
SERIES OF STUDIES IN THE FRAMEWORK OF THE DIALOGUE
PROGRAMME "ADMINISTRATIVE REFORMS IN CENTRAL ASIA"

Study No. 3

VOLUNTEERING IN THE KYRGYZ REPUBLIC: STATUS, CHALLENGES, PROSPECTS





Академический консорциум
МЕЖДУНАРОДНЫЙ
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Hanns
Seidel
Foundation

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Bishkek 2023



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Disclaimer.

The opinions, views, and conclusions presented in this report are those of the authors and do not necessarily reflect the views of the Hanns Seidel Foundation (HSF) or any other organizations.

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List of abbreviations, names and terms

World Nomad Games (WNG).	The World Nomad Games is the largest international project in the Kyrgyz Republic, initiated by the Government of Kyrgyzstan in 2012 to revive and preserve the culture of nomadic civilization. The Games aim to develop the ethno-sports and ethno-cultural movement worldwide as a heritage of human civilization.
SAYPCS	The State Agency for Youth, Physical Culture, and Sports is a department under the Ministry of Culture, Information, Sports, and Youth Policy of the Kyrgyz Republic.
Peace Corps	The American humanitarian organization was established by the U.S. Congress on September 22, 1961. It sends volunteers to more than 70 countries to work with government agencies, schools, non-profit organizations, nongovernmental organizations, and entrepreneurs in fields such as education, business, information technology, agriculture, and the environment.
KR	Kyrgyz Republic.
Merch (Merchandise)	Any item that displays a company's logo, slogan, or corporate identity - through font, color, or design.
MOH	Ministry of Health of the Kyrgyz Republic.
MOES	Ministry of Emergency Situations of the Kyrgyz Republic.
NPO	Non-profit organization.
NRSC KR (National Red Crescent Society in Kyrgyzstan)	A humanitarian organization that works in four main areas: health, emergency preparedness and response, assistance to vulnerable groups, organizational development, and international relations.
NLA	Normative and legal acts.
NGO	Non-governmental organization.



PCO «Oasis»	Established in 2008, non-governmental organization dedicated to the social protection and integration of vulnerable women and children, particularly those affected by gender-based violence and human trafficking, as well as youth who have come into conflict with the law.
Transferrable skills	The talents and abilities that can be utilized in various occupations and career paths can be acquired through work, school, internships, hobbies, and volunteer activities. Transferable skills can be both hard and soft.
Probation	<p>The form of conditional sentencing allows a court, instead of imposing a term of imprisonment, to direct the offender to be placed under the supervision of a specialized agency for a specified period of time, which is responsible for monitoring their behavior. In other words, the individual who has committed a crime is given a chance to reform.</p> <p>A comprehensive set of measures, including a wide range of social and legal measures implemented by the relevant authorized state agency, is aimed at creating conditions for the rehabilitation of probation clients and their adaptation to life in society, as well as preventing them from committing further offenses.</p>
UNDP (United Nations Development Programme)	The United Nations global development network supports transformations and provides access to knowledge, practical experience, and resources to aid in improving the quality of life for populations. UNDP operates in 166 countries, collaborating with them to develop their own solutions to global and national development challenges.
PSEA	Prevention of sexual exploitation and abuse.
Recycling	The type of raw material processing in which unusable items are passed through specialized equipment and transformed into raw materials for new products
Media	The mass media.
TRC "IUK"	Training and Research Complex of the International University of Kyrgyzstan.



HSF	Hanns Seidel Foundation.
ES	Emergency Situations.
UNICEF (United Nations International Children's Emergency Fund; UNICEF)	An international organization operating under the auspices of the United Nations. UNICEF conducts the majority of its work locally in 192 countries and territories. UNICEF collaborates with specialized organizations and governments to implement strategic plans aimed at ensuring healthy child development, protecting their rights, and unlocking the potential of every child.
UNFPA	The United Nations Population Fund (UNFPA) leads the operational activities of the UN system in the field of population, assisting developing countries and countries with transitional economies in finding solutions to their demographic problems. UNFPA provides assistance to governments in improving reproductive health services and family planning based on individual choice, and in developing population policies that support sustainable development efforts. UNFPA aims to enhance understanding of population issues and assists governments in addressing them in ways that are most appropriate for their specific country needs.



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Introduction and a brief summary.

Events of the last 5 years, pandemic, socio-economic crisis, tragic incidents of Dacha-Su (January, 2017), hostilities in Batken (2021 and 2022), riots and clashes in KZ (January, 2022), have given great importance and given a huge impetus to the recognition and development of charity and volunteering in Kyrgyzstan and around the world.

Volunteering has contributed to and provided opportunities for self-realization and the manifestation of various positive qualities of the Kyrgyz people. At the same time, it has served as a form of civic participation in socially significant affairs, a means of collective interaction, and an effective mechanism for solving crises and social problems.

Despite ongoing efforts and active research to investigate and reevaluate this experience, there is still no systematic and comprehensive approach to the scientific and practical study of the socio-cultural practice of volunteering.

As a result, within the launch of the "Management of a non-profit organization" master's program in the "Management" field by the TRC IUK and the Hanns Seidel Foundation in 2021, a scientific-practical research was organized and conducted. The aim of the research is to comprehensively explore and analyze volunteering activities in Kyrgyzstan in the context of socio-economic crises, systematize knowledge about it as an element of civil society and the non-profit sector, and develop recommendations and proposals for the development of educational programs and courses.

This report includes key terms, a list of abbreviations and names, a brief overview, the background for conducting the study, and a description of the methodology.

During the analysis of the situation, the legal framework for volunteering in Kyrgyzstan and the perception of the media and society were examined.

The focus of the research was on understanding the prospects, challenges, barriers, and role of volunteering in the development of the NGO sector in Kyrgyzstan. Additionally, the research explored volunteering as a platform for developing and enhancing transferrable skills among young people.

Based on the identified aspects, recommendations and proposals were developed.



The research methodology.

Research aims:

The comprehensive study and analysis of volunteering activity in Kyrgyzstan under conditions of socio-economic crises, systematization of knowledge about it as an element of civil society and the non-profit sector, as well as the development of recommendations and proposals for the development of educational programs, including courses on "Mobilization of Local Community Resources and Fundraising," "Development and Management of Volunteer Activity," and "Working with Various Population Groups" within the framework of the Master's Program in "Management of a non-profit organization " in the "Management field, aimed at the development and support of volunteering/charitable activity in Kyrgyzstan.

Research objectives:

- Conduct desk research to review local experience in organizing volunteering activities in Kyrgyzstan, and study the prospects for their development.
- Determine changes in public and media perception of volunteering activities in Kyrgyzstan in the context of socio-economic crises, including those before and after COVID, and the October and Batken events.
- Map organizations that involve and work with volunteers, and identify challenges and barriers faced by these organizations.
- Analyze the demographic characteristics of volunteers in Kyrgyzstan.
- Study and compare the experiences and skills of young volunteers aged 14-35 with those of young people who are not involved in volunteer activities.
- Systematize knowledge about volunteering as an element of civil society and the non-profit sector, and develop recommendations and suggestions for the development of training programs in the master's program "Management of non-profit organizations," specifically in the areas of "Mobilization of Local Community Resources and Fundraising," "Development and Management of Volunteer Activity," and "Working with Various Population Groups".
- Prepare and present recommendations to relevant structures and key stakeholders to support the development of volunteering in Kyrgyzstan.

Both qualitative and quantitative methods were used to collect data. The methodology and tools were discussed and developed under the direct supervision of J. Moldokeeva, a candidate of sociological sciences.



Research methodology, instruments and sampling:

Objective	Methods and instruments	Sampling, instruments, and sources of information
<p>Desk research: preparation of a brief overview and analysis of the local experience in organizing volunteering activities in Kyrgyzstan.</p>	<p>Study of documents and materials.</p> <p>Analysis of the experience of organizing volunteering activities in Kyrgyzstan involves examining documents and materials using predetermined criteria, parameters, and characteristics, including:</p> <ul style="list-style-type: none"> • Relevant laws and regulations governing volunteering activities in the country; • State support for volunteer activities, including the form and extent of such support; • Motivations and reasons for individuals to become volunteers; • Ideal environments for volunteer activities to thrive, such as urban, rural, school, or university settings; • Expected timeframes, duration, and schedules for volunteer activities; • Age requirements and limitations; • Compensation and provisions for volunteers, including insurance and other benefits; • Opportunities for professional development; • Volunteer programs available; • Public demand and interest in volunteering; • Examples of positive impacts of volunteering on individuals' lives; • Opportunities for skill development. 	<p>Publications and documents are available online in Russian, Kyrgyz and English.</p>
<p>Study the prospects of developing volunteering activities in Kyrgyzstan and identify the difficulties and barriers faced by organizations involving and working with volunteers.</p>	<p>Conducting semi-structured in-depth interviews with organization leaders or staff responsible for volunteering activities.</p> <p>A general script/guide for conducting semi-structured in-depth interviews will be developed.</p>	<p>Guide for conducting semi-structured in-depth interviews with organization leaders or responsible employees for volunteering.</p> <p>Conduct no less than 10 interviews with regional disaggregation.</p>



<p>Determine the changes in the perception of society and the media towards volunteering in conditions of socio-economic crises (before and after COVID-19, the October events, and the Batken events).</p>	<p>Content analysis of media publications. Qualitative and quantitative analysis of the content of media publications to identify or measure changes in public and media perceptions of volunteering in the context of socio-economic crises (before and after COVID, October and Batken events). The analysis will be based on three periods: 2018-2019, 2020-2021 and 2022.</p>	<p>Publications and documents presented online in Russian and Kyrgyz languages during the periods of 2018-2019, 2020-2021 and 2022.</p>
<p>Conduct mapping and prepare a database of non-profit organizations that involve and work with volunteers.</p>	<p>Surveying and visual representation on a map: by filling out a questionnaire, organizations involving and working with volunteers are included in a database, and then placed and visualized on a map based on their location, number of volunteers, and areas of activity.</p>	<p>Questionnaire for organizations involving and working with volunteers. It is preferable that the questionnaire be completed by the leaders of organizations or those responsible for volunteering.</p> <p>The search for other respondents is carried out by the snowball sampling method. The questionnaire includes a section: "We would be grateful if you could help us find contacts of organizations that also involve volunteers in their activities."</p>



<p>Analyze the sociodemographic characteristics of volunteers and their social profile in Kyrgyzstan;</p> <p>Study and compare the experience and skills of young volunteers aged 14-35 with those of young people who are not involved in volunteering.</p>	<p>Survey of young volunteers aged 14 to 35 and a control group of young people with similar social characteristics who are not involved in volunteer work and volunteering activities.</p> <p>The survey of the control group will take place after the survey of the volunteers, as it is necessary for the analysis that the control group is identical to the main group in terms of social characteristics.</p> <p>Analysis of the portrait social characteristics of a volunteer in Kyrgyzstan.</p> <p>Comparative analysis by comparing the experience and skills of young volunteers aged 14 to 35 with the control group of young people with similar social characteristics who are not involved in volunteer work and volunteering activities, and identifying their similarities and differences.</p>	<p>150 questionnaires for young volunteers aged 14 to 35.</p> <p>150 questionnaires for the control group - young people with similar social characteristics, not involved in volunteer work or volunteering activities.</p> <p>All data must be presented with disaggregation by region, gender, age, and occupation.</p> <p>The sample is presented in the table below.</p>
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The methodology takes into account gender aspects in the collection and analysis of the necessary data.

The "triangulation principle" was applied in the study - the collection and analysis at different levels of the object under study, the use of a combination of qualitative and quantitative methods.



Experience in organizing volunteering activities in Kyrgyzstan.

- *History of the development of volunteering activities in Kyrgyzstan.*

Volunteering activities in Kyrgyzstan are gaining momentum every year and has their own specific development. According to the definition, «Volunteering, (from lat. voluntarius - voluntary) or volunteerism, volunteering is a wide range of activities, including traditional forms of mutual assistance and self-help, fundraising, official provision of services and other forms of civic participation, which is carried out voluntarily for the benefit of the general public without any monetary reward».¹

Unfortunately, it is very difficult to give even an approximate number of people involved in this activity, as well as to determine the number of organizations and associations working with and involving volunteers, since there is no record keeping for them.

