood and organ donation is also coded here, although the act does not appear to be the donation of labour services.

ISCO-88 Code	ISCO-88 Description
2446	Social work professionals
2451	Authors, journalists and other writers
2455	Film, stage and related actors and directors
2460	Religious professionals
3119	Physical and engineering science technicians not elsewhere classified
3212	Agronomy and forestry technicians
3221	Medical assistants
3229	Modern health associate professionals (except nursing) not elsewhere classified
3241	Traditional medicine practitioners
3310	Primary education teaching associate professionals
3320	Pre-primary education teaching associate professionals
3330	Special education teaching associate professionals
3340	Other teaching associate professionals
3413	Estate agents
3419	Finance and sales associate professionals not elsewhere classified
3429	Business services agents and trade brokers not elsewhere classified
3432	Legal and related business associate professionals
3439	Administrative associate professionals not elsewhere classified
3460	Social work associate professionals
3475	Athletes, sportspersons and related associate professionals
3480	Religious associate professionals
4115	Secretaries
4121	Accounting and bookkeeping clerks
4190	Other office clerks
4222	Receptionists and information clerks
5112	Transport conductors
5122	Cooks
5123	Waiters, waitresses and bartenders
5131	Child-care workers
5133	Home-based personal care workers
5139	Personal care and related workers not elsewhere classified
5142	Companions and valets
5143	Undertakers and embalmers
5161	Fire-fighters
5162	Police officers
5169	Protective services workers not elsewhere classified
6113	Gardeners, horticultural and nursery growers
6210	Subsistence agricultural and fishery workers
7231	Motor vehicle mechanics and fitters
8322	Car, taxi and van drivers
9113	Door-to-door and telephone salespersons
9131	Domestic helpers and cleaners
9141	Building caretakers
9162	Sweepers and related labourers
9312	Construction and maintenance labourers: roads, dams and similar constructions
9331	Hand or pedal vehicle drivers
9332	Drivers of animal-drawn vehicles and machinery
0000	Not elsewhere classified

Annex 2B

Index of Volunteer Work Activities Coded to ISCO-88

ISCO-88 Code	Volunteer Activity
3419	Accounting and bookkeeping
2421	Act as a lawyer
347	Act, perform music, sing, dance, read poetry, lecture, contribute or display your writing, work of art or craft at a cultural event for public entertainment.
245	Act, perform music, sing, dance, read poetry, lecture, contribute or display your writing, work of art or craft, at a professional level, at a cultural event for public entertainment.
41	Administration/clerical/recruitment
2419	Administrators
2419	Administrators of association
2419	Advice and public information
92	Agricultural, fishery and related labourers
3417	Appraisers
3439	Assist in organising a public event aimed at popularising knowledge or professional skills, such as a public lecture, professional conference, seminar, discussion forum, workshop, etc.
332	Assist in programmes that tackle primary and pre-primary educational problems affecting children or young people
3432	Assist in resolving a dispute between your group or community and other groups or communities.
333	Assist in special education programmes that tackle problems affecting children or young people
3340	Assist in teaching or training others to acquire new skills, such as reading and writing, job qualifications, proficiency in foreign languages.
2460	Be a minister
3480	Be an usher or greeter
3460	Befriending/supportive listening/counseling/mentoring
2211	Biological sciences professionals
3419	Bookkeeping
914	Building caretaking
9141	Building maintenance
9113	Campaign against threats to the environment, such as the building of dams or the destruction of forests.
9113	Campaign on behalf of indigenous peoples who are endangered.
9113	Canvassers, salespersons
9113	Canvassing
7231	Car repair and maintenance
9131	Cleaning
9131	Cleaning and other domestic help
3475	Coach, referee or supervise sports teams
3475	Coaching
3475	Coaching, refereeing or officiating
3475	Coaching/refereeing/judging
3212	Collect specimens in the outdoors, read scientific instruments or observe the natural environment for the purpose of recording information for emergency warning, research or

ISCO-88 Code	Volunteer Activity
	science.
733	Collect, make or distribute clothing, crafts or goods other than food
733	Collect, manufacture, or sell products
916	Collecting trash
5123	Collecting, serving or delivering food
5142	Companions
9312	Construction and maintenance work
414	Consult archives, newspapers, broadcasts, books and other records for the purpose of recording information to be used for research or science.
244	Consult archives, newspapers, broadcasts, books and other records, at a professional level, for the purpose of recording information to be used for research or science.
2419	Consult others on a programme addressing the problems of health, disease prevention, medical treatment, personal hygiene, reproductive health, healthy diet and life styles.
242	Contact and organise people to advance their political interests
9113	Contact people to advance their political interests
5122	Cook
3460	Counseling
915	Delivering messages, packages, etc.
2141	Develop emergency preparedness plans.
5169	Directly participate in any activity aimed at preventing an armed attack on your community.
3472	Disseminate information about religious faith or values on radio or television in a lay capacity
3480	Disseminate information about religious faith or values, in a junior clerical capacity, to promote such faith or values among the general public.
2460	Disseminate information about religious faith or values, in a senior clerical capacity, to promote such faith or values among the general public.
3472	Disseminate information, by radio or television, addressing the problems of health, disease prevention, medical treatment, personal hygiene, reproductive health, healthy diet and life styles.
2451	Disseminate information, in writing, addressing the problems of health, disease prevention, medical treatment, personal hygiene, reproductive health, healthy diet and life styles.
3429	Disseminating information about the disaster or hosting or participating in meetings to discuss the potential for disaster and the responses,
913	Domestic helping, cleaning, laundering, etc.
9113	Donate blood or other biological material such as bone marrow or organs.
2451	Draft articles
2451	Draw the attention of the authorities to a problem affecting your community or the broader natural environment
8322	Driving
1319	Edit or publish journals or magazines
	Editing articles, publishing journals or magazines
2359	Education, cultural or sociocultural, professional
3340	Education, cultural or sociocultural, paraprofessional
3475	Education, sports and recreation
713	Finishing housing for the elderly, disabled, destitute, ill or have behavioural problems
5161	Fire-fighters
5161	Firefighting
5169	First aid
5169	First aid or search and rescue workers
615	Fishery workers

ISCO-88 Code	Volunteer Activity
615	Fishery workers
614	Forestry workers
712	Framing housing for the elderly, disabled, destitute, ill or have behavioural problems
1317	Fundraising
1317	Fundraising professionals
6113	Gardening
3460	Giving emotional support
222	Health professionals except nursing
322	Health paraprofessionals except nursing
3419	Help advertise or manage a cultural event for public entertainment.
3419	Help advertise or manage a special event to celebrate a religious holiday
9162	Help clean up after a cultural event for public entertainment.
9162	Help clean up after a special event to celebrate a religious holiday
5169	Help maintain order at a cultural event for public entertainment.
5169	Help maintain order at a special event to celebrate a religious holiday
1319	Help organise a funeral.
1319	Help plan or set up a cultural event for public entertainment.
1229	Help provide technical assistance at a cultural event for public entertainment.
3429	Help set up a programme to solve a problem affecting your community or the broader natural environment by telling others about the nature of the problem, calling or hosting meetings to discuss the problem.
9113	Help set up for a special event to celebrate a religious holiday
2460	Help set up or manage a church or other religious body at a senior clerical level.
3480	Help set up or manage a church or other religious body in a junior clerical capacity.
1319	Help set up or manage a church or other religious body in a lay capacity.
1319	Help set up or manage a programme or organisation designed to provide or co-ordinate social assistance for people who are elderly, disabled, destitute, ill, homeless or have behavioural problems.
2446	Help manage a programme or organisation designed to provide or co-ordinate social assistance at a professional level.
3460	Help manage a programme or organisation designed to provide or co-ordinate social assistance for people at a paraprofessional level.
1319	Help set up or manage a programme or organisation designed to resolve conflicts between groups, factions, communities or nations.
1319	Help set up or manage elections
4190	Help set up or manage elections through clerical work
2451	Help set up or manage elections through disseminating information
5169	Help set up or manage elections through monitoring and maintaining order during the election.
	Help set up or manage elections: for example, through disseminating information, clerical work, monitoring, maintaining order during the election.
233	Help set up or manage programmes that tackle primary and pre-primary educational problems affecting children or young people
232	Help set up or manage programmes that tackle secondary educational problems affecting children or young people
1319	Help set up or organise a day-care programme for the children of working parents.
3340	Help the professional or administrative staff of educational institutions to train others or provide access to information or education.
5169	Help to maintain order at a sporting or recreational event for public entertainment

ISCO-88 Code	Volunteer Activity
3419	Help to advertise or manage a sporting or recreational event for public entertainment
9332	Help to bring in supplies and resources that are vital for the community using animal-drawn vehicles and machinery. etc.
6210	Help to bring in supplies and resources that are vital for the community, such as the harvest in subsistence agriculture.
921	Help to bring in supplies and resources that are vital for the community using hand or pedal vehicles. etc.
9331	Help to bring in supplies and resources that are vital for the community, such as the harvest, building materials, animals, machinery, etc.
9162	Help to clean up after a sporting or recreational event for public entertainment
1141	Help to elect a candidate to a political office.
1319	Help to plan or set up a sporting or recreational event for public entertainment
1229	Help to provide technical assistance at a sporting or recreational event for public entertainment
4190	Help with finding information
4121	Help with taxes, paying bills, banking
4115	Help with writing letters, forms
5131	Helping with child care
	Improve or promote a particular method of production, producer organisation, the exchange of good or services, product safety, etc.
1142	Improve or promote a producer organisation
2451	Interview other people for the purpose of recording information to be used for research or science.
1143	Lead or manage a humanitarian or other special-interest organization
1141	Lead or manage a political party
114	Lead or manage an association (conduct meetings, representation, search for financing, management of personnel)
1142	Lead or manage an employer, worker, or other economic-interest organization
347	Leading and coaching, cultural and sociocultural, paraprofessional
245	Leading and coaching, cultural and sociocultural, professional
3475	Leading and coaching, games
243	Leading and coaching, sociocultural, professional
3475	Leading and coaching, sports and recreation
1317	Leading of conferences
4141	Library work
321	Life science paraprofessionals
9141	Maintain buildings
5162	Maintain order in the community: for example, by patrolling public areas, keeping vigil to deter illegal activities, or defending members of your community from being victimised.
9312	Maintenance, repair or building of facilities or grounds
742	Make improvements to the public areas of your community by restoring historical sites, etc.
712	Make improvements to the public areas of your community, such as buildings,
713	Make improvements to the public areas of your community, such as buildings,
714	Make improvements to the public areas of your community, such as buildings,
6113	Make improvements to the public areas of your community, such as green areas: for example, by planting trees,
	Make improvements to the public areas of your community, such as roads, bridges, buildings, water supplies, electricity, public utilities or green areas: for example, by planting trees, restoring historical sites, etc.