In the post-Soviet countries, the concept of "volunteering" in its current understanding began to take shape in the early 1990s, along with the emergence of non-profit, civic, and charitable organizations. It is worth noting that as early as 1993, dozens of Peace Corps volunteers were working in the country as part of the program to teach English as a foreign language.² Since 1996, the UN Volunteers program has been operating in the Republic, launching a pilot project in the Osh city called the "Poverty Alleviation and Community Participation Project"³. Since 1998, the Kyrgyzstan Red Crescent Society has been implementing the "Youth Project", which continues to support the development of the youth volunteer movement in Kyrgyzstan.⁴

- *Relevant laws and regulations governing volunteering activities in the country.*

Today, volunteering activity is based on the main regulatory legal positions of the following documents:

1. Constitution of the Kyrgyz Republic (from 11.04.2021).⁵

Chapter IV. Economic and social rights.

Article 41: Everyone has the right to economic freedom, to the free use of his abilities and his property for any economic activity not prohibited by law.

Article 42: Everyone has the right to freedom of work, to use their abilities for work, to choose their profession and type of occupation, to have working conditions that meet the requirements of safety and hygiene, and the right to receive payment for work not lower than the minimum wage established by law.

¹ <https://natural-sciences.ru/ru/article/view?id=33055>

² <https://kg.usembassy.gov/ru/peace-corps-volunteers-return-to-the-kyrgyz-republic-for-the-first-time-since-2020/>

³ <https://un.org/kg/russian/agency.phtml?unv>

⁴ <https://www.redcrescent.kg/ru/history>

⁵ <http://cbd.minjust.gov.kg/act/view/ru-ru/112213?cl=ru-ru>



Article 47: The state ensures the implementation of youth policy aimed at creating necessary conditions for the education and employment of young people, supporting young families, and facilitating the free participation of youth in political, social, economic, cultural and other spheres of activity.

Article 48: In order to ensure self-realization and personal development, everyone is guaranteed the freedom of scientific, technical, artistic and other forms of creativity, teaching and learning. Each person has the right to engage in creative activities in accordance with their interests and abilities.

2. Law of the Kyrgyz Republic "On patronage and charitable activities" (from 10.05.2017, No 79).⁶

Charitable activity refers to voluntary actions undertaken by individuals or legal on selfless (gratuitous or on preferential terms) transfer of property to citizens or legal entities, including monetary funds, selfless performance of services or other types of assistance to citizens or legal entities without expecting any compensation or reward.

3. Law of the Kyrgyz Republic "On non-profit organizations" (from 26.06.2021, No 78).⁷

Article 2. Basic concepts: Non-profit organization - a voluntary self-governing organization created by individuals and/or legal entities based on the community of their interests to meet spiritual or other non-material needs in the interests of its members and/or the entire society, for which profit-making is not the main goal of the activity and any profit obtained is not distributed among members, founders, and officials.

4. The Law of the Kyrgyz Republic "On the Fundamentals of State Youth Policy" (from 31.07.2009, No 256).⁸

Article 2. Basic concepts used in this Law: Volunteer activity - the implementation of socially useful work by individuals and legal entities aimed at satisfying public or state interests, carried out on a voluntary basis in various forms without receiving monetary compensation, during which they can acquire knowledge, experience, skills, and demonstrate their abilities.

In addition to the present laws, volunteering activities are regulated by the Civil, Labour, and Tax Codes of the Kyrgyz Republic, as well as other regulatory legal acts of the Kyrgyz Republic. Furthermore, volunteering activities are subject to international treaties ratified by the Kyrgyz Republic, such as the Universal Declaration of Human Rights (1948) and the Convention on the Rights of the Child (1989), among others.

The process of developing and implementing a law on volunteering activities:

For over 10 years, there have been attempts from deputies and civil society organizations to determine the legal status of volunteers and establish the principles for conducting such activities in Kyrgyzstan.

⁶ <http://cbd.minjust.gov.kg/act/view/ru-ru/282>

⁷ <http://cbd.minjust.gov.kg/act/view/ru-ru/112273?cl=ru-ru>

⁸ <http://cbd.minjust.gov.kg/act/view/ru-ru/202686?cl=ru-ru>



In 2011, parliamentarian Yrgal Kadyralieva initiated and developed a draft law on volunteer activities. This project proposed that individuals who worked as volunteers for 20 hours a week for 1 year be issued volunteer cards and certificates.⁹ Subsequently, this draft law was sent for revision and was re-submitted in 2014. It outlined the procedure for concluding, amending, and terminating a volunteer support agreement, as well as the rights and obligations of the volunteer and the organization that recruits them.¹⁰ However, it did not receive approval.

In 2019, a law project was introduced by Deputy Kanat Kerezbekov which defined who can be considered volunteers and what activities can be considered voluntary. The law project also outlined the fundamental principles of volunteering, as well as the rights and responsibilities of volunteers. For instance, "individuals who have reached the age of 18 may engage in volunteering, and the participation of minors is only allowed with the written consent of their parents".¹¹ This legislative initiative received numerous comments from both lawmakers and independent legal experts, who suggested that "if the goal of the proposed law was indeed to create favorable conditions for volunteering in Kyrgyzstan rather than just regulating the process, it would be appropriate to adopt a single law that would consolidate all legal provisions related to volunteering, taxation, and migration legislation".¹²

The law project "On Volunteering Activity", initiated in June 2022 by deputies Tulobaev B.Z., Mamataliev M.A., Kozuev A.A., Bakasov U.B., Sarybashov T.N., and Abirov Z.B., after lengthy consideration by the Committee on Budget, Economic and Fiscal Policy of the Jogorku Kenesh of the Kyrgyz Republic,¹³ as well as the Committee on Social Policy, was adopted on February 15, 2023, in the third reading.¹⁴ Out of 81 present, 77 deputies voted in favor and 4 abstained.

In the view of the initiative group of deputies, the proposed law is aimed at establishing a comprehensive and unified approach to volunteering. The law proposes to define the terms and conditions for carrying out volunteer activities. Specifically, it suggests establishing the rights and obligations of volunteers, organizers of volunteer activities, and volunteer organizations. The law also proposes to determine the procedure for concluding a volunteer agreement, the requirements for its contents, and to identify sources of financial support for volunteer activities.¹⁵

⁹ <https://archive.slovo.kg/?p=5155>

¹⁰ https://www.vb.kg/doc/292281_yrgal_kadyralieva_predstavila_zakonoproekt_o_volonterskoy_deyatelnosti.html

¹¹ https://kaktus.media/doc/390440_v_parlamente_predlagaut_zakonodatelnoe_reglyirovanie_volonterstva_kak_v_rossii.html

¹² Экспертное заключение проекта закона Кыргызской Республики «О волонтерской деятельности». Общественное Объединение «Партнерская группа Прецедент», Ф.Якупбаева. <https://drive.google.com/file/d/13LX2ZEoONMt-1B99J8BDEas6-0Etkh8p/view?usp=sharing>

¹³ <http://kenesh.kg/ru/news/show/12495/komitet-zhogorku-kenesha-odobril-zakonoproekt-o-volonterskoy-deyatelnosti-v-pervom-chtenii>

¹⁴ http://kenesh.kg/uploads/media/default/0001/79/170223113507_15-02-2023%2010-22%20%D0%93%D0%BE%D0%BB%D0%BE%D1%81%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D0%B5%204.pdf

¹⁵ <http://kenesh.kg/ru/news/show/13066/otklonen-zakonoproekt-o-volonterskoy-deyatelnosti-vo-vtorom-chtenii>



The law will come into force only after being signed by the President of the Kyrgyz Republic. Therefore, we have not yet included it in the list of regulatory legal acts regulating volunteering activities.

Thus, we can see that after more than 10 years of attempts by deputies from several convocations in partnership with various civil society organizations, the law has been approved. The volunteer community believes that giving volunteering activities a legal status will open up new opportunities and provide impetus for the comprehensive development of volunteering in Kyrgyzstan.

- *State support for the development of volunteering activities in Kyrgyzstan.*

Active participation in the development of the institution of volunteering activities and thereby in the creation of a developed civil society, as well as in the promotion of social responsibility and citizen activity, should be taken by the state. The state benefits from volunteer work to promptly and effectively solve tasks that arise in complex and crisis periods.

Although the role and importance of volunteer work in the development of the country is increasingly recognized by government and municipal bodies, unfortunately, there are still no clear measures and mechanisms for state support (organizational and legal support, information and methodological support, infrastructure, incentives for volunteers, financial support) for the development of volunteering in Kyrgyzstan.

Of course, there are positive practices and examples of interest and cooperation between government agencies and volunteer groups and organizations. COVID-19 has contributed to the consolidation of efforts, for example, in November 2020, the republican headquarters of volunteer doctors and volunteers opened its doors. The headquarters brought together 20 volunteer movements, 15 public foundations, charitable and non-governmental organizations to provide first aid to fellow citizens in response to the pandemic.

In October 2020, among the 120 individuals who received state awards from the President of Kyrgyzstan Jeenbekov S.Sh. for their selfless work in the fight against the coronavirus, were those who provided assistance on a voluntary basis.¹⁶

In June 2021, the Ministry of Health of the Kyrgyz Republic (MoH KR) developed and launched an electronic portal for registering organizations and individuals who wish to become volunteers in responding to COVID-19 (www.dobro.med.kg).

As the majority of volunteer organizations and movements in Kyrgyzstan are aimed at youth, the national-level support for volunteering activities is handled by the State Agency for Youth Affairs, Physical Culture and Sports under the Ministry of Culture, Information, Sports and Youth Policy of the Kyrgyz Republic. Each year, the

¹⁶ <https://mir24.tv/news/16428485/sooronbai-zheebekov-nagradil-vrachei-i-volonterov-za-samootverzhennyi-trud-v-borbe-s-covid-19>



Agency, in collaboration with the National Red Crescent Society of the Kyrgyz Republic, recognizes the contributions of volunteers, and those who have excelled are awarded the "Volunteer of the Year" certificate of appreciation.

Municipal authorities also annually recognize the contribution of volunteers for their selfless work and assistance to municipalities. For example, in 2022, the Osh City Hall organized a solemn award ceremony for outstanding volunteers, dedicated to December 5, International Volunteer Day.¹⁷ In addition, at the beginning of 2022, the City Hall recognized citizens who actively volunteered to provide assistance to those in need during the quarantine.¹⁸

At the end of 2020, the City Hall of Bishkek also awarded honorary certificates and letters of appreciation to volunteers, bloggers, and press secretaries of municipal services for their hard work, professionalism, active civic position, and contribution to the fight against the COVID-19 pandemic.¹⁹

Another notable example of cooperation between state agencies and volunteers and volunteer organizations in Kyrgyzstan is the mechanism for involving volunteers in the probation process.

In 2017, the Law "On Probation"²⁰ came into force. The Law stipulates that "In order to effectively achieve the goals and objectives in all types of probation, the society and volunteers shall be involved on a voluntary basis in the remediation and correction of the behavior of probation clients". In this regard, in 2020, the order of the Ministry of Justice of the Kyrgyz Republic approved the Procedure of selection of volunteers to probation bodies and their activities, which determines the procedure of selection, areas of activities and organization of work of probation volunteers.²¹

In 2021, the Department of Probation under the Ministry of Justice, together with the PCF "Oasis", announced the recruitment of volunteer-mentors whose task is to assist in the probation supervision of juvenile probation clients. The work includes informing minors about the importance and benefits of a law-abiding lifestyle, conducting social and educational work with them, motivating teenagers to overcome difficulties in life.²²

Thus, we can see how state agencies are interested in involving volunteers in restoring the social connections of people on probation, thereby helping to get out of difficult situations, providing educational assistance, and promoting transparency and openness in the criminal justice system.