ISCO-88 Code	Volunteer Activity
9312	Make improvements to the public areas of your community, such as roads, bridges, water supplies, electricity, public utilities
1143	Management/committee work/coordination/supervising
1319	Managers of association
3460	Mentor youth
323	Nursing and midwifery paraprofessionals
223	Nursing and midwifery professionals
2442	Observe, visit, videotape or interview other people for the purpose of recording information to be used for social science. Research
41	Office work
1319	Organise a public event aimed at popularising knowledge or professional skills, such as a public lecture, professional conference, seminar, discussion forum, workshop, etc.
1319	Organise a response to a disaster:
3480	Organise a special event to celebrate a religious holiday or to worship or venerate a religious figure
1319	Organise members of your community or a social group to maintain order in the community
5169	Organise members of your community or a social group to maintain order in the community: for example, by patrolling public areas, keeping vigil to deter illegal activities, or defending members of your community from being victimised.
1319	Organise others or set up a programme to solve a problem affecting your community or the broader natural environment:
1319	Organise people to advance or protect their economic interests by a public campaign to address issues of wages or work safety.
1142	Organise people to advance or protect their economic interests by setting up a union
1319	Organise people to advance their political interests, such as the right to political representation, religious freedom, encouraging people to participate in elections, helping political candidates.
1319	Organization of actions in defense of rights or interests
3419	Organization of conferences
114	Organize events
1319	Organize performances or exhibitions
114	Organizing or supervising events
5169	Other disaster relief
3340	Other tutoring
714	Painting housing for the elderly, disabled, destitute, ill or have behavioural problems
347	Paraprofessional activities in music, performance, other artistic activities
347	Paraprofessional activities in music, performance, other artistic activities
9113	Participate in a direct action, such as a public demonstration, vigil or march, to bring public attention to a matter of religious significance
9113	Participate in a direct action, such as a public demonstration, vigil or march, to bring public attention to a social and political issue
9113	Participate in a direct action, such as a strike, to advance the economic interests of working people or to protest at unfair labour practices.
9113	Participate in an action to draw public attention to a problem faced by your community or the broader natural environment: for example, by a public demonstration, vigil or march.
2451	Participate in an action to draw public attention to a problem faced by your community or the broader natural environment: for example, by writing letters to public authorities.
5169	Participate in any training activities to acquire the skills required to protect your community or group from criminal activity.
2451	Participate in writing letters to public officials to bring public attention to a matter of religious

ISCO-88 Code	Volunteer Activity
	significance
2451	Participate in writing letters to public officials to bring public attention to a social and political issue, such as human rights abuses, discrimination or the destruction of the environment.
513	Personal care/assistance
1142	Popularise knowledge or professional skills by serving on boards of professional associations.
24	Popularise knowledge or professional skills in business, law, information, social science, arts, etc.
23	Popularise knowledge or professional skills in education
22	Popularise knowledge or professional skills in the life sciences or health professions
21	Popularise knowledge or professional skills in the physical, mathematical and engineering sciences
9162	Prepare for a natural disaster or to eliminate the effects of such a disaster: for example, by removing debris
3229	Prepare for a natural disaster or to eliminate the effects of such a disaster: for example, by undergoing first aid training.
9312	Prepare for a natural disaster or to eliminate the effects of such a disaster: for example, by building dykes,
5161	Prepare for a natural disaster or to eliminate the effects of such a disaster: for example, by extinguishing fires
9313	Prepare for a natural disaster or to eliminate the effects of such a disaster: for example, by protecting buildings and other structures
712	Prepare for a natural disaster or to eliminate the effects of such a disaster: for example, by protecting buildings and other structures, extinguishing fires.
	Preparing/serving food
245	Professional activities in music, performance, other artistic activities
245	Professional activities in music, performance, other artistic activities
22	Professional research in life sciences and health
21	Professional research in physical, mathematical or engineering sciences
244	Professional research in social sciences
1319	Promote a general understanding of the law and legal rights, or the idea of equal and fair access to the law.
2211	Protecting the environment
3221	Provide medical care to victims of a natural disaster
5133	Provide basic necessities of life, such as personal hygiene, to someone you know (such as a friend, neighbour, colleague or relative, but <i>not a member of your household</i>).
5123	Provide basic necessities of life, such as food, to someone you know (such as a friend, neighbour, colleague or relative, but <i>not a member of your household</i>).
9331	Provide basic necessities of life, such as personal mobility, to someone you know (such as a friend, neighbour, colleague or relative, but <i>not a member of your household</i>), using a foot-powered vehicle.
9332	Provide basic necessities of life, such as personal mobility, to someone you know (such as a friend, neighbour, colleague or relative, but <i>not a member of your household</i>), using an animal-drawn vehicle.
8322	Provide basic necessities of life, such as personal mobility, to someone you know (such as a friend, neighbour, colleague or relative, but <i>not a member of your household</i>), using a motor vehicle.
41	Provide clerical services
3460	Provide counseling to victims of a natural disaster.
3460	Provide counseling to someone you know, such as a friend, colleague, neighbour or relative (other than an immediate family member).

ISCO-88 Code	Volunteer Activity
222	Provide direct health care, except nursing, or mental or physical rehabilitation services to people who need them at a professional level.
2230	Provide direct health care or mental or physical rehabilitation services to people who need them, using nursing or midwifery professional services.
322	Provide direct health care or mental or physical rehabilitation services to people who need them, at a paraprofessional level
323	Provide direct direct nursing or midwifery services at a paraprofessional level health care or mental or physical rehabilitation services to people who need them. Do not report services provided as part of a response to a natural disaster or armed conflict here – go to emergency response items instead.
3241	Provide direct health care or mental or physical rehabilitation services to people who need them using traditional medicine.
5122	Provide food to victims of a natural disaster as a cook.
5123	Provide food to victims of a natural disaster as a food server.
2419	Provide general business professional services
93	Provide general labour services
5139	Provide help, emotional comfort or advice to someone you know, such as a friend, colleague, neighbour or relative (other than an immediate family member).
5122	Provide immediate assistance to people who are elderly, disabled, destitute, ill or have behavioural problems (such as substance abuse or delinquency) by preparing food
3460	Provide immediate assistance to people who are elderly, disabled, destitute, ill or have behavioural problems (such as substance abuse or delinquency) by providing counseling.
322	Provide immediate assistance to people who are elderly, disabled, destitute, ill or have behavioural problems (such as substance abuse or delinquency) by providing medical assistance
5132	Provide immediate assistance to people who are elderly, disabled, destitute, ill or have behavioural problems (such as substance abuse or delinquency) by providing shelter,
3340	Provide immediate assistance to people who are elderly, disabled, destitute, ill or have behavioural problems (such as substance abuse or delinquency) by providing training
2421	Provide legal advice or legal representation at a professional level to anyone on a <i>pro bono</i> basis.
3432	Provide legal advice or legal representation at a paraprofessional level to anyone on a <i>pro bono</i> basis.
2429	Provide other professional legal services
242	Provide legal services for setting up or managing elections
242	Provide legal services on organising people to advance or protect their economic interests
3229	Provide medical care or EMS
24	Provide other professional services
5169	Provide other protective services
3419	Provide paraprofessional finance and sales services
3460	Provide paraprofessional services to children and young people, such as counseling, the prevention or correction of delinquency, rehabilitation or emotional support.
3460	Provide paraprofessional social work services to programmes that tackle problems affecting children or young people, such as juvenile delinquency, the neglect, abuse or exploitation of children, homelessness, etc.
2421	Provide professional legal services in dispute resolution
24	Provide professional or management assistance, including serving on a board or committee
2446	Provide professional services to children and young people, such as counseling, the prevention or correction of delinquency, rehabilitation or emotional support.
2446	Provide professional social work services to programmes that tackle problems affecting children or young people, such as juvenile delinquency, the neglect, abuse or exploitation of

ISCO-88 Code	Volunteer Activity
	children, homelessness, etc.
5169	Provide search and rescue, first aid and community safety services
334	Provide services to children and young people, such as training
3413	Provide shelter to victims of a natural disaster
41	Provide clerical support services to health care institutions (hospitals, clinics, mental health centres, immunization/disease prevention centres).
4222	Provide reception and information services to health care institutions (hospitals, clinics, mental health centres, immunization/disease prevention centres) by helping their professional or administrative staff to deliver health care or rehabilitation.
323	Provide support services to health care institutions (hospitals, clinics, mental health centres, immunization/disease prevention centres).
8322	Provide transportation to people
5143	Provide undertaking services for a funeral
3229	Providing advice
5142	Providing companionship
5133	Providing home health aid
9131	Providing housekeeping services
3119	Read scientific instruments or observe weather or the natural environment for the purpose of recording information for emergency warning, research or science.
9162	Remove rubbish or debris from public areas
713	Repair or construct buildings, finishing and related
712	Repair or construct buildings, framing and related
2310	Research
42	Retail clerks
5169	Save victims of a natural disaster from immediate danger: for example, by evacuating flood or fire victims, removing the bodies of people who were killed by a disaster, searching for people trapped in the disaster areas, searching for people lost in the wilderness, mountains or at sea.
5123	Serve food
1141	Set up or manage a party or organisation whose main purpose is to influence the political process or to elect a candidate to a political office.
1319	Set up or manage a programme designed to provide health care or treatment, or to disseminate knowledge about health, disease, reproductive health, personal hygiene or healthy life styles.
1319	Set up or manage a programme intended to provide legal advice or representation on a <i>pro bono</i> basis, or to enhance understanding of the law.
1319	Set up or manage a programme or organisation designed to collect data or monitor the environment for public information.
1142	Set up or manage a programme or organisation designed to promote production, commerce, product safety, etc.
1142	Set up or manage an organisation aimed at representing professional interests, facilitating communication among members of a profession or disseminating information about a profession.
1319	Set up or manage educational institutions (schools, vocational training centres, libraries)
1319	Set up or manage programmes that tackle problems affecting children or young people
1319	Set up or organise a programme addressing the problems of health, disease prevention, medical treatment, personal hygiene, reproductive health, healthy diet and life styles.
8322	Shopping, driving to appointments
114	Sitting on a committee or board
244	Social science professional services

ISCO-88 Code	Volunteer Activity
1319	Special events
5133	Support and help the elderly or disabled in the home
5132	Support and help the elderly or disabled, institutional
5131	Take care of children while their parents or guardians are working.
3475	Take part as a player, contestant, team member or participant in any of the sporting events i whose main purpose was to serve a public cause, such as raising funds for medical research, helping victims of natural disasters or human rights abuses, promoting peace, human rights, civic virtues or social justice.
5169	Take part in any direct action, such as a vigil, surveillance, citizen's arrest or other direct intervention to investigate or prevent an activity that is illegal or otherwise detrimental to your community.
2359	Teach or train others to acquire new skills, such as reading and writing, job qualifications, proficiency in foreign languages.
3340	Teaching, paraprofessional
2359	Teaching, professional
3340	Teaching/instruction/providing information
324	Traditional medicine practitioners
8322	Transporting people/goods
742	Trimming housing for the elderly, disabled, destitute, ill or have behavioural problems
3340	Tutor or teach
3320	Tutoring at the pre-primary educational level
3310	Tutoring at the primary educational level
3330	Tutoring of a remedial nature
5131	Unpaid babysitting
2455	Videotape other people for the purpose of recording information to be used for research or science.
2451	Write and disseminate information about religious faith or values, in a lay capacity
2451	Write policy statements, polemics, etc.

Annex 3

ISCO-88 and ISIC, Rev. 4 Codes for Informal Volunteer Activities

ISCO	ISCO Description	ISIC	ISIC Description
913	DOMESTIC AND RELATED HELPERS, CLEANERS AND LAUNDERERS	9700	Activities of households as employers of domestic personnel
915	MESSENGERS, PORTERS, DOORKEEPERS AND RELATED WORKERS	9700	Activities of households as employers of domestic personnel
916	GARBAGE COLLECTORS AND RELATED LABOURERS		
3310	Primary education teaching associate professionals	851	Pre-primary and primary education
3320	Pre-primary education teaching associate professionals	851	Pre-primary and primary education
3330	Special education teaching associate professionals	854	Other education
3340	Other teaching associate professionals	854	Other education
3460	Social work associate professionals	88	Social work activities without accommodation
3475	Athletes, sportspersons and related associate professionals	931	Sports activities
4115	Secretaries	8211	Combined office administrative service activities
4121	Accounting and bookkeeping clerks	6920	Accounting and bookkeeping services
4190	Other office clerks	8211	Combined office administrative service activities
5131	Child-care workers	889	Other social work activities without accommodation n.e.c.
5133	Home-based personal care workers	9700	Activities of households as employers of domestic personnel
5142	Companions and valets	9700	Activities of households as employers of domestic personnel
6113	Gardeners, horticultural and nursery growers	8130	Landscape care and maintenance service activities
7231	Motor vehicle mechanics and fitters	4520	Maintenance and repair of motor vehicles
8322	Car, taxi and van drivers	4921	Urban and suburban passenger land transport
9131	Domestic helpers and cleaners	9700	Activities of households as employers of domestic personnel
9141	Building caretakers	8110	Combined facilities support activities