Crisis conditions and the growth of social problems, regardless of their nature, more

¹⁷ <http://oshcity.kg/index.php/ru/kmaterialdar-ru/item/3880-v-oshe-otmetili-mezhdunarodnyj-den-volonterov>

¹⁸ <https://manas.news/politika/osh-nagrazhdeny-volontery/>

¹⁹ <https://www.bishkek.kg/news/2981097/meria-biskeka-nagradila-volonterov-blogerov-i-press-sekretarej-gorodskih-sluzb>

²⁰ <http://cbd.minjust.gov.kg/act/view/ru-ru/111517?cl=ru-ru>

²¹ <http://cbd.minjust.gov.kg/act/view/ru-ru/200618#unknown>

²² https://kaktus.media/doc/446549_hotite_stat_nastavnikom_dlia_trydnyh_podrostkov_departament_probacii_nabiraet_volonterov.html

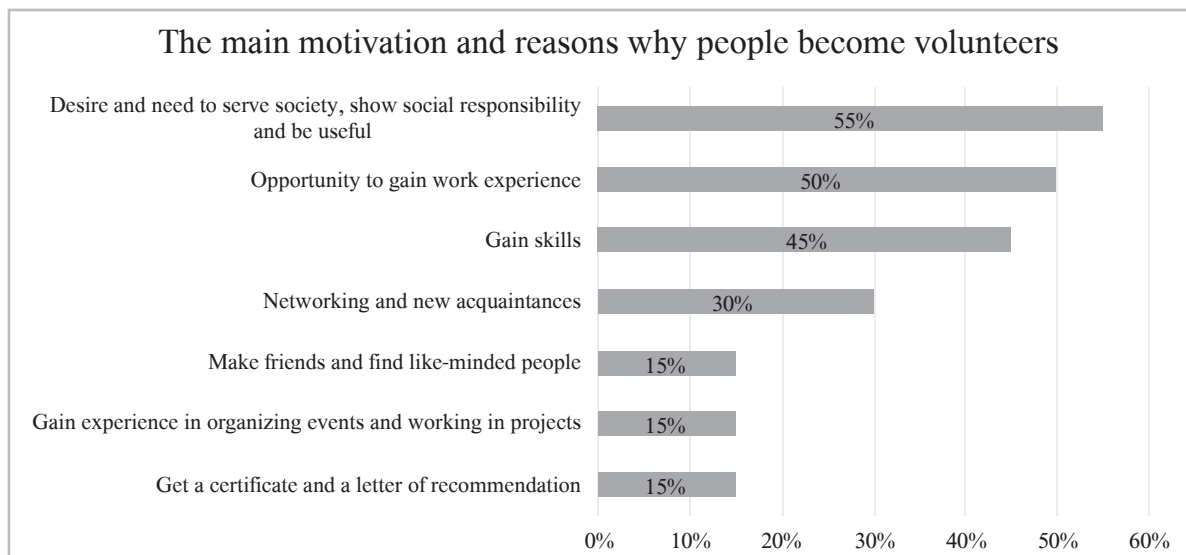


and more provoke the emergence of new solutions to support volunteering activities on the part of both society and government agencies.

- *Motivations and reasons for individuals to become volunteers.*

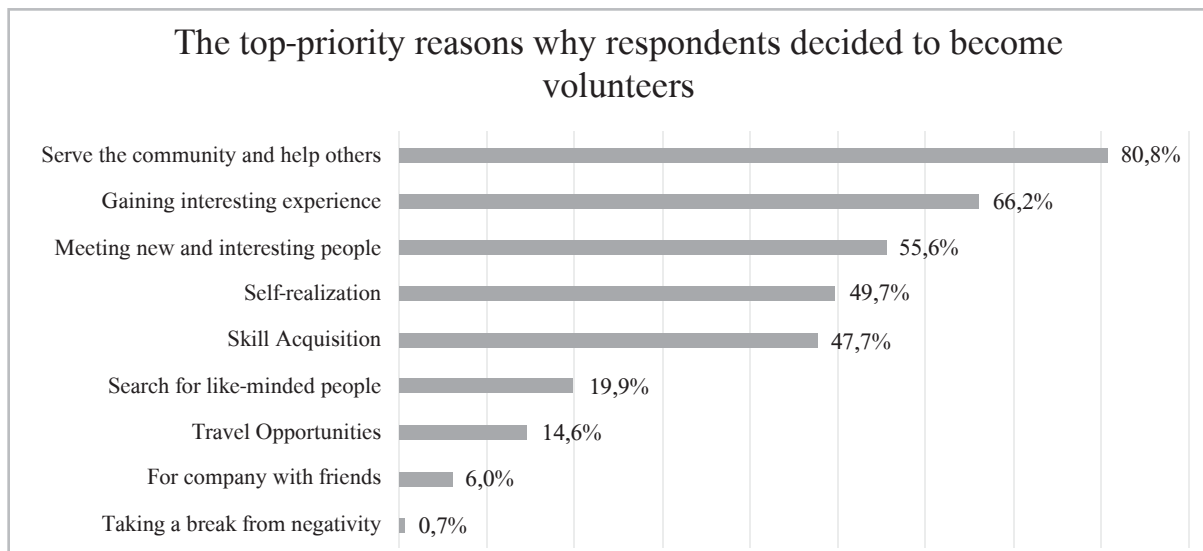
According to the majority of managers and employees responsible for working with volunteers (more than 55%), the most important motivation and reasons why people become volunteers are the desire and need to serve society, be socially responsible, and be useful.

Other key reasons are to gain work experience (50%), gain skills (45%), networking and new acquaintances (30%), make friends and find like-minded people (15%), gain experience in organizing events and working in projects (15%), get a certificate and a letter of recommendation (15%)



The data were obtained through a questionnaire survey of organizations that involve volunteers in their activities. In total 20 organizations that actively involve volunteers in their activities participated in the survey. (See Attachment 1. List of organizations that participated in the survey).

Of the 151 volunteers interviewed, over 80% (of which 75.2% were girls and 24.8% were boys) indicated that serving the community was the top priority reason why they decided to volunteer. 66.2% wanted to have an interesting experience, and 55.6% wanted to meet new and interesting people.



As we can see, organizations' perceptions of why people volunteer are identical to what volunteers answered about why they chose to volunteer.

At the same time, the following points and bonuses (in order of most frequently mentioned) were mentioned by the majority of organizations interviewed when asked what kind of motivation system is available for volunteers:

1.	Reference letters, letters of appreciation, certificates, certificates of merit.
2.	Training
3.	Meal provision
4.	Participation at events. Internships, employment opportunities.
5.	Mobile services, transport costs, merchandise. Travel and opportunities to apply to various programs. Tickets to various events and books. New acquaintances and networking opportunities.

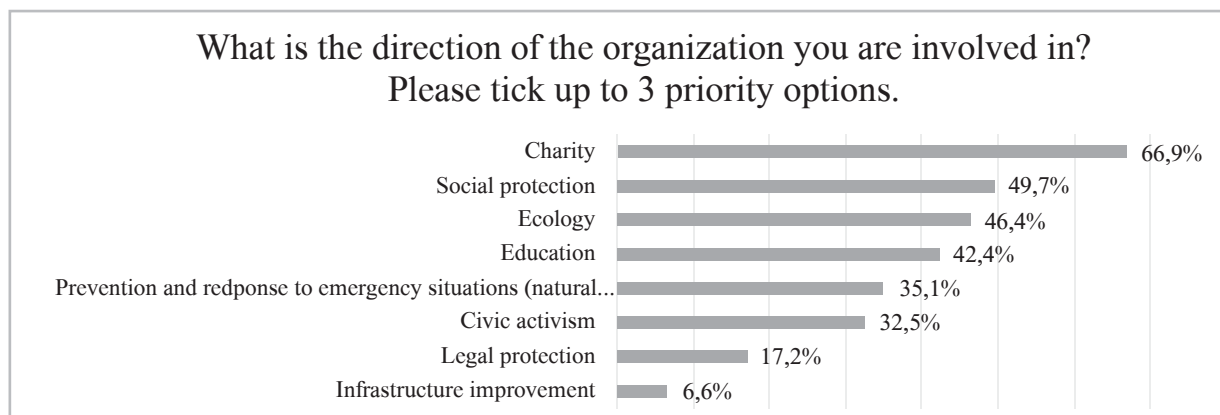
Letters of recommendation and appreciation are precisely aimed at emphasizing and recognizing the achievements of volunteers. Training and participation in various events, internships - to gain experience and skills, as well as expanding the circle of acquaintances and networking.

- *Areas of volunteer/volunteer activities.*

According to a survey of volunteers, the activities of organizations where they involved are mainly focused on charity (66.9%), social protection and assistance (49.7%), ecology (46.4%), education (42.4%), prevention and response to emergencies (35.1%), civic activism (32.5%).



What activities/work you are involved in in this organization?	
Social assistance (providing aid and services to the elderly, low-income individuals, people with disabilities, and other vulnerable groups)	64,9%
Organizing and conducting informational and educational events (trainings/sessions, conferences, seminars, etc.)	59,6%
Collecting and organizing aid and resources for charity purposes	32,5%
Ecology (clean-up actions, beautification of natural areas, etc.)	27,8%
Preventing and responding to emergencies (natural disasters, accidents and conflicts)	20,5%
Art and cultural activities (exhibitions, concerts, festivals, etc.)	19,9%
Civil activism (organizing rallies, demonstrations, flash mobs, etc.)	18,5%
Office work (courier services, tidying up, printing documents, etc.)	15,9%
Outreach work (establishing contacts and delivering information, consultations, and preventive measures)	7,9%
Data collection and research	6,6%
Infrastructure initiatives (construction and repair works)	4,6%



The range of work and activities that involve volunteers is quite wide.

- *Ideal environments for volunteer activities to thrive (urban, rural, school, university).*

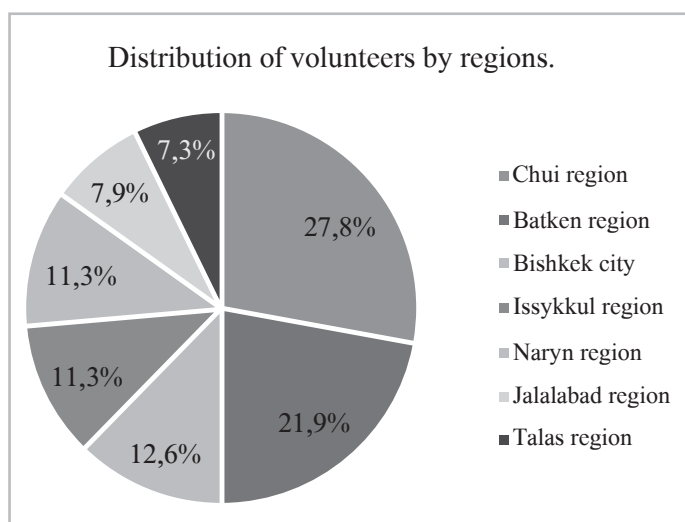
According to the mapping, the most favorable environment for the development of institutionally (formally) organized volunteering in Kyrgyzstan is urban. This is due to the fact that most of the organizations that involve volunteers in their activities are located in the capital and major cities. Of course, in the villages there are voluntary associations during agricultural work, the construction of public spaces and the provision of assistance to those in need, but usually this happens informally, without official entry into the ranks of volunteers and official registration of a volunteer organization with the justice authorities.



Moreover, most of them are youth organizations, which primarily involve high school students (grades 9-11) or students of universities and vocational lyceums. In this regard, it is an advantage if the organization's office is located in the center of the city or located near educational institutions.

A survey of volunteers showed that 80.8% of them live in cities and 19.2% in rural areas.

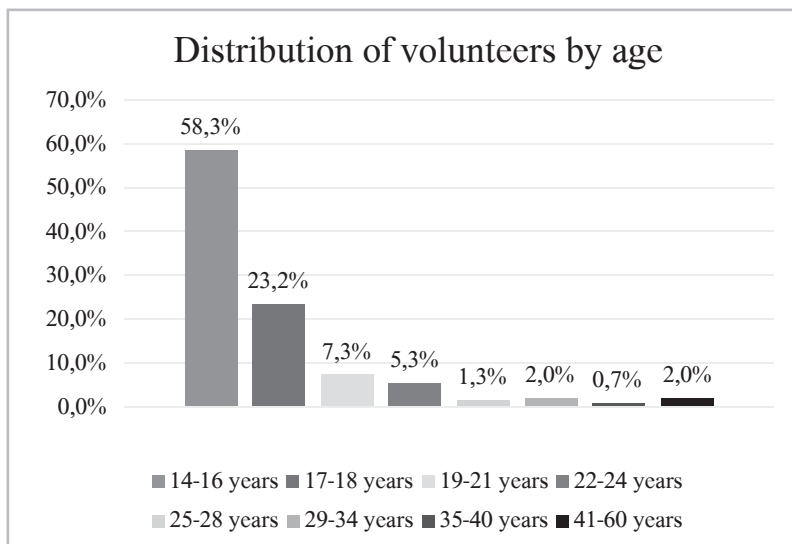
Tokmok city	21,2%
Batken city	15,8%
Bishkek city	12,6%
Naryn city	10,6%
Balykchy city	10,0%
Jalalabad city	4,6%
Talas city	3,3%
Kara-balta city	1,3%
Kok Zhangak city	0,7%
Razzakov city	0,7%



If to analyze by regions, the majority of volunteers respondents are from Chui region (27.8%), Batken region (21.9%) and Bishkek city (12.6%). Unfortunately, there are no volunteers represented from the Osh region at all.

- *Age requirements and limitations and gender ratio.*

In 33% of the organizations, the main majority is represented by school students aged 14-18 years old. 22% are young people between the ages of 19-24. At the same time there are organizations that recruit people a little older: aged 25-35 and over 35 years old. Gender ratio: in the majority of organizations there are more female volunteers (more than 60%).



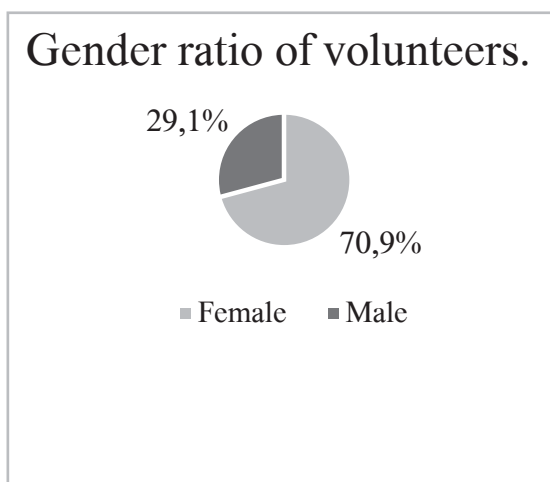
According to a survey of volunteers, it was determined that more than half (58.3%) are students of schools and vocational lyceums aged 14-16 years, 23.2% - are young people aged 17-18 years.

If to consider the age groups in the context of gender, it is clear that girls and young women among volunteers significantly more in the three age categories 14-16, 17-18 and 19-21 years.

Age categories	F	M
14-16	78,4%	21,6%
17-18	68,6%	31,4%
19-21	81,8%	18,2%

In the categories 22-24, 29-34, 35-40, 41-60 years old there are more male representatives, and in the category 25-28 years old - equally. This can be explained by the fact that young people at the age over 20 start to get married, girls and women have their spouse and children as their top priority, they start to bear more domestic worries, including raising children.

Age categories	F	M
22-24	25,0%	75,0%
25-28	50,0%	50,0%
29-34	33,3%	66,7%
35-40	0,0%	100,0%
41-60	33,3%	66,7%



Men, on the other hand, are less busy and can continue to be involved in volunteer activities on a regular basis.

But since these categories represent only 11.3% of the total number of volunteers, overall, there are more girls and women - 70.9%, boys and men - 29.1%.



- *The number of permanent volunteers in the organizations.*

According to the 2022 National Survey "Youth Wellbeing and Development Index in the Kyrgyz Republic", in recent years there has been a decline in the civic and socio-political participation of young people both in Kyrgyzstan and in the world. At the same time, civil and political participation takes a variety of forms. Young people prefer not to connect with traditional political processes because they feel that their voice is ignored and they do not have the resources or competencies needed for political participation, or traditional participation formats are ineffective in achieving real change. They tend to focus their efforts on specific issues that are important to them, while resorting to alternative methods of civic participation. One way they see to do this is through volunteering. According to the survey, 33% of young people have experience in volunteering. This figure is 2.75 times higher than in 2017. The number of young people (14-28 years old) for 2021 is 1,187,829 people. Thus, based on these data, it can be assumed that more than 300 thousand young people have experience in voluntary work.

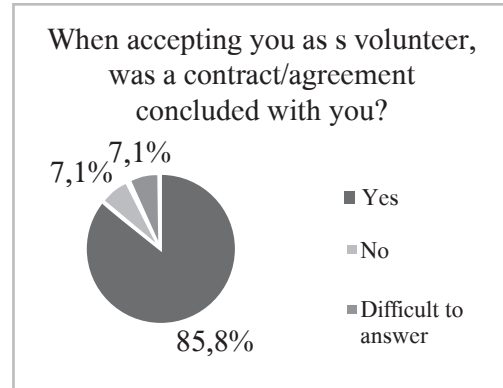
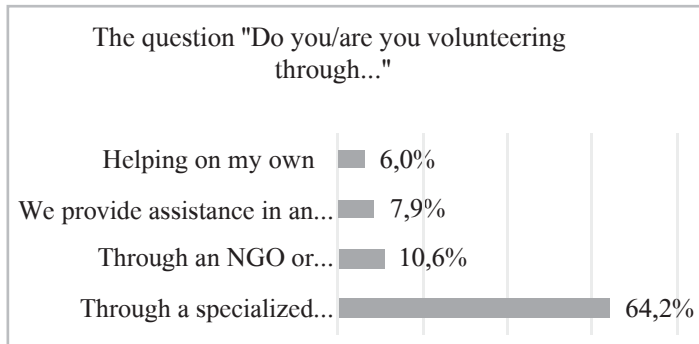
Unfortunately, it was not possible to present the exact number of organizations involving volunteers in Kyrgyzstan, since such data are not available in open sources.

Thus, we can see that the level of participation in volunteer activities is increasing year by year. As a rule, volunteer organizations have a pool of active volunteers, as well as an extensive group of people periodically engaged in volunteer activities. As of today, the largest volunteer group in Kyrgyzstan is the National Red Crescent Society. Its volunteer base has more than 3,000 people. In addition to them, the Public Association "Youth initiative center" has a broad base, according to them, during their activity (during the quarantine and the COVID pandemic), the number of involved volunteers was up to 2,000 people. UNICEF volunteers numbered at least 700 activists throughout the country.

25.9% of organizations have no more than 5 regular volunteers. 14.8% of organizations have 6-10 people as volunteers. 7.4% of organizations have 11-15 people and 11.1% of organizations have 31-50 people as regular volunteers.

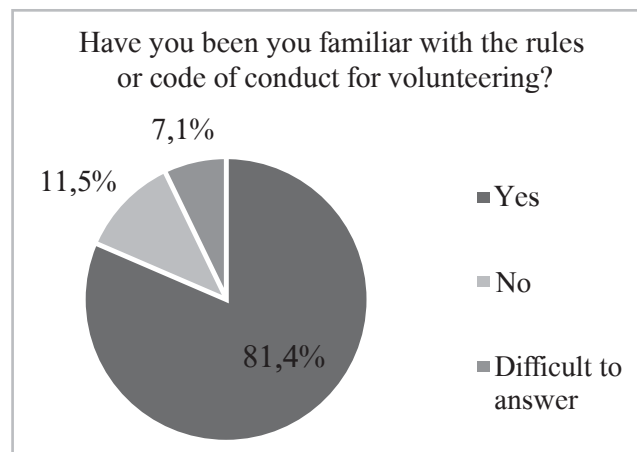
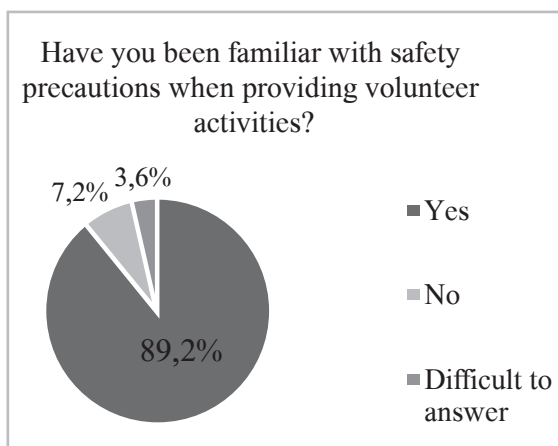
- *Benefits and social protection (insurance, etc.).*

All respondents, representatives of organizations that involve volunteers noted that their organizations do not have any protection mechanisms written into their policies. No insurance or other payments are made for volunteers. 20% of the organizations have a volunteer policy and developed a code of conduct for volunteers. Others note that the general policies of the organization apply to volunteers - the labor code of the Kyrgyz Republic, the code of ethics and the organization's policy on PSEA (prevention of sexual exploitation and abuse). In 20% of the organizations there is a contract/agreement with volunteers to provide services on a pro bono or internship basis.



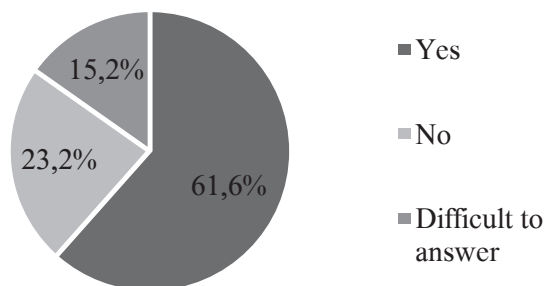
Within the survey of volunteers, respondents noted that 64.2% of volunteers are engaged in volunteer activities through a specialized volunteer organization. 10.6% through an NGO or charitable organization. 7.9% provide help in an organized way together with like-minded people, 6.0% provide support on their own.

Out of 85.8% respondents who answered that they were involved through a specialized volunteer organization, NPO and charitable organization, 85.8% had a contract/agreement with organization when they were hired as a volunteer. 7.1% of volunteers noted that no contract/agreement was concluded with them. The rest - difficult to answer (7.1%).





Have you been familiar with the rules and procedures regarding the prevention and response to sexual exploitation and abuse in the provision of volunteer work?



The majority of volunteers were informed about safety procedures (89.2%) and the rules or code of conduct (81.4%) for volunteering.

The situation was less positive regarding the rules and procedures for preventing and responding to sexual exploitation and abuse while volunteering: only 61.6% were informed, 23.2% were not, and the rest found it difficult to answer.

- *Approximate terms and duration, schedule of volunteering activities.*

When more than 10 people are involved in volunteer activities, organizations try to assign certain employees to work with the volunteers. The timing and length of involvement are negotiated on an individual basis. Usually no more than 8-16 hours per week or depending on the schedule of events.

The following picture emerged from the survey of volunteers:

How much time do you devote to volunteering?	
It depends on circumstances (in case of crisis situations)	33,8%
1-3 hours a week	19,9%
4-5 hours a week	19,2%
6-8 hours a week	10,6%
9-15 hours a week	2,6%
Difficult to answer	13,9%

How often do you get involved in volunteering?	
Two-three times a week	36,4%
It depends on circumstances (in case of crisis situations)	29,1%
Once a week	17,2%
Once a month	6,6%
Once in 2-3 months	2,6%
1-2 times in half a year	0,7%
Difficult to answer	7,3%

It turns out that a third of all volunteers are involved only in cases of crisis situations.

- *Volunteer programs available.*

Volunteer Programs are a systematic way to train, recruit, educate, supervise, and appreciate volunteers to make it easy for people to volunteer for the community and social causes. These programs are conducted in a variety of different areas. They are available as short-term (2-4 weeks), medium-term (1-6 months), and long-term (6-12 months) programs. Generally, candidate must be of legal age to participate in medium and long term volunteer programs. In most cases, volunteers pay their own airfare and visa fees, while accomodation and meal costs are covered by the program administrator.

Unfortunately, there are not many volunteer programs in Kyrgyzstan. Due to the



need for certain resources to provide decent working conditions, the country mainly relies on programs supported by international organizations such as UNICEF, UNDP, UNFPA and others.

In 2021, UNDP launched the "Youth Program-2021" aimed at expanding the public visibility of UNDP's activities through online and offline events, social media and media coverage. Within the program, young people aged 18 and older with excellent knowledge of Kyrgyz, Russian and English languages (both written and oral) volunteered for 7 months to gain and implement their professional skills and knowledge.

The key requirements for applicants to participate in the program were:²³

- All applicants must be of legal age, over 18 years old;
- All candidates are required to have excellent proficiency in Kyrgyz (or Russian) and English languages;
- Candidates are expected to demonstrate a strong commitment to the values and principles of volunteering and the United Nations Development Programme (UNDP) in the Kyrgyz Republic;
- Previous experience in volunteering and/or employment is considered an asset;
- Candidates should possess critical and innovative thinking skills. Additionally, those with talents in areas such as art, filmmaking, debate, etc. are encouraged to apply;
- Applicants from ethnic and other social minorities, including people with disabilities and the LGBT community, are strongly encouraged to apply.

UNDP did not provide compensation for volunteer work, but offered a unique opportunity for learning in the international professional sphere. Candidates who successfully completed the Youth Program were issued with letters of appreciation and recommendation, and were given privileged mentor status for the next round of the program.

UNICEF regularly (almost annually) announces a competitive selection for the volunteer team. In 2022, the program was oriented towards engaging volunteers from all regions of the Kyrgyz Republic to support the initiative of increasing safety in the country's schools. The role of volunteers was to support a campaign aimed at improving the safety skills of schoolchildren during natural disasters, including fires and earthquakes, by conducting educational events, as well as conducting an information campaign to prevent COVID-19 in schools and promoting the youth platform Y-Report.²⁴

The key requirements for applicants:

- Age range: from 16 to 40 years old;
- Education and experience: Secondary or higher education;
- Desirable to have experience in volunteering or other types of work;
- Skills: fluent efficiency in Kyrgyz and Russian languages is mandatory. Knowledge of English language is an advantage.