Annex 4A

ISIC, Rev. 4 Codes Likely to Contain Nonprofit Institutions and Volunteer Work Activities

ISIC, Rev. 4 Code	ISIC, Rev. 4, Description
016	Support activities to agriculture and post-harvest crop activities
329	Other manufacturing n.e.c.
370	Sewerage
381	Waste collection
382	Waste treatment and disposal
390	Remediation activities and other waste management services
410	Construction of buildings
421	Construction of roads and railways
422	Construction of utility projects
429	Construction of other civil engineering projects
431	Demolition and site preparation
432	Electrical, plumbing and other construction installation activities
433	Building completion and finishing
439	Other specialized construction activities
561	Restaurants and mobile food service activities
581	Publishing of books, periodicals and other publishing activities
591	Motion picture, video and television programme activities
592	Sound recording and music publishing activities
601	Radio broadcasting
602	Television programming and broadcasting activities
639	Other information service activities
641	Monetary intermediation
642	Activities of holding companies
649	Other financial service activities except insurance and pension funding activities, n.e.c.
681	Real estate activities with own or leased property
682	Real estate activities on a fee or contract basis
691	Legal activities
701	Activities of head offices
702	Management consultancy activities
711	Architectural and engineering activities and related technical consultancy
721	Research and experimental development on natural sciences and engineering
722	Research and experimental development on social sciences and humanities
742	Photographic activities
749	Other professional, scientific and technical activities n.e.c.
750	Veterinary activities
774	Leasing of intellectual property and similar products except copyrighted work
781	Activities of employment placement agencies
792	Other reservation services
811	Combined facilities support activities
812	Cleaning activities
813	Landscape care and maintenance service activities
821	Office administrative and support activities
822	Activities of call centres
823	Organization of conventions and trade shows
829	Business support activities n.e.c.

ISIC, Rev. 4 Code	ISIC, Rev. 4, Description
842	Provision of services to the community as a whole
851	Pre-primary and primary education
852	Secondary education
853	Higher education
854	Other education
855	Educational support activities
861	Hospital activities
862	Medical and dental practice activities
869	Other human health activities
871	Residential nursing care facilities
872	Residential care activities for mental retardation, mental health and substance abuse
873	Residential care activities for the elderly and disabled
879	Other residential care activities
881	Social work activities without accommodation for the elderly and disabled
889	Other social work activities without accommodation
900	Creative arts and entertainment activities
910	Libraries, archives, museums and other cultural activities
920	Gambling and betting activities
931	Sports activities
932	Other amusement and recreation activities
941	Activities of business, employers, and professional membership organizations
942	Activities of trade unions
949	Activities of other membership organizations
960	Other personal service activities
970	Activities of households as employers of domestic personnel
000	Not elsewhere classified

Annex 4B**Index of NPI Industry Descriptions Coded to ISIC, Rev. 4²**

ISIC Rev 4 Class	ICNPO Detail Description
9492	Activities and services to support the placing of particular candidates into political office
8891	Adoption services
8522	<i>Adult/continuing education</i>
9496	<i>Advocacy organizations</i>
8690	Ambulance services
8690	Ambulatory services and paramedical emergency care
7220	Analysis in the policy area.
7220	Analysis in the social sciences
7500	Animal hospitals
0162	<i>Animal protection and welfare</i>
0162	Animal protection and welfare services
0162	Animal shelters and humane societies
9103	<i>Aquariums.</i>
9103	Arboreta
9000	Architectural associations.
9000	Architecture
9102	Art museums
9491	Associations and auxiliaries of religious congregations and organizations supporting and promoting religious beliefs, services and rituals
9491	<i>Associations of congregations.</i>
9000	Ballet companies
9411	Bankers' association
9412	Bar association
8891	Big Brothers/Big Sisters.
9103	Botanical gardens
8891	Boy Scouts
4210	Building of infrastructure like roads;
9411	<i>Business associations</i>
8530	Business management schools
8896	Career counseling, testing, and related services
9000	Ceramic art.
8897	Child development centers
9000	Choral societies
9491	Churches
9495	City and highway beautification programs.
9498	<i>Civic associations.</i>
9494	<i>Civil rights associations</i>
8895	Clothing distribution centers
9102	Commemoration of historical events
9101	Commemorative funds and associations
5813	Communication
9498	<i>Community and neighborhood organizations.</i>

² ISIC Codes 8891-8899 and 9493-9499 are described in "Alternative aggregation for data reporting on the non-profit institutions sector," in United Nations (2008), *International Standard Industrial Classification of All Economic Activities (ISIC), Rev.4*, United Nations publication, Sales No. E.08.XVII.25, pp. 282-286.

ISIC Rev 4 Class	ICNPO Detail Description
9493	Community foundations
8690	Community mental health centers
9491	Congregations
9495	Conservation and preservation of natural resources, including land, water, energy, and plant resources for the general use and enjoyment of the public
4100	Construction of housing
9496	<i>Consumer protection associations.</i>
6499	Corporate foundations
8522	Correspondence schools
9312	Country clubs
8892	Credit counseling/money management services
8423	<i>Crime prevention and public policy.</i>
8423	Crime prevention to promote safety and precautionary measures among citizens.
8899	<i>Crisis intervention</i>
9102	Culture museums
9000	Dance troupes
8891	Delinquency prevention services
9101	Design centers
9499	<i>Development assistance associations</i>
6810	Development of housing
8895	<i>Disaster/emergency prevention and control.</i>
90000	Display of visual arts and architecture;
9492	Dissemination of information
9000	Dissemination of visual arts and architecture;
9497	Drawing associations.
8891	Drop-out prevention
9411	<i>Economic development.</i>
8510	Education at elementary level
8510	Education at primary level
8521	Education at secondary level
8690	<i>Emergency medical services.</i>
9411	Entrepreneurial programs
9495	<i>Environmental beautification and open spaces.</i>
9498	<i>Ethnic associations.</i>
9499	<i>Exchange/friendship/cultural programs.</i>
8892	Family life/parent education
8690	Family planning services
8892	<i>Family services</i>
8894	Family violence shelters and services
9411	Farmers' association
9493	Federated, collective fundraising organizations
5911	Film production
6419	Financial services such as credit and savings associations
6419	Financing of housing
8690	First aid training and services
9311	Fitness centers.
8893	Food banks
8891	Foster care
9493	<i>Fund-raising organizations.</i>
8891	Girl Scouts.
6499	<i>Grant-making foundations</i>
8894	Halfway homes

ISIC Rev 4 Class	ICNPO Detail Description
8894	Halfway houses
8620	Health clinics
8690	Health education
8620	<i>Health treatment, primarily outpatient.</i>
8530	<i>Higher education</i>
8530	Higher learning, providing academic degrees;
9497	Historical societies
9497	Historical societies
9102	History museums
8810	Homemaker services
8710	Homes for the frail elderly
8730	Homes, other than nursing homes
9103	Horticultural programs
8610	<i>Hospitals.</i>
8893	<i>Housing assistance</i>
9499	<i>Housing associations.</i>
9497	Humanistic societies
9423	Improvement of product control and quality
8892	<i>Income support and maintenance</i>
6499	Independent public-law foundations
8897	Infant care centers
8810	In-home services
8610	Inpatient care and treatment for the mentally ill
8710	Inpatient convalescent care
8710	Inpatient health care and rehabilitative therapy to individuals suffering from physical impairments due to injury, genetic defect, or disease and requiring extensive physiotherapy or similar forms of care
8549	Institutions engaged in providing education and training in addition to the formal educational system;
9496	<i>International disaster and relief organizations.</i>
9494	<i>International human rights and peace organizations</i>
8891	Job programs for youth
8896	<i>Job training programs</i>
9498	Kiwanis
9420	<i>Labour unions</i>
9103	Landscape services
9497	Language associations
8530	Law schools.
6910	<i>Legal services</i>
6910	Legal services, advice, and assistance in dispute resolution and court-related matters.
9497	Leisure clubs.
9101	Libraries.
8483	Lifeboat services, etc.
8690	Lifeline programs
9498	Lions
9497	Literary societies
9498	Local development organizations
9493	Lotteries
6820	Management, leasing of housing
9411	Manufacturers' association,
8893	<i>Material assistance.</i>
9412	Medical association
7210	<i>Medical research</i>

ISIC Rev 4 Class	ICNPO Detail Description
8530	Medical schools.
9498	Membership organizations providing services to members and local communities
9498	Men's and women's clubs
8610	<i>Mental health treatment, hospital.</i>
8720	<i>Mental health treatment, residential care</i>
9491	Monasteries
9491	Mosques
9102	<i>Museums</i>
9000	Music ensembles
9495	<i>Natural resources conservation and protection.</i>
8690	Nature cure centers,
8549	Night schools
8897	Nurseries
8730	Nursing homes for the severely handicapped.
9000	Opera companies
9000	Orchestras
9495	Organizations promoting anti-litter campaigns
9412	Organizations promoting, regulating, and protecting professional interests
9496	Organizations providing and supporting apprenticeship programs
9496	Organizations providing and supporting internships
8549	Organizations providing and supporting on-the-job training, and other training programs
8893	Organizations providing cash assistance and other forms of direct services to persons unable to maintain a livelihood
8895	Organizations providing food, clothing, shelter, and services to refugees and immigrants
8893	Organizations providing food, clothing, transport, and other forms of assistance
8892	Organizations providing geriatric care
8899	Organizations providing housing search, legal services, and related assistance
8893	Organizations providing temporary shelters to the homeless
8895	Organizations that collect, channel, and provide aid to other countries during times of disaster or emergency
9494	Organizations that promote and monitor human rights and peace internationally
9495	Organizations that promote clean air
9495	Organizations that promote clean water
9495	Organizations that promote radiation control
9495	Organizations that promote recycling programs
9495	Organizations that promote reducing and preventing noise pollution
8896	Organizations that promote self-sufficiency and income generation through job training and employment
9495	Organizations that promote solid waste management
9497	Organizations that promote the interests of, or provide services to, members belonging to a specific ethnic heritage.
9495	Organizations that promote treatment of hazardous wastes and toxic substances
9420	Organizations that promote, protect, and regulate the rights and interests of employees.
9496	Organizations that protect the rights and promote the interests of specific groups of people, e.g., the physically handicapped, the elderly, children, and women.
8690	Organizations that provide primarily outpatient health services
9499	Organizations that recruit, train, and place volunteers and promote volunteering
8895	Organizations that work to educate or otherwise prepare individuals to cope with the effects of disasters
8895	Organizations that work to prevent, predict, control, and alleviate the effects of disasters
9411	Organizations that work to promote, regulate, and safeguard the interests of special branches of business