²³ <https://clck.ru/338jBs>

²⁴ <https://www.unicef.org/kyrgyzstan/ru/volonteri>



Selected candidates are expected to dedicate at least 60 hours per month to the project.

The National Red Crescent Society of Kyrgyzstan regularly recruits volunteers.²⁵

Red Crescent volunteers include school students, university students, rural community residents, former program beneficiaries (such as people who have recovered from tuberculosis), and others. They actively participate in public events, humanitarian operations, roundtables, and conferences. The Red Crescent strives to create favorable conditions for the work and further development of volunteers.

Volunteers of the Red Crescent of Kyrgyzstan work in various fields and can choose the area that is most interesting to them:

- Working with children in difficult life situations;
- Working with elderly people living alone;
- Conducting information sessions for the general public;
- Organizing and conducting events and campaigns;
- Dissemination and study of International Humanitarian Law;
- Collecting and distributing humanitarian aid.

One of the successful national volunteer programs is the Volunteer Program "World Nomad Games" (WNG). The games were organized in Kyrgyzstan three times: in 2014, 2016, and 2018. In 2018, the largest volunteer program for the WNG was organized, with 516 people selected out of 3460 applications from those who wanted to become volunteers.²⁶ Among them were 30 international volunteers from 15 countries around the world and 80 representatives from all regions of Kyrgyzstan.²⁷ The selection of volunteers is carried out in three stages.

Volunteers aged 18 and over provided assistance and support in the organization and conduct of the event,²⁸ namely:

- Scientific block of the Event;
- Cultural block of the Event;
- Sports block of the Event;
- Organizational, administrative and other issues related to the Event.

All volunteers were required to undergo training. All volunteers went through general orientation sessions with information about volunteer activities and the events of the WNG:

- Detailed information on the III World Nomad Games;
- Role and functions of the volunteers;
- Code of conduct for volunteers;

²⁵ <https://www.redcrescent.kg/ru/become-volunteer>

²⁶ <https://www.ktrk.kg/ru/news/s/20619>

²⁷ <https://knews.kg/2018/08/24/bolee-500-volonterov-pomogut-provesti-igry-kochevnikov/>

²⁸ <http://worldnomadgames.com/ru/page/O-volontiorstve/>



- Safety and first aid;
- Basics of communication;
- Diplomatic protocol and etiquette;
- History of nomads and the World Nomad Games;
- History of the venues where the World Nomad Games were held;
- Additional training on specific areas as needed.

The work of the WNG volunteers did not go unnoticed. On November 10th, a ceremony was held in Bishkek where, on behalf of the Cabinet of Ministers, Vice Prime Minister Altynai Omurbekova expressed immense gratitude to the volunteers and presented them with letters of appreciation.²⁹

Participation in the program received very positive feedback from volunteers:

"I was interested in working as a volunteer at the World Nomad Games. In my work, I have had the opportunity to work at similar events quite often, but not on such a scale. And I was interested in whether I could rise to such a level and complete it. Because it is truly a great challenge - moral, physical, and spiritual. Another reason, which is not insignificant, is patriotic feelings and the desire to help and contribute to the development of our country. This event was held on an international level, and I think that with our support and assistance, it was held grandly and memorably. And I am glad that the World Nomad Games gave me a chance to do this." Nadyrbek Avazbekov, logistics volunteer, WNG 2016.

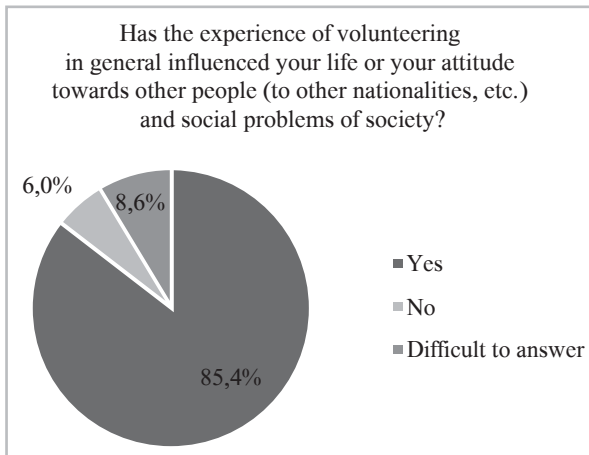
- *Opportunities for professional and skills development.*

Modern society offers a multitude of opportunities for personal development, expression, and improvement of various qualities. Nevertheless, young people still face difficulties in self-determination and self-realization.

At the same time, the majority of young people as a social group aspire to find their way in life, realize their potential, and connect their lives with something interesting and important. Quite often, these needs can be satisfied by young people's participation in volunteering activities.

From the information presented above about the advantages of volunteering programs and projects, we can see that volunteering can be regarded as a social elevator and a platform for enhancing one's status, professional and career growth, job search, as well as the development of skills and knowledge.

²⁹ <https://rus.azattyk.org/a/29594106.html>



According to a survey of volunteers, it has been shown that volunteering significantly influences one's life and attitude towards other people (representatives of various groups, ethnicities, social status, etc.), as well as towards social issues in society.

Despite the fact that volunteering programs have certain requirements for candidates, the main criterion is the willingness and interest in serving the community. Many organizations consider it mandatory for volunteers to share the values and principles of the organization. In turn, organizations are willing to train volunteers and try to allocate responsibilities and functions according to their abilities and talents.

Particularly in demand are individuals with computer skills, proficient writing and copywriting, social media management, fluency in multiple languages (Russian and Kyrgyz are mandatory, knowledge of English, German, and other languages is an advantage), as well as video and photo shooting, editing, and montage skills. The ability to manage and organize events, work in and lead teams, and make decisions quickly is highly valued. One of the key qualities necessary for volunteering is reliability and responsibility. Unfortunately, this poses difficulties, especially for young people who have not yet learned to work in situations where the cohesion and effectiveness of the team's work depend on them. All of these skills and knowledge are universal and applicable to almost any professional activity.

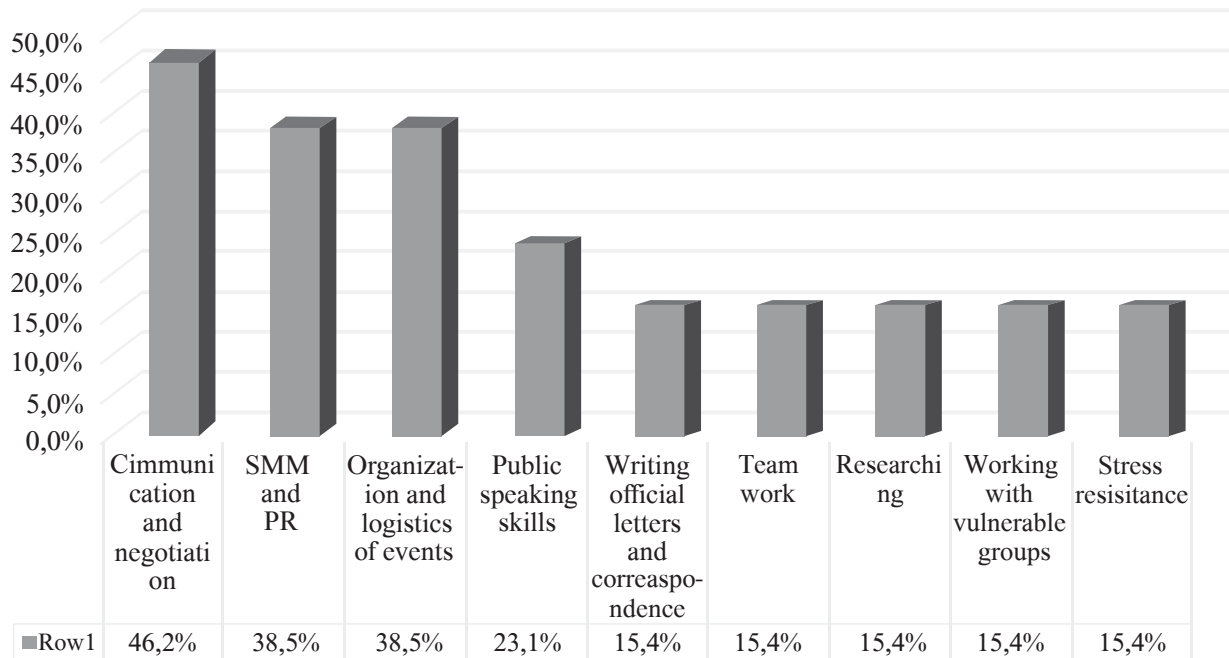
A significant factor in volunteering is psychological preparedness and stress tolerance, especially for those who work with vulnerable groups, including those affected by emergencies and various conflicts, violence, and others. For such work, people with experience and expertise, especially those who are older, are preferred.

During the quarantine and pandemic, organizations avoided involving people at risk, such as those with weak health, women with young children, and elderly individuals.

However, there are highly specialized skills and knowledge that are welcomed among those who wish to work on a volunteer basis, such as legal expertise and the potential to provide legal consultations, environmental issues (recycling and waste management, inventory and research of trees, etc.).

Opportunities for volunteers include participation in training sessions, seminars, conferences, academies, and courses organized by the organization itself as well as its partners.

The following responses to the question about the knowledge and skills that volunteers gain at your organization were received:



According to the volunteer questionnaire, volunteering has enabled them to develop and progress in the following skills:

Team work	79,5%
Communication skills	78,1%
Public speaking skills	41,7%
Team management	29,1%
Conflict prevention and resolution	27,2%
Social design (development of projects and initiatives)	26,5%
Finding resources, opportunities, fundraising	22,5%
Interviewing skills	19,2%
Photo and video content creation	19,2%
Self-expression skills in drawing and pictures	15,2%
Finding supporters	14,6%
Computer skills	11,3%

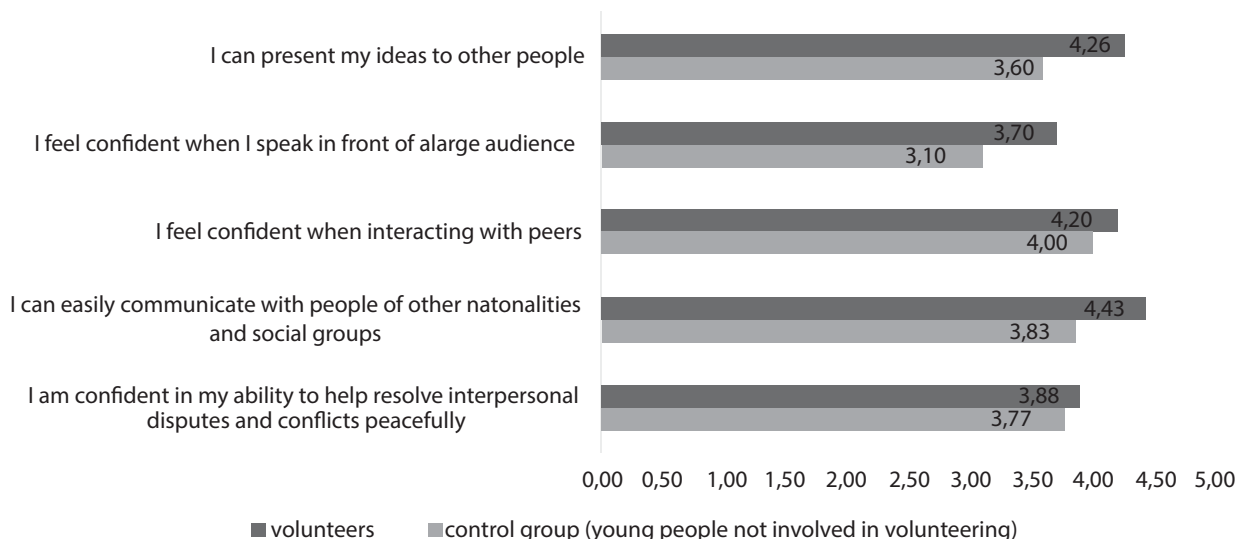
In the typical school environment, these skills tend to fall out of focus, despite the fact that in the modern world, they are crucial for building a career and developing a well-rounded personality.

To compare and observe the differences between volunteers and individuals who are not involved in this activity, an identical control group with similar age and gender characteristics was selected. Both groups were asked to express their views on a series of statements related to their own skills and competencies (abilities to apply certain knowledge and skills). These questions served as self-assessment tools. However,



there were risks associated with individuals having distorted perceptions of their own abilities and potential (overestimation or underestimation). The mean value was used for calculation purposes.

Comparison table of skills according to self-assessment



As evident from the comparison results, there is a noticeable disparity in a range of skills and competencies, such as:

- ability to present ideas to others (gap - 0.66);
- ability to confidently speak in front of a large audience (gap - 0.6);
- ability to communicate with diverse groups of people (social and age groups, ethnic background, etc.) (gap - 0.58).

Thus, it can be said that volunteering can become a missing platform in strengthening the competitiveness and transferable skills of young people.

Interestingly, the control group most wanted to strengthen and improve the following skills:

Computer skills	50,9%
Public speaking	41,6%
Social design (development of projects and initiatives)	34,2%

Only 55.1% of them believe that the necessary skills and competencies can be obtained through school and university education.

33.1% of them believe that the key reason why people become volunteers is the desire to serve society and help others, 18.1% for gaining interesting experiences, 11.9% for self-realization and meeting new and interesting people.

70.8% want to engage in volunteer activities, 12.4% do not want to, and the rest find it difficult to answer.



The most interesting areas for them are charity (22.4%), education (19%), and the environment (16.8%).

- *The demand and interest of society in volunteering. Results of content analysis and surveys of volunteering organizations.*

The word "volunteer" is increasingly being heard outside of the volunteer community. The media in Kyrgyzstan, including official sources, have been actively discussing volunteering and voluntary work, reaching a mass audience. Let's examine how significant the changes have been in the perception and understanding of volunteering.

All organizations note that significant changes have occurred in society's attitudes towards volunteers in recent years. The pandemic, events in Batken, and other crisis situations have shown that volunteers are compassionate citizens who provide significant support to the state.

Volunteering is now respected and supported not only by family members but also in the immediate environment, such as educational institutions, workplaces etc.

«For example, the parents and acquaintances of volunteers from Youth of Osh and UNICEF Ulan used to assert that volunteering was a futile endeavor. However, following the COVID-19 pandemic and the Batken crisis, they have acknowledged that volunteering contributes to career advancement and is, in general, beneficial».

Many parents of volunteers have stopped perceiving volunteering as a waste of time.

However, despite the improved perception by society, organizations still note the insufficient recognition and support from the state.

«Experience has shown that without volunteering, we would not have been able to survive certain events such as the pandemic and the events in Batken. However, our volunteer movement still lacks adequate attention and support from the government.».

Let us examine the contribution of the media in changing the perception of volunteering activities. To this end, a content analysis of online publications containing the keywords "volunteer, volunteering, volunteers" was conducted.

In total, over 500 articles were reviewed from the following news websites: sputnik.kg; kloop.kg; kaktus.kg; 24.kg; akipress.kg, etc. The total word count was 42,600, with 233 photographs and 16 videos.

To trace how the image of a volunteer has evolved, the articles were divided into three periods:

- 1) 2018-2019;



- 2) 2020-2021;
- 3) 2022.

The dates were chosen to cover articles about volunteers before, during, and after the pandemic. The analysis included articles from the following information websites:

Analysis of information websites by period.

Information websites	Number of articles/ words (2018-2019)	Number of articles/ words (2020-2021)	Number of articles/ words (2022)
Sputnik.kg	12art\6529 words	8art\7670 words	3art\679 words
Kloop.kg	1art\280 words	22art\8458 words	1art\274 words
Kaktus.kg	9art\3003 words	103art\28921 words	11art\1679 words

Analysis of the article composition shows that during the period of 2018-2019, before the pandemic, the overall number of articles about volunteers was relatively low. The highest number of articles were published during the celebration of International Volunteer Day, as well as during the Kyrgyz-Russian Volunteer Forum.

These articles had an official and informative tone, such as **"Russia will help volunteers from Kyrgyzstan with important projects"** (<https://ru.sputnik.kg/20190726/kyrgyzstan-rossiya-volonterstvo-proekt-forum-molodezh-1045186731.html>) ; **"Volunteering as a way of life - a conversation with leaders of Russian youth"** (<https://ru.sputnik.kg/20190730/molodezh-volontery-rabota-1045235013.html>); **"Eco-volunteering. A whale made of plastic bottles was built on Issyk-Kul"** (https://kaktus.media/doc/393056_ekovolonterstvo._na_issyk_kyle_soorydili_kita_iz_3_tys._plastikovyh_bytylok_foto.html); **"How things stand with the ecology of the city and what steps are being taken"** (https://kaktus.media/doc/371170_kak_obstoiat_dela_s_ekologiy_goroda_i_kakie_shagi_predprinimautsia.html). In these articles, volunteers are portrayed as groups of schoolchildren and students who provide various types of assistance in organizing events. Articles about eco-volunteers who organize garbage collection on Issyk-Kul, in the mountains, and other public places, as well as those advocating for the protection of animal rights, were more popular.

If to look at the emotional intensity of these articles majority of them during this period have a more official and informative tone. However, exceptions are interviews with volunteers who have been engaged in charity work for many years, etc. Such articles describe various situations that volunteers face, such as **"I gave to volunteering 61 years - Bishkek resident shares her amazing volunteering story"** (<https://ru.sputnik.kg/20181001/bishkek-pensionerka-volonterstvo-1041352022.html>) and **"Daughter of a deputy washes windows at a nursing home - an interview with a volunteer from the Kyrgyz Republic"** (<https://ru.sputnik.kg/20180407/volonter-intervyu-blagotvoritelnost-nurilya-chekirova-1038548247.html>). In these types of articles, the volunteer is no longer anonymous, and there is already an understanding of their age, occupation, etc.

The highest number of mentions of volunteers and a surge in attention from both the press and the public occurred during and for some time after the COVID-19 pandemic.



Articles during the pandemic already feature the faces of volunteers, and their stories are accompanied by a multitude of highly emotional, vivid photographs and videos. The content of these articles is characterized by strong emotionality, with volunteers portrayed as rescuers. **"People were waiting for someone to die and free up space, reveals a volunteer from Kyrgyzstan"** (<https://ru.sputnik.kg/20200826/kyrgyzstan-koronavirus-tyazhelobolnye-pandemiya-volontery-1049431235.html>); **"How an ordinary Bishkek resident without a medical education saves lives"** (<https://ru.sputnik.kg/20200715/kak-prostaya-bishkekchanka-bez-medobrazovaniya-spasaet-zhizni-1049025487.html>); **"Upon entering the ward, I turned pale from what I saw - volunteers on work in hospitals in Kyrgyzstan"** (<https://ru.sputnik.kg/20200705/kyrgyzstan-koronavirus-volonter-pomoshch-1048914381.html>).

During the pandemic, the role and significance of volunteers in the lives of ordinary citizens has been heightened, and the media was able to convey this through numerous videos, photos, and articles depicting volunteers saving lives, assisting medical personnel, and delivering medicines to the sick.

«You know, doing good is addictive. Once you become a volunteer, it's impossible to stop.»

In these articles, volunteers are also portrayed as advocates for truth, as people who revealed the less presentable side of healthcare in the Kyrgyz Republic. Through the media, they primarily reported on the catastrophic shortages of hospital beds, medications, and life-saving equipment for the sick. They also reported on the attitudes of society and relatives towards the sick.

«God forbid you get infected, I wouldn't even bury you.»

This period represents the peak of articles mentioning volunteers. Even a well-known American news website, the New York Times, published an article about volunteers and volunteer organizations in KR. An informational website, covidstories.kg, was created, which includes a separate section dedicated to volunteers called "Pandemic Heroes - Volunteers."

After the pandemic, or more specifically, after the COVID-19 outbreak, the media's interest in volunteers waned as society and the government gradually returned to their previous routines. However, the image of a volunteer as a positive, free, and helpful person remained.

The positive image of volunteers continues to be promoted, as evidenced during the events of October 2020 in Kyrgyzstan, where volunteers acted as peacekeepers and protectors of citizens. Two articles in particular highlight their efforts: **"When the state disappeared: How volunteers and citizen patrols protected Bishkek"** (<https://kloop.kg/blog/2020/10/17/kogda-gosudarstvo-propalo-kak-volontery-i-druzhinniki-zashhishhali-bishkek/>) and **"I want our police to work like this: How citizen patrols saved the city"** (https://kaktus.media/doc/423080_hochy_chtoby_nasha_miliciia_tak_rabotala_kak_dryjinniki_gorod_spasali.html).

During the conflicts on the Kyrgyz-Tajik border, articles about volunteers also gained popularity, such as **"Batken volunteers receive international peacekeeping award"** (<https://ru.sputnik.kg/20151223/1021127067.html>) and **"Volunteers claim that**



houses under construction in Batken do not meet safety standards" (<https://kloop.kg/blog/2021/05/26/stroyashhiesya-doma-v-batkene-ne-otvechayut-normam-bezopasnosti-volontery/>). In these articles, the image of the volunteer continues to be formed as a hero, rescuer, and fighter for justice.

At the beginning of 2022, interest in volunteers from the press was intensified due to events in neighboring Kazakhstan. Help points were organized for citizens of Kazakhstan who could not enter their own country. **"Kyrgyz people can call their relatives in Kazakhstan with the help of volunteers"** (https://kaktus.media/doc/452328_kyrgyzstancy_mogyt_dozvonitsia_do_rodnyh_v_kazahstane_s_pomoshu_volonterov.html) and **"A volunteer was involved in a car accident while transporting Kazakh citizens from the airport across the border"** (https://kaktus.media/doc/452647_volonter_popal_v_avariu_kogda_vez_kazahstancsev_iz_aeroporta_na_granicy_video.html).

The content analysis shows that the attention of the press and citizens towards the activities of volunteers increases during emergencies or any events that require immediate action and assistance from volunteers and ordinary citizens. During this period, articles become more emotional and citizens' comments become more expressive, and the image of volunteers becomes brighter and more vivid.

However, there is a clear division of volunteers into the period before the pandemic, during the pandemic, and after.

The content analysis was conducted before the Batken events in September 2022 and does not include a number of publications related to this period.

- *Challenges and barriers, perspectives and recommendations for the development of volunteering in the Kyrgyz Republic.*

Volunteering as a social phenomenon is actively developing both worldwide and in Kyrgyzstan. It can rightfully be called a global social phenomenon of modern times, included in global trends, while also having distinct national characteristics.

One of the most developed areas of volunteering in Kyrgyzstan today is volunteering during crisis situations. Over the past few years, attempts have been made by non-governmental organizations to draw public attention and various institutions to the issue of involving volunteers in responding to various crisis situations and emergencies. For example, the National Red Crescent Society of the Kyrgyz Republic and UNFPA have developed projects for standard operating procedures for interaction within youth rescue teams, with government agencies (MOES of Kyrgyzstan, Ministry of Health of Kyrgyzstan, and the State Agency for Youth, Physical Culture, and Sports).³⁰ The methodological recommendation in the form of a "Youth Participation Agreement in Humanitarian Activities" is designed to assist humanitarian organizations, youth associations, and young people themselves who are involved in developing and implementing measures to respond to emergencies. In connection with the recent global events related to the COVID-19 pandemic, the document has been

³⁰ Участие молодежи в гуманитарной деятельности. Ситуационный анализ на примере Кыргызской Республики, Бишкек 2021. https://kyrgyzstan.unfpa.org/sites/default/files/pub-pdf/uchastie_molodezhi_v_gumanitarnoy_deyatelnosti_ru_2.pdf



supplemented with a relevant section. The results of the analysis of the impact of COVID-19 on youth were presented, and a series of solutions were proposed to ensure the inclusive nature of measures to respond to the consequences of the infection, taking into account the interests of youth. The recommendations are based on the five key elements of the Youth Participation Agreement in Humanitarian Activities: services, participation, potential, resources and data.

The current research shows that there is a lot of work ahead in the field of legal regulations of volunteer activities, especially in crisis situations, as people who provide assistance on the front line are at risk and are not protected from negative effects and consequences. It is important that the approved law becomes a protective mechanism to ensure the safety of volunteers and helps to distribute responsibility in case of various negative situations that may harm the health and well-being of volunteers.

In spontaneous and crisis situations, there is a particularly acute question of the availability of a single platform for coordinating the activities of volunteers. There is a great need for digital solutions for this process. Despite attempts to create such software tools, practice shows that this is not enough. Constant work, resources and financial support are necessary for the coordinated work of volunteer groups. To make such tools in demand and popular, it is necessary to invest not only in the creation stage, but also in the promotion, dissemination of information about the digital solution, its capabilities among the population and target groups of volunteer activities. That means, it is not only about coordinating requests from victims and those in need, as well as proposals for volunteer assistance, but also about planning, implementing, and working on the development of the volunteer support system at all levels.