ISIC Rev 4 Class	ICNPO Detail Description
9494	Organizations that work to protect or preserve individual civil liberties and human rights.
8895	Organizations that work to provide relief to disaster victims
9496	Organizations working towards improving the institutional infrastructure and capacity to alleviate social problems and to improve general public well being
9498	Organizations working towards improving the quality of life within communities or neighborhoods,
8810	Other services geared towards senior citizens, except residential nursing homes
8620	Outpatient services and counsel in acute mental health situations
8620	Outpatient therapeutic care;
8620	Outpatient treatment for mentally ill patients;
9497	Painting associations
8549	Paralegal training
9000	<i>Performing arts</i>
9411	Performing arts associations
9000	Performing arts centers
9000	Performing arts companies
8892	Personal counseling
9497	Photographic societies
8690	Physical therapy centers.
9498	Playground associations
9497	Poetry and literary societies
9492	Political fundraising
9492	<i>Political parties and organizations</i>
9495	<i>Pollution abatement and control.</i>
9499	Poor people's cooperatives
8510	Pre-school organizations other than day care
9102	Preservation of historical and cultural artifacts
8610	Primarily inpatient medical care and treatment
8620	Primary health care services
8423	Prison alternatives
6499	Private foundations
8423	Probation and parole programs
6399	Production and dissemination of information
9000	Production of visual arts and architecture;
9412	<i>Professional associations</i>
9499	Programs and projects that promote social and economic development abroad
9499	Programs and services designed to encourage mutual respect and friendship internationally
8892	Programs and services for self-help and personal development;
9498	Programs and services to encourage and spread civic mindedness.
9411	Programs and services to improve economic infrastructure and capacity;
8423	Programs and services to reintegrate offenders;
9103	Programs to preserve the parks, green spaces, and open spaces in urban or rural areas;
9497	Promotion and appreciation of the humanities
9496	Protection of consumer rights
9312	Provision of amateur sport
9319	Provision of physical fitness
9499	Provision of recreational facilities and services to individuals and communities
9319	Provision of sport competition events;
9319	Provision of sport competition services
9319	Provision of training
8610	<i>Psychiatric hospitals</i>
8549	<i>Public health and wellness education</i>

ISIC Rev 4 Class	ICNPO Detail Description
8690	Public health promotion
9492	Public relations
5811	Publishing of books
5813	Publishing of journals
5813	Publishing of newsletters;
5813	Publishing of newspapers
6010	Radio stations
6020	TV stations
9499	Reading promotion
9497	<i>Recreation and social clubs</i>
9329	Recreation, and other specialized services
8893	Recreation, meal programs
8895	<i>Refugee assistance.</i>
8690	<i>Rehabilitation</i>
4390	Rehabilitation of housing
8423	<i>Rehabilitation of offenders. .</i>
8610	<i>Rehabilitative medical services.</i>
7210	Research in engineering
7720	<i>Research in policy studies</i>
7210	<i>Research in science and technology</i>
7220	<i>Research in social sciences</i>
7210	Research in technology
7210	Research in the life sciences
7210	Research in the medical field;
7210	Research in the physical sciences
7220	Research in the policy area.
7220	Research in the social sciences
7210	Research on specific diseases, disorders, or medical disciplines
8720	Residential care
9498	Rotary Club
9411	Rural development assistance
9103	Sanctuaries and refuges
8690	Sanitation screening for potential health hazards
8549	Schools of continuing studies
9102	Science museums
9497	Sculpture associations
8522	Secretarial schools
8892	<i>Self-help and other personal social services.</i>
9491	Seminaries
9498	<i>Service clubs</i>
8892	<i>Services for the elderly</i>
8892	<i>Services for the handicapped</i>
8892	Services for the handicapped
7500	Services providing care to farm and household animals and pets
8891	Services to children
8892	Services to families
8895	Services to persons in need of immediate care
8891	Services to youth;
8894	Services, counsel, and advice to victims of crime
8896	<i>Sheltered workshops.</i>
8690	Shock/trauma programs

ISIC Rev 4 Class	ICNPO Detail Description
9491	Shrines
9491	Similar organizations promoting religious beliefs and administering religious services and rituals
8892	Single parent agencies and services
8899	<i>Social development.</i>
8522	Sponsored literacy and reading programs
9499	Squatters' associations
8899	Suicide prevention
8899	Support groups
8899	Support to victims of assault and abuse
9491	Synagogues
7020	Technical and managerial consulting
8522	Technical and vocational training specifically geared towards gaining employment;
9102	Technology museums
8891	Teen pregnancy prevention
9491	Temples
8894	Temporary housing
8894	<i>Temporary shelters.</i>
9000	Theater companies
9499	Touring clubs
8522	Trade schools
8899	Transport facilities
8899	Transport facilities
8895	Travelers aid
8530	Universities
8620	Vaccination centers
7500	<i>Veterinary services.</i>
8894	<i>Victim support.</i>
9000	Visual arts
9000	Visual arts, architecture, ceramic art.
8899	<i>Vocational counseling and guidance</i>
8896	<i>Vocational rehabilitation</i>
8899	Vocational training and guidance
8522	<i>Vocational/technical schools</i>
8423	Volunteer fire departments
9499	<i>Volunteerism promotion and support</i>
9102	War memorials
9311	Wellness centers.
9103	<i>Wildlife preservation and protection</i>
9103	Wildlife preservation and protection;
8891	YMCA
8690	Yoga clinics
8891	Youth centers and clubs
8891	<i>Youth services and youth welfare</i>
8891	YWCA
9498	Zonta International
9103	Zoos