Involving volunteers for addressing issues that fall under the responsibility of government agencies leads to a situation where the institutions that are tasked with organizing prompt responses to crisis situations remain inactive and rely on the mobilization of the volunteer community. It is particularly upsetting for volunteer organizations to witness the fact that governmental bodies have recently been persecuting activists, volunteers, and even launching criminal investigations and organized prosecution against them by law enforcement agencies.

It would be beneficial if the state would accept our help, rather than perceive us as enemies. This is exemplified by the recent detainment of some activists. As I perceive volunteering and activism to be closely related matters.

Most organizations believe that the volunteer movement in the country has great prospects. To achieve this, the role of the state must be strengthened and conditions created. The involvement and personal example of well-known personalities, opinion makers and community leaders has a very positive impact. As mentioned above, promoting volunteering and a positive image through the media is very important.

Volunteering has a very positive impact on both the development of the country and the growth of human potential, as well as the formation of life and professional skills. It is an excellent tool and platform for developing transferable skills that enhance the competitiveness of young people in the job market. It would be interesting to consider how volunteering can be used and developed in the school and university system.

It is very important for all interested parties to unite efforts and resources to take further steps.



Attachment 1. List of organizations that participated in the survey.

No	Name of organization	Contact details	Area/field of activity
1	IWPR CA	Bishkek, Kievskaya street 114/2, 996 312 313 241, e-mail: iwpr@net.kg,	Civic activism
2	Kyrgyz Women Judges Association	996 990 590 990	Legal protection
3	PA "Youth of Osh"	Osh, Moldo Niiaz street, 67. e-mail: osh.youth@gmail.com	Infrastructure improvement, Education, Civic activism
4	Dance4life	Bishkek, Togolok Moldo street 40, 996 770 807 085,	Social protection, Education
5	MoveGreen	996 558 012 355, e-mail: movegreen.bishkek@gmail.com	Ecology
6	PF "Institute for youth development"	996 220 69 99 09	Ecology, education
7	PA Children's rehabilitation centre Umut-Nadezhda	Bishkek, Repina street 210, 996 312 49 19 55, 996 706 49 19 55(w/a), e-mail: nadeshda@elcat.kg	Charity, Rehabilitation of children with various disabilities
8	PA "Association for Adolescent Health"	Bishkek, Family Medicine Centre 6, 312 Room, 996 558 206 552, e-mail: baktem2013@mail.ru	Social protection, Legal protection, Education
9	Nookat District Businessmen's Association	996 776 44 03 42 996 776 606 185	Civic activism
10	ObISMI Osh sadosi	996 552 120 504	Environment, Social Protection, Legal Protection, Infrastructure Improvement, Education, Civic Activism
11	IVO «Leadership»	996 555 83 72 25	Education, Charity, Civic activism
12	Bishkek American Center & Maker Space	Bishkek, Ogonbaeva street 242, Library named after K.Bayalinov, e-mail: borborubishkek@gmail.com,	Education
13	National Red Crescent Society of the Kyrgyz Republic	Bishkek, Erkindik boul 10, 996 312 300 190, e-mail: info@redcrescent.kg;	Environment, Legal Protection, Infrastructure Improvement, Philanthropy
14	Rural Development Fund	Bishkek, 102-104, Toktogula street, office 1 996 770 330 106, 996 755 330 106 e-mail: ruraldevelopmentfund2020@gmail.com, Website: www.rdf.kg, IT Map: http://rdfmap.kg/	Ecology, Education, Civic activism, preservation of biocultural heritage



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15	IDEA Central Asia	e-mail: ideaca@idebate.org	Education, Civic activism
16	Almaz Zhurok Public Charity Fund	Bishkek, Razzakova street 62.2-building of vocational lyceum #3, 996 880 03 30 00, e-mail: almazjurok781@gmail.com	Social protection, Charity
17	Batken regional branch of the Red Crescent of Kyrgyzstan	996 3622 50173, e-mail: batken@redcrescent.kg	Charity
18	Jalalabad regional branch of the Red Crescent of Kyrgyzstan	Jalalabad, J.Bakieva street 12	Social protection, Charity
19	NGO "Baiiastan"	996 700 53 53 12	Social protection, Legal protection, Education
20	Municipal Youth Centre "Ordo" under Balykchy City Hall	996 502 180 900, 996 509 180 900, 996 705 86 26 11	Environment, Education, Charity, Civic activism, youth policy, career guidance, sports, culture, fundraising, donors, media literacy, youth and human rights, volunteering, active participation, leadership



Attachment 2. List of organizations that participated in in-depth interviews.

No	Name of organization	Respondent	Coverage of activities	Area/field of activity
1	PF "Institute for youth development"	Executive director Sarkulova Madina	KR	Youth projects
2	PA " Workshop for cancer patients."	Employee Aigul Kydyrmsheva	Bishkek	Charity care for cancer patients
3	IVO "Leadership"	Director Anastasiia Stycenko	Karakol	Youth projects
4	UNICEF	Volunteer Programme Manager, Aizhan Abdesova	KR	Youth projects
5	Fund "Good hands"	Founder, Slobodskaja Larisa	KR	Charity care for street dogs
6	PA "Youth initiative centre"	Member, Murzaeva Sophia-Aidana	KR	Charity care in crisis situations
7	PA "Youth of Osh"	Volunteer Coordinator, Satybaldiev Ulanbek	KR, but primarily youth regions	Youth projects, crisis charity
8	PF "Archa Initiative"	Director, Dmitrii Vetoshkin	KR	Ecoprojects
9	PA " Resource Centre for the Elderly "	PR-specialist, Julia Salamatina	KR	Social support and assistance for the elderly
10	PF "Integration for development" (EIDemi)	Founder, Nurzhigit Asanova	KR	Youth projects, crisis charity
11	PF «International Educational Debate Association in Central Asia» (IDEA CA)	Executive Director Aizat Ruslanova	KR	Youth projects
12	Volunteer Club	Founder, Adinai Kerimova	KR	Youth projects, crisis charity
13	Volunteer group "Save Aruuzat"	Founder, Tashmatov Bakai (father of Aruuzat)	KR	Fundraising to buy medication to save a child
14	Volunteer Association "Soobsha"	Founder, Aidana Otorbaeva	KR	Crisis charity



Attachment 3. Questionnaire for organizations involving volunteers in their activities.

Dear respondent,

Laboratory of Social Practices at the International University of Kyrgyzstan's Training and Research Complex is conducting a research project on volunteer activities in Kyrgyzstan and exploring opportunities for youth skills development through volunteer work, with the support of the Hanns Seidel Foundation. As part of our research, we are mapping organizations that engage volunteers to carry out their activities. We kindly request your assistance in collecting data and providing information on volunteer activities within your organization. The information collected will be used solely for the purpose of this research and in a generalized manner.

Thank you for your kind cooperation.

1. Name of organization
2. Legal entity
 - 1) PA (Public Association)
 - 2) PF (Public Fund)
 - 3) PALE (Public association of legal entities)
 - 4) Association, union
 - 5) Informal Association/Network (without legal registration)
 - 6) Community
 - 7) Movement
 - 8) Other _____
3. Field of activity
 - 1) Ecology
 - 2) Social protection
 - 3) Legal protection
 - 4) Infrastructure improvement
 - 5) Education
 - 6) Charity
 - 7) Civic Activism
 - 8) Other _____
4. What activities do you involve volunteers in?
 - 1) Organizing and conducting informational and educational events (trainings/ sessions, conferences, seminars, etc.)
 - 2) Social assistance (providing aid and services to the elderly, low-income individuals, people with disabilities, and other vulnerable groups)
 - 3) Infrastructure initiatives (construction and repair works)
 - 4) Ecology (clean-up actions, beautification of natural areas, etc.)
 - 5) Civil activism (organizing rallies, demonstrations, flash mobs, etc.)
 - 6) Art and cultural activities (exhibitions, concerts, festivals, etc.)
 - 7) Outreach work (establishing contacts and delivering information, consultations, and preventive measures)



- 8) Collecting and organizing aid and resources for charity purposes
9) Other _____
5. Number of volunteers in your organization _____
6. Please provide the percentage breakdown of volunteers in your organization by the following age groups, making sure that the total percentage adds up to 100%.

	0%	0-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%
aged 14-18											
aged 19-24											
aged 25-35											
36 and over											

7. Gender ratio of volunteers _____
8. In general, what type of activities can volunteers in your organization be categorized into? (maximum of 3 items)
- 1) School students
 - 2) Students of vocational lyceums and colleges
 - 3) University students
 - 4) Employed individuals
 - 5) Unemployed individuals
 - 6) Homemakers
 - 7) Government and municipal employees
 - 8) Individual entrepreneurs
 - 9) Employees of non-profit organizations
 - 10) Employees of international organizations
9. What motivates people to come to your organization as volunteers? What are their expectations and what do they hope to gain from it? _____
- _____
- _____
- _____
- _____
- _____
10. By which legal regulations, policies (internal and external) is the activity of volunteers regulated in your organization? _____
- _____
- _____
- _____
11. Name, surname of executive of your organization _____
- _____
- _____



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12. Contact details of your organization (Address, phone, mail)

13. Your organization's social media accounts:

14. Details (name, surname, mobile phone, email) of the contact person, who works with volunteers

15. We would be glad if you could help us find contacts of organizations that also involve volunteers in their activities.

Thank you for your attention!!!



Attachment 4. Guide/list of questions for conducting in-depth interviews with organizations/associations involving volunteers in their activities.

Introduction to the interview:

Dear participant, today you are taking part in a in-depth interview as part of a study on volunteering activities in Kyrgyzstan. The goals of this research are to comprehensively examine and analyze volunteering activities in Kyrgyzstan in the context of socio-economic crises, to systematize knowledge of it as an element of civil society and the non-profit sector, as well as to develop recommendations and proposals for the development of training programs such "Mobilization of Local Community Resources and Fundraising," "Development and Management of Volunteer Activity," and "Working with Various Population Groups" within the framework of the Master's Program in " Management of a non-profit organization " in the "Management" field, and to support the development of volunteering activities in Kyrgyzstan. This research is being conducted by the Laboratory of Social Practices at TRC "IUK" in collaboration with the Hanns Seidel Foundation.

During the interview, with your consent, we will be recording the conversation on a dictaphone. Your responses will be kept anonymous. Personal data will only be processed by individuals responsible for the necessary actions to achieve the aforementioned research goals.

We are committed to ensuring the security of your information and have implemented reasonable physical, technical, and administrative security measures to prevent unauthorized access to your data.

By concluding the interview, you consent to the collection and storage of your personal data. The data will be stored in an aggregated form.

Personal information and information about organization:

1. Tell us about yourself, your organization, the main activity of the organization and how many years you have been working here?

Information on volunteer activity within an organization:

2. What is the number of volunteers in your organization?
3. What kind of activities are the volunteers engaged in within your organization?
4. What legislative acts regulate the work of volunteers in your organization and in the country?
5. How is the work of volunteers organized within your organization?
6. What challenges do you face while working with volunteers in your organization?

Motivation and mechanisms to ensure the safety of volunteers:

7. What is the motivation system for volunteers in your organization?
8. Are there any mechanisms for protecting volunteers?
9. How do you ensure the safety of volunteers?

Skills and capacity building for volunteers:

10. What skills do volunteers in your organization possess or need to possess?



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11. Are any types of training provided for them?
12. What skills are they trained in at your organization?
13. What opportunities are available or arise for volunteers during/after their participation in volunteer activities?
14. Does your organization have any exchange programs for volunteers?

The impact and influence of volunteering activity on the situation in the country, and the prospects for its further development:

15. What is the current situation of volunteers and volunteering in Kyrgyzstan?
16. Have there been any changes in society's attitudes towards volunteers and volunteering in the past 3 years? If so, what were they?
17. How does volunteering and volunteer work affect the socio-economic situation in the country and the mood of society?
18. What are the prospects for volunteering in Kyrgyzstan?
19. What needs to be done to promote volunteering in our country?



Attachment 5. Questionnaire for volunteers.

Dear respondent, the Laboratory of Social Practices at the International University of Kyrgyzstan's Training and Research Complex, in collaboration with the Hanns Seidel Foundation, is conducting a study aimed at reviewing volunteer activities in Kyrgyzstan and exploring opportunities for youth skill development through volunteering. As part of the study, we are conducting a survey of individuals involved in volunteer activities. We kindly request your assistance in collecting data and providing information about your volunteer experience. The data will be used solely for research purposes and in an aggregated form. By submitting the form, you consent to the processing of your data. In the event of a quality completion of the questionnaire, you will receive a reward of 50 soms deposited to the mobile number specified in the form, no later than September 30, 2022. Thank you for your cooperation!