Annex 5

Survey Module Coding Book

Step or variable	Question	Coding
START	So far I have been asking you about paid work. The next few questions are about <u>unpaid</u> work, that is, activities that some people willingly do without pay to promote a cause or help someone outside of their own household or immediate family. [Note: Reimbursement of expenses and modest honoraria do not disqualify an activity.]	n.a.
PROMPT_00	Now I am going to give you some examples of the unpaid work some people do. Examples of this kind of activity include work to help someone in need, like [children, the elderly, the poor, or disaster victims]; work to clean or improve your community, like [roads, schools, health facilities, the water supply, or parks]; organizing an event, such as [a community gathering, a sporting or cultural activity, a political rally], or a religious celebration; work to publicize an issue, or to make people aware of a problem; or work for an organization that serves communities such as [a school, library, health care center, NGO, club, union, church, or association.] [Note: The specific examples of activities considered in scope may vary from country to country, however the overall types of activities should remain the same in order to maintain international comparability.]	n.a.
VOL_00	During the past 4 weeks [<i>provide dates marking the period.</i>], did you do any unpaid work of this kind for someone outside your own household or immediate family? <i>If no, go to PROMPT_10.</i>	01 Yes 02 No
WORK_01	Now I will ask you a few questions about the unpaid work that you did during the past 4 weeks. First, please tell me what kind of work you did. Why don't you start with the work that [you did the last/ or on which you spent the most time]. [Record response verbatim and use a lookup table or code book to assign occupation codes.] <i>If respondent mentions more than one type of activity, ask questions WORK_01 through WORK_02 for each activity separately, differentiating answers by a, b, c. at end of name.</i>	Record response verbatim. Assign activity code from ISCO-88 Index
HOUR_A01	How many times did you do this unpaid work in the past 4 weeks? [Record response verbatim and use a lookup table or code book to assign frequency codes.]	Record response verbatim 01 Daily 02 6 times a week 03 5 times a week 04 4 times a week 05 3 times a week 06 2 times a week 07 Once a week 08 Every 2 weeks 09 Every 3 weeks 10 Every 4 weeks 11 Other
HOUR_A02	How many hours did you devote to this unpaid work [on average each time/the last time] you did it? _____ [Record response verbatim.]	Record response verbatim
TYPE_ORG01	Did you do this unpaid work for or through an organization? <i>If no, code [informal volunteering] and go to WORK_02.</i>	01 Yes 02 No and assign sector code 00 Informal volunteering
TYPE_ORG02	What is the name of the organization for which you did this work? [Record response verbatim and use a lookup table or code	Record response verbatim Assign industry code from ISIC, Rev.4 Index

Step or variable	Question	Coding
	<i>book to assign industry and sector codes. If more than one organization is mentioned – iterate loop TYPE_ORG for every organization]</i> <i>If NAME is in code book, go to WORK_02.</i>	Assign sector code 01 Charity/nonprofit organization/NGO/union or religious organization 02 Business 03 Government 04 Other/Not sure
TYPE_ORG03	<i>If NAME is not in code book, ask</i> What does this organization do? _____ (80 spaces) <i>[Record response verbatim and assign industry code based on response.]</i>	Record response verbatim Assign industry code from ISIC, Rev.4 Index
TYPE_ORG04	What type of organization is this? 5. Charity/non-profit organization/NGO/union/or religious organization 6. Business 7. Government 8. Other / Not sure <i>[Record response verbatim and assign sector code based on response.]</i>	Record response verbatim Assign sector code 01 Charity/nonprofit organization/NGO/union or religious organization 02 Business 03 Government 04 Other/Not sure
WORK_02	During the past 4 weeks, did you do any other kind of unpaid work for someone outside your own household or immediate family? <i>If yes, repeat questions WORK_01 through WORK_02, differentiating answers by a, b...</i> <i>If no and respondent has answered WORK_03 with yes, go to END.</i> <i>If no and respondent has not answered WORK_03, go to PROMPT_10.</i>	01 Yes 02 No
PROMPT_10	When asked about volunteer work, sometimes people don't think of unpaid work they did for organizations, such as serving on boards, fundraising, office and administrative work, gathering scientific data, coaching or officiating, counseling, doing pro-bono work (like free medical care or legal advice), preparing and serving food, and transporting persons or goods. [Note: This should be a list of activities in scope but likely to be missed and will vary from country to country.]	n.a.
WORK_03	During the past 4 weeks, did you do any of these things for any organizations? <i>If yes, repeat questions WORK_01 through WORK_02, differentiating answers by a, b...</i>	01 Yes 02 No
END	End of survey module	n.a.

Additional Questions if Survey is Annual

Step or variable	Question	Coding
SPECIAL	Additional questions if survey is annual.	n.a.
SPECIAL_01	People often volunteer for special events. In the past 12 months, did you do unpaid work of this kind for a special event that you have not reported on this survey because it did not take place in the past month?	01 Yes 02 No
SPECIAL_02	What kind of work did you do? <i>[Record response verbatim and use a lookup table or code book to assign occupation codes.]</i> <i>If respondent mentions more than one type of activity, ask questions SPECIAL_01 through SPECIAL_02 for each activity separately, differentiating answers by a, b, c. at end of name.</i>	Record response verbatim. Assign activity code from ISCO-88 Index
SPECIAL_03	How many times did you do this unpaid work in the past 12 months ? <i>[Record response verbatim and use a lookup table or code book to assign frequency codes.]</i>	Record response verbatim. 01 Once 02 Twice 03 Three times 04 Four or more times
SPECIAL_04	How many hours did you devote to this unpaid work [on average each time/the last time] you did it? _____ <i>[Record response verbatim.]</i>	Record response verbatim
SPECIAL_05	Did you do this unpaid work for or through an organization? <i>If no, code [informal volunteering] and go to SPECIAL_02.</i>	01 Yes 02 No and assign sector code 00 Informal volunteering
SPECIAL_06	What is the name of the organization for which you did this work the most? <i>[Record response verbatim and use a lookup table or code book to assign industry and sector codes.]</i> <i>If NAME is in code book, go to SPECIAL_02.</i>	Record response verbatim Assign code from ISIC, Rev.4 index Assign sector code 01 Charity/nonprofit organization/NGO/union or religious organization 02 Business 03 Government 04 Other/Not sure
SPECIAL_07	<i>If NAME is not in code book, ask</i> What does this organization do? _____(80 spaces) <i>[Record response verbatim and assign industry code.]</i>	Record response verbatim Assign code from ISIC, Rev.4 index
SPECIAL_08	What type of organization is this? 5. Charity/non-profit organization/NGO/or religious organization 6. Business 7. Government 8. Other / Not sure <i>[Record response verbatim and assign sector code based on response.]</i>	Record response verbatim Assign sector code 01 Charity/nonprofit organization/NGO/union or religious organization 02 Business 03 Government 04 Other/Not sure
END	End of survey module	n.a.

Annex 6

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