1. Phone number in following format +996 XXX XX XX XX.

2. Have you engaged in any volunteer activities over the past year (from September 2021 to September 2022)?
 - 1) Yes, I have/I engage regularly
 - 2) Yes, I have/ I engage from time to time
 - 3) Yes, I engaged once or several times
 - 4) No, did not engage / do not engage
 - 5) Difficult to answer
3. Write your name and surname

4. Your sex/gender
 - 1) Female
 - 2) Male
5. Your age
 - 1) 14-16
 - 2) 17-18
 - 3) 19-21
 - 4) 22-24
 - 5) 25-28
 - 6) 29-34
 - 7) 35-40
 - 8) 41-60
 - 9) 61 and over
6. In which region do you live?
 - 1) Bishkek city
 - 2) Osh city
 - 3) Chui region
 - 4) Osh region



- 5) Talas region
 - 6) Naryn region
 - 7) Issyk Kul region
 - 8) Jalalabad region
 - 9) Batken region
7. Do you live in urban or rural area?
- 1) Rural area
 - 2) Urban area
8. Please indicate the name of the settlement where you reside (for example: the village of Belovodskoe or the city of Batken).
-
-
9. Your occupation
- 1) School student
 - 2) Student of vocational lyceums and colleges
 - 3) University student
 - 4) Employed individual
 - 5) Unemployed individual
 - 6) Homemaker
 - 7) Government and municipal employee
 - 8) Individual entrepreneur
 - 9) Employee of non-profit organization
 - 10) Employee of international organization
10. What is your level of education?
- 1) Secondary education
 - 2) Incomplete secondary education (up to 9th grade)
 - 3) Vocational education
 - 4) Higher education
 - 5) Incomplete higher education
 - 6) Academic degree
 - 7) Other _____
11. You engage in volunteering through:
- 1) Through a specialized volunteer organization
 - 2) Through a non-governmental or charity organization
 - 3) Providing assistance in an organized manner, together with like-minded individuals
 - 4) Providing assistance independently
 - 5) Difficult to answer
12. What is the legal status of the organization you are engaged in as a volunteer?
- 1) PA (Public Association)
 - 2) PF (Public Fund)
 - 3) PALE (Public Association of Legal Entities)



- 4) Association, union
 - 5) Informal Association/Network (without legal registration)
 - 6) Community
 - 7) Movement
 - 8) Other _____
13. What is the field of activity of the organization you are engaged in? Choose 3 priority options
- 1) Ecology
 - 2) Social protection
 - 3) Legal protection
 - 4) Infrastructure improvement
 - 5) Education
 - 6) Charity
 - 7) Civic Activism
 - 8) Preventing and responding to emergencies (natural disasters, accidents, incidents, conflicts and more)
 - 9) Other _____
14. What activities/work you are involved in in this organization?
- 1) Organizing and conducting informational and educational events (trainings/ sessions, conferences, seminars, etc.)
 - 2) Social assistance (providing aid and services to the elderly, low-income individuals, people with disabilities, and other vulnerable groups)
 - 3) Infrastructure initiatives (construction and repair works)
 - 4) Ecology (clean-up actions, beautification of natural areas, etc.)
 - 5) Civil activism (organizing rallies, demonstrations, flash mobs, etc.)
 - 6) Art and cultural activities (exhibitions, concerts, festivals, etc.)
 - 7) Outreach work (establishing contacts and delivering information, consultations, and preventive measures)
 - 8) Collecting and organizing aid and resources for charity purposes
 - 9) Data collection and research
 - 10) Office work (courier services, tidying up, printing documents, etc.)
 - 11) Preventing and responding to emergencies (natural disasters, accidents, accidents and conflicts)
15. How much time do you devote to volunteering?
- 1) 1-3 hours a week
 - 2) 4-5 hours a week
 - 3) 6-8 hours a week
 - 4) 9-15 hours a week
 - 5) Difficult to answer
 - 6) It depends on circumstances (in case of crisis situations)
16. How often do you get involved in volunteering?
- 1) Once a week
 - 2) Two-three times a week
 - 3) Once a month



- 4) Once to two-three months
 - 5) 1-2 times in half a year
 - 6) Difficult to answer
 - 7) It depends on circumstances (in case of crisis situations)
17. Why did you decide to volunteer? Choose no more than 3 of your top priorities
- 1) Serve the community and help others
 - 2) Gaining interesting experiences
 - 3) Travel opportunities
 - 4) Meeting new and interesting people
 - 5) Finding like-minded people
 - 6) Self-realisation
 - 7) Skills acquisition
 - 8) Keeping company with friends
18. When you were recruited as a volunteer, was there a contract/agreement with you?
- 1) Yes
 - 2) No
 - 3) Difficult to answer
 - 4) I do not work for an organization, but independently
19. Have you been informed of the safety procedures for volunteering?
- 1) Yes
 - 2) No
 - 3) Difficult to answer
 - 4) I do not work for an organization, but independently
20. Have you been informed of the rules or code of conduct for volunteering?
- 1) Yes
 - 2) No
 - 3) Difficult to answer
 - 4) I do not work for an organization, but independently
21. Have you been informed of the policies and procedures regarding the prevention of and response to sexual exploitation and abuse when volunteering?
- 1) Yes
 - 2) No
 - 3) Difficult to answer
 - 4) I do not work for an organization, but independently
22. Has the volunteering experience in general influenced your life or your attitudes towards other people (other nationalities, etc.) and social problems in society?
- 1) Yes
 - 2) No
 - 3) Difficult to answer
23. What skills have you developed through volunteering (you can choose more than one answer)?
- 1) Communication skills



- 2) Conflict prevention and resolution
- 3) Interviewing skills
- 4) Self-expression skills in drawing and pictures
- 5) Photo and video content creation
- 6) Computer skills
- 7) Public speaking skills
- 8) Teamwork
- 9) Team management
- 10) Social design (development of projects and initiatives)
- 11) Finding resources, opportunities, fundraising
- 12) Finding supporters
- 13) Other _____

24. Please provide your opinion on the following statements (5 - Strongly agree, 4 - Agree, 3 - Disagree, 2 - Strongly disagree, 1 - Difficult to answer)

	5	4	3	2	1
I am confident in my ability to help in resolving interpersonal disputes and conflicts peacefully					
I can communicate easily with people of other nationalities and social groups					
I have made many friends during my volunteering					
I feel confident in interacting with my peers					
I feel confident speaking in front of large audiences (50 people or more)					
I feel confident speaking to government officials or community leaders					
I can present my ideas to others					

25. Please tell (write) what you have learned from volunteering experience.

26. Please tell (write) what has been difficult for you during volunteering experience.

27. What would you like to improve in the organization of volunteering in Kyrgyzstan?

28. Do you plan to do volunteering in the future?

- 1) Yes
- 2) No
- 3) Difficult to answer

Thank you for your attention!



Attachment 6. Questionnaire for the control group (young people not involved in volunteering).

Dear respondent, the Laboratory of Social Practices at the International University of Kyrgyzstan's Training and Research Complex, in collaboration with the Hanns Seidel Foundation, is conducting a study aimed at reviewing volunteer activities in Kyrgyzstan and exploring opportunities for youth skill development through volunteering. As part of the study, we are conducting a survey of individuals involved in volunteer activities. We kindly request your assistance in collecting data and providing information about your volunteer experience. The data will be used solely for research purposes and in an aggregated form. By submitting the form, you consent to the processing of your data. In the event of a quality completion of the questionnaire, you will receive a reward of 50 soms deposited to the mobile number specified in the form, no later than September 30, 2022. Thank you for your cooperation!

1. Phone number in following format +996 XXX XX XX XX.

2. Write your name and surname

3. Your sex/gender

- 1) Female
- 2) Male

4. Your age

- 1) 14-16
- 2) 17-18
- 3) 19-21
- 4) 22-24
- 5) 25-28
- 6) 29-34
- 7) 35-40
- 8) 41-60
- 9) 61 and over

5. In which region do you live?

- 1) Bishkek city
- 2) Osh city
- 3) Chui region
- 4) Osh region
- 5) Talas region
- 6) Naryn region
- 7) Issyk Kul region
- 8) Jalalabad region
- 9) Batken region

6. Do you live in urban or rural area?

- 1) Rural area
- 2) Urban area



7. Please indicate the name of the settlement where you reside (for example: the village of Belovodskoe or the city of Batken).
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8. Your occupation

- 1) School student
- 2) Student of vocational lyceums and colleges
- 3) University student
- 4) Employed individual
- 5) Unemployed individual
- 6) Homemaker
- 7) Government and municipal employee
- 8) Individual entrepreneur
- 9) Employee of non-profit organization
- 10) Employee of international organization

9. What is your level of education?

- 1) Secondary education
- 2) Incomplete secondary education (up to 9th grade)
- 3) Vocational education
- 4) Higher education
- 5) Incomplete higher education
- 6) Academic degree
- 7) Other _____

10. Choose what skills you have or you consider to be your strengths (you can choose more than one answer)?

- 1) Communication skills
- 2) Conflict prevention and resolution
- 3) Interviewing skills
- 4) Self-expression skills in drawing and pictures
- 5) Photo and video content creation
- 6) Computer skills
- 7) Public speaking skills
- 8) Teamwork
- 9) Team management
- 10) Social design (development of projects and initiatives)
- 11) Finding resources, opportunities, fundraising
- 12) Finding supporters
- 13) Other _____

11. Which skills would you like to strengthen or improve in yourself (more than one answer is possible)?

- 1) Communication skills
- 2) Conflict prevention and resolution
- 3) Interviewing skills
- 4) Self-expression skills in drawing and pictures



- 5) Photo and video content creation
- 6) Computer skills
- 7) Public speaking skills
- 8) Teamwork
- 9) Team management
- 10) Social design (development of projects and initiatives)
- 11) Finding resources, opportunities, fundraising
- 12) Finding supporters
- 13) Other_____

12. Please provide your opinion on the following statements (5 - Strongly agree, 4 - Agree, 3 - Disagree, 2 - Strongly disagree, 1 - Difficult to answer)

	5	4	3	2	1
I am confident in my ability to help in resolving interpersonal disputes and conflicts peacefully					
I can communicate easily with people of other nationalities and social groups					
I have made many friends during my volunteering					
I feel confident in interacting with my peers					
I feel confident speaking in front of large audiences (50 people or more)					
I feel confident speaking to government officials or community leaders					
I can present my ideas to others					

13. Please tell (write) what skills and knowledge you need for successful employment and career development.

14. Can you obtain the skills and knowledge you have mentioned as part of school and university education??

- 1) Yes
- 2) No
- 3) Difficult to answer

15. What do you think is the reason why people volunteer? Choose 3 priority options

- 1) Serve the community and help others
- 2) Gaining an interesting experience
- 3) Travel opportunities
- 4) Meeting new and interesting people
- 5) Finding like-minded people
- 6) Self-realisation
- 7) Skills acquisition
- 8) For company with friends
- 9) Other_____

16. Do you want to do volunteering?

- 1) Yes



- 2) No
 - 3) Difficult to answer
17. If yes, what field of activity do you want to do volunteering?
- 1) Ecology
 - 2) Social protection
 - 3) Legal protection
 - 4) Infrastructure improvement
 - 5) Education
 - 6) Charity
 - 7) Civic Activism
 - 8) Preventing and responding to emergencies (natural disasters, accidents, incidents, conflicts and more)
 - 9) Other _____
18. How much time you could devote to volunteering?
- 1) 1-3 hours a week
 - 2) 4-5 hours a week
 - 3) 6-8 hours a week
 - 4) 9-15 hours a week
 - 5) Difficult to answer
 - 6) It depends on circumstances (in case of crisis situations)
19. What activities/work you might be involved in as a volunteer?
- 1) Organizing and conducting informational and educational events (trainings/ sessions, conferences, seminars, etc.)
 - 2) Social assistance (providing aid and services to the elderly, low-income individuals, people with disabilities, and other vulnerable groups)
 - 3) Infrastructure initiatives (construction and repair works)
 - 4) Ecology (clean-up actions, beautification of natural areas, etc.)
 - 5) Civil activism (organizing rallies, demonstrations, flash mobs, etc.)
 - 6) Art and cultural activities (exhibitions, concerts, festivals, etc.)
 - 7) Outreach work (establishing contacts and delivering information, consultations, and preventive measures)
 - 8) Collecting and organizing aid and resources for charity purposes
 - 9) Data collection and research
 - 10) Office work (courier services, tidying up, printing documents, etc.)
 - 11) Preventing and responding to emergencies (natural disasters, accidents and conflicts)
20. What organizations in your area that work with volunteers do you know?
- _____
- _____
- _____

Thank you for your attention